



City of Wagga Wagga Annual Report to the Community 2010/11

Message from the Mayor and General Manager of Wagga Wagga City Council

During 2010/2011 the Wagga Wagga Local Government Area experienced the extremes of both drought and flood. This resulted in many challenges for our community and Council's infrastructure.

Council is well placed to consolidate and assist our community to recover from these natural events, while continuing to deal with the significant financial pressures associated with maintaining and renewing aging infrastructure and providing the breadth and depth of services our community has come to expect. This condensed version of Wagga Wagga City Council's Annual Report will provide you with an overview of Council's activities during the 2010/2011 financial year.

Challenges

The two very different and distinct storm/flood events of October and December 2010 totalled over \$34 million in damage across the entire Local Government Area. The impact was felt in all areas of Council operations and created a challenging year from an operations perspective.

The emergency and rehabilitation works resulting from the storm/flood events placed significant pressure on Council's resources and capacity to deliver programmed works. Meeting the challenge of resourcing flood restoration works while still delivering upon the large amount of planned projects for 2011/2012 will be a major focus for Council in the coming year.

Achievements

Although there were major challenges, Wagga Wagga City Council's achievements were also significant. Capital work projects delivered included the Flowerdale Sewage Pump Station and rising main augmentation; Exhibition Centre Netball Courts and car park construction; Glenfield Road roundabout construction; Crematorium Chapel upgrade; development of polocrosse fields at Euberta; construction of the Ashmont Community Facility 'Ngurra'; and completion of \$7M upgrade to the Wagga Wagga Airport runway, taxiway and apron.

These projects demonstrate the breadth of achievements and delivery of enhanced infrastructure to the local community, in line with the planning undertaken at the start of this current Council term.

The successful Airport capital works and Master Plan process was recognised by the Australian Airports Association, naming Wagga Wagga Airport as the Australian Regional Airport of the Year.

Extensive community consultation was undertaken in the development of the Community Strategic Plan and the Asset Management Plan, both important documents under the State Government's new Integrated Planning and Reporting legislation.

In addition, nine Rural Village Plans were developed in conjunction with each locality to outline and plan for community needs in each of the villages within the Wagga Wagga Local Government Area.

In Planning and Development there were many demonstrable improvements in performance as a result of staff initiatives introduced in the past year, including shorter processing times and reduction in undetermined development applications.

Supporting our community

Each year Council supports the fabric of the community through the delivery of a myriad of social programs and projects that often go unseen to the broader public.

As a small indication, this includes sponsoring the Regional Family Day Care service; delivering environmental improvements and education; providing community development officers for Aboriginal Family Support, Housing Communities and Home and Community Care programs.

Culturally, our facilities – Wagga Wagga Art Gallery, Wagga Wagga Library, Museum of the Riverina and Civic Theatre – continue to meet the incredible task of providing a hub for locals and visitors alike to learn, grow and develop themselves.

Thank you

We wish to thank all the Councillors, staff, members of Community Advisory Committees, and the wider community for working together and contributing to the achievement of our vision of making Wagga Wagga a thriving, innovative and connected community, rich in opportunity, choice, learning, whilst maintaining a sustainable environment.

Phil Pinyon
General Manager

Cr Wayne Geale
Mayor of the City of Wagga Wagga*

**Cr Kerry Pascoe was elected Mayor of the City of Wagga Wagga on 26 September 2011*



General Manager, Phil Pinyon
and Councillor Wayne Geale

Financial Result

Prudent financial management is required to ensure continued delivery of all community services, the level of services and maintenance and renewal of the city assets. A commitment to cost restraint and provision of value-for-money services to residents and ratepayers remains imperative to this Council and drives financial decisions.

In 2010/11 Council continued its investment in key community building and infrastructure, funded in part from the approved Special Rate Variation.

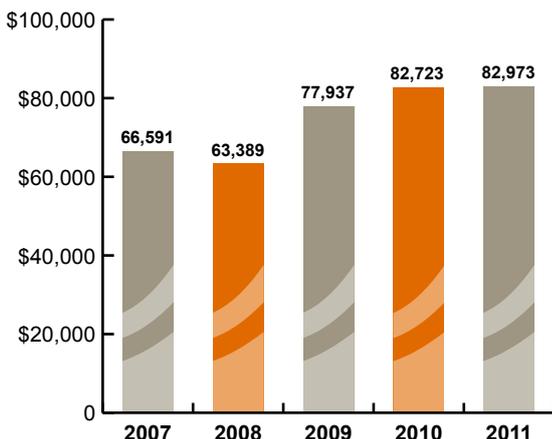
Council's financial position as at 30 June 2011 reflected a very sound result for the financial year. Council's budget surplus of \$261K has increased Council's unrestricted working funds from \$3.98M to \$4.24M. Despite the overall sound result for 2010/11 the key financial challenge associated with the maintenance and renewal of key infrastructure remains. Council increased funding for asset maintenance and renewal programs in 2011/12 to assist in managing the infrastructure maintenance and renewal challenge.

In brief

All financial information relates to the Financial Statements included as part of the Annual Report:

- \$65.4M operating surplus which includes one-off adjustments of \$46.6M for revaluation and impairment reversals of roads assets.
- \$93M expenditure with 35% attributable to labour and 31% attributable to materials and contracts
- \$1.26B of net assets which provide community facilities and infrastructure for the LGA
- \$82.9M holdings of cash an increase of \$250K on the previous year
- \$39.8M outstanding loans and borrowings
- \$11.1M to repair flood and storm damaged road assets during the year

Cash & Investments (\$,000)



Community Vision

A thriving, innovative, connected community, on the Murrumbidgee, rich in opportunity, choice, learning and environment, where paths cross, where people meet.

Community Values

*Together Wagga Wagga will:
Live and lead with courage,
compassion and commitment.*

Think and act with respect, beyond ourselves, beyond today

Financial Expenditure

During 2010/11, Council delivered the following services for every \$100 that was spent:

Capital Works and priority projects	\$30.51
Roads, footpaths, safety and drainage	\$13.54
Sewerage Services	\$13.20
Recreation and Culture	\$10.66
Waste Services	\$5.87
Environment	\$5.54
Economic Development	\$4.34
Community Services	\$3.12
Planning & Building Control	\$2.98
Livestock Marketing Centre	\$2.08
Airport	\$1.75
Library Services	\$1.59
Public Order & Safety	\$1.47
Community Amenities	\$1.42
Health	\$0.73
Customer Service	\$0.67
Governance	\$0.53
Total	\$100



Construction of the
Glenfield Road / Dalman
Parkway roundabout

Work Highlights 2010/11

Capital Works

During 2010/11 Council spent a total of \$36.9M on capital works across the city. This included a total of \$19.1M on renewal works and \$17.8M on upgrades and new works. Highlights include:

- Exhibition Centre improvements including the netball court refurbishment, car park sealing and improved entry ways
- Installation of additional lighting at the intersections of Baylis/Morgan and Baylis/Forsyth Streets
- Construction of the Glenfield Rd/Dalman Pwy roundabout
- Doubling the capacity of the Flowerdale Sewage Pump Station and rising main
- Construction of the Ashmont Community Facility, 'Ngurra'
- Lighting upgrade at the Wagga Cricket Ground and cycling track
- Development of polocrosse fields at Euberta
- Hall improvements at Galore, Brookdale, Mangoplah and Tarcutta

Road works

Record rainfall caused road conditions to deteriorate markedly in 2010/11. In response, Council operations completed double the routine maintenance activities across the sealed road network than the previous year.

In addition, Council completed the programmed annual maintenance on the unsealed road network, in conjunction with working to repair the 900km of flood damaged roads.

Storm/Flood Damage Recovery

Council responded to the floods by mobilising up to 150 staff for 24/7 emergency works in the immediate period after each event. Staff worked to ensure roadways and bridges were made accessible and safe to the community as quickly as possible. Flood recovery works continue and during 2010/11 over \$10M of works were completed. This work was over and above normal maintenance and renewal operations and represents 35% of the programmed two year recovery works program.

In six months, approximately four times the annual amount of gravel was used by Council to repair flood damaged roads and infrastructure. Bridges restored during 2010/11 include Burkes Creek Bridge on Holbrook Road, Big Springs Bridge on Compton Road, Burkes Creek Bridge at Burrandana, McCleay Bridge on Gregadoo-Ladysmith Road, Belmore Bridge on Westbrook Road, Umbango Creek Bridge on Humula Road, Carabost Bridge on the Humula Eight Mile Road and Shockeroo Bridge on Carabost Road.

Sewerage Services

Throughout the 2010/11 financial year 8,000m of sewer mains were treated with root foam, and 3,700m of sewer mains and 220 property connections were renewed.

These techniques to reduce and remove blockages formed part of an enhanced and accelerated maintenance, renewal and rehabilitation program. This has resulted in significantly less reported sewer blockages than previous years.



Oxley Bridge, Uranquinty - before and after the storm damage

Social

Achievements

Masters and Apprentices Biennial Winter Festival

Council conducted the Biennial Winter festival event in 2011 called Masters and Apprentices. This involved 18 major events aimed at fostering and celebrating inter-generational exchange across the community.

Council's cultural facilities convened varied exhibitions, performances and cultural public programs alongside community development projects at various sites. The festival was visited by over 3,500 people.

Challenges

Storm/Flood Event

As part of the storm/flood events of 2010 a range of capital works were completed. In addition the Museum of the Riverina Historic Council Chambers roof was replaced via an insurance claim due to damage caused by sulphur crested cockatoos. Insurance works allowed for the replacement of carpeting on both levels of the Wagga Wagga City Library and the replacement of flooring in the main gallery and the E3 Space during early 2011. These upgrades ensured that all facilities have been returned to previous functionality with increased amenity. Visitation to all facilities remains high in spite of reduced openings due to the construction works being undertaken.

Future Plans

Design Out Crime Project

Council continues to work with the Department of Attorney General and Justice and other stakeholders on the Design Out Crime Project which focuses on crime prevention and environmental design in the suburb of Tolland in conjunction with Housing NSW. Our Social Planning section is working on an Aboriginal Family Violence project. Council's project focuses on enhanced awareness and prevention strategies within our local community.

At A Glance

- Family Day Care Service provides care for 798 children each week.
- Wagga City Library 174,741 visitors
- Museum of the Riverina over 2 sites – 34,603 visitors
- Wagga Wagga Art Gallery over 5 exhibition/gallery spaces – 31,853 visitors
- Civic Theatre welcomed 74,000 patrons
- 205 parks and reserves
- 62 sporting fields
- Botanic Gardens
- six cemeteries
- 35,000 street trees
- Oasis Regional Aquatic Centre and Bolton Park Indoor Stadium which receives around 300,000 visitors per year



Economic

Achievements

Planning & Development Forums

During the course of the year Council conducted two stakeholder forums in response to community demand for improved communication between Council and various stakeholders. The forum identified an "Action Plan for Change" which Council is now working towards implementing in conjunction with key stakeholders.

New Industry

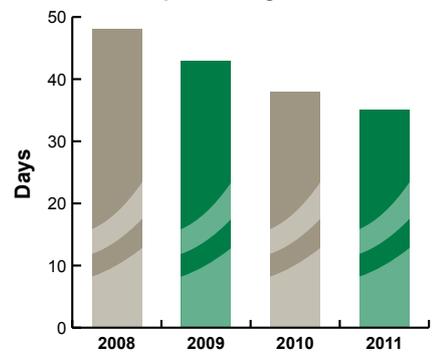
2010/11 saw the establishment of major new employers such as Renewed Metal Technologies and Riverina Oils & Bio-energy, in addition to the implementation of critical infrastructure including the instrument landing system (ILS) at Wagga Wagga Airport.

Challenges

Planning Process Analysis

During the course of the early part of 2011, a Planning Analysis was undertaken on the recommendation of Council's Business Advisory Committee. Council welcomed the opportunity to have an independent third party review its planning processes with a view to strengthening confidence in Council's planning processes which is a key element for the future economic growth of Wagga Wagga and the Riverina.

Average Residential DA processing times



Economic Infrastructure

The Commercial and Economic Directorate is continuing to build upon recent success in attracting new business to the Wagga Wagga Region. Council continues to develop essential economic infrastructure such as the new Aviation Precinct at the airport and the Bomen Business Park.

Future Plans

The key focus this year will be the implementation of the Bomen and Riverside Master Plans as well as the Retail Growth Strategy. Wagga Wagga City Council will continue to engage with key stakeholders and the broader community as a means of delivering enhanced services to the community.

At A Glance

There were over 1 Million Visitors to Wagga Wagga this year including 409,000 domestic overnight visitors, an increase of 69,000 from the year before, and 623,000 day visitors, an increase of 17,000 from the previous year.

Wagga Wagga has an extremely diverse economy. This is important because it helps insulate the City from becoming too dependant on a specific industry. Our largest employment sectors are:

- Health care and social assistance
- Retail trade
- Accommodation
- Public Administration and Safety
- Manufacturing
- Transport, postal and warehousing
- Defence
- Education

In the 2010/11 financial year, Wagga Wagga's Gross Regional Product increased by 3.3% to \$3.4 billion. Over the past four years the Wagga Wagga economy has experienced growth of 5.0% per annum-well above the State growth trends of 2.2% per annum over the same period.

Environment

Achievements

Council coordinates a number of events and programs to educate and engage residents in environmental and sustainability issues. Some of these include Earth Hour, National Tree Day, Clean-Up Australia Day, Schools Sustainability Challenge, Urban Salinity tours, Recycling and Waste Watchers.

Other key achievements included:

- Continued support for a further 12 months for the Natural Areas & River Restoration Team.
- Wagga Wagga became the first Local Government Area in NSW to obtain Biodiversity Certification for its LEP benefiting the environment and future development.
- Council as part of its Air Pollution Awareness Program (Let's Clear the Air - A Wagga Wagga Clean Air Initiative) funded through the NSW Department of Environment & Heritage, has purchased four bicycles for staff and Councillors to use for short trips which would otherwise require the use of a car.
- Council has adopted environmental performance targets as part of its commitment to environmental sustainability.
- The Great Green Challenge was initiated and is a program aimed at improving sustainable living practices in the home and workplace.

Challenges

Former Tarcutta Street Gasworks Remediation

Planning for the remediation of the former Tarcutta Street Gasworks site has occurred over the past 12 months with on ground works due to commence in 2012.

Future Plans

Energy Efficiency

Council has entered into an agreement with Low Carbon Australia for a low interest loan to enable energy conservation measures to be implemented at the Civic Centre Building, Civic Theatre and Airport. Further investigation is also underway for energy efficiency at the Oasis Aquatic Centre through cogeneration.

Environmental Sustainability Strategy 2009-2013

2011/12 will see the continued implementation of the 'Wagga Wagga Environmental Sustainability Strategy 2009-2013'. The Strategy aims to improve the sustainability of the local environment, balance the needs of the built and natural environments and ensure development strengthens the connection between the community and the natural environment to create a sense of place and enhance community well-being. Importantly, the objectives also reflect the integration of environmental sustainability with Social, Economic and Governance considerations.



Wagga Wagga City Council Street Tree Audit. Council's Michael Ellis, Team Leader Tree Maintenance talks with audit consultant Ben Kenyon.

Governance

Achievements

Website Development- e-Business

Council has enhanced its online capacity by upgrading the service to include certificates, customer requests, online payments, mapping and property search functionality.

Community Strategic Plan 2011-21

The Community Strategic Plan was adopted in April 2011 following extensive community involvement. The subsequent supporting plans for the future were adopted in June 2011.

Apprentices & Trainees

Council's Workforce Plan identifies high demand roles and the potential for trainee/apprentice funding. This is to enable Council to 'grow our own' and ensure it has the necessary skills and experience available to continue its operations effectively, as well as provide skilled workers into the community. Council currently has 15 apprentices and trainees working in a range of areas.

Challenges

Future Planning

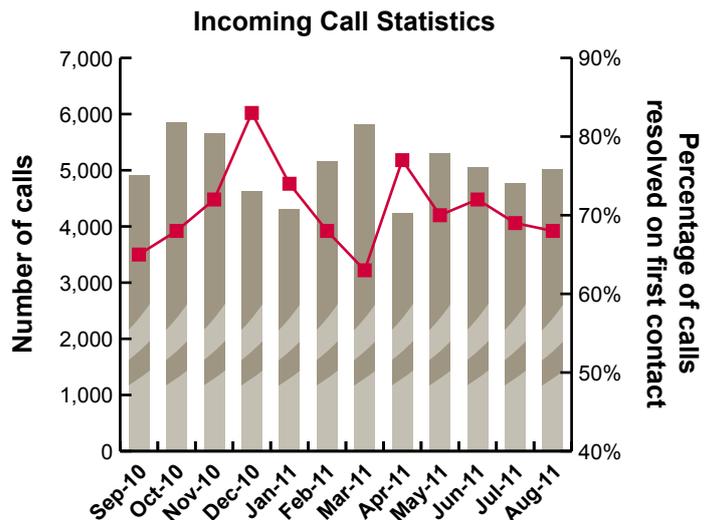
Council has many current and future demands on funding. This highlights the need for long term planning and the targeted allocation of resources to priority areas which is achieved through the preparation of the Long Term Financial Plan. The current Long Term Financial Plan highlights the need for Council to reduce its expenditure and identify additional revenue sources for the ten years to 2021.

Future Plans

New Community Strategic Plan

In 2012 Council will be initiating a review of the Community Strategic Plan to ensure alignment with community priorities including those of the newly elected Council following the September 2012 elections.

At A Glance



Council receives, on average 5,000 incoming calls to the Call Centre each month. Of these, an average of 72% are resolved on first contact.



Statement of Commitment to Aboriginal Australians

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

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

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

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

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



Jya Little and Trae O'Neill, from Malyaa Dance Group



Reopening of Wagga Wagga City Library on Monday 30 May 2011, after extensive repairs following the December 2010 storm event.



New Instrument Landing System at the Airport, jointly funded by Airservices Australia, Regional Express, Wagga Wagga City Council and the Federal Government



Councillor Alan Brown and Wagga Wagga Netball Association President Tamara Edmunds at the newly constructed netball courts.



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Contact Us

For general enquiries, requests and complaints please call **1300 292 442** or email council@wagga.nsw.gov.au or visit our website www.wagga.nsw.gov.au

