

Wagga Wagga City Council

2007/2008

Annual Report



Statement of Commitment to Indigenous Australians

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

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

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

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

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



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About this Report

The Annual Report is made up of the following parts:

Annual Report

The first section of the Annual Report summarises Council's achievements against criteria set down in the 2007/08 Management Plan and outlines all major projects undertaken by Council during 2007/08. The second section of the Report provides all the statutory information required under section 428 of the Local Government Act 1993.

Attachment 1 - The State of the Environment Report

Report as to the state of the environment in the Wagga Wagga area for 2007/08.

Attachment 2 - The Audited Financial Reports - s428(2)(a)

Wagga Wagga City Council's Annual Financial Report for the year ended 30 June 2008.

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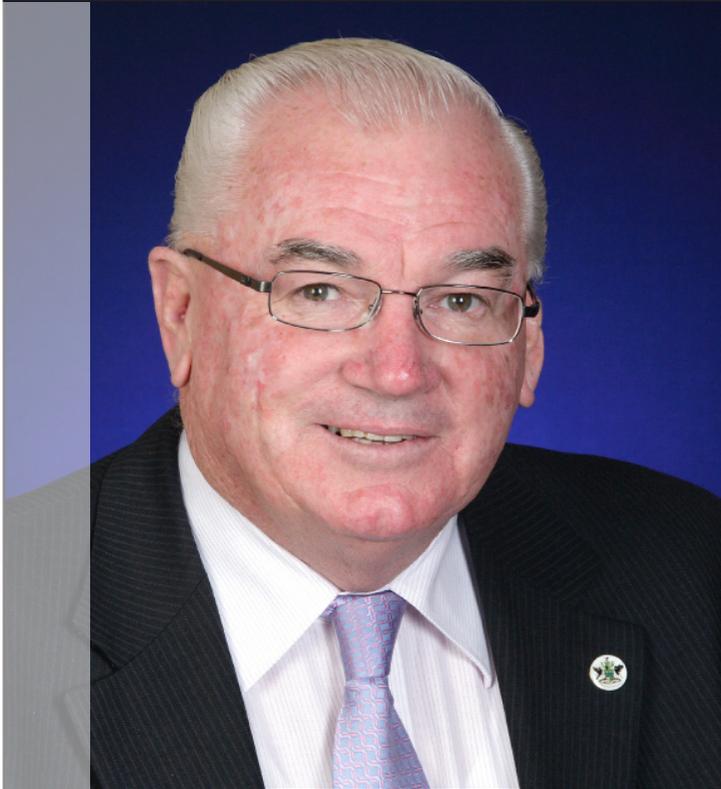
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Official Opening Wagga Wagga Airport Upgrade; 8 November 2008
 Pictured: Warrick Lodge (REX), Eilish Kendell, Mayor Kerry Pascoe, Kay Hull MP & Jim Davis (REX)



A Message from the Mayor

Welcome to this year's Community Annual Report, which aims to give a snapshot of Council activities and City achievements over the past financial year.

The future of the City is as bright as ever with exciting projects on Council's horizon that will impact positively on the community environmentally, economically and socially.

The planning for the Riverside Precinct project, the completion of the sewer system upgrade (Sewer 2010) and the master plan for the Bomen Business Park are examples of the major projects Council will be undertaking in the coming year. These projects, and others, will ensure existing residents maintain a high quality of living and Wagga Wagga retains and attracts new industry and investment.

I would like to take the opportunity to thank the retiring Councillors for their contributions to Wagga Wagga during their time representing the City and welcome the newly elected members.

The newly elected body, in place since September this year, will continue to ensure the City has the vision and strength to deliver projects and services in a strategic and sustainable manner.

It is with great pride I serve the community as Mayor and I congratulate the Councillors, management and staff, for their contribution to the Wagga Wagga Local Government Area.

Councillor Kerry Pascoe
Mayor



A Message from the General Manager

It is with great pleasure that I present to you the Wagga Wagga City Council Community Annual Report, highlighting work undertaken by the Council over the past financial year on behalf of the community it serves.

Council continues to work to deliver quality infrastructure services for Wagga Wagga and surrounds. The \$5 million extension of Red Hill Road, one of the biggest projects of 2007/2008 was delivered in January, offering greater scope for the future development of the City to the South.

The Maldhangilanna (working together) Environmental River Restoration Project, the NSW Mayors' Agreement on Climate Change and Council's involvement in a Climate Change Risk Assessment pilot program highlight the high priority placed on environmental management and sustainability.

Financially, Council remains in a strong financial position, despite high levels of volatility in the global markets – a positive sign of Council's prudent and responsible approach.

After extensive community consultation, the 2009-2013 Community Social Plan and the 2008-2018 Community Strategic Plan were both adopted. These provide Council with the City's strategic direction and the blueprint to make the Wagga Wagga a better place to live, by enhancing community spirit.

The completion of the NSW Department of Local Government's Promoting Better Practice review, and the work undertaken by staff associated with that, has placed this Council in a strong position to move forward and focus on the delivery of quality projects and superior customer service.

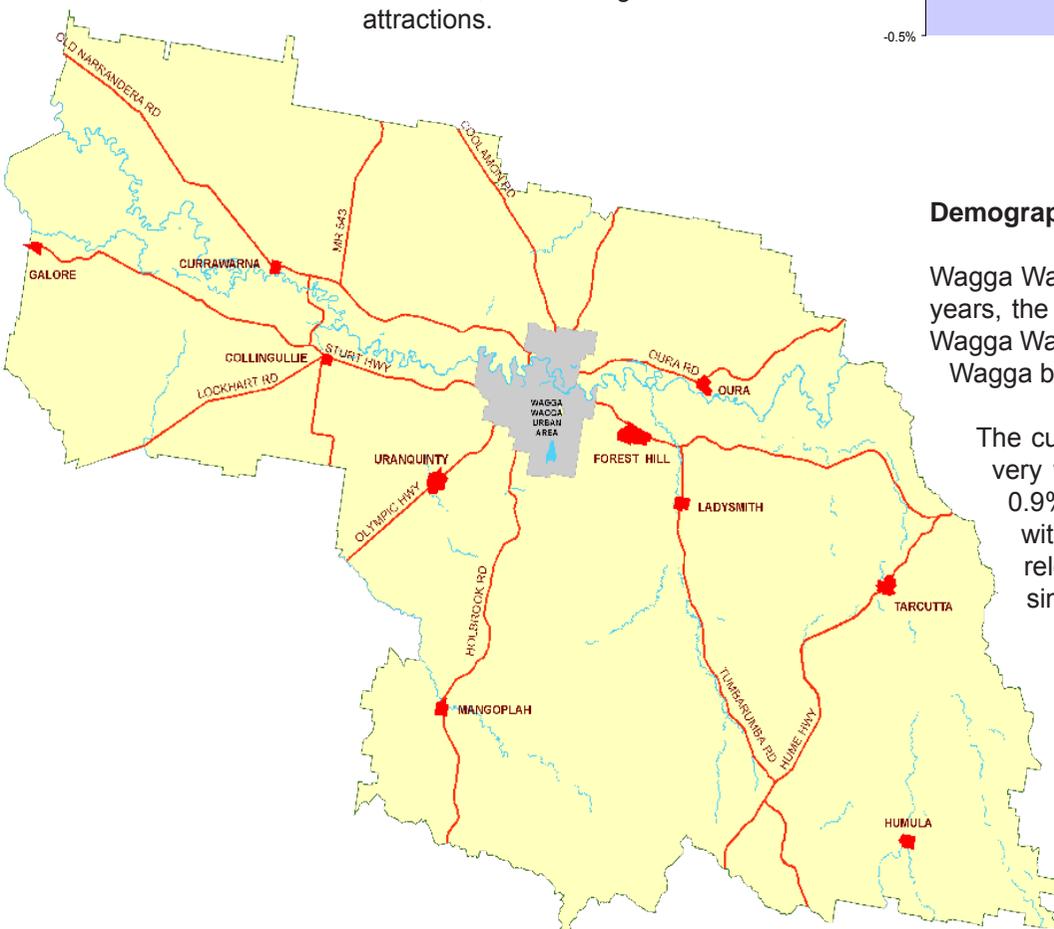
Lyn Russell PSM FAIM FLGMA
General Manager

Wagga Wagga - The City

The City

Wagga Wagga, the largest inland city in New South Wales, is situated at a junction of major transport routes midway between Sydney and Melbourne. The Local Government Area (LGA) occupies an area of 4,866 sq km, made up of the City of Wagga Wagga and the villages of Collingullie, Currawarna, Galore, Humula, Ladysmith, Mangoplah, Oura, Tarcutta, Uranquinty and surrounding farmland.

Wagga Wagga is located on the banks of the Murrumbidgee River and is an ideal place to establish a business or industry. With over 60,000 residents, thriving businesses, sport, recreation, and cultural communities, Wagga Wagga offers temperate climate, a diverse calendar of events, rich heritage and a wealth of attractions.



Wagga Wagga vs NSW State Population Growth



Demographics

Wagga Wagga's population has been growing rapidly over the past 5 years, the result of innovative economic development policies of the Wagga Wagga City Council and the collaborative nature of the Wagga Wagga business and investment community.

The current population growth rate is 1.8% p.a. which compares very favourably with the NSW State population growth rate of 0.9%. Population growth has also been significant in the region with many positive benefits to families and businesses that relocate here. The Wagga Wagga population has grown 7.3% since 2001 to 60,857 in 2007.

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Wagga Wagga - The Organisation

Our Mission

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

Our Vision

'A Centre of Regional Excellence'

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

Organisational Values

Honesty, Respect, Cooperation, Fun, Accountability, Professionalism, Trust

Elected Representatives

Prior to 27 June 2006, Council had 15 elected representatives. On 27 June 2006 Councillor Col Kohlhagen tendered his resignation. Due to ministerial dispensation Council was not required to conduct a by-election and were able to proceed forward with 14 elected representatives. At the recent Local Government elections to be held in September 2008, the number of Councillors were reduced to 11 in accordance with the 2004 Referendum results. Council's ordinary meetings occur on the fourth Monday evening of each month.

Wagga Wagga - The Organisation

Council revised its organisational structure to ensure a high level of service delivery to our community. The structure has moved from a three directorate model to the model below. The new structure commenced operation on 1 September 2008.

General Manager

Lyn Russell PSM FAIM FLGMA



CORPORATE SERVICES
Director
Andrew Crakanthorp

ENVIRONMENT & COMMUNITY SERVICES
Director
Janice Summerhayes

INFRASTRUCTURE SERVICES
Director Stephen Dunshea

PLANNING
Director
Bob Karaszekwych

COMMERCIAL & ECONOMIC DEVELOPMENT
Director
Fiona Wilson



Service Quality & Information Management

Finance

Information Technology

Human Resources & Corporate Strategy

Communications & Media

Governance



Natural Environment

Regulatory Services

Parks, Recreation & Cemeteries

Social Planning

Cultural Services

Community Events & Programs

Oasis Regional Aquatic Centre



Infrastructure Planning

Procurement Services, Fleet & Plant

Civil Infrastructure Services

Waste & Stormwater Services (Sewer Stormwater & Solid Waste)



Strategic Town Planning

Development Control (DA's)

Subdivision Management

Development & Review of LEP / DCP

Building Compliance



Economic Development

Tourism & Visitors Information Centre

Council Business: Airport Livestock Marketing Centre

Property Management

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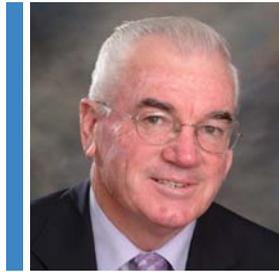
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Council Services

SERVICE/LOCATION	WHAT IT OFFERS
Community and Cultural Services	
Civic Theatre and Performance Spaces	Wagga Wagga Civic Theatre is a main focus of theatre activities within the community. An extensive range of events are scheduled throughout the year. The performances vary from International and National Touring shows, to many local events.
Wagga Wagga City Library	Wagga Wagga City Library provides services including approximately 565 public sessions and programs incorporating Baby Bounce, Story Time and YourTutor.
Wagga Wagga Art Gallery	The Wagga Wagga Art Gallery provides an innovative public art gallery with large temporary exhibition spaces, the Links Gallery and E3 art space dedicated to local artists, stimulating public programs and a stand-alone gallery to exhibit the National Art Glass Collection.
Museum of the Riverina	The Museum of the Riverina is responsible for the care and interpretation of the city's social history collections; community engagement through education and public programs and special events; and management of two museum sites.
Wagga Crematorium, Lawn & Historic Cemeteries	Management of the Wagga Wagga Lawn Cemetery and Crematorium, Monumental Cemetery and rural cemeteries at Uranquinty, Tarcutta, Currawarna and Humula is provided.
Glenfield Road Animal Shelter	Ranger services including vehicle impounding, parking infringements and Animal Shelter are provided.
Regional Family Day Care Service	Family Day Care Provides quality care for children up to 12 years of age in the homes of Carers and provides in home care service.
Community Cultural Programs and Events	The Community Services division of Council coordinates community programs and events including Senior's Week, Little Big Day Out, Re:generate, and projects addressing social disadvantaged.
Parks and Recreation	
Parks & Gardens/Reserves	Parks and Gardens/Reserves provides maintenance of various parks and gardens including the Botanic Gardens and Zoo which contains a diverse range of animals and exhibits.
Oasis Regional Aquatic Centre	The Oasis Regional Aquatic Centre maintains many attractions including the 25 Metre Indoor Pool, Bolton Park Sports Stadium, Children's Playground, leisure area featuring Australia's first wave ball, beach, water features and the Turbo Pool and Program Pool.
Sportsgrounds	Council maintains and manages over 50 sportsgrounds including major complexes such as Jubilee Park, Bolton Park, the Wagga Wagga Exhibition Centre and Rawlings Park to name just a few. A large number of diverse sporting groups and a wide range of sporting codes are catered for through the provision of these facilities.
Council Businesses/Tourism	
Tourism and Visitors' Information Centre	The Visitor Information Centre, tourism support services including events support, industry development and promoting the city's attractions, services and facilities to visitors and residents. The Centre operates an online accommodation and ticketing system, has a comprehensive range of souvenirs, local products, information on tourism destinations throughout Australia and provides information packs for newcomers to the City.
Livestock Marketing Centre	The Wagga Wagga Livestock Marketing Centre is the premier livestock market in Australia. Each year about 1½ million sheep and 130 000 cattle are sold through the Centre.
Wagga Wagga Airport	The airport provides daily commercial flights to Sydney and Melbourne and is the location for aviation maintenance providers, charter and pilot training operators, General Aviation parking, and fuelling services.
Infrastructure Services	
Maintenance and Construction	The maintenance and construction of sealed and unsealed roads, bridges, carparks, kerb and gutter, footpaths, cycleways, shared paths, bus shelters, linemarking, road signs and street furniture.
Gregadoo Waste Management Centre	GWMC operates as a solid waste landfill, servicing the city and surrounding villages and rural areas within the Wagga Wagga Local Government Area.
Sewer Treatment Works	Situated at Koorngal and Narrung Street these works treat sewage collected from Wagga Wagga South, Bourkelands, Ashmont, Turvey Park, Mt Austin, Tolland, Glenfield Park, Cartwrights Hill, Estella, Northern Industrial Area, Koorngal, Tatton, Lake Albert and the pressure sewer from East Wagga and Gumly Gumly.
Flood and Stormwater Management	Operation and maintenance of a comprehensive stormwater network that includes many kilometres of enclosed concrete pipes, open drains, channels, culverts, flood pumps and flood gates, and extensive levee bank system and flood control structures. The system is critical in maintaining the environmental quality of our waterways and reducing the risk of flood.
Kerbside Waste Collection	Council's domestic kerbside waste collection service comprises a three bin system that includes a 120 litre household garbage bin that is collected weekly, a 240 litre commingled recycling bin that is collected fortnightly and a 240 litre green waste bin that is collected on the alternate fortnights to the recycle bin.
Administration Services	
Bob Osborne Skills Centre	Room hire for corporate training are available
Civic Centre Customer Service	Enquiries, lodgement of Development Applications, payment of rates are offered by Civic Centre Customer Service

Former Councillors

March 2004 - September 2008



Councillor Kerry Pascoe
Mayor (2004 -)

Elected: (2004-)



Councillor Jan Hay
Deputy Mayor 2006 - 2008

Elected: 2004



Councillor Brian Andrews
(PSM)

Elected: 2004



Councillor Peter Dale

Elected: 1983, 1987,
1991, 1995, 1999, 2004



Councillor Mark Gooden

Elected: 1999, 2004



Councillor Kerry Geale

Elected: 2004



Councillor Michael Georgiou

Elected: 1995, 1999, 2004



Councillor John Harding

Elected: 1987, 1991,
1995, 1999, 2004



Councillor Rod Kendall

Elected: 2004



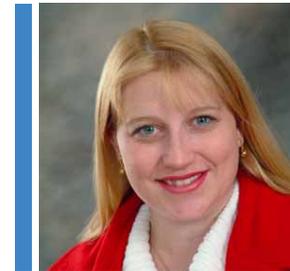
Councillor Ken Klemke

Elected: 2004



Councillor Diana Simpson

Elected: 1999, 2004



Councillor Karen Wright

Elected: 1999, 2004



Councillor Lindsay Vidler

Elected: 1991, 1995, 1999,
2004



Councillor Kevin Wales

Elected: 1995, 1999, 2004

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Economic Performance Summary - 2007/2008



Strategy	Result
Business and Employment Ongoing, sustainable employment opportunities and economic growth are maintained	 95%
Strategic Business Development New Business established in the targeted business sectors generating new jobs and economic opportunities	 63%
Image Within five years Wagga Wagga is recognised Nationally and Internationally as a preferred location to live, work, study and visit	 83%
Population To maintain sustainable population growth	 100%
Physical Infrastructure Physical infrastructure which meets needs and expectations of the community in a sustainable and innovative way	 71%

Key Achievements

Bomen Business Park

Expansion of existing and new businesses in the Bomen Business Park over the past 2 years has seen a further increase in jobs created and in capital investment. A complete Bomen Masterplan will be completed in 2009 to provide new and existing businesses an overall plan of the area.

Economic Growth for the City

Wagga Wagga City Council, in partnership with its Commercial Strategy Committee has developed a blueprint for economic growth of the city - GROW – Wagga Wagga – 2008-2018.

Tourism and Visitor Information Services

The Wagga Wagga Visitor Guide was produced with 26,000 copies distributed in the first month. In addition, the Wagga Wagga to Gundagai Wine Trail Brochure and 4 Drive Guides were also produced and distributed. National and International recognition for Wagga Wagga was obtained through promotion of the Bald Archy Exhibition and the Little Big Day Out, a hugely successful Wagga Wagga City Council Community Event.

Red Hill Road Extension

The \$5 million Red Hill Road Extension project involving the extension of Red Hill Road from Yentoo Drive to the Olympic Highway opened to traffic during January 2008. As well as the construction of a new rail underbridge, the project included one kilometre of bitumen sealed road and turning lanes at the Olympic Highway intersection.



2 Environment Performance Summary - 2007/2008

Strategy	Result
Land Land resources are maintained effectively and efficiently for both future and present generations	 100%
Biodiversity Wagga Wagga's biodiversity is understood, enhanced and protected	 95%
Water Water is managed to protect and enhance quality and ensure sustainable supply	 100%
Atmosphere Air quality is protected and enhanced	 100%
Waste Managed so that it does not adversely effect environment or health	 71%

Key Achievements

Environmental Trust

Council received funding from the Environmental Trust to undertake investigation into the potential contamination existing at the Tarcutta Street Gasworks site and develop a Remediation Action Plan. Investigation work has been completed by Environmental Earth Sciences and quarterly monitoring of bores has been ongoing. The Remediation Action Plan will be finalised during 2008/2009.

River Restoration Project

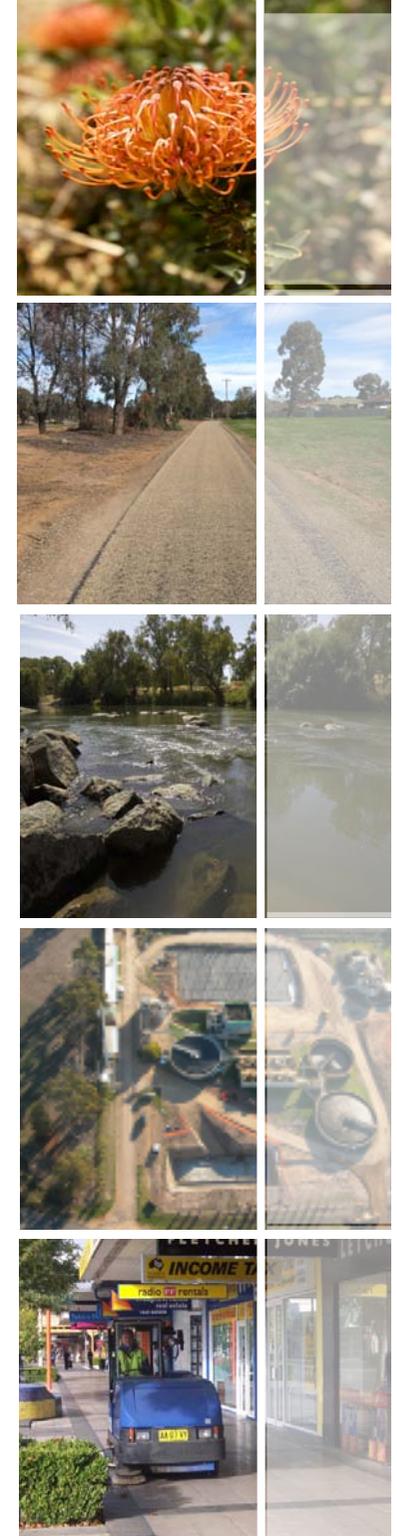
The Maldhangilanna (working together) River Restoration project continued with funding provided by the Murrumbidgee Catchment Management Authority (CMA). Key outcomes related to Natural Resource Management include: Removal of environmental weeds, restoration of native vegetation, restoration of river bank erosion and stability, enhanced biodiversity and habitat re-establishment, increased community appreciation of knowledge about and access to the Murrumbidgee River and improved planning and management of the riparian zone.

Climate Change

On March 31, 2008 the Mayor signed the 'NSW Mayors' Agreement on Climate Change' committing Wagga Wagga City Council to the Local Government Climate Change Mitigation and Adaptation Program. Council's overall target is a 20% reduction of its greenhouse gas emissions by 2020, based on 2005 levels.

Sewer 2010 Project

The aim of the Sewer 2010 Project is to augment and upgrade Council's Narrung Street and Koorngal Sewage Treatment Plants and the collection and transportation network. The implementation phase of the Sewer 2010 Project commenced in January 2008 when Tenix Alliance Pty Ltd took over the operation of Council's Koorngal, Narrung and Bomen Sewerage Treatment Plants. The \$42 million construction works for the upgrading of the Koorngal and Narrung Street Plants commenced in February and are expected to be completed in September 2009.



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Completed



In Progress



Not Completed



3 Social Performance Summary - 2007/2008



Strategy	Result
Access and Equity A Community in which opportunities, facilities and services are available to all residents and visitors	 94%
Recreation and Culture A Community with access to cultural, sporting, educational and recreational opportunities for participation and enjoyment	 100%
Public Health and Safety A healthy community where residents and visitors have a strong sense of wellbeing and safety	 87%
Built Environment Sustainability through planning, strategy that recognise our character, lifestyle, heritage and environment	 83%
Neighbourhoods and Villages Maintain the physical and social character and infrastructure to achieve and enhance a sustainable community environment	 100%

Key Achievements

From All Four Corners – Celebrating Diversity

Council was successful in receiving two awards at the 2008 NSW Local Government Cultural Awards, winning the category Programs, Projects and Partnerships with From All Four Corners – Celebrating Diversity, and a Highly Commended for the Wagga Wagga City Library project A Haven Then and Now.

Community Well-Being

Council attracted significant funds for community well-being projects and services including \$550,000 from the Federal Government to provide additional community infrastructure in Ashmont and \$140,000 in program funds from State and Federal Governments. Funds have been used to deliver a range of innovative social cohesion projects to benefit community groups. Council's annual grants program also distributed \$160,000 to a range of community groups.

Webb Park Improvements

Council installed street element recreation equipment along with a basketball court to meet youth needs in the area.

Environmental Sustainability

Council's Street Tree Audit Program identified and replaced 700 trees. Council was awarded the NSW Department for Public Health Annual Gold Award for work conducted in Public Health during 2007.

Strategic Town Planning

968 Development Applications were determined and 773 Construction Certificates were released. In addition, Local Environmental Studies were undertaken for the compilation of the draft Wagga Wagga Local Environmental Plan 2008.

Regional Family Day Care Service

The service achieved three year accreditation for quality assurance standards in 2007.

Completed



In Progress



Not Completed



4 Greater Wagga Wagga Performance Summary - 2007/2008

Strategy	Result
Strategy and Planning Strategically focused and aligned organisation	 96%
People and Learning Employer of Choice	 88%
Customer and Community Organisation focused on excellence and customer service	 76%
Tools and Rules Flexible, responsive, accountable, innovative and reliable systems and processes	 96%
Business and Financial Performance Financially secure and sustainable organisation that delivers best value and services and programs	 87%

Key Achievements

Community Strategic Plan 2008-2018

Council adopted its Community Strategic Plan Our City... Our Tomorrow 2008 – 2018 in February 2008. The plan will guide the City's strategic direction for the next ten years and provide many opportunities for the continued growth of both the community and the city. The high level of community input to shaping the plan will underpin its future success. This plan has been developed in line with the Department of Local Government Integrated Planning and Reporting Framework.

Promoting Better Practice Review

Council received the final report from the Department of Local Government in relation to a "Promoting Better Practice Review" conducted by the Department during February 2008. Council responded to the 64 recommendations and was acknowledged by the Department for its prompt and immediate attention to the key issues raised in the report and for the professional manner in which the Council improved its performance in a range of areas.

Website Content Management

Council's new website content management system has been fully implemented and all content migrated. The new system brings a corporate look to all areas of Council operation as well as a robust backend environment for contributors to the web site. This enhancement will result in an improved website for our stakeholders to access information from Council more readily.

Restructure of Council

Council revised its organisation structure on 1 September 2008 to ensure a high level of service delivery to our community. The structure has moved from three directorates to five directorates as outlined on page 4 of this document.



Financial Snapshot

The Financial Statements and Auditor's Reports provide a clear indication that Council has maintained its strong financial position as at 30 June 2008. The financial reports also highlight the significant financial challenges which lie ahead for Council.

Council's overall cash and investments have decreased during 2007/08, from \$66.6 million to \$63.4 million, reflecting an increase in expenditure on infrastructure provision which has been sourced from internal reserve funds. Much of Council's cash and investments is restricted in its use to specific purposes by external agencies, legislation and Council resolution. The amount of unrestricted cash and investments has increased slightly from \$6.1 million to \$6.3 million.

The high levels of volatility in global financial markets has impacted negatively on Council's investment returns in 2007/08 and on Council's overall financial performance. Whilst Council has avoided investing in sub-prime mortgage securities or other financial instruments such as Collateralised Debt Obligations (CDO's), the performance of managed funds has been poor which is consistent with overall market conditions.

Despite the poor investment returns Council has delivered a positive overall budget result of \$13,000 (Surplus) which represents a significant improvement on the forecast result of \$402,000 (Deficit).

The available working capital of \$4 million is considered adequate to manage the day to day operating requirements and provides Council with a limited capacity to respond to an unforeseen event or opportunity.

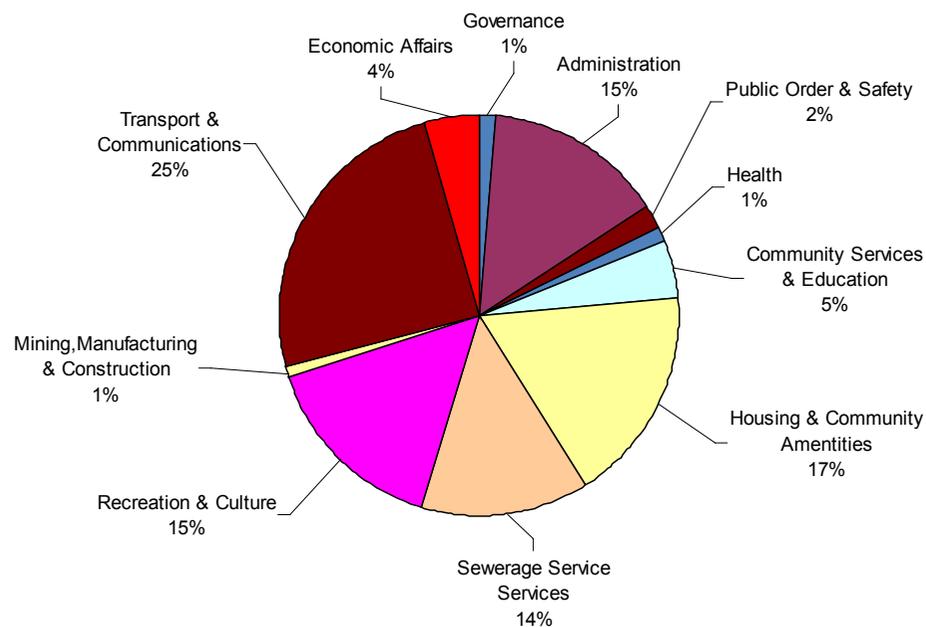
Review Today Pty Ltd recently released its second review on the financial sustainability of the largest 100 Councils in NSW. This is referred to as the Fiscal Star rating. The statewide review together with an assessment of each Council included a rating of either: Sustainable (S); Vulnerable (V) or Unsustainable (U).

Wagga Wagga City Council received a rating of Sustainable which underlines the sound financial position of Council.

The chart below provides a summary of total expenditure by function.

The financial statements depict a solid financial position that can provide a firm basis for the continued operations of Council.

Operating Expenditure by Function 2007/08



To view a complete version of the Financial Statements please access the Council website: www.wagga.nsw.gov.au or contact Council's Customer Service on 1300 2 WAGGA.

Upcoming Projects

Riverside Precinct

The Riverside Precinct project is a partnership between Council and the NSW Department of Lands. This project has the potential to instigate development of passive and active recreational spaces, social and cultural facilities, as well as commercial outlets along one of the City's most attractive natural resources - the Murrumbidgee River.

Council will be undertaking an extensive program of community consultation in the near future to ensure the Riverside Precinct master plan meets the needs of the community today and into the future.

The Riverside Precinct provides an exciting opportunity for members of the community to contribute to the development and growth of the city for the benefit of residents and visitors.

Preliminary concepts include and will be confirmed through community consultation;

- Conference/Theatrette and workshop spaces
- Visitor Information Centre
- Museum (including Sporting Hall of Fame)
- Keeping Place for Indigenous culture
- Potential synergies/partner cultural services with Charles Sturt University
- Customer Service/retail merchandise outlet/Front of House services
- Commercial services ie: Café/ restaurant, shops
- Entertainment, sport and recreational facilities
- Residential precinct
- Educational facility encompassing environment, arts etc
- Link to civic and other cultural infrastructure located in existing Civic precinct and neighbouring locations such as the Riverina Playhouse and Association of Riverina Cultural Clubs facility
- Location and/or relocation of existing sporting and community clubs located in the precinct or having the potential to be relocated to the precinct

For further information about the Riverside Precinct please contact the Project Manager Vanessa Keenan on 1300 2 WAGGA or email keenan.vanessa@wagga.nsw.gov.au

Sewer 2010

The implementation phase of the Sewer 2010 Project commenced in January 2008, when Tenix Alliance Pty Ltd took over the operation of Council's Koorungal, Narrung and Bomen Sewerage Treatment Plants. The design, build and operator contract signed with Tenix Alliance is the largest single contract Wagga Wagga City Council has ever entered into.

The \$42 million construction works for the upgrading of the Koorungal and Narrung Street Plants commenced in February and are expected to be completed in September 2009. The construction works are progressing well with the construction of the Sequence Batch Reactors nearing completion. The Sequence Batch Reactors will form the heart of the upgraded plants and are the key component for treating the effluent to the high standard required to ensure the environment is protected.

The aim of the Sewer 2010 Project is to augment and upgrade Council's Narrung Street and Koorungal Sewage Treatment Plants and the collection and transportation network to meet with the optimum effluent quality levels and licence conditions as set by the Department of Environment and Climate Change (DECC) to manage risk and to allow for future growth in its sewer system.

The proposed works under Sewer 2010 Project comprise of:

- Augmentation/upgrade of the Narrung Street and Koorungal Sewage Treatment Plants (STP'S)
- Duplication of the Murrumbidgee river pipeline crossing rising main from the northern catchment
- Augmentation of the Flowerdale pumping station and duplication of the rising main from the pump station to the Narrung Street STP

Bomen Business Park

The Bomen Business Park is strategically located half way between Melbourne and Sydney and within ten minutes of the Wagga Wagga CBD. The Business Park is positioned as the region's premier industrial business park and Council views this part of the city as the most significant in terms of economic and industrial development. Its attributes will be showcased to potential investors, State and Federal Government and to its own community.

A Masterplan process that will provide new strategic vision in accordance with best practice environmentally sustainable development principles for the Bomen Business Park and industrial area has commenced. This will support the development of a strategic level marketing strategy to assist the showcasing of the Business Park and guide the development of the next stages of the Park.

This Masterplan and Vision will complement existing investment from more than 50 businesses comprising manufacturing, food processing, recycling and wool combing.

The preparation and exhibition of the Bomen Masterplan will take place in conjunction with the public exhibition of a new Local Environmental Plan (LEP) for the City. Council is currently awaiting approval from the NSW Department of Planning to place the LEP on public exhibition. In support of the LEP and the preparation of the Bomen Masterplan, a Local Environmental Study (LES), information on the more detailed controls at Bomen have been prepared. These documents will be publicly exhibited with the LEP. A Development Control Plan (DCP) for Bomen will be publicly exhibited at a later time.

Community Cultural/Social Planning

Over the next five years Council will be implementing the new Community Social Plan 2009-2013. This process will involve the development and enhancement of programs and partnerships which will increase the liveability of our local government area.

Programs to be implemented will include, Steal from a Motor Vehicle project, funded through the Safer Compact; The Wagga Wagga Youth Strategy; the establishment of a Seniors' Council.

Council will deliver a range of exhibitions, public programs and performance through its cultural facilities of the Museum of the Riverina, Wagga City Library, Civic Theatre and Art Gallery spaces.

Employer of Choice

Recent changes to Industrial Relations Legalisation has provided Council and Staff the opportunity to work together with the Unions to develop a workplace agreement specific to the needs at Wagga Wagga. This document will reinforce Council's commitment to Employer of Choice and Customer Service to benefit Council staff and the community.



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Calendar of Annual Events 2009



January	February	March	April	May	June
Australia Day Celebrations Free community breakfast, Award Ceremony, Kapooka Army Band	2009 Charles Sturt University Commencement Celebration	Wagga Relay for Life 2009 an overnight fundraising event where teams get together to walk to raise money for cancer	Charles Sturt University Graduations	Gold Cup Festival 19 April - 1 May, one of the leading race carnivals in regional Australia.	Wagga Wagga Veteran & Vintage Motor Club Annual Rally
	Charles Sturt University Orientation Week	 Seniors Week 15-22			
Summer School For Strings 11-17 January, featuring the Sounds of Summer Concert Series		WW Food and Wine Festival Wagga Wagga's premier food and wine event showcasing local food and wine.	re:generate Youth Festival presents a diverse range of performances, films & videos, music & workshops.	2009 National Skeet Championships	
July	August	September	October	November	December
Swap Meet auto jumble, bric a brac, antiques and much much more.		Wagga Wagga Jazz & Blues Festival	Wagga Wagga Annual Show		
		MG Car Club Gathering of the Faithful weekend of gathering of MG enthusiasts.	Twilight by the Lagoon Free Wagga Wagga City Council summer concert series	Children's Medical Research Institute Christmas Fair	Kurrajong Waratah Christmas Spectacular family night of music
		City of Wagga Wagga Eisteddfod Dance solo and groups, speech, vocal, piano and drama.	Lake to Lagoon Fun Run Free family focused annual fun run.	Annual Outdoor Garden Festival	Carols By Candlelight Inter-church Council presents Carols by Candlelight at Victory Memorial Gardens.
		Wagga Wagga Antique Fair	Little Big Day Out Free event for children accessing WWCC services.		

Our Councillors

We welcome our elected Councillors, September 2008.



Mayor
Councillor Kerry Pascoe



Deputy Mayor
Councillor Lindsay Vidler



Councillor Donna Argus



Councillor Yvonne Braid



Councillor Alan Brown



Councillor Wayne Geale OAM



Councillor Ray Goodlass



Councillor Garry Hiscock



Councillor Rod Kendall



Councillor Kevin Wales



Councillor Clint Uden

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The Planning Process of Council

The Planning Process of Council

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

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

Council's Planning Model



Community Strategic Plan – 2008/2012

The Wagga Wagga City Council Community Strategic Plan – 2008/2012 was adopted in early 2008, and was developed in consultation with Councillors, Community and Staff to outline the strategic direction for Council and the wider community. The Community Strategic Plan will be reviewed in early 2009. A full copy of the Community Strategic Plan can be accessed on Council's website www.wagga.nsw.gov.au.

This annual report will report against the strategies outlined in Councils previous Strategic Plan – "Towards 2010" which encompasses four main spheres and 20 focus areas which are outlined in this report.

Management Plan

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

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

Business Plans

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

Individual Performance and Development Plan

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

Performance Against Objectives

The following section of the 2007/2008 Annual Report addresses the measure of performance against the Management Plan 200/2008 in four key spheres – Economic, Environment, Social and Greater Wagga Wagga.

At the start of each sphere we will briefly detail our major achievements and challenges for 2007/2008, what we did, the status of these actions, and our plans for the future. In addition, we have created a snapshot which gives an insight into the services we provide including statistics of interest.

Each sphere reports directly against the Management Plan detailing our goals for 2007/2008, what we did, the status of these actions, and our plans for the future. To assist readers to easily identify how we have performed against our targets, we have also created icons that identify which actions are 'completed successfully' which ones are still 'in progress' or those actions that are 'not yet completed'.

There are also highlights at the end of each theme which will provide more detail on some achievements we are particularly proud of. We have also included more detailed information on our plans for the future.

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GREATER WAGGA WAGGA

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1

ECONOMIC



FUTURE PLANS:

- A comprehensive Bomen Masterplan will be completed to give new and existing business an overall plan of the area to promote and attract new businesses for Wagga Wagga.
- Continued Implementation of the Grow_Wagga Wagga Strategy.
- Build stronger relationships with the Defence Force.
- Continued implementation of the Tourism Strategy 2007-2010.
- Council will continue to support Major and Tourism Events in the City by continuing to promote events externally via the website, public relations, advertising and increased distribution of the monthly "What's On" Guide.
- Participate in programs targeting leisure markets in conjunction with Riverina Regional Tourism including; Travel Shows, Regional promotions, Agricultural Tours (domestic and international) and Heart of Country campaigns with Tourism NSW.

ECONOMIC Highlights

Ongoing, sustainable employment opportunities and economic growth are maintained.

1.1	1.2	1.3	1.4	1.5
Business & Employment	Strategic Business Development	Image	Population	Physical Infrastructure
<p>Expansion of existing and new businesses in the Bomen Business Park over the past 2 years has seen a further increase in jobs created and in capital investment.</p> <p>Medical Services</p> <p><i>Over the last 12 months to 2 years there has been a marked improvement in the number of GP's practicing in the city with GP numbers increasing from 1 to 3,000 residents to 1 to 1,300 residents.</i></p> <p>Closer ties were established with Charles Sturt University, Riverina Institute of TAFE and Defence.</p>	<p>Wagga Wagga City Council through its Commercial Strategy Committee has developed a blueprint for economic growth of the city. Economic Development has returned to Council after being outsourced for the past 3 years.</p> <p><i>The Grow Wagga Wagga Strategy establishes the aspiration goals of the city for economic growth and describes the key objectives or outcomes of the plan that will be needed if Wagga Wagga is to continue to prosper through the next decade.</i></p> <p>The 10 Year Vision for Economic Growth is:</p> <p><i>"By 2018 Wagga Wagga will be the preferred regional city in Australia for sustainable business and balanced living"</i></p> <p>Economic growth in Wagga Wagga will be driven by the city's ability to grow existing and attract new businesses to create jobs, together with the ability to retain and attract people to fill those jobs.</p>	<p>Over the last 12 months, events and attractions have been promoted across Australia in 143 separate media items as well as interviews on Radio broadcast on a total of 330 frequencies. In addition, coverage in all Major newspapers, Collectables Magazine, regional and suburban papers across NSW.</p> <p><i>26,000 Wagga Wagga Visitor Guides were produced and distributed in the first month. In addition, the Wagga Wagga to Gundagai Wine Trail Brochure and 4 Drive Guides were also produced and distributed.</i></p> <p>National and International recognition was obtained through promotion of the Bald Archy Exhibition. The 2008 re:generate Youth Festival generated a documentary plus a program of 30 events. Re:generate was nominated for the NSW Youth Week Awards.</p> <p><i>Little Big Day Out, was very successful with 19 divisions of Council participating in the event.</i></p> <p>April 2008, was the Centre's busiest month selling tickets for the Crusty Demons Regional Australia Tour. The Wagga Wagga event was one of the largest events for this tour.</p>	<p>Wagga Wagga City Council, in partnership with its Commercial Strategy Committee has developed a blueprint for economic growth of the city - GROW – Wagga Wagga – 2008-2018.</p> <p><i>The current population is now 60, 857.</i></p>	<p>A new jetpatcher was purchased during the year. The new machine is proving very successful and is resulting in considerable cost savings and efficiencies. The streets of Uranquinty was one of the first projects for the new jetpatcher and was used to seal the village shoulders, substantially reducing the dust and pothole complaints.</p> <p><i>The extension of Red Hill Road and the construction of the intersection with the Olympic Highway were completed during the year, resulting in improved access for motorists travelling from the southern suburbs.</i></p> <p>Further widening and realignment of one kilometre of Tumberumba Road was carried out south of Ladysmith.</p> <p><i>Seven bus shelters in the CBD were upgraded to provide improvements in disabled access.</i></p> <p>High accident statistics were used to upgrade intersections at Heath/Blamey Streets and Gurwood/Dobbs Streets with funds provided from the Black Spot program.</p> <p><i>The pedestrian crossing in Bourke Street opposite the Mount Austin Public School was upgraded to improve access and safety.</i></p>

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1 ECONOMIC Performance

1.1 BUSINESS AND EMPLOYMENT

Ongoing sustainable employment opportunities and economic growth are maintained

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Business Growth Strategies	Economic Development Acceler_8 Networking	Business Breakfast Networking: The Business Breakfast Meeting was held in April, May and June. The breakfast's were well attended and indicate the positive contribution these types of networking events have for the City. Due to advertising the breakfasts in the Business newsletters, there is now a small waiting list of business people wanting to attend the Breakfast with the Mayor.	100%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Welcome to Wagga Wagga Functions: Hold quarterly Welcome to Wagga Wagga Functions to provide information on the city to new residents	81%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Regional Council Strategic Meetings: Developed a new Economic Development Strategy Grow_Wagga Wagga a blue print for economic growth of the city.	100%	Completed
	Establish and foster ongoing relationships	Establish and foster growth between the major institutions in the City: A number of very positive meetings were held during the quarter with the Chamber of Commerce. In addition the Commercial Strategy Committee has met monthly.	100%	This is a work in progress and will be carried over to 2008/2009 Financial Year

1.1 BUSINESS AND EMPLOYMENT (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Memoranda of Understanding	Memoranda of understanding meetings	Memoranda Of Understanding Meetings: The General Manager attended a meeting of the Wagga Wagga Medical Specialists Recruitment and Retention Committee on 1 May 2008 as Council's delegate. Economic Development had informative meetings with CSU, Riverina TAFE and Chamber of Commerce.	100%	Ongoing
Training Partnerships	Foster tertiary sector growth in the city	Foster growth in the city associated with education: Meetings have been held with the Riverina Institute of TAFE and other stakeholders in relation to a value add opportunity for business facilitation for its students known as the Pathways to Business Program. This will provide greater benefits to students looking to establish new businesses within the region.	100%	Completed
Business Development Promotion	New business opportunities	Foster new business opportunities associated with logistics: Council continues to offer assistance to businesses looking to relocate to Wagga Wagga. A number of new business enquiries were dealt with during the month with a strong emphasis on the Bomen industrial precinct.	100%	This is a work in progress and will be carried over to 2008/2009 Financial Year
	Business development promotion	Enable new business development through the establishment of broadband facilities: With the release of the Federal Government Broadband Improvement Plan, representations were made on the benefits and drawbacks for the rural communities.	100%	Completed

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1.1 BUSINESS AND EMPLOYMENT (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Business Networking	Implement Bring a Business Project	Bring a Business to Wagga Wagga Program: Council, through its contractor, made a number of presentations to potential businesses as part of the Acceler_8 program. A Review of the Bring a Business to Wagga Wagga has been carried out	100%	Completed
	Assist local business to grow their businesses	Undertake business networking to foster local growth opportunities: As last year's forums were poorly attended this item was restructured to enable business input into the development of the new strategic economic development plan - Grow_Wagga Wagga	100%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Annual Business Dinner: Conduct annual business dinner to promote business networking in the community	100%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Bomen Industrial Area: Continue processes for lobbying for grant funding associated with the provision of major infrastructure at Bomen Industrial Centre	100%	This is a work in progress and will be carried over to 2008/2009 Financial Year
Local Business Initiatives	Distribute New Residents Pack	New Residents Pack: Increased business participation which allows for 10% increase in value to the New Residents Pack		This is a work in progress and will be carried over to 2008/2009 Financial Year
Manage Livestock Marketing Centre	Manage Livestock Marketing Centre	Head Bails for the Livestock Marketing Centre: Installation of seven head bails	100%	Completed
		Automation of Yard Cleaning System: Installation of yard cleaning system	5%	This project has been put on hold pending further investigation of available technologies
		Replace Vinyl in Offices, Public Areas and Canteen: Replace vinyl as required	100%	Completed

1.1 BUSINESS AND EMPLOYMENT (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Manage Livestock Marketing Centre	Manage Livestock Marketing Centre	National Livestock Identification: Purchase of additional portable scanners	100%	Completed
		Insulate Water Pipes to stock troughs: Install water pipes	100%	Completed
		Replace Gates in Cattle Selling Ring: Replace grates as required	10%	Project carried forward to 2008/2009 Financial Year. Unable to obtain complying quotations for June 2008 completion
		Lighting Underneath Sheep Yards: Install lighting underneath sheep yards	100%	Completed

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1 ECONOMIC Performance

1.2 STRATEGIC BUSINESS DEVELOPMENT

New business established in the targeted business sectors generating new jobs or economic opportunities.

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Acceler_8 Review	Acceler_8 Action Plan	Acceler_8 Action Plan: Annual review to be undertaken detailed report and strategies to be determined by Council by 30 November 2008	100%	Grow_Wagga Wagga plan 2008-2018
	Implement and Develop Economic Development Strategies	Implement and Develop Economic Development Strategies: Develop the implementation plan to establish Wagga Wagga as a global Water Smart City by 2015	25%	The development of the Integrated Water Cycle Management Plan has been put on hold pending the outcome of the current Ministerial Inquiry into Sustainable Water & Sewerage Services for Regional NSW

DID YOU KNOW: The Visitor Information Centre conducts guided City Highlight Tours for groups, associations and conference partners.

During Charles Sturt University Orientation Week and Wagga Wagga City Council's Defence Family Day function, City highlight tours are conducted to give a snapshot of the attractions, services and facilities the city has to offer new residents.

1 ECONOMIC Performance

1.3 IMAGE

Withing five years Wagga Wagga is recognised nationally and internationally as a preferred location to live, work, study and visit

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Develop a Nationally Recognisable Tourist Attraction	Develop national profile for city attraction	Develop a national Profile for City Attraction: Promotion of the National Art Glass Collection in various mediums including Highway Billboards, Visitor Guide, Website, Albury/Wodonga quarterly Tourism Magazine. The Art Glass Gallery have indicated that an increased number of people are visiting the Collection due to the Highway Billboards	100%	Continue to promote the National Art Glass Collection in conjunction with the Wagga Wagga Art Gallery in Tourism Visitor Guides (local and regional) websites (local, regional, state and national) and in relevant publications/advertisements that promote Wagga Wagga as a destination to visit, invest or relocate



1.3 IMAGE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Implement Marketing and Tourism Plan	Promote the City	Implement the marketing and Tourism Strategy: A large number of activities have been actioned from the Tourism Strategy	100%	Promotion of the City will continue through local, regional and state tourism websites, visitor guides, best advertisement and editorial opportunities and targeted media releases
		Support Events that promote the city: Over the last 12 months, events and attractions have been promoted across Australia in 143 separate media items as well as interviews on Radio National, State Wide ABC and SBS broadcast on a total of 330 frequencies	100%	Events will be supported through the Events Promotion Grant, the monthly "What's On", websites and through media releases for major tourism events. Assistance will be provided to event organisers with resources such as the Events Easy Guide, accommodation bookings, and information packs for delegates/ participants. Assistance will also be provided to organisations bidding for conferences and events
		Christmas Lights: Christmas lighting included the Victory Memorial Gardens tree, the Historic Council Chambers and joint venue promotions for main street opportunities	100%	Orders for new lights and banners will be submitted before the end of August 2008, in readiness for the 2008 Christmas period. As this stock is to be manufactured, the additional time will ensure the lights are available to be installed in early December
		Welcome to Wagga Wagga Sign Maintenance: New plantings were undertaken at both Welcome to Wagga Wagga signs in readiness for the autumn display	100%	Completed
		Wagga Wagga Marketing: Media continued to take up stories on the Bald Archy competition during the months of April, May and June 2008	28%	This is a work in progress and will be carried over to 2008/2009 Financial Year

1.3 IMAGE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Improve Visitor Information Provision	Manage Information Centre	Monitor Visitor Enquiries/Contact: Information stations were distributed to a number of locations throughout the City increasing distribution outlets for information on what to see and do whilst staying in Wagga Wagga	100%	New distribution outlets will be sourced to carry information on accommodation, attractions and the monthly "What's On" guide. A new bar coding system will be implemented in 2008/2009 Financial Year for merchandise sales
Promote Public Art	Maintain Public Art	Public Art Project: Completion of public art audit with all information pertaining to contracts, maintenance and general correspondence being registered in Dataworks	75%	Continued implementation of maintenance program for public art
Tourist Trails Development	Work with the region to establish tourist trails linking Wagga Wagga to other centres in the eastern Riverina	Tourist Trails Development: Developed four Drive Guides to encourage visitors to use Wagga Wagga as a base while exploring neighbouring towns. Wagga Wagga City Council participated in Riverina Regional Tourism's study of the Murrumbidgee River to further develop the benefits and opportunities the River can offer the region	100%	Working with Riverina Regional Tourism promoting the Murrumbidgee River and Regional Winery Guide. Investigate potential driving routes in conjunction with Tourism New South Wales
Develop Dynamic Web Presence	Develop and maintain a dynamic web presence	Website Development: New website under construction which will increase information and provide statistical information	20%	Significant delays to redesign project due to internet falling victim to viral attack, causing major resources to be directed towards re-build of site and contents. This is a work in progress and will be carried over to the 2008/2009 Financial Year
		Develop Dynamic Web Presence: Ongoing development of the Tourism Website	95%	The new Tourism Website will be operational by the end of July 2008. Once the site is operational, monthly statistics will be available on visitations to the site

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1 ECONOMIC Performance

1.4 POPULATION

Maintain sustainable population growth

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Monitor Facilities	Develop Strategic Relationships	Develop Effective Partnerships: Hold quarterly strategic meetings with infrastructure providers to facilitate a coordinated approach to infrastructure provision for the city	100%	Ongoing
	Lawn Cemetery Roads and Carpark	Lawn Cemetery Extension Program: Continue extension to Lawn Cemetery	100%	Completed
	Develop Strategic Relationships	Strategic Meetings with Infrastructure Providers: Local Emergency Management Committee meeting held quarterly. Meetings with Country Energy were conducted on specific issues, including street lighting matters. Meetings with Australian Rail Track Corporation, REROC and RTA to discuss level crossing closures also took place. Various issues were discussed with: Department of Environment and Climate Change, Department of Lands and Department of Water and Energy	100%	Completed

1 ECONOMIC Performance

1.5 PHYSICAL INFRASTRUCTURE

Physical infrastructure which meets needs and expectations of the community in a sustainable and innovative way.

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Integrated Water Management Plan	Integrated Water Management	Concept Study Integrated Water Management Plan: Complete concept study for integrated Water Management Plan and report to Council	5%	Council and Riverina Water County Council are developing a consultant's brief for the undertaking of a Concept study which is the first phase of the Integrated Water Cycle Management Process. Work has halted on the process until the findings from the Ministerial Inquiry into Sustainable Water Reform is announced
		Murrumbidgee Catchment Management Authority Program: This item relates to Service Agreements BG22_05, BG38_05 and BG38_05 Supplementary. The works currently undertaken as part of these service agreements include: Revegetation Program, Groundwater Monitoring, Development of an Urban Salinity Management Plan, Calvary Precinct Bore Diversion, Rear of Block Drainage, Salinity Education	70%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Floodplain Risk Management Plan: The Floodplain Risk Management Study shall be updated once Council receives the Aerial Laser Survey data being prepared by the Department of Environment and Climate Change	80%	This is a work in progress and will be carried over to 2008/2009 Financial Year
Effluent Reuse Opportunities	Integrated Water Cycle Study	Reclaimed Water Strategy: Complete review of Reclaimed Water Strategy and report to Council	100%	Council continues to explore opportunities to expand re-use opportunities across the city in conjunction with its Sewer 2010 project which will deliver increased capacity for reuse

1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Effective Stormwater Maintenance	Manage the Drainage Network	Wagga West - Drainage trickle flow Red Hill Road Hudson Drive to Glenfield Road: Works completed	100%	Completed
		Drainage Improvements Flowerdale: Works completed	100%	Completed. Continue to monitor the drain and undertake regular maintenance as required
		Storm Water - Install Gross pollutant traps: Progressively installed gross pollutant traps on the stormwater pipes that discharge into the Wollundry Lagoon to assist in improving water quality	25%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Lake Albert/Tatton Drain Water Diversion Design Project: Preliminary investigations commenced. Lake Albert Management Committee to review project	10%	This project carried over to 2008/2009 and will proceed once endorsed by the Lake Albert Management Committee
		Ashmont Drains: Works Completed	100%	Completed
Maintenance and Improvement Programs	Flood Mitigation and Levy System	Safety Fencing Stringy Bark Creek: Delays experienced in obtaining quotes and engaging an appropriate fencing contractor	100%	Installation of fencing to be completed in August 2008
		Levee Inspection Program: Complete for the 2007/2008 budget period. Inspection and maintenance of the levee system is ongoing	95%	Issues regarding the removal of vegetation from levee are currently being investigated
		Emergency Levee Bank Works – Natural Disaster Mitigation Program: Retain “berm” for recreational and maintenance access	15%	The redesign of the levee to retain the “berm” is a remedial action that will require further funding. Work will be carried over to 2008/2009 Financial Year

1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Maintenance and Improvement Programs	Flood Mitigation and Levy System	CBD Flood Protection Study: The Central Business District Flood Protection project is a part of the Floodplain Risk Management Plan and is being considered in conjunction with results of an aerial laser survey being produced for Council. The results are due to Council in late 2008. This data will assist in the CBD flood protection study	20%	Inspections of the levee will continue to be undertaken at least every six months or after significant rain or flood events
		Main City Levee – Engineering Assessment: The scope of this project is yet to be determined following receipt of the aerial laser survey data	5%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Internal Flood Study – Aerial Laser Survey: Complete flood studies and report to Council in relation to flooding and inundation	15%	Council continues to actively investigate the impact of flooding in the city and is currently awaiting a significant amount of topographical data on the floodplain that will be utilised to improve Council's flood modelling capacity. This capacity will allow Council to better understand the impact of flooding and plan infrastructure and public/private development accordingly to improve the City's flood mitigation capacity
	Improve Drainage Maintenance	Drainage Maintenance: Rehabilitation of Koorngal drain completed. The works included the removal of feral vegetation, bank and bed rehabilitation using manufactured matting and installation of new fencing	100%	Completed
		Drain Edward Street to Dobney Avenue: Development of the adjacent site may require design changes	5%	Works have been deferred until the planned development is finalised

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1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Pipes, Open Drains and overland Flow Path	Improve Drainage Maintenance	Elizabeth Avenue Drains: Council has resolved to improve entry to the city from the airport by upgrading the visual and driver appeal of Elizabeth Avenue from the airport entry to its junction with the Sturt Highway. Council's ten year Capital Works program identifies improvement works to Elizabeth Avenue to be undertaken over a period of five years commencing in 2007/2008	5%	The scope of these works are to be considered in the context of the preparation of the Wagga Wagga Airport Masterplanscheduled for 2008/2009
		Murray Street Drains: Delays with designs prevent works from commencing	50%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Rear Block of Drainage: Allow a more proactive approach to drainage maintenance providing an improved level of service	100%	Completed
		Copland Street – Industrial Land Pump Station: Development in the Copland Street area is not defined, therefore the scope of the project can not be defined. This budget item relates to a Developer contribution for the installation of a stormwater pumping station	20%	Development section to define the service requirements for the development area and proceed in 2008/2009 Financial Year
Sewerage System to Service Areas	Manage the sewer network	Riverview Estate Pressure Sewer Scheme: Two properties in the Riverview Estate have been connected. This project is ongoing with the new properties being connected as they are constructed	100%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Sewage treatment works – Environmental Protection Authority licencing: The Koorngal Sewage Treatment Works Annual Return has been completed, and received by the Department of Environment & Climate Change by the due date of 30 May 2008	100%	Ongoing monthly monitoring for water quality parameters is occurring at the Narrung, Koorngal and Forest Hill Sewage Treatment Works as per the conditions of their respective Environmental Protection licences

1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Sewerage System to Service Areas	Manage the sewer network	Plumpton Road Trickle Flow: Completed design works	100%	Completed
		Waste Water Reuse – Network Extensions – New Assets: The concept for the project includes extending the current treated recycled water network from the Wagga Wagga Cricket Ground to the Duke of Kent oval and a large underground storage vessel to accommodate the amount of treated recycled water required to irrigate the oval	20%	Council officers are currently in the process of planning a project to deliver treated recycled water to the Duke of Kent recreational oval
		Gravity Operation Blackspot – Renewals: Completed priority projects for 2007/2008	100%	Ongoing Project
Coordinated Transport Infrastructure	Manage Road Reserves	Monitor Traffic Trends: Monitor Accident Records and Insurance Claims for trends and recommend corrective actions quarterly	100%	Council increased its Traffic Counting site numbers in 2007/2008 to gather supporting data for incoming information from external sources
		Bardo Lane Car park: Completed works	100%	Completed
		Station Place Taxi Shelter: Awaiting confirmation of additional funds to complete these works	95%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Tarcutta Changeover Facility Maintenance: Amenities maintenance ongoing	100%	Cleaning of Truckstop Amenities is ongoing as part of programmed maintenance schedules

Did you know?

Council maintains nearly 600 kms of kerb and gutter, 85 concrete, steel and timber bridges, 135 kms of footpath, almost 40 roundabouts, approximately 50 bus shelters, 14 carparks, 1100 kms of unsealed roads and 1200 kms of sealed roads.

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1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Coordinated Transport Infrastructure Maintenance Programs	Maintenance Programs	Gravel Resheet Local Major Roads: Maintenance and rehabilitation as per prioritised works program identified through the surveillance process	100%	Vehicle mounted GPS units were installed in the surveillance officers' vehicles during 2007/2008. Software being developed will enable more efficient capture of information relating to maintenance requirements on the road network
		Gravel Resheet Local Minor Roads: Completed works	100%	Completed
		Gravel Resheet Multi Access Roads: Completed works	100%	Completed
		Unsealed Grader Maintenance Collector Roads: Completed works	100%	Completed
		Unsealed Grader Multi Access Roads: Completed works	100%	Completed
		Reseal & Asphalt Arterial Roads: Completed works	100%	Completed
		SRV Op Reseal & Asphalt Sub Art Roads: Completed works	100%	Completed
		Reseal & Asphalt Collector Roads: Completed works	100%	Completed
		SRV Reseal and Asphalt Local Major Roads: Completed works	100%	Completed
		Pavement Rehab Sub Arterial Roads: Completed works	100%	Completed

1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Coordinated Transport Infrastructure	Maintenance Programs	Pavement Rehab Sub Art Roads: Completed works	100%	Completed
		Sealed Routine Maintenance Local Major Roads Completed works	100%	Completed
		Sealed Routine Maintenance Local Minor Roads Completed works	100%	Completed
		Sealed Routine Maintenance Multi Acc Roads Completed works	100%	Completed
		SRV Op Bikeways/Footpaths Maintenance: Delays with the design for Koorungal Road have prevented the completion of the program	85%	This is a work in progress and will be carried over to 2008/2009 Financial Year
Transport Infrastructure Improvement Program	Improvement Program	Tatton Dain Water Diversion Design/ Investigation – Stage 1: Scope of works for this project under investigations	10%	This project is under further investigation
		Street Lighting Improvements: Two sites have had upgrades commissioned. A street lighting strategy for the city has been adopted by Council	60%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Urban Bus Shelter Improvements: Equipment and materials for Council staff to install tactile markers has arrived	90%	Training in use of equipment to be organised, two sites still to be completed in Lake Albert Road and minor works to be completed at Sherwood Street in Lake Albert Road. All must be completed by November 2008
		Copland Street – Koorungal to Blaxland: Completed works	100%	Completed

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1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Transport Infrastructure Improvement Program	Improvement Program	Glenfield/Dalman Parkway Intersection Traffic Lights: All intersections on Glenfield Road proposed duplication will be analysed together to determine the most appropriate intersection treatment. A concept design for widening, reconstruction to accommodate traffic signals has been completed	50%	This is a work in progress and will be carried over to 2008/2009 financial year
		Auslink Blackspot Program – Heath/Blamey Streets: Completed works	100%	Completed
		Fitzmaurice/Crampton Roundabout Improvements: Completed works	100%	Completed
		Section 94 Footpaths: Delays experienced with finalising scope of works and designs	50%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Peter Street median upgrade from Tompson Street to Morrow Street: Works completed	100%	Completed
		Main Road No. 384 Tumba Road reconstruction 10.3km to 11.3km: Work started in March and was delayed by drainage issues which have been resolved	75%	Scheduled for completion of the current section during August 2008. This is a work in progress and will be carried over 2008/2009 Financial Year
		Peter Street Carpark: Quotes received were higher than budget	10%	Additional funds have been set aside for next financial year to allow project to proceed
		Upgrade Lighting to new CASA Standards: Completed works	100%	Completed
		Tarcutta Truck Changeover Facility Completed works	100%	Completed

1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Network of Roads, Footpaths and Cycleways	Manage Integrated Transport System	Red Hill Road Extension to Olympic Highway: Works completed	100%	Final line marking and signage changes are being made during July to improve driver awareness of the Olympic Highway intersection
		Gurwood/Dobbs Streets Intersection Upgrade: Intersection improvements complete	95%	Minor changes required
		Bus Turning Bay: Completed works	100%	Required works completed during 2007/2008. This is a work in Progress and will be carried over to 2008/2009 Financial Year
		Reserves Signage: Completed works	100%	Completed
		Tatton Footpaths: Completed works	95%	Council is developing a strategic plan for shared paths across the city in 2008/2009. Consultation with user groups and the broader community will assist in identifying areas of need and appropriate locations for shared paths in addition to the current program increasing the City's shared pathways.
		Tumbarumba Road Reconstruction 9.5 – 10.5 Widen: Completed works	100%	Completed
		Cycleways/Footpaths: Work commenced during June 2008 on the construction of the shared path in Glenfield Road from Dalman Parkway to Red Hill Road. This path was sealed during July and completed another link in the expansion of the cycleway/footpath network	95%	This is a work in progress and will be carried over to 2008/2009 Financial Year

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1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Network of Roads, Footpaths and Cycleways	Manage Integrated Transport System	Pedestrian Facilities (PAMP) Program 2007/2008: Completed Works	100%	During 2008/2009 in consultation with the community, Council is developing a Pedestrian Access and Mobility Plan Strategy to identify a priority list of works to improve access across the City.
		SRV Cycleways – Tatton Drain – Plumton/Lakeside Drive: Completed Works	100%	Council is developing a strategic plan for shared paths across the city in 2008/2009. Consultation with user groups and the broader community will assist in identifying areas of need and appropriate locations for shared paths in addition to the current program increasing the City's shared pathways
		Shared path – Bourke Street – Holbrook Road to Red Hill Road 950 Metres: Completed the prioritised renewal and replacement Works Programs in accordance with the Roads Hierarchy component of the Civil Infrastructure and Urban Salinity Assets Service Delivery Plan	100%	During 2008/2009 Council will carry out a program of resealing, gravel resheeting, rehabilitation of failed pavements, shoulder grading, village maintenance and street cleaning. Information collected by Council's surveillance offers will be used to develop a prioritised list of maintenance requirements
		Integrated Transport Study: Conducted inspection and maintenance programs in accordance with the 'Roads Hierarchy' component of the Civil Infrastructure and Urban Salinity Assets Service Delivery Plan (CI&SASDP)	85%	This is a work in progress and will be carried over to 2008/2009 Financial Year

1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Timber Bridge Replacement	Rural Timber Bridge Replacement	Tywong Bridge Approaches: Completed Works	100%	In 2008/2009 Council is reviewing its bridge replacement program to ensure that the program adopted remains the appropriate priority list for the community
		Rural Timber Bridge Replacement Program: Continued with the Rural Timber Bridge Replacement program as per adopted works program	25%	In 2008/2009 Council is reviewing its bridge replacement program to ensure that the program adopted remains the appropriate priority list for the community
		Rural Timber Bridges Strengthening: Delay in materials supply and lengthy consideration on modifications to proposed works	60%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Tywong Bridge Replacement: The bridge works are complete and approach roads were sealed during June 2008	98%	Removal of the old bridge and installation of the guardrail are scheduled for July
		Toonga Bridge Repair: Works delayed due to delay in timber decking materials supply and lengthy consideration on modifications to proposed works	20%	This is a work in progress and will be carried over to 2008/2009 Financial Year
	Programmed maintenance bridges	Belfrayden Bridge: Completed Works	100%	Completed
		Bridges Replacement Program – Shockeroo Bridge: Completed Works	100%	Council plans for the Hampden bridge to be used by the community as a pedestrian facility in the 2008/2009 Financial Year. A great deal of work has been done already to make the bridge safe and this work continues as Council works to also improve the aesthetics of the Hampden bridge and its precinct

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1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Timber Bridge Replacement	Programmed maintenance bridges	Bridge Maintenance: Works completed	100%	Completed
		Hampden Bridge Restoration: Presentation to Council from heritage consultants and structural engineers held on 12 November, 2007	33%	This is a work in progress and will be carried over to 2008/2009 Financial Year
		Bridge Design Future Replacements: Developed and prioritised renewal and replacement Works Programs for future years as identified in Special Rate Variation Application	100%	Completed
Airport Operations	Manage Wagga Wagga Airport	Develop a long term plan for the Wagga Wagga Airport: Development of masterplan ongoing	10%	The Airport Master Plan is to be completed by March 2009
		Ensure Availability of Airport Facility during upgrade works to terminal: Works completed	100%	Completed
		Airport Engine Run Up Bay:	25%	A decision was made not to progress with the run up bay, as other measure have seen complaints about noise emanating from the Airport cease. Should the issue arise in the future, the project can be resurrected. There is no budget in the current management plan for this.
		Airport Elizabeth Avenue Upgrade: Scope of work is to upgrade Elizabeth Avenue from the Sturt Highway to Don Kendall Drive. Work involves widening the pavement, kerb & gutter and an avenue of trees	20%	A revised concept was presented to Council in February 2008. Council has endorsed the concept and approved the development of final designs prior to construction
		Airport Stage 1 Apron Refurbishment: Completed works	100%	Completed
		New Airport Terminal: The new asphalt seal is complete and in use	100%	Completed

1.5 PHYSICAL INFRASTRUCTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Airport Operations	Manage Wagga Wagga Airport	Airport Carpark Extension: Completed works	100%	Completed
		Airport Terminal Security Fence: Completed works	100%	Completed
		Airport Terminal Works – 12 CCTV Cameras: Completed works	100%	Completed
		Aircraft Hangar Feasibility & Design: Completed works	100%	Completed
		Service Planning Office Furniture: Completed works	100%	Completed



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2

ENVIRONMENT

FUTURE PLANS:

- The Remediation Action Plan for the Tarcutta Street Gasworks site will be finalised during 2008/2009.
- Development of an Environmental Sustainability Plan.
- Additional funding through the Murrumbidgee Catchment Management Authority has ensured the Maldhangilanna ('working together') River Restoration project will continue and a second group of trainees will commence on other environmental projects in the city.
- Promote Ecologically Sustainable Development principles within city planning strategies and policies.
- The Local Environment Plan will be placed on public exhibition in 2008/2009.
- Council, in partnership with the EH Graham Centre, have submitted an application to the Environmental Trust seeking grant funding to facilitate and promote projects to reduce air pollution.
- Implementation of Energy Savings Action Plan and other programs to reduce greenhouse gas emissions in line with the Mayors agreement on Climate change.
- Facilitate and promote projects to ensure water resources are protected. Implement recommendations from the State of Environment report.
- Continuation of the Sewer 2010 project.
- Implementation of Councils Urban Salinity Management Plan.

ENVIRONMENT Highlights

Ongoing, sustainable employment opportunities and economic growth are maintained.

2.1	2.2	2.3	2.4	2.5
Land	Biodiversity	Water	Atmosphere	Waste
<p>Council received funding from the Environmental Trust to undertake investigation into the potential contamination existing at the Tarcutta Street Gasworks site and developing a Remediation Action Plan.</p> <p><i>In July 2007 the community planted 1300 native trees and shrubs as part of National Tree Day on public land adjacent the Bomen Treatment Works as part of Council's tree planting program.</i></p> <p>During 2007/2008 community education was a focus to help people understand the impacts of salinity and other environmental issues.</p> <p>The State of Environment (SoE) Report was completed and provided the community with a snapshot of the quality of the environment.</p> <p>The Contaminated Land database has been incorporated into Council's Geographical Information System being linked to each affected property to ensure potentially contaminated land is identified and appropriate information is available to council and the community.</p>	<p>The Maldhangilanna (working together) River Restoration project continued with funding provided by the Murrumbidgee Catchment Management Authority (CMA). Key outcomes related to Natural Resource Management include; removal of environmental weeds, restoration of native vegetation, restoration of river bank erosion and stability, enhanced biodiversity and habitat re-establishment, increased community appreciation of knowledge about and access to the Murrumbidgee River, improved planning and management of the riparian zone.</p> <p><i>Council has continued to partner with the community in the following programs:</i></p> <ul style="list-style-type: none"> •<i>Clean Up Australia Day</i> •<i>National Tree Day</i> •<i>Schools Sustainability Challenge</i> •<i>Landcare Action</i> •<i>North Wagga Flats project</i> 	<p>The Sewer 2010 Project is underway and progressing well. The Project includes the upgrade of Council's Narrung Street and Koorringal Sewage Treatment Plants and the augmentation of Council's collection and transportation network. The \$42 million construction works commenced in February and is expected to be completed in September 2009.</p>	<p><i>Council continues to partner with other government departments to ensure comprehensive air quality monitoring and implementation of programs to enhance the quality of the atmosphere.</i></p> <p>Council's Woodsmoke Reduction Program was successful in raising awareness across the community of the problems caused by woodsmoke.</p>	<p>Significant progress has been made on rehabilitating the old waste cells. The construction of the second weigh bridge and canopy was completed.</p> <p><i>The fire in the inert waste cell has been extinguished and the cell rehabilitated. Fire mitigation strategies have been implemented to reduce the risk of further fires occurring.</i></p>

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2 ENVIROMENT Performance

2.1 LAND

Land resources are maintained effectively and efficiently for both future and present generations

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Regulatory and Policy Framework	Contaminated Land	Contaminated Land: Monitor and manage Council's contaminated land sites and report annually to Council	100%	Remediation Action Plan will be finalised during 2008/2009 for the former Tarcutta Street gasworks site
Address Land Conservation	Preventative Maintenance Fire Trail	Fire Trail Maintenance: Maintain fire trails on an annual basis as per adopted works program	100%	River restoration works undertaken and report completed. Ongoing Local Environment Plan progress
	Environmental Education, Monitoring & Reporting	Land Conservation Program: Complete education, monitoring and reporting program to address land conservation	100%	Ongoing as per maintenance schedule

Did you know?

Council has 130 piezometers installed to monitor urban salinity and groundwater.

Piezometers are holes bored into the ground which give access to the groundwater so the height of the water table can be measured and samples of groundwater obtained for testing for salt concentration.

2 ENVIROMENT Performance

2.2 BIODIVERSITY

Wagga Wagga's biodiversity is understood, enhanced and protected

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
State of the Environment Report	Implement the State of the Environment Recommendations	Crown Land Conservation: Implement biodiversity conservation measures for prioritised Crown Land parcels	100%	Will continue with development of new Local Environment Plan
Ecologically Sustainable Development	Build Understanding of Sustainability	Deliver Sustainability Programs: Deliver eight programs annually that align with sustainability principles	100%	An Environmental Sustainability Strategy will be developed during 2008/2009 Financial Year
	Promote Ecologically Sustainable Development Principles	Ecologically Sustainable Development in Strategies and Policies: Embody Ecologically Sustainable Development principles in local planning strategies and policies	60%	Local Environment Plan and subdivision development applications
Address Biodiversity	Natural Resource Management Plan	Natural Resource Management Plan: Funding of \$20,000 has been received from the Environmental Trust Sustainable Cities program to develop an Environmental Sustainable Plan for Wagga Wagga	95%	Funding of \$20,000 has been received from the Environmental Trust Sustainable Cities program to develop an Environmental Sustainable Plan for Wagga Wagga during 2008/2009 Financial Year
		Natural Resource Campaign: Natural Resource promotion and projects completed	100%	Completed
Noxious Weeds	Control Noxious Weeds	Noxious Weed Control: RTA funded roadshoulder spraying on roads such as Sturt Highway, Olympic Highway and Moorong Street have been completed as per service agreement	100%	Completed
		Carry Out Property Inspections for noxious weeds: Works completed	100%	Completed

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2 ENVIROMENT Performance

2.3 WATER

Water is managed to project and enhance quality and ensure sustainable supply

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
State of the Environment Report	Implement the State of the Environment Report	Monitor Piezometers: Monitor urban piezometer network and dewatering bores	100%	More piezometers have been installed and more planned. Current trial in Calvary intensive borefield with turning off bores
Best Practice Technology Advancement	Manage Non-Domestic Sewer Services	Applications and Approvals: Process applications and issue approvals within 5 working days and report to Council quarterly	100%	Consideration of implementing a new trade waste policy after the completion of Sewer 2010 project
	Manage Sewer Treatment Works	Report Sewage Treatment: Provide quarterly update reports to Council on the treatment works at Narrung Street, Koorungal, Forest Hill, Tarcutta, Uranquinty	100%	The treatment processes to reduce the ammonia levels have been reviewed and actions to put in place to achieve the licence limits.
	Sewer 2010 Project	Implement Sewer 2010 Project: Implement the Sewer 2010 Project actions for 2007/2008 and reporting quarterly on progress	100%	Project scheduled for completion in 2009/2010 Financial Year
	Develop Waste Water Strategic Plan	Waste Water Strategic Plan Project: Research, develop and submit to Council a strategic waste water plan for the City	Ongoing	Pending the completion of Sewer 2010 project
Water Pollution and Conservation	Environmental Policies and Plans	Review and Implement Water Plans: Conduct a comprehensive review of Council's water policies and reuse plans and implement adopted recommendations	Ongoing	Is part of the integrated Water Cycle Management process which Council is currently undertaking with Riverina Water County Council

2 ENVIROMENT Performance

2.4 ATMOSPHERE

Air quality is protected and enhanced

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
State of Environment Report	Infrastructure and Energy Savings Plan	Implement Energy Savings Action Plan: Implement identified actions from the Energy Savings Action Plan and report to Council twice yearly	100%	Approved by Council and awaiting sign off by the Minister

Did you know..?

Burning of greenwaste is prohibited within the built up area of the city.



2 ENVIROMENT Performance

2.5 WASTE

Managed so that it does not adversely effect environment or health

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Sewer Service Extension	Village Sewerage Collection Services	Mangoplah Sewer Scheme: Concepts and draft designs for the Mangoplah Scheme completed.	15%	Design to be finalised and approvals to be obtained from regulatory authorities. Construction scheduled to commence in 2009/2010 Financial Year.
		Collingullie Pressure Sewer Scheme: The sewerage treatment ponds system has been completed, the pressure sewer reticulation system has been constructed. Currently 85% of households have been connected to the scheme	100%	Connections shall continue as residents submit applications. This is a Work In Progress and will be carried over to the next financial year
		Village Sewer Scheme East Wagga Wagga: Works are nearing completion for this project with only a few residential connections remaining.	100%	Council officers have notified the remaining residents who have yet to be connected, advising that the subsidised connection fee will be ending
		Currawarna Pressure Sewer Scheme: Prepare concept study to determine mose feasible means of providing service to Currawarna	0%	A concept study is required to determine the most feasible means of providing sewerage to this village
Waste Education and Service Promotion	Waste Wise Education	Recycling and Waste Reduction Strategy: Review of existing strategy completed and development of new strategy commenced.	35%	Strategy to be finalised in consultation with Councillors and stakeholders. Councillor workshop scheduled for early 2009.

2.5 WASTE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Onsite Sewerage Management System	Onsite Sewerage Management	Sewer 2010 Project Management/ Construction: Tenix Alliance took over the operation of the Narrung Street, Koorungal Sewage and Bomen Sewerage Treatment works on the 14th of January 2008. Construction works for the augmentation of the Narrung Street and Koorungal Sewerage Treatment Plants commenced in February 2008 and is progressing well.	100%	The augmentation and upgrade works are scheduled for completion in September 2009
		Integrated Water Cycle Management – Ongoing Program: Initial scoping document for the preparation of an integrated Water Management Plan is nearing completion	5%	Continued participation in the Wagga Wagga case study with the National Water Commission Project for Water Demand Management
		Sewer – Joint Connection Eliminations: Ongoing project to eliminate joint connections as they are identified.	100%	This is an ongoing project that will continue for several years until the majority of joint connections are eliminated
		Forest Hill – Lagoon Inlet Replacement: Concepts and designs completed for the replacement of the inlet and associated infrastructure.	10%	Construction of the new inlet and associated pipe work to be completed in 2008/2009 Financial Year
		SPS Koorungal Mobile Generator Backup: Mobile diesel backup generator Pump Station	95%	Project to be completed in 2008/2009 Financial Year - The trailer mounted generator will be used to provide emergency power to Councils critical sewer pumping stations in the event of an extended electrical blackout or failure and reduce the risk of sewer overflows into the environ
		Pumps Upgrade Various: Have been installed at three sewer pumping stations. The drives will assist in extending the life of the pumps and reduce the amount of energy used.	100%	Ongoing program to install variable speed drives in Councils key sewer pumping stations will continue in to 2008/2009 Financial Year

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2.5 WASTE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Onsite Sewerage Management System	Onsite Sewerage Management	Operation Overload: Upgrade of sewer mains to reduce the risk of over flows completed for the 2007/2008 Financial Year	100%	Project to continue into the 2008/2009 Financial Year
		Sewer Pump Stations – Well Rehabilitation: Program to reline Council's older Sewer Pump Station Wells was implemented in 2007/2008 Financial Year	100%	Work has commenced on relining the Bolton Park, Smith Street and Shanty Pump Stations and should be completed by November 2008.
		Core Sampling & Analysis (CSIRO) – AC Mains: Sampling of the Hammond Street rising sewer main completed	100%	The sampling of asbestos cement, rising sewer mains is an ongoing project to be carried over into 2008/2009 Financial Year
		Boorooma Street – Sewer Network Link: Completion of Sewer Main Connection	100%	Completed
		Sewer – Lateral Rehabilitation: Program to rehabilitate lateral sewer main connections as they are identified is ongoing	100%	Project to continue into the 2008/2009 Financial Year
		Currawarna Pressure Sewer Scheme Design: A concept study is required to determine the most feasible means of providing sewage to this village	0%	The forecast of when Currawarna shall be started is yet to be determined

2.5 WASTE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
		Sewer – Main Rehabilitation Program CCTV Camera and pipe condition survey completed. Priorities for the rehabilitation program currently being developed	100%	Priorities projects to be identified and commenced this is an ongoing project and will be carried over to the 2008/2009 Financial Year
		Network Extension Diver SPS21 to RAAF: Completion of Network Extension	100%	Completed
		Sewer Rising Main Condition Upgrading Programmed replacement of existing air valves and installation of new valves underway	100%	Ongoing project
		Flowerdale Pump Station Upgrade: Scoping of project completed	10%	Construction to commence in 2008/2009 Financial Year
Waste Disposal and Management Facilities	Implement New Triple R Contract	Implement the Resource, Recovery and Reuse Strategy: Review of existing strategy completed and development of new strategy commenced.	30%	Strategy to be finalised in consultation with Councillors and stakeholders. Councillor workshop scheduled for early 2009
	Manage Waste Facilities	Weighbridge Building Canopy Shade Structure: Construction of structure completed	100%	Completed
		Gregadoo Tip Bores: Repairs of damaged groundwater monitoring bores completed	100%	Completed
		Minor Plant Replacement: Replacement of minor items of plant undertaken	100%	Completed
		Solid Waste – Upgrade the Gregadoo Waste Management Centre: Remediation of old cells completed, extinguishment of fire in inert cell completed. Inert cell rehabilitated	100%	Ongoing - continued remediation of completed cells. Sealing of internal roads and construction of new leachate dam to be completed in 2008/2009 Financial Year

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2.5 WASTE (cont'd)

		Upgrade Transfer Stations: Upgrade of fencing and slashing and repair of fencing completed	100%	Ongoing
		Solid Waste - Upgrade the landfills at Humula, Currawarna and Galore: Ongoing program to rehabilitate the older landfills and replace with transfer stations	100%	Ongoing
Waste Disposal and Management Facilities	Manage Waste Facilities	Transfer Station Bins: New contract for the supply and transportation of the bulk waste bins implemented	100%	Completed
		Purchase of 102 Ashfords Roads Gregadoo: Council's offer to purchase the land has been accepted by the vendors	95%	Finalisation of the contracts and property settlement to be completed in 2008/2009 Financial Year
		Gregadoo Tip Transfer Station: Assessment of a trial barrier system completed. Customers are reluctant to use the bays at which the barriers were installed because they obstruct the user in disposing of their waste into the bins	100%	The need for barriers will be reviewed again when the new transfer station bins are installed
		2nd Weighbridge Package: The weighbridge is complete and commissioned with the issue of a Certificate of Practical Completion to Aussie Weighbridge Systems	100%	Completed

3

SOCIAL



FUTURE PLANS:

- The Library has committed to a strategic shift from collections to clients in all areas of service provision so that every facet of the library's programs and collections is targeted to anticipate and respond to client expectations.
- The Art Gallery is planning to open a new Gallery entrance opposite the entry to the National Art Glass Gallery. This ground floor entrance, with direct access to the outside, is designed to make it easier for visitors to find the entrance of the Gallery.
- Social Planning will continue to deliver the Aboriginal Family Worker program and the Housing Communities Assistance Program both of which provide opportunities for increased social cohesion and engagement of the community's most disadvantaged residents, including children.
- Regional Family Day Care is looking forward to meeting the requirements of the National Childcare Accreditation Council validation and moderation for Quality Assurance. The service will continue to offer training to Carers and families relevant to the children in care.
- The Civic Theatre will undertake further development of the Civic Theatre Education program while ensuring the backstage area is upgraded. In 2008/2009 the Civic Theatre will develop a Community Venue Assistance Package to offer community groups support in staging performances and events.
- Exhibition and gazettal of the Wagga Wagga Local Environmental Plan and Development Control Plan to enable quality strategic town planning and development
- Over the next five years Council will be implementing the new Community Social Plan 2009-2013. This process will involve the development and enhancement of programs and partnerships which will increase the liveability of our local government area.
- Implementation of Food Partnership model as a category B enforcement agency under the Food Act 2003 that will result in a closer working relationship with the NSW Food Authority.
- Junior Rugby League Facilities: Field development works and construction of an amenities building will occur during 2008/09 at the Exhibition Centre. These works are expected to be completed in time for the winter season commencing April 2009 and will provide Junior Rugby League with brand new state of the art playing fields and facilities.

SOCIAL Highlights

Ongoing, sustainable employment opportunities and economic growth are maintained.

3.1	3.2	3.3	3.4	3.5
Access & Equity	Recreation & Culture	Public Health & Safety	Built Environment	Neighbourhoods & Villages
<p>Council was successful in securing \$500,000 of funding from the Federal Government for additional community centre infrastructure in Ashmont.</p> <p>The Mobile Library Trial to the communities of Ashmont and Tolland and outreach Storytime Sessions from February to June 2008 was met with a positive response from local residents and resulted in increased library memberships.</p> <p>The Wagga Wagga Art Gallery facilitated access for five schools to participate in a Year 12 Art History Study Day through the Museums & Galleries NSW ConnectEd Arts Grant program.</p> <p>The launch of the Access Aware project is a partnership between Council and IDEAs Inc. The outcome of this project will increase business community awareness about the potential benefit to both businesses and those with mobility constraints of improved physical access to business premises.</p>	<p>The development of the Community Social Plan 2009/2013 included reviews of the Municipal Health Plan 2001-2003, Disability Action Plan 2003-2008, and the development of the Child Care Review 2006-2007,</p> <p>Wagga Wagga City Council was successful in receiving two awards at the 2008 NSW Local Government Cultural Awards, winning the category Programs, Projects and Partnerships with From All Four Corners – Celebrating diversity and a Highly Commended for the Wagga Wagga City Library project A Haven Then and Now.</p> <p>Wagga Wagga City Library was Highly Commended at the 2008 Local Government Cultural Awards for the project: "The 2WG Women's Club: A Haven Then and Now".</p> <p>The Bald Archy Prize 2008 Overall visitor figures for this exhibition was 7,415 this exhibition again has broken visitor figure records, with an average of 225 visitors per day.</p>	<p>Council was awarded the NSW Department for Public Health Annual Gold Award for work conducted in Public Health during 2007. The award scheme is held in high regard by the NSW Health Department and aims to recognise Councils who have adopted best practice in Public Health. This award confirms Council's Public Health regulatory and advisory activities within the community are of the highest standard within NSW.</p> <p>Council continues to identify opportunities to improve its health operations through improved productivity, education and surveillance. By doing so Council will continue to improve the quality of life for local residents by improving public health service delivery in areas considered critical by NSW Health Areas requiring regulatory and advisory programs that were assessed include:</p> <ul style="list-style-type: none"> •On-site Sewage Management •Funeral Directors •Skin Penetration •Microbial Control 	<p>968 Development Applications determined and 773 Construction Certificates released</p> <p>Local Environmental Studies undertaken for the compilation of the draft Wagga Wagga Local Environmental Plan 2008</p>	<p>Community consultations continued to engage the villages in direct communication with Councillors and Council staff. These were undertaken in Tarcutta, Uranquinty, Galore and San Isidore during 2007/2008.</p> <p>Wagga Wagga Regional Family Day Care has promoted the service to parents and prospective Carers to villages such as Tarcutta, Galore, Collingullie and through the Parents as Teachers program by offering information sessions in these areas.</p> <p>Council has continued to provide community development support to the Progress Associations in our villages and neighbourhoods, including promotional support to the Glenfield and Estella Progress Associations which ensured their continuation.</p> <p>The Library trialed Outreach Storytime Sessions for the under 5 years age group at the Ashmont Community Centre and the Tolland Neighbourhood Centre which were well attended.</p>

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3 SOCIAL Performance

3.1 ACCESS & EQUITY

A community in which opportunities, facilities and services are available to all residents and visitors

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Social Implications Consideration	Research for Social Plan	Report on Social Plans and Actions: Report on the Social Plan and Actions for 2007/2008 to Council	100%	Completed
Regulatory and Policy Framework	Respond to Commonwealth/ State Policy and Statutory Obligations	Respond to State and Federal Communications: Respond to all NSW State and Federal requests for information or survey completion in the Community Services Division	100%	Completed
Communication Policy	Communication Policy	Communication Policy: Develop and have adopted Council's communication policy to meet Council's communication needs	100%	Completed
	Internal Communication	Staff Communication: Produce a monthly staff newsletter	100%	Completed
	External Communication	External Communication – Community Newsletter: Produce a community newsletter on quarterly basis	100%	Completed
		External Communication – Ratepayer Notices: Produce a quarterly newsletter into the ratepayer notices	100%	Completed
Build Partnerships	Program of Committees	Deliver Council's Community Services Advisory Committees: The Council committees of the Civic Theatre, Museum and Art Gallery were held against their scheduled meetings throughout the year	100%	The Council committees of the Civic Theatre, Museum and Art Gallery were held against their scheduled meetings throughout the year. All committees will be dissolved in line with the upcoming September Local Government Election.

3 SOCIAL Performance

3.2 RECREATION AND CULTURE

A community with access to cultural, sporting, educational and recreational opportunities for participation and enjoyment

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Continuing Integration of Planning Strategies	Continuing Integration of Planning Strategies	Seal High Wear Areas Bikeways: Complete sealing of high wear areas of bikeways and inspect and repair	100%	Ongoing program of repairs
		Additional Footpaths and Bikeways: Provide additional footpaths and bikeways as per priorities in Footpath & Bikeways Plan	100%	Ongoing program with priority projects identified each year in Council's Management Plan
Actively Involve the Community	Implement Cultural Plan	Report on Cultural Plan & Actions: Report on Cultural Plan and Actions for 2007/2008 to Council	100%	Completed
		Report on Cultural Plan Planning and Programming: Conduct a Cultural Audit of Arts and Cultural facilities, services, programs and Public Art in the Local Government Area (Commercial Organisations)	100%	Completed
Capital Works Program	Parks and Recreation Capital Works Program	SRV Henwood Park Lighting: Completed parks and sportsgrounds lighting improvements at Henwood Park and Collins Park as per prioritised program	75%	Install lighting at Bolton Park and Wagga Cricket Ground as per prioritised program
		Exhibition Centre Improvements: Implement an annual program of replacement as per prioritised schedule	100%	Completed
		SRV – Rest Centre Amenities Upgrade:	80%	these facilities are nearing completion. This is a work in progress and will be carried over to 2008/2009 Financial Year

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3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Councils Annual Grants Program	Administer and review Council's Annual Grants Program	Administer Grants: Administer annual Grants program of which there are nine grant areas	100%	Council's annual grants program has concluded for this year. The final presentation event was held in September with distribution of \$165,000 across varied recreational, cultural and social projects
Recreational, Cultural and Community Facilities Amenities Upgrade	Amenities Upgrade	Ashmont Community Facility: The funding received from the Federal Indigenous Coordination Centre for construction of Ashmont Community Centre was transferred to Council in the month of June	95%	Project management will occur in 2008/2009. Further consultation with residents and services of the area is being carried out regarding a preferred location in the month of July, and will be reported to the next available Council meeting given the Local Government Elections to be held in September 2008
		Cricket Ground Amenities Refurbishment: Upgrade amenities as identified in Special Rate Variation Application	100%	Completed
		Tourist Information – Replace and Extend lighting: This project is to build a picnic shelter and install lighting at the Tourist Information Centre	100%	Completed

3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Recreational, Cultural and Community Facilities Amenities Upgrade	Street Trees	Street Tree Maintenance: Maintain street trees citywide including watering and planting programs	100%	Ongoing annual program
		Street Tree Replacement: Completed with 700 new and replacement trees planted	100%	Completed
		Street Tree Condition Audit: Stage two of the the street tree audit has now been completed and this project is now complete for this year. Stage one and two of the audit has now encompassed approximately half of the City's street trees	100%	Completed
	Playgrounds	Glenfield Park – Local Playground: An additional basketball half-court has been installed attached to the playground	95%	The only task remaining is to install turf and irrigation around the playground. This is a Work in Progress and will be carried over to 2008/2009 Financial Year
		Playground Replacements Program: Playgropunds completed for this year included Mangoplah and Victory Memorial Gardens	100%	The 2009/2010 program includes replacement playgrounds at the villages of Humula, Galore and Uranquity

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3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Recreational, Cultural and Community Facilities Amenities Upgrade	Playgrounds	Shade Cloth over Playgrounds: The installation of shade over the playground at Henwood Park is now complete	50%	The installation of shade at Jubilee Park is still to be completed by mid August
		Playground Equipment Replacements: Play equipment for Collins Park has been ordered	75%	The original equipment from Collins Park is then to be powdercoated and installed at Uranquinty. This is a Work in Progress and will be carried over to 2008/2009 Financial Year
	Open Space Works	City Gateways: Glenfield Park Entry: The construction of the sign wall and lettering at the entry point to the suburb is complete	100%	Completed
		Bourkelands Open Space and Buffer Planting: Screen plantings have been undertaken along Red Hill Road and Bourke Street to enhance their appearance	100%	Completed
		Lloyd Plantings – Open Space Works: A tree planting project commenced along the new stretch of Red Hill Road in May 2008 in conjunction with the Rotary Club. Tree planting is partially completed but there are more trees required to complete the project and further open space plantings are planned	70%	This project is part grant funded and will be completed over the winter season
		Installation of River Boat Ramp: Design concerns raised by NSW Maritime Authority and Department of Lands have now been addressed. Extra grant funds have been received by NSW Maritime	35%	Further planning is being undertaken in relation to existing river levels. This is a Work in Progress and will be carried over to 2008/2009 Financial Year

3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Recreational, Cultural and Community Facilities Amenities Upgrade	Open Space Works	Bourkelands Suburb Entry: Entry signs are complete at Bourkelands Drive entry. Renovation of the original Bourkelands entry sign off Red Hill Road is now also complete	90%	Tree planting behind the Red Hill Road entry sign is being planned. This is a Work in Progress and will be carried over to 2008/2009 Financial Year.
		Glenfield Plantings – Open Space Works Over 500 plants have been planted at various locations through the suburb	100%	Completed
		Estella Plantings – Open Space Works: Several thousand plants were planted along Boorooma Street buffer to enhance the entry to this suburb	100%	Completed
		Riverbank Restoration Works: Over 500 native plants have been planted along the river bank and slopes following removal of woody weeds in this area		
		Riverbank Restoration Works: Over 500 native plants have been planted along the river bank and slopes following removal of woody weeds in this area	100%	Completed
Riverside Project Masterplan: Appointment of a Project Manager	100%	A project Manager has been appointed and Council will be undertaking an extensive program of community consultation in 2007/08 to ensure the Riverside Precinct master plan meets the needs of the community today and into the future		

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3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Recreational, Cultural and Community Facilities Amenities Upgrade	Manage the Oasis	Water Safety Strategy: Implement a Water Safety Strategy	100%	Completed
		Develop Long term plan for Oasis: Develop and adopt a long-term development strategy for Oasis Regional Aquatic Centre	20%	Further development of a long-term plan will be scoped in the first quarter 2008/9 under the new corporate structure
		Oasis Regional Aquatic Centre – visitor numbers: Provide access to the Oasis Regional Aquatic Centre every day of the year except Christmas and Good Friday and reach target visitor numbers	100%	Completed
		Oasis – Diving board replacement: Replace diving board	100%	Completed
Open Space Works	Outdoor Exhibition Centre	Lloyd Plantings: Open Space Works: Plantings were undertaken along Holbrook Road and Red Hill Road areas with a mix of advanced eucalypts and tube stock. The Rotary Club was involved in beautifying the new Red Hill Road entry off the Olympic Highway	100%	Completed

3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
	Outdoor Exhibition Centre	Entry Treatments Bourkelands - Open Space Works: New suburb entry signage was installed at entrances at Red Hill Road and Holbrook Road	100%	New entrance signage was installed at entrances at Red Hill and Holbrook Roads, garden beds are to follow. This is a Work in Progress and will be carried over to 2008/2009
		Outdoor Exhibition Centre Improvements: Works are continuing at the Senior Rugby League facilities	50%	Junior rugby League facilities will be developed on Field 2 in the 2008/2009 financial year
	Maintain Council Buildings	Bolton Park new Entrance to Gym: Works completed	100%	Completed

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3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Open Space Works	Maintain Council Buildings	Replace Precinct Lighting around Civic Centre – Removal of existing paving lights in Civic Centre forecourt and replace with appropriate lighting on the pergola structures	60%	Works have been completed replacing the lights around the Historic Council Chambers. Further works are planned at the Civic Centre forecourt
		Scheduled Maintenance of Council Buildings: Carry out preventative maintenance of all Council buildings as identified in Special Rate Variation Application	100%	Completed
		Civic Centre Small Capital Projects: Re programming of the lift controls to prevent unauthorized after hours access to the carpark has been completed	40%	The installation of the door into the lift foyer adjacent Customer Service and the reprogramming of emergency exit doors is ongoing. This is a Work in Progress and will be carried over to the 2008/2009 Financial Year
		Council Chambers Furniture: Replace 24 Chairs for Council Chambers	100%	Completed
		Art Gallery Australian Print Acquisitions: Art Gallery Australian Print Acquisitions Job:19504	100%	Completed
		National Art Gallery Acquisitions: National Art Glass Gallery Acquisitions Job:19505	100%	Completed
	Improve Service Parks and Gardens	Kessler Park Irrigation Upgrade: This project is for installation of central irrigation control and sprinkler replacement. Works are now completed	100%	Completed
		Duke of Kent Oval Irrigation Augmentation: A new design is being prepared for the proposed recycled water supply to the irrigation system at this sports field	5%	Awaiting connection of effluent water re-use as part of the Sewer 2010 project

3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Open Space Works	Improve Service Parks and Gardens	Harris Park Carpark Reseal: All works completed	100%	Completed
		Lake Albert Walkway: All works completed	100%	The community continues to be very complimentary towards these works
		Bore Replacements: This project was for various irrigation upgrades to parks and sportsgrounds citywide which are now complete	100%	Completed
		Lake Albert Improvements: This project is part of the Enviro Trust grant works for tree plantings around the foreshores of Lake Albert. Plantings will commence this winter season	45%	This is a Work in Progress and will be carried over to 2008/2009 Financial Year
		Rawlings Park Carpark Development: Works to reseal certain sections of the carparks are now completed	100%	Completed
		Collins Park – Kerb & Gutter Replacement: Two disability access returns have been installed within the gutters to allow greater access to lawn areas	100%	Completed
		Best Grave Heritage Park Works: Heritage graves work is completed. Shade trees have been planted	70%	Construction of pathway through the park is planned
		Belling Park Central: Irrigation has been installed to the garden beds and a water fountain erected adjacent to the BBQ shelter	90%	Landscape works are ongoing in conjunction with the local residents group. The ongoing works include paving, mulching the garden beds as well as upgrading/establishing granite pathways

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3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do ?	Status	Plans for the future
Open Space Works	Improve Service Parks and Gardens	Jubilee Park – Replace Boundary Fencing: The boundary fence fronting Redhill Road was replaced	95%	Work is to continue on the entrances and walkways
		Rawlings Park Baseball Development: Works completed	100%	Completed
		Bolton Park – Replace 2 x barbeques: Two new BBQ's were installed and in conjunction with the Lions Club, the area was repainted and new signage was installed	100%	Completed
		Botanic Gardens – Refurbish Gazebo in Sunken Garden: The gazebo in the sunken garden area of the botanic gardens was repaired and refurbished	100%	Completed
		Tourist Information – Replace 2 Barbeques, convert to electric: Installation of new barbecues, lighting and provision of power for visitors has been installed	100%	Completed
		Zoo – Replace retaining walls: Retaining walls that were decaying or damaged in the January 2006 storm were replaced with block and concrete sleeper products to improve the safety and appearance of the facility	100%	Completed
		Botanic Gardens Lagoon Retaining walls: Bank stabilisation and landscaping of the island were the key aspects of improving this very popular area of the botanic gardens	100%	Completed

3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do ?	Status	Plans for the future
Open Space Works	Improve Service Parks and Gardens	Botanic Gardens Maintenance: The main focus of this project was to block retaining walls around the barbecue pavilion and toilets at the playground	100%	Completed
		Parks & Gardens Maintenance: Improve service levels as identified in Special Rate Variation	100%	Completed
		Glenfield Oval Football and Cricket: Provide multi purpose football goal posts and synthetic cricket pitch to this area	10%	This project is grant funded from the Department of Sport and Recreation. Grant funds were not received until March 2008
Open Space Works	Manage Civic Theatre	Civic Theatre Backstage Design/Costing: Commissioning of a Design and Costing Plan	100%	Completed
		Disabled Access to the Civic Theatre Stage: Disabled Access to the Civic Theatre Stage Job:19502	100%	Completed
		Civic Theatre - Upgrade of Backstage Equipment: The feasibility study has been completed	100%	Completed
		Upgrade Air-conditioning at Civic Theatre: Works completed	100%	Completed
		Construct Verandah, Disabled Ramp/Toilet - ARCC Building: Works on this project have commenced and are planned to be completed by the end of May	100%	Completed

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3.2 RECREATION AND CULTURE (cont'd)

Strategy	2007/2008 Actions	What did we do ?	Status	Plans for the future
Open Space Works	Sporting Facilities for Elite Sport	Civic Theatre Upgrade Rear Amenities: Upgrade the Civic Theatre Amenities	100%	Completed
		Elite Sport: A prioritised list of potential venues for upgrading has been compiled and a report providing recommendations for specific venues and sporting events has been compiled	100%	Completed
		Junior Rugby League: Major upgrading will be done to the fields for use in 2009	5%	It is proposed that these works at the Exhibition Centre will proceed next financial year
		Senior Rugby League: Upgrading work has been done to the fields. Works are proceeding satisfactorily through this winter season	50%	Works are programmed to continue for the next several months
		SRV Library Entrance, Desk & Layout: Completed Library Improvements	100%	Completed
		Library Level Zero Layout Modifications: Completed Library Layout Modifications	100%	Completed
		Extend Urban Salinity to Lake Albert & Koorringal: Salinity Rear of Block Drainage program to the remaining parts of Lake Albert and Koorringal	100%	Completed
		Educational Support to sporting bodies: Several workshops were conducted in conjunction with the Department of Sport and Recreation to further educate local sporting bodies on best practice management	100%	Completed

Annual Grants

Council continues to support community capacity building through its Annual Grants Program with distribution of \$165,000 to the following groups:

Event	Organisation Name	\$ Granted
Even Promotion Grants	Friends of the Botanic Gardens	600
	Crow Incorporated	2,000
	Wagga Wagga Poultry Club	2,000
	Diocese of Wagga Wagga	2,000
	S E Knights Consulting	1,500
	Lake to Lagoon Fun Run	1,395
	Joanne & Matthew Canny	2,000
	Charles Sturt University Community Education	3,000
	Wagga Wagga Country Music Club Inc	2,000
	Wagga & District Greyhound Club	1,000
	Wagga Wagga Country Club	\$ 19,495
	Total	
	Community Organisations Assistance Grants	Forest Hill Community Pre-School
Northcott Fundraising Committee		700.00
Wagga Wagga Community Media Inc		687.50
Wagga Wagga Multiple Birth Association		700.00
Wagga Wagga Society of Model Engineers		770.00
Total	\$3,627.50	
Arts and Cultural	Wagga Wagga Scrabble Club	300
	Wagga Wagga Potter's Club	1,313
	Wagga Wagga Antique Society	1,000
	Blue Wren Stitchers	924
	Riverina Conservatorium of Music Incorporated	3,000
		2,350
	Riverina Young People's Theatre Inc	3,000
	Riverina Theatre Company	3,000
	Gearstick Theatre	2,400
	Riverina Summer School for Strings	3,000
	Wiradjuri Christian Development Ministries	2,713
	Kurrajong Waratah	2,000
	Wagga Wagga Country Music Club	\$25,000
Total		
Our People - Community Development Grants	Wagga Wagga Athletics and Little Athletics Club	2,000.00
	Edel Quinn Men's Shelter	3,000.00
	Wagga Women's Health Centre Inc	600.00
	St John's Activity Group	3,000.00

Our People - Community Development Grants	Can Assist	1,798.00
	Toy Library Wagga Wagga Inc	2,970.00
	Disability Advocacy Network Inc	2,500.00
	Kurrajong Waratah	3,000.00
	Asthma Foundation NSW	3,000.00
	Wagga Wagga Community Network	3,000.00
	Multicultural Council of Wagga Wagga	3,000.00
	Foster Care Association of NSW Inc	2,300.00
	Wagga and District Branch – Heart Support Australia	400.00
	Diabetes Australia - NSW	1,700.00
	South East Asia Multicultural Social Group	1,000.00
	Bidgee Blues Club Inc	1,500.00
	The Leisure Company	2,164.80
	Wagga Wagga and District Family History Society Inc	1,000.00
	Total	\$34,932.80
	Our Place - Neighbourhood/ Rural Village Grants	Estella Progress Association
Tarcutta Desperate Farmwives		3,000
Eunony Bush Fire Brigade		3,000
Anglican Parish of Tarcutta		1,000
Tarcutta Progress Association		3,000
Tarcutta Branch CWA		3,000
St Stephens Church Downside		500
Borambola Swimming Club		1,500
Uranquinty Neighbourhood Centre		2,200
County Hope		1,300
St Mary's North Wagga Wagga	3,000	
Total	\$22,000	
Rural Halls Infrastructure Grants/ Sporting and Cultural Facility Improvement Grants	South Wagga Tennis Club	2,300.00
	Tarcutta and District Pony Club	2,725.00
	MCUE Football Club	6,292.50
	Wagga Wagga Rotary Club of Wollundry	2,392.50
	Kyeamba Kennel and Training Club	7,500.00
	Riverina Woodworkers Club	5,000.00
	Wagga Wagga Softball Association	3,597.50
	Wagga Wagga Potters Club	1,710.00
	South City Rugby League Club	7,500.00
Total	\$39,017.50	

3 SOCIAL Performance

3.2 NEIGHBOURHOODS AND VILLAGES

Maintain the physical and social character and infrastructure to achieve and enhance a sustainable community environment

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Capital Works Programs	Upgrade of Community Halls	Estella Community Centre: Preliminary concept plans have been developed for the community centre. Once the LEP process for the Estella area is complete and location determined a consultation process with the Estella Progress Association will be implemented	5%	The construction of the centre is subject to the finalisation of the LEP and management plan process for the area. Preliminary plans and construction will take place once this process is complete
		Upgrade Community Halls: All identified halls received their funding and completed their projects in the 2007/2008 financial year	100%	Completed



2007/2008 Major Achievements

Wagga Wagga Regional Family Day Care

- Family Day Care successfully undertook a Department of Community Services compliance visit with positive feedback being received by the service.
- National advertising campaign conducted by Family Day Care Australia promoted the service locally and received excellent feedback and enquiries.
- Wagga Wagga Regional Family Day Care hosted the Families NSW “Working Together” Conference 2008.
- Wagga Wagga Regional Family Day Care participated in promotional events at Marketplace promotions and face painting events were held throughout the year
- Held the 32nd Annual Awards Celebration for long serving Carers and staff.
- Hosted the Families NSW “Working Together” Conference 2008.

Civic Theatre and Performance Spaces

- The Civic Theatre opened the 2008 season with sold out performances of David Williamson’s classic Australian play The Club which featured a great line up of actors including John Wood and Denis Moore and included a school performance.
- Audiences enjoyed a special evening of Ballet with The Australian Ballet – Dancers Company with all performances selling out 2 months prior.
- 4 concerts were held for the Twilight by the Lagoon series finishing with finale concert with over 5000 people entertained by The Australian Army Band Kapooka Band and special guest artist Simon Gallaher and an exciting fireworks display.
- The Civic Theatre welcomed back Bell Shakespeare with Macbeth with 4 performances including one for schools.
- Sydney Symphony presented 3 performances for school students as part of their Sydney Sinfonia Education program.
- 2008 Silver Circle Season - mid week day time program including performers such as Kamahl aimed at increasing day time access was well attended.

Library

- Wagga Wagga City Library was Highly Commended at the 2008 Local Government Cultural Awards for the project: “The 2WG Women’s Club: A Haven Then and Now”. This club provided friendship and support for rural isolated women as well as providing much needed fund raising. The Cultural Award recognised the

achievement of a digital archive, accessible from the library webpage, containing records, photos and oral histories.

- The library held the annual Food for Fines and Book Amnesty from December through to January which resulted in thousands of dollars worth of non-perishable food items being donated by the community to give to the Salvation Army
- In February 2008 A Country of the Year Information Session and Morning Tea on Mexico for the International Officers of CWA groups in the community was held.
- Wagga Wagga City Library hosted a seminar on Criminal Law for a group of Year 11 Legal Studies students. This was an opportunity for students to ask questions from a practicing criminal lawyer.
- The library assisted the Black Dog Institute in its provision of forums for communities in Cootamundra and Wagga Wagga and has a collection of resources available on mood disorders and mental illness.
- The Stage 2 library refurbishment project saw new CD/DVD racks for Music installed with new chairs for the library’s customers ordered for delivery in September. Plans were finalised for the new layout - including face out shelves, the reduction in height of shelves on Level 1 and a re-alignment of shelves and overhead lights. The Non-Fiction Collection on Level One of the library has been reduced by 30% and the reference collection has been integrated to allow greater access for library members and was financed by grant funds from the NSW Government.
- Weekly internet/computer lessons to address the needs of ‘digital migrants’ – community members struggling with computer, internet and social networking technologies were introduced and were booked out every week with many residents taking advantage of the free service.
- The Mobile Library Trial to the communities of Ashmont and Tolland and outreach Storytime Sessions from February to June 2008 was met with a positive response from local residents and resulted in increased library memberships. These suburbs have a higher proportion of Department of Housing residences and also indigenous residents than other suburbs.

Public Art

- An extensive audit of the City’s public art collection has been completed with all data being incorporated into a specialised collection management software program which will enable ease of access to information for staff and the general public. It is expected this information will be made available online in the near future.

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Art Gallery

Crossfire was a ground-breaking exhibition calling on examples from The Art Gallery and the National Art Glass Collection highlighting the multitude of connections between the mediums of print and glass and exploring the links and commonalities between the collections. In addition, a 60, full-colour catalogue with three essays was produced to accompany the exhibition.

Other exhibitions included STAINED: A current glimpse featuring 12 prominent Stained Glass artists; Intimacy and Perception by Melbourne glass artists Tali Dalton and Tim Bassett. This exhibition culminated in a donation to the National Art Glass Collection of a glass chandelier; Essence and Spontaneity, an exhibition by internationally renowned German Artist Wolfgang Mussnug and represented the first time Mussnug has exhibited in Australia.

Coat to Country by Donna Hartwig launched the new community art space "E3" deriving from education, exhibitions and events. This addition to existing Links exhibition program enables community groups to develop and create exhibitions and provides a much needed community access art space for continuing development and practice for Riverina based artists.

The Wagga Wagga Art Gallery facilitated access for 5 schools to participate in a Year 12 Art History Study Day through the Museums & Galleries NSW ConnectEd Arts Grant program. As a result 56 students from the Local Government Area gained skills for the written component of the Higher Schools Certificate.

The Wagga Wagga Art Gallery's Links and E3 art space exhibition programs enable community groups to develop and create exhibitions. Shows such as Thematic Variations by Riverina Institute of TAFE Diploma & Degree fine art students, NOESIS by CSU Jewellery students and Art Ability by clients of Kurrajong/Waratah, highlight the Wagga Wagga Art Gallery's commitment to access by Riverina-based educational institutions and community groups

Museum

- In September the Museum hosted a live theatre performance developed by the National Museum of Australia. This piece of Reminiscence Theatre was designed to evoke memories of Australia (and Wagga) in the 1950s and to encourage discussion about the past and how it has influenced the present. The Dora Fay Davenport Shows were completely booked out and proved to be very popular with senior citizen and family audiences and were held in the Historic Council Chambers, with 2 shows daily from Wednesday 5 September – Saturday 8 September.

- The Bald Archy Prize 2008 Overall visitor figures for this exhibition was 7,415 this exhibition again has broken visitor figure records, with an average of 225 visitors per day and accompanying mural project was developed. The Museum commissioned Bald Archy winning artist Tony Sowersby to work with aspiring caricaturists on the project. The murals were installed under the Wollundry Lagoon bridge in the Civic Precinct.
- Castro's Claim: A Wagga Butcher's Quest for the Tichborne Fortune, an inhouse curated exhibition which opened to the public on 1 May 2008 and featured the Museum's extensive Tichborne collection
- As part of Wagga Wagga's Senior's Week program the museum invited seniors to come 'behind the scenes' at the Museum's Botanic Gardens site for a 'white glove tour' and the rare chance to discover what keeps our vibrant museum running smoothly. This was an extremely popular tour, booked out 3 weeks prior to the event and had maximum attendance. Program participants comments included: "I had no idea just how involved the Museum was with the rest of Wagga and being responsible for caring for our history"
- The Museum of the Riverina actively develops, applies and promotes sustainable best museum practice to its facilities and those in its region. In addition to operating two Wagga based museum sites the regional museum also provided a museum outreach service to over thirty community museums that across the Riverina.

Social Planning

The development of the Community Social Plan 2009/2013 included reviews of the Municipal Health Plan 2001-2003, Disability Action Plan 2003-2008, and the development of the Child Care Review 2006-2007, Community Safety and Crime Prevention Plan 2008-2011 and the Community Profile. The new plan was developed after broad community consultation and a survey of Local Government Area Wide issues and integrated the new Municipal Health Plan and the Disability Action Plan.

Awards

Wagga Wagga City Council was successful in receiving two awards at the 2008 NSW Local Government Cultural Awards, winning the category Programs, projects and partnerships with From All Four Corners – Celebrating diversity and a Highly Commended for the Wagga Wagga City Library project A Haven Then and Now.

Wagga Wagga City Library was Highly Commended at the 2008 Local Government Cultural Awards for the project: "The 2WG Women's Club: A Haven Then and Now".

GREATER WAGGA WAGGA

4

FUTURE PLANS:

- 2008/2009 will be an exciting year as the newly elected council creates and consolidates important relationships with the community, the business sector, state and federal agencies and local providers of education including Charles Sturt University and Riverina Institute of TAFE. The council has also committed to achieving social, economic, environment and governance outcomes as identified in the Community Strategic Plan.
- Service Quality Implementation project – implement initiatives to deliver significant improvements in Customer Service including:
 - Call centre
 - First time resolution targets
 - Service Quality Culture
 - Continuous Customer feedback and responsive improvements
 - Online forms and Service Requests
 - Implementation of Customer Service Strategy including Charter and Service Standards
- Recent changes to Industrial Relations Legalisation has provided Council and Staff the opportunity to work together with the Unions to develop a specific agreement “Forward with Fairness” which includes associated workplace arrangements and benefits. This document will reinforce Councils commitment to Employer of Choice and Customer Service to benefit Council staff and the community.
- The finalisation of Council’s Workforce Plan, Attraction and Retention Strategy, Succession Plan and Workplace Relations Strategy will ensure the staffing strategy for the organisation is in alignment with, and allows for, the successful completion of Strategic Plan goals. The results of the 2007/2008 Annual External Audit conducted by Statecover reinforced Councils commitment to maintain Continuous Improvement in the area of OH&S including staff welfare.
- To build the Information Technology disaster recovery plan into an overall Council business continuity plan.

GREATER WAGGA WAGGA Highlights

Ongoing, sustainable employment opportunities and economic growth are maintained.

4.1	4.2	4.3	4.4	4.5
Strategy & Planning	People & Learning	Customer & Community	Tools & Rules	Business & Financial Performance
<p>Council adopted its Community Strategic Plan 2008 – 2018 in February 2008. The plan will guide the City’s strategic direction for the next ten years and provide many opportunities for the continued growth of both the community and the city. The high level of community input to shaping the plan will underpin its future success.</p>	<p>Council received the final report from the Department of Local Government in relation to a “Promoting Better Practice Review” conducted by the Department during February 2008. Council responded to the 64 recommendations and was acknowledged by the Department for its prompt and immediate attention to the key issues raised in the report and for the professional manner in which the Council improved its performance in a range of areas.</p> <p>Adoption of the new Trainee/Apprenticeship Program by Council for ten (10) trainees/apprentices</p> <p>Adoption and implementation of the Enabling Leader’s Program</p> <p>Appointment of new General Manager, Lyn Russell</p> <p>Appointment of three new directors</p>	<p>Replacement of Customer Service Counter</p> <p>Village consultations</p> <p>Improvements to Customer Service processes to deliver more complete services to customers</p> <p>Improvements to Complaints Management Processes</p>	<p>The IT disaster recovery site has been fully completed and test scenarios have been run and successfully concluded.</p>	<p><i>Review Today Pty Ltd</i> recently released its second review on the financial sustainability of the largest 100 Councils in NSW. This is referred to as the Fiscal Star rating. The statewide review together with an assessment of each Council included a rating of either: Sustainable (S); Vulnerable (V) or Unsustainable (U).</p> <p>Wagga Wagga City Council received a rating of “Sustainable” which underlines the sound financial position of Council.</p>

4 GREATER WAGGA WAGGA Performance

4.1 STRATEGY AND PLANNING

Strategically focussed and aligned organisation

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Consult the Community	Community Consultation	Consult the Community: Conduct community consultation to share results of Council's previous quarter, discuss contemporary issues and engage with the public	100%	Completed
Monitor and Review Performance	Council's Management Plan, Annual Report and State of the Environment Report Review	Corporate Reporting Requirements: Facilitate monthly reporting on Management Plan achievements through Council's Corporate Reporting program	100%	Completed
		Annual Corporate Reporting Requirements: Prepare and complete Council's Annual Report and State of the Environment Report	100%	Completed
Monitor and Review Plans	Manage Council Land and Property	Strategic Planning Various Studies: Implement a program of strategic reviews of Council land including land leases and licences. Leases and Licences to be reviewed prior to expiration	80%	The Wagga Wagga Local Environmental Study (that supports the new Local Environmental Plan for Wagga) has been completed in draft form and will be exhibited with the Local Environmental Plan

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4.1 STRATEGY AND PLANNING (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Monitor and Review Plans	Manage Council Land and Property	Review Council Land: Manage Real Property Portfolio, including administering the acquisition, disposal, lease and licence of Council's commercial, industrial and residential property.	85%	The review of Council land is ongoing with the update of the majority of expired leases and licenses now in progress, with the vast majority of renewals and new agreements complete. Council's Leasing and Licensing Policy is being reviewed, with particular attention to the recovery of outgoings associated with community leases and licenses of a non-commercial nature
		Council Land and Property Management: Complete in depth studies as identified in Special Rate Variation Application	100%	Ongoing – Continuing to progress well
		Council Meeting Room Tables:	0%	Quotes to be sought for purchase and installation



4 GREATER WAGGA WAGGA Performance

4.2 PEOPLE AND LEARNING

Employer of choice

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Work Environment	Shared Organisational Purpose	Develop priority list for Opportunities for Improvement: Develop list of opportunities for continuous improvement teams	90%	Council continues to promote continuous improvement through cross directorate teams
Work life Balance	Work life Balance Strategy	Worklife Balance Initiative: Develop and implement a corporate strategy promoting a balance between working and private life for all employees	0%	This is a work in progress and will be carried over to 2008/2009 financial year as part of the 'Working for Wagga' Project
Workforce Planning Strategies	Manage Human Resource Strategies	Workforce Planning Strategy: Develop and implement a comprehensive workforce planning strategy for the organisation	60%	This item is part of the Draft "Forward with Fairness" project. Work will re-commence in 2008/2009
		Employee Attraction and Retention: Develop an employee attraction and retention strategy for the organisation	15%	This item is part of the Draft "Forward with Fairness" project. Work will re-commence in 2008/2009
		Industrial Relations Strategy: Investigate, develop and have adopted a contemporary industrial relations strategy for the organisation	55%	Currently a review of employee benefits is being completed along with a comparison against other Council's and private sector organisations and will form part of the "Forward with Fairness" project

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4.2 PEOPLE AND LEARNING (cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Workforce Planning Strategies	Manage Human Resource Strategies	Occupational Health and Safety Action Plan: Implement the Actions of the Occupational Health and Safety continuous improvement action plan for the organisation by 30 June 2009	80%	The outcome was 89% compared to 82% last year. The verification audit will take place in August and September 2008
		Human Resources Consultancies: Feasibility study completed and recommendations on the validity and availability of Long Day Care Centre places for staff	100%	Waiting to receive a formal response from respective Unions
Promote Risk Awareness and Identification	Risk management training and education	Conduct strategic Risk Audit: Report findings and recommendations to Audit Committee. Establish a Risk Audit Strategy and implement	100%	Completed
		Development Services & Corporate Governance Resources: Project completed	100%	Completed

4 GREATER WAGGA WAGGA Performance

4.3 CUSTOMER AND COMMUNITY

Organisation focused on excellence and customer service

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Customer Service Expectations	Excellence in Customer Service	Customer Service Performance Measurement: Report quarterly on customer service performance statistics	0%	Not scheduled to commence reporting until the Call Centre Project is complete
		Customer Service Call Centre: Implement Call Centre and deploy Knowledge Base on Council website to provide full access to information and services for all community members	80%	Website deployment 2008/2009 with online forms and Service Requests
Streamline Services	Customer Service Strategy	Complaints Handling: Handle complaints in accordance with Council policy and provide details on the number of complaints in the Annual Report	100%	Current improvements and automation of processes being designed and implemented
		Freedom of Information Requirements: Provide access to Council documents in accordance with Local Government Act and Freedom of Information legislation	100%	Completed
Communication and Consultation Strategies	Communication and Consultation Strategies	Media Communications: Effective communication to all media outlets regarding Council's decisions, policies, activities and services	100%	Completed

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4.3 CUSTOMER AND COMMUNITY (Cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Feedback on Service Standards	Seek feedback on our service standards	Customer Satisfaction: Analyse and report quarterly on statistics and trends in customer feedback and satisfaction	0%	Service Quality Project will seek ongoing Customer feedback and perception measures
		Customer Service Centre Counter Replacement: Works completed	100%	Completed



4 GREATER WAGGA WAGGA Performance

4.4 TOOLS AND RULES

Flexible, responsive, accountable, innovative and reliable systems and processes

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
System and Processes	Manage Council's Financial Strategies	Complete Financial Health Check: Complete Financial Health Check review and report indicators to Council	100%	Completed
		Review Long Term Financial Plan: Review and update the Long Term Financial Plan following adoption of recommendations by Council	100%	Completed
	Information Technology Recovery Site	Disaster Recovery Site at the Alan Turner Depot: Maintain an IT disaster recovery site to ensure the resumption of computer operations in a timely manner in the event of a disaster	100%	Completed
	Information Publication	Hole Punch: Hole punch for printing department	100%	Completed
		Binder: Binder for Printing Department	100%	Completed
	Review Systems and Processes	Information Management	Dataworks Licences: - Avand Connect and Avand Access	20%

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4.4 TOOLS AND RULES (Cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Review Systems and Processes	Information Management	Information Management System: Develop, have adopted and implement a contemporary information management system as part of the e-Business Strategy	100%	Completed
		Update Geographical Information System Drainage Program: Update the Rear of Block drainage program on the Geographical Information System layer	80%	Drainage data onto Geographical Information System will be progressed as the appropriate data has been updated into Pipepak. The process for uploading data between GIS and Pipepak is under review
		Willians Hill Roof Anchor Point Installation: This project is to complete installation of roof anchor points at the Willians Hill Museum and the Glenfield Neighbourhood Centre	10%	Delays have occurred due to bad weather. This item will be carried over to 2008/2009
		Willians Hill Museum CCTV Installation: Works completed	100%	Completed
		Upgrade Cadastre Data – Survey Accuracy: Works completed	100%	Completed
	Corporate Governance Framework	Implement Risk Audit Actions: Implement strategic risk audit approved actions for 2007/2008 and report outcomes to Council	100%	Completed
		Corporate Governance Framework: Develop a best practice corporate governance framework and report implementation to Council	100%	Completed

4.4 TOOLS AND RULES (Cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Review Systems and Processes	Corporate Governance Framework	Assess Governance Compliance: Conduct annual assessment of compliance with the Local Government Managers Australia Governance Health Check	100%	Completed
		REROC Peer Review: Participate in Riverina Eastern Regional Organisation of Councils (REROC) peer review process and use the results of the review to develop continuous improvement strategies	100%	Completed
		Good Governance Strategy: Develop, have adopted and implement Good Governance Strategy for Council	100%	Completed
	Promotion of Council through Web	Website Management Options: Review options for website management and prepare recommendations	100%	Completed
		Implement Website Recommendations: Implement approved website management and review recommendations for 2007/2008	100%	Completed
	Maintain Councillors Online	Councillors Home Office Setup: Provide training & support to Councillors for their on-line systems. Number of complaints regarding on line applications at 1 per month	100%	Ongoing support is provided to Councillors on an as needs basis
		Fleet Management Purchases: Vehicle and plant replacement program	97%	One month delay with the delivery of a heavy truck and wheeled loader but otherwise delivery is complete. Some purchases are required to be carried over to the 2008/2009 financial year as some goods ordered were not received as at 30 June 2008

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4 GREATER WAGGA WAGGA Performance

4.5 BUSINESS AND FINANCIAL

Financially secure and sustainable organisation that delivers best value services and programs

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Efficient, Effective, Appropriate Delivery	Manage Vehicle and Plant Fleets	Investigate Recycling of Wash Bay Effluent: Investigate opportunities to re-use treated water	100%	Completed
		Improve Driver Awareness and Fleet Fuel Usage: Reduce number of vehicle incidents through driver initiatives and improve fleet fuel usage efficiency	100%	Completed
	Manage the Supply System	Online & Mobile Stores Requirements: Assess feasibility of on-line mobile stores requisitioning as part of the e-Business Strategy	100%	Completed
		Electronic Tender Analysis System: Implement Electronic Analysis of Council's Tender Process as part of the e-Business Strategy	100%	Completed
		Radio Network: The provision of Fibre Optic Cable to the Civic Centre, The Oasis, Alan Turner Depot and Bob Osborne Skills Centre was completed in April/May. These works have significantly improved the network performance at these sites	100%	Completed
	Long Term Financial Plan	Update of Ten Year Financial Plan	Long Term Financial Plan: Prepare an update of Council's Ten Year Financial Plan and provide a report on the outcomes and recommend actions to Council in conjunction with the Draft 2008/2009 Management Plan	100%

4.5 BUSINESS AND FINANCIAL (Cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Financial Management Strategies	Reconcile Ten Year Financial Plan with the adopted strategic plans of Council	Long Term Financial Plan: Reconcile major strategic plans with the Ten Year Financial Plan	100%	Completed
	Financial Health Check	Long Term Financial Plan: Undertake a Financial Health Check assessment of Council and report findings in November 2007	100%	Completed
	Manage Council's Financial Strategies	Review Investment Strategy: Carry out annual review of the investment strategy and policy to ensure they are aligned with the short, medium and long term cash flow requirements	100%	Completed
		Statutory Financial Reporting: Ensure that all statutory requirements for financial reporting are met	100%	Completed
		Outstanding Rates and Annual Charges: Maintain an effective mechanism for collection of outstanding rates and annual charges	100%	Completed
		Unrestricted Current Ratio: Ensure that Council retains a ratio of current Assets to current Liabilities of greater than a multiple of 3:1	100%	Completed
	Review Councils Rating Structure	Review Council's rating structure and report to Council	100%	Completed

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4.5 BUSINESS AND FINANCIAL (Cont'd)

Strategy	2007/2008 Actions	What did we do?	Status	Plans for the future
Financial Management Strategies	Manage Investment Portfolio	Manage Investment Returns: Investment returns have been negatively impacted by the global credit market crisis and the downturn in the equities markets during the June Quarter and for the 2007/2008 financial year	46%	Council continues to closely monitor the performance of all categories of investments. Whilst Council has avoided investments with exposure to sub-prime market and Collateralised Debt Obligation's, the global credit crisis has impacted on most categories of investments
Integrate E-Business Strategy	Implement e-Business Strategy	e-Business Strategy: Implementation of Stage I of the e-Business Strategy – commence the provision of information on the full range of Council services on the web-site	30%	Requirements to have e-Business fully informational by December 2008, will require significant resourcing and commitment to reach targets. Actions are being taken to enable this
		e-Business Initiative – Outcome Manager Project: re-scoped in line with 2008/2009 Management plan - in particular to remove Capital Projects to a separate sphere for the coming financial year. Outcome Manager was further developed to promote Council's approach to Integrated Planning and Reporting	100%	Further develop Outcome Manager through the introduction of "Dashboard" a quick refence reporting tool

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Access & Equity Statement Report

S428(2)(r)

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

Link to Management Plan	2007/2008 Goals	What did we do?	Status	Plans for the future
Social Implications – Report on the Social Plan	Report on the Social Plan and Actions	The 2008-2013 draft Community Social Plan was endorsed at the June Council meeting and is forwarded to the Department of Local Government for approval. As part of the plan a comprehensive web friendly community profile was established for public access	100%	Completed
Regulatory and Policy Framework	Respond to Commonwealth/ State Policy and Statutory Obligations	Respond to all NSW State and Federal requests for information or survey completion in the Community Services Division	100%	Completed
Communication Policy	Communication Policy	Develop and have adopted Council's communication policy to meet Council's communication needs	100%	Completed
	Staff Communication	Produce a quarterly staff newsletter	100%	Completed
External Communication	Community Newsletter	Produce a community newsletter on quarterly basis	100%	Completed
	Ratepayer Notices	Produce a quarterly newsletter into the ratepayer notices	100%	Completed
	Manage web traffic reports	Web administrator will monitor the traffic across Councils many external web sites and provide useful, measurable data to report internally on the success of web communication and popularity	100%	Completed
	Administer Content Management System	Council will update and upgrade the web presence it has to bring web communications into a concise, accurate tool that has provision for communication and service delivery with an up to date, professional and technological advanced web application	100%	Completed

Access & Equity Statement Report (cont'd)

Link to Management Plan	2007/2008 Goals	What did we do?	Status	Plans for the future
	Create On-line forms	Work across Council and with the e-Business team to create on line forms which increase service provision to customers	100%	Completed
Recreational, Cultural & Community Facilities	Installations and maintenance of Playgrounds	Install, maintain and inspect Playgrounds across Local Government Area	60%	Glenfield Park – Installation of irrigation and laying of turf is to occur as soon as possible. The installation of shade at jubilee Park is still to be completed and will be installed once a suitable builder has been secured
Urban Design Master Plans	Network Design Works Program	Design Glenfield Road duplication including removing Pearson / Dobney roundabout and rail bridge duplication	100%	Completed
	Implement specific road design work	Complete design of Koorngal Road and Red Hill Road duplication	100%	Completed
Community Consultation	Consult the Community	Conduct community consultation to share results of Council's previous quarter, discuss contemporary issues and engage with the public	100%	Completed

2007/2008 Access and Equity Highlights

Library

A new adult program called the RRL Book Club was implemented in January and is a benchmark model in NSW public libraries, with other services consulting staff at Wagga Wagga City Library for advice.

YouthLORE, the Wagga Wagga City Library's volunteer group of local youth helped co-ordinate a number of library events for the Youth Regenerate events.

Art Gallery

Wagga Wagga Art Gallery facilitated the joint mural project - Celebrating Diversity - between the Museum of the Riverina and Wagga Wagga Art Gallery as part of Wagga Wagga City Council's was completed during the winter cultural program Form All Four Corners. Young people from Sudan, Ghana, Sierra Leone, Zimbabwe and Burundi worked with community artist Canny Kinloch to develop the mural about their experiences of coming to Wagga Wagga.

The Links Gallery and the E3 art space exhibition programs enable community groups to develop and create exhibitions. Shows such as Thematic Variations by Riverina Institute of TAFE Diploma & degree fine art students and NOESIS - Charles Sturt University Jewellery Students graduate exhibition and ArtAbility - by clients of Kurrajong/Waratah, highlight the Wagga Wagga Art Gallery's commitment to access by Riverina Based educational institutions and community Groups.

Museum

Reminiscence Boxes have been developed by the museum as a free loan service for aged care activity officers and community groups. They contain items that will be of significance to the lives of elderly people. Each box contains familiar objects from the past linked to a particular theme, along with information on each item.

Civic Theatre

2008 Silver Circle Season - mid week day time program including performers such as Kamahl aimed at increasing day time access was well attended.

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Amounts incurred by Council in relation to legal proceedings

S428(2)(e)

Matter	Costs Paid	Status
Land & Environment Court - Willis	\$5,672.00	Finalised
Land & Environment Court - Collins	\$13,611.00	Finalised
Human Resources - Various matters	\$176,427.75	Finalised
Total	\$195,710.75	

State of Progress of each legal proceeding

All amounts incurred by Council in relation to legal proceedings have been finalised.

Amount of money spent on Mayoral and Councillor Fees

S428(2)f

Fee's	Amount
Councillor Fees	\$202,017
Councillors Allowances	\$33,633
Mayoral Fee	\$33,633
Confrences and Seminars within NSW	\$32,011
Confrences and Seminars - Interstate	\$Nil
Telephone and Facsimilie	\$1,729
Training and Education	\$479
Internet and Email Access	\$8,227
Overseas Visits by Councillors	\$7,746

Bushfire Hazard Reduction Activities

S428(2)i1)

2007/2008 Hazard Reduction Activities:

Council undertook the following activities in its 2007/2008 bushfire hazard activities:

- Re-grading of all fire trails at Willans Hill through to Bourkelands, Pomingalarna Reserve and Rocky Hill
- Further trail rehabilitation at Pomingalarna Reserve
- Further tree removal and trail maintenance at Willans Hill along Lord Baden Powell Drive

Planned 2008/2009 Hazard Reduction Activities:

- Annual roadside spraying of Council's bitumen rural roads
- Further trail rehabilitation works at Willans Hill, Rocky Hill and Pomingalarna Reserves
- Further tree removal along the old stock route at Pomingalarna Reserve
- Development of a fire management plan for Willans Hill
- Review of perimeter fencing and gates access at various locations

Category 1 Business Activities

s428(2)(r)

This requirement is met by the inclusion of the Special Purpose Financial Reports.

Category 2 Business Activities

cl 217 (1)(d)(iii)

This requirement is met by the inclusion of the Special Purpose Financial Reports.

Children's Services and Programs

s428(2)(r)

Families and Children

Wagga Wagga Regional Family Day Care

Wagga Wagga City Council is the licensee of the Wagga Wagga Regional Family Day Care Service. The Family Day Care Co-ordination Unit provides a high quality service which meets regulatory, funding and quality assurance requirements. The service provides flexible home-based care to children aged from birth to 12 years. The service is operating on an average of 330 Effective Full Time (EFT) places per week, with 30 employer sponsored places for the Australian Defence Force.

Wagga Wagga Regional Family Day Care undertook a compliance check from the Department of Community Services in March and the service received positive feedback regarding current practices and procedures from the Children's Services Advisor. A small selection of Carers were visited to ensure the service is meeting the requirements of the Children's Services Regulation 2004 to maintain its current licence with DOCS. In addition to this, and according to National Childcare Accreditation Council (NCAC) requirements, the service submitted its Self Study and is awaiting a validation visit from the NCAC in the near future.

The service has offered a variety of training opportunities to Carers which has utilised the extensive knowledge, experience and training of staff and also external training providers. In addition to training specifically for Carers, Wagga Wagga Regional Family Day Care hosted the Families NSW "Working Together" Conference which was open to all professionals working with children aged 0-8 years. The conference was a great success and the service has received positive feedback in relation to the conference.

An emphasis was put on the promotion of Family Day Care as a viable business opportunity. Advertising was extensive and the service received excellent coverage through local media outlets. This supported the successful recruitment of new Carers to the service to meet the ever increasing demand for childcare for families. Family Day Care Australia has also released some television commercials and advertising across the country which

has supported local promotional activities.

An awards evening was held for long serving Carers, some of who have served 25 years with the service and this was enjoyed by all those attending. The service also held various family events at Playsession allowing families to experience the service being offered.

Families NSW "Working Together" Conference 2008

Wagga Wagga City Council, through Wagga Wagga Regional Family Day Care hosted the Families NSW "Working Together" Conference in May 2008. The conference attracted delegates from all over the state and was aimed at services working with children aged 0-8 years of age. Barbara Holborow OAM, and Margaret Sims were keynote speakers at the conference and provided delegates with great enthusiasm and much to think about regarding practices with children and their families in the early childhood years.

The Minister for the Department of Community Services, Mr Kevin Greene, and other departmental dignitaries attended the conference with the launch of the Families NSW Western Region Integrated Strategic Plan 2008-2011 taking place.

Attendance at the conference was excellent with approximately 170 delegates attending over the 2 day conference. Delegates came from Orange, Sydney, Griffith, Tumut, Gundagai, Hay, Wellington, Forbes, Berrigan, Goulburn, Harden and other areas. There was a wide variety of early childhood services represented at the conference and these included Department of Education, DoCS, Community Health, Early Intervention Services, Playgroups NSW, DADHC and many other individual services.

Children's Services Directory

Wagga Wagga Regional Family Day Care produced and distributed the Children's Services Directory. The directory contains contact information for children's services in the local area and is a valuable tool for families and also professionals in the industry.

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Neighbourhoods/Community Centres

Community consultations were undertaken in Tarcutta, Uranquity, Galore and San Isidore during 2007/08 to engage the villages in direct communication with councillors and council staff. Wagga Wagga Regional Family Day Care continues to promote its services to villages such as Tarcutta, Galore and Collingullie through the Parents as Teachers Program.

Council continues to provide community development support to the progress associations in our villages and neighbourhoods including promotional support to Glenfield and Progress Associations.

The Library trialled Outreach Storytime Sessions for the under 5 years age group at the Ashmont Community Centre and the Tolland Neighbourhood Centre which were well attended.

Immunisation

Council conducts free immunisation clinics for children under 15 year of age. Clinics are conducted during the day at the Seniors Community Centre in Tarcutta street on the third Wednesday of the month and also during the evening at the Wagga Wagga City Council Civic Centre on the fourth Thursday of every month.

General Program Delivery

Council continues to work in partnership with other sectors of the community and implement various projects in meeting the needs of families and children with the following being completed:

Little Big Day Out

Nineteen areas of Council participated in showcasing Council's services to the community through fun and interactive activities for children and their families/carers. The Civic Theatre were the Wagga City Council "Site Winners" for the 2007 Little Big Day Out event. At the Civic Theatre, children could decorate paper bags with interesting materials that were then used to collect the many varied things given away by different sites. Healthy Harold made an appearance at the Museum and the Little Big Day Out 'News Bureau' saw children interviewing children about the day's activities.

The Library encouraged dance and song with the Rubber Duck Disco and Bubble bath stories while information about immunisations, health issues, road safety and water safety be found at various sites

throughout the precinct.

The Wagga Wagga Art Gallery saw Collette the Crow return for a wonderful dance and tour of the Art Gallery and parents, grandparents and children enjoyed the activity of painting a mural. This mural was a combined activity between the Botanic Gardens and Wagga Wagga Art Gallery and was facilitated by Volunteers from the gallery. The mural is now located at the bar-b-que area at the Botanic Gardens.

Museum

The museum is committed to providing an ongoing series of facilitated 3 day intensive Museum Theatre school holiday programs for young people aged between 9 – 14 years.

The museum has developed a space designed to inspire children and enhance their museum visitor experience. Kidzone is a designated children/family area located at the Botanic Gardens museum site. This space continues to be actively promoted as a free, fun and educational activity for children and families to enjoy.

School Holiday Museum Theatre delivered every school holidays focuses on connecting young people to the museum collection holdings through the use of theatre techniques.

As part of a sponsorship agreement with The Daily Advertiser, the Museum contributed a weekly newspaper column targeted at primary school aged children, and focused on items in the permanent collection. The Museum Man column appeared each Wednesday in the Junior Advertiser. They are now available on the Museum's website as a permanent homework resource.

Big Theatre for Little People - is a free museum theatre and games program for children under 6.

Civic Theatre

The Civic Theatre presented a dedicated children's season for 5-12 year old which featured shows including Mr McGee and the Biting Flea and Goldilocks

Rock by the Lagoon was part of the Twilight by the Lagoon series and saw rock bands from Mt Austin, Kildare and Koorngal High entertain the audience in the amphitheatre as a free public event

The Theatre had the opportunity to present the Sydney Opera House Babies Proms Orchestra for the 2-5 age group occurred introducing the younger audience to live music.

In 2008 the Civic Theatre further developed its Education Program for Schools with easy access to all information via the web site, including an on-line booking form.

Library

Library Under 5's - Baby Bounce, Toddlertime, Storytime, Outreach Storytime sessions, including at the Women's Refuge.

Library Tours for school groups, Book Week activities, School holiday programmes, and the Summer Reading Club, Library activities in Book Week, Library Week, National Simultaneous Storytime, Harmony Week,

YourTutor the online homework help with live tutors on the library website for students from Yr 4 –Yr 12

Dewin' the Dewey library tours for local school students.

Library Holiday programs were fully subscribed with the four themes this year being Get Bugged, Rainbow Kites, Little Big Day Out and the Summer Reading Club activities including the Paul Jamieson concert, with over 100 children dancing in the Council Meeting Room in January.

The Baby Bounce Early Literacy Program was presented by trained library staff to many young mothers and their babies up to twelve months of age.



Library partnerships: with Booranga Writers Centre when the Children's Author Rachel Tonkin delivered an outreach workshop to children at the Ashmont Community Centre; and with the Toy Library Inc. when the monthly after-school activities were staged in the Children's Area.

The ongoing partnership between TAFE STEPS Literacy Playgroups and the Library provided a selection and loan service of picture books and board books providing social and educational support to families with young children. Future planning identified the potential benefit of regular visits by these groups to attend the library's scheduled Storytime Sessions in the coming year.

Housing Communities Assistance Program

The Housing Communities Assistance program has facilitated a very successful Walking Bus project in Tolland, which has resulted in improved school attendance for a number of young children.

Art Gallery

In April 2008, Council engaged a local aerosol artist to paint sections of the skate bowl to cover up existing graffiti and enhance the environs.

The Wagga Wagga Art Gallery ran 11 weekend Activat classes, a series of activities for primary school children exploring different themes, relating to current exhibitions each month. 126 children attended Activart courses during the year.

The Wagga Wagga Art Gallery also ran 3 Educational programs directed at Year 11 Visual Art students on the them of Tradition To Modernity. These concentrated workshops focused on concepts, processes and practice in developing a Body of Work.

Companies in which Council held a controlling interest

S428(2)(q)

Council did not hold a controlling interest in any companies during 2007/08.

Companion Animals Act and Regulation

cl 217(1)(f)

Council recognises the importance and benefits that Companion Animals have on the social wellbeing of the community, whilst there is a need to reduce the negative impacts of pets on the community and the environment through a process of planned community education and, to a lesser extent, enforcement.

Council continues to implement the recommendations from its adopted Companion Animal Management Plan (CAMP) 2004-2008 in conjunction with the local Companion Animal Working Group and the local community. A review of the CAMP is underway with recommendations to be presented to Council late in 2008. The Plan aims to provide a coordinated approach to community education and enforcement in line with both the objectives of the Companion Animals Act 1998 and the animal management objectives of the Wagga Wagga community.

Council employs three (3) full time staff for the management of Companion Animals and the operation of the Glenfield Road Animal Shelter. Volunteers continue to play an integral role in the care and interaction with animals housed at the shelter. An agreement with CSU School of Veterinary Science has increased the number of abandoned animals rehoused through accredited rescue groups.

Companion Animal Management Plan:

Mission Statement:

To identify and accommodate the needs of companion animals and their owners, while minimising their impact on the local environment, non-pet owners and the wider community of Wagga Wagga.

Objectives:

- Encourage and promote responsible pet ownership through community education
- Identify and accommodate the needs of companion animals and their owners
- Reduce adverse impacts of companion animals on local residents and the environment

- Reduce the numbers of unwanted companion animals being abandoned and increase the rehousing rate of abandoned companion animals
- Involve key community stakeholders in the animal management process to promote community ownership and ensure the successful implementation of the Companion Animal Management Plan

Companion Animals Working Group:

The Companion Animals Working Group comprises of representatives from key industry and community members twice annually. The main objective of this group is to provide input into the development and implementation of Councils Companion Animals Management Plan.

2007/2008 Data collection return for impounded Animals:

This report was forwarded to the Department of Local Government on 28 August 2008. Due to the Animal Shelter office having been destroyed by fire in March 2008 the statistical data was lost for the months September to February. Estimates of activities have been included for this period but are not accurate.

Detailed financial information for funds spent on companion animals:

Attached is the detailed Companion Animals cost statement for 2007/2008.

Lodgement of Dog Attacks to DLG:

Dog Attack Data Collection Forms are lodged with the Department of Local Government in accordance with the guideline on the Exercise of Functions under the Companion Animals Act (revised January 2007).

Council has declared one (1) dog dangerous during 2007/2008 period.

Community Education Programs:

Council has undertaken the following community education during 2007/2008:

- Faeces reduction campaign - comprising of posters, stickers and advertising
- Pet of the Week in conjunction with the Riverina Leader – including tips on Companion Animal Management
- Meetings of the Companion Animals Working Group
- Distribution of local and DLG brochures to stake holders
- Updated information on Councils website
- Media Releases such as good news stories or current issues – including newspaper articles, radio and television interviews
- Pro active patrols in complaint areas in particular the walking track surrounding Lake Albert
- Actively participate in families initiative for new comers to Wagga Wagga

Promote and assist the desexing of dogs and cats:

The following strategies are in place to promote and assist in the desexing of Companion Animals:

- Council has adopted the policy of desexing all Companion Animals rehoused from the Glenfield Animal Shelter
- The community are encouraged to have their cats and dogs desexed through brochures, media promotion, and staff advice
- CSU agreement which allows for the desexing of all animals rehoused through CSU to rescue groups

Strategies in place to reduce euthanasia of unwanted animals:

Council has significantly reduced its euthanasia rate at the animal shelter in recent years through the following strategies:

- Regular advertising the advantages with adopting an animal from the Glenfield Road Animal Shelter which includes the rehousing of animals, microchipping, lifetime registration, desexing; vaccination, worming, heartworm tested and vet checked
- Promotion of animals to be rehoused through “pet of the week” in the local newspaper
- Animals displayed on Councils website

- Good news stories highlighting the number of animals held at the Shelter awaiting homes
- Rehousing through eight (8) Rescue organisations
- Rehousing of kittens and puppies through pet shops

Off Leash areas:

Wagga Wagga has six (6) designated off leash areas comprising of:

Four open space areas

Two (2) fenced areas including agility track

Water now connected for public use at the O’Halloran Park agility track

These areas are all sign posted and promoted to the community through brochures, media and staff advice.



Cost Statement Detail

BENEFICIARY	ORIGINAL BUDGET	BUD ADJ	YTD BUD ADJ	APPROVED BUDGET	CURR PER ACT	YTD ACT	COMMIT	YTD ACT+ COMM	YTD % OF REVISED BUDGET	UNEXPEN DED BUDGET
REVENUE FROM ORDINARY ACTIVITIES										
10164004200 Companion Animals Income Fines & Costs	(12,000)	0	0	(12,000)	(80)	(14,782)	0	(14,782)	123.18%	2,782
10164214100 Adult Dog Heart Worm Test Inc Fees	(3,000)	0	0	(3,000)	0	0	0	0	0.00%	(3,000)
10164274100 Cat Euthanasia Income Fees & Charges	(800)	0	0	(800)	0	(75)	0	(75)	9.32%	(725)
10164284100 Cat Vaccinations Income Fees & Charges	(400)	0	0	(400)	(82)	(686)	0	(686)	171.63%	287
10164294100 Cat Microchipping Income Fees & Charges	(600)	0	0	(600)	(136)	(1,873)	0	(1,873)	312.11%	1,273
10164314100 Cat Impounding & Maint Inc Fees & Chgs	(400)	0	0	(400)	0	0	0	0	0.00%	(400)
10164344100 Cat Desexing Income Fees & Charges	(1,350)	0	(2,000)	(3,350)	(395)	(3,964)	0	(3,964)	118.32%	614
10164504200 Stock Management Income Fines & Costs	(3,000)	0	0	(3,000)	0	(237)	0	(237)	7.90%	(2,763)
10164504450 Stock Management Income Sale of Goods	(1,000)	0	0	(1,000)	0	0	0	0	0.00%	(1,000)
16407 Dog Euthanasia	(1,200)	0	0	(1,200)	(75)	(2,086)	0	(2,086)	173.79%	886
16408 Dog Vaccinations	(1,800)	0	0	(1,800)	(164)	(4,181)	0	(4,181)	232.27%	2,381
16409 Dog Microchipping	(3,200)	0	(5,000)	(8,200)	(627)	(9,276)	0	(9,276)	113.12%	1,076
16411 Dog Impounding & Maintenance	(12,000)	0	(6,000)	(18,000)	(1,976)	(22,466)	0	(22,466)	124.81%	4,466
16412 Dog & Cat Registrations New	(61,500)	0	(8,500)	(70,000)	0	(67,425)	0	(67,425)	96.32%	(2,575)
16414 Dog Desexing	(4,500)	0	(7,000)	(11,500)	(691)	(12,715)	0	(12,715)	110.56%	1,215
16415 Dog Worming	(800)	0	(1,500)	(2,300)	(181)	(2,696)	0	(2,696)	117.24%	396
16435 Cat Worming	(100)	0	0	(100)	(38)	(372)	0	(372)	371.92%	272
316005 Total Companion Animals Inc Userchg & Fees	(107,650)	0	(30,000)	(137,650)	(4,445)	(142,833)	0	(142,833)	103.77%	5,183
10164004500 Companion Animals Income Sundry	(100)	0	0	(100)	(3)	(911)	0	(911)	911.28%	811
10164004600 Companion Animals Income Donations	0	0	0	0	0	(403)	0	(403)	100.00%	403
316015 Total Companion Animals Inc Other	(100)	0	0	(100)	(3)	(1,314)	0	(1,314)	1314.06%	1,214
TOTAL REVENUE FROM ORDINARY ACTIVITIES	(107,750)	0	(30,000)	(137,750)	(4,448)	(144,146)	0	(144,146)	104.64%	6,396
EXPENSES FROM ORDINARY ACTIVITIES										
10164005100 Companion Animals Salaries	125,941	0	0	125,941	9,858	90,906	0	90,906	72.18%	35,035
10164005101 Companion Animals OT	11,400	0	0	11,400	1,622	8,011	0	8,011	70.27%	3,389
10164005103 Companion Animals Backpay	0	0	0	0	0	214	0	214	-100.00%	(214)
10164005115 Companion Animals Public Holidays	0	0	0	0	175	3,432	0	3,432	-100.00%	(3,432)
10164005120 Companion Animals Sick Leave	0	0	0	0	0	4,744	0	4,744	-100.00%	(4,744)
10164005121 Companion Animals Annual Leave	9,912	0	0	9,912	717	9,496	0	9,496	95.80%	416
316600 Total Companion Animals Salaries	147,253	0	0	147,253	12,372	116,803	0	116,803	79.32%	30,450
10164005104 Companion Animals Rostered Day Off	0	0	0	0	(274)	382	0	382	-100.00%	(382)
10164005130 Companion Animals Workers Compensation	7,361	0	0	7,361	613	7,361	0	7,361	100.00%	(0)
10164005135 Companion Animals Super General Levv	12,226	0	0	12,226	878	8,994	0	8,994	73.56%	3,232
10164005150 Companion Animals Long Serv Leave	5,844	0	0	5,844	158	4,554	0	4,554	77.93%	1,290
316610 Total Companion Animals Employment Exp	25,431	0	0	25,431	1,376	21,291	0	21,291	83.72%	4,140
10164007515 Companion Animals Vehicle Op	25,900	0	0	25,900	2,160	25,923	0	25,923	100.09%	(23)
316620 Total Companion Animals Travel	25,900	0	0	25,900	2,160	25,923	0	25,923	100.09%	(23)
10164006010 Companion Animals F&F	450	0	0	450	0	0	0	0	0.00%	450
10164006050 \$1000	1,500	0	0	1,500	41	961	0	961	64.09%	539
10164007120 Companion Animals Postage	2,500	0	0	2,500	211	1,836	0	1,836	73.46%	664
10164007130 Companion Animals Telephone	0	0	0	0	615	3,709	0	3,709	-100.00%	(3,709)
10164007135 Companion Animals Advertising	2,000	0	0	2,000	360	844	595	1,439	71.93%	561
316625 Total Companion Animals Office	6,450	0	0	6,450	1,227	7,350	595	7,945	123.18%	(1,495)
10126466001 Animal Shelter Office Fire Materials	0	0	0	0	684	14,448	5,925	20,373	-100.00%	(20,373)
10126467001 Animal Shelter Office Fire Ser	0	0	0	0	0	1,164	427	1,592	-100.00%	(1,592)
10164006100 Companion Animals Sundries	500	0	0	500	1,176	3,806	90	3,896	779.05%	(3,396)
10164007001 Companion Animals Services	500	0	0	500	0	1,445	0	1,445	288.98%	(945)
10164007140 Companion Animals Cleaning	0	0	0	0	0	138	0	138	-100.00%	(138)

Competitive Neutrality

CL 217 (1)(d)(vi)

In accordance with the framework set out in the June 1996 NSW Government Policy Statement “Application of National Competition Policy to Local Government” and other guidelines and documentation in relation to this matter, Council has declared that the following are to be considered as Business Units:

Category 1 Business Activities

The total annual operating revenues exceed \$2 million It is defined as a “Category 1” Business Unit.

Wagga Wagga City – Sewerage Operations

Comprising the whole of the operations and assets of the sewerage reticulation and treatment systems servicing the City of Wagga Wagga.

Wagga Wagga City – Livestock Marketing Centre

Comprising the whole of the operations and assets of the Livestock Marketing Centre.

Category 2 Business Activities

The total annual operating revenues are less than \$2 million It is defined as a “Category 2” Business Unit.

Wagga Wagga City – Oasis Regional Aquatic Facility

Comprising the whole of the operations and assets of the ‘Oasis’ – Regional Aquatic facility. As the total annual operating revenues are less than \$2 million It is defined as a “Category 2” Business Unit.

Wagga Wagga Airport

Comprising the whole of the operations and assets of the Wagga Wagga City Airport Facility. As the total annual operating revenues are less than \$2 million It is defined as a “Category 2” business unit.

The Department of Local Government’s July 1997, guidelines “Pricing and Costing for Council Businesses: A Guide to Competitive Neutrality” outline the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in Council’s pricing and/or financial reporting systems and include taxation equivalents, Council subsidies, rate of return on investments in business units and dividends paid. The Department of Energy, Utilities and Sustainability’s May 2004, guidelines “Best-Practice Management of Water Supply and Sewerage” include specific requirements relating to the calculation and payment of “dividends” by water supply and sewerage business units.

Financial statements for the year ended 30 June 2008 for each of Councils declared Business Activities are displayed in the Special Purpose Financial Reports.

Council has established a complaints handling mechanism for competitive neutrality complaints. Council has not received any competitive neutrality complaints in 2007/2008.

Complaints Handling Mechanism

CI 217(1)(d)(vii)

Council’s complaints management policy provides for management of competitive neutrality complaints.

The Policy is available on Councils website.

No complaints were received during the 2007/2008 year.

Condition of Public Works

S428(2)(d)

This requirement is met by the inclusion of Special Schedule 7 in the Financial Reports.

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Contracts awarded for amounts greater than \$150,000

Name of Contractor	Description of Goods or Services supplied	Contract Amount \$
ICG Wagga Pty Ltd	Airport Terminal Upgrade	Est \$1,300,000
Metals Trading	Removal of scrap steel	Est. \$20,800
Environmental Earth Sciences	Investigate former Tarcutta St Gasworks Site	Est. \$227,800
Ausroads Systems	Supply of Jet Patching Machine	Est. \$335,568
Westract Pty Ltd	Sale of surplus motor grader	Est. \$220,000
Wagga Motors	Supply of Water truck and tipping truck	Est. \$597,773
National Australia Bank	Banking Services	Est. \$671,665
Lovick Contracting Pty Ltd	Mulching of greenwaste	Est. \$543,990
D M McMahon P/L	Monitoring of Chaston St, Wiradjuri & NTW	Est. \$185,886
ICG Fleming Pty Ltd	Oasis Plant maintenance	Est. \$240,000
Transpacific Cleanaway	Supply of bulk bins and services to empty bins	Est. \$3,404,320
D & D Concreting & Kerb and Gutter Specialists	Kerb and Guttering plus associated works	Est. \$200,000
Oils Plus (003/07 Reroc contract)	Supply of Bulk automotive fuels	Est. \$1,167,000
GHD Pty Ltd	Investigate, design & documentation ROB drainage Mt Austin	Est. \$151,030
Rosmech Sales & Service	Supply of street sweeping machine	Est. \$276,725
Hitachi Construction Pty Ltd	Supply of Wheel loader	Est. \$233,310
Colin Joss Facilities Management	Cleaning of Council premises	Est. \$1,060,000
Forms Express	Radio Frequency Identification equipment	Est. \$189,400
Artcraft Engineering Pty Ltd	Supply of Road signs and associated hardware	Est. \$225,000
Country Energy	Supply of electricity for street lighting	Est. \$880,000
Nelmac Pty Ltd	Tywong Street Bridge Construction	Est. \$277,063
Adams Keneally White & Co.	Audit Services	Est. \$300,000
Murray Valley Piling Pty Ltd	Belfrayden Bridge Replacement Culvert Construction	Est. \$316,800
Downer EDI Works Pty Ltd	Airport Car Park Extension	Est. \$353,894
Country Energy	Supply electricity to Council's facilities	Est. \$2,439,000
SJB Planning, GHD, Willana Assoc, Sue Heartsch, Planning Workshop Aust, Eco Logical, Xeros Kendall, Hyder Consulting, Coast Plan, Marshall Day	Supply of Planning Services	Est. \$553,000

Contributions Granted Under Section 356 of the Local Government Act

Beneficiary	Amount
AFL NSW/ACT	868.90
Anglican Parish of Tarcutta	1,000.00
Asthma Foundation-Wagga Wagga Community Network	3,000.00
Bidgee Blues Club Inc	1,500.00
Blue Wren Stitchers	924.00
Borambola Swimming Club	1,500.00
Brucedale Hall	6,000.00
Can Assist	1,798.00
Charles Sturt University	3,000.00
Coorinda Family Support Group	350.00
Country Hope	1,300.00
Crow Incorporated	2,000.00
Diabetes Australia NSW	1,700.00
Dioceses of Wagga Wagga	2,000.00
Disability Advocacy Network Inc	2,500.00
Edel Quinn Men's Shelter	3,000.00
Estella Progress Association	1,000.00
Eunony Bush Fire Brigade	3,000.00
Forest Hill Community Preschool	770.00
Foster Care of NSW Inc	2,300.00
Friends of the Botanic Gardens	600.00
Gearstick Theatre	3,000.00
Humula CWA	5,982.50
Joanne & Mathew Canny	2,000.00
Koorinal Casual Child Care	6,905.00
Kurrajong Waratah	2,713.00
Kurrajong Waratah	3,000.00
Kyeamba Kennel and Training Club	7,500.00
Lake to Lagoon Fun Run	1,395.00
MCUE Football Club	6,292.50
Mis Park Fees	180.00
Mis Retirement Gifts	1,343.64
Multicultural Council of Wagga Wagga	3,000.00
Northcott Fund raising Committee	700.00
Oura Rural Fire Service	686.00
Possum Playground	11,382.00
Riverian Academy of Sport	3,000.00
Riverina Cancer Council	4,036.00
Riverina Conservatorium of Music Inc	3,000.00
Riverina Summer School for Strings	2,400.00

Riverina Theatre Company	3,000.00
Riverina Woodworkers Club	5,000.00
Riverina Young People's Theatre Inc	2,350.00
S E Knights Consulting	1,500.00
South City Rugby League Club	7,500.00
South East Asia Multicultural Group	1,000.00
South Wagga Tennis Club	2,300.00
St John's Activity Group	3,000.00
St Mary's North Wagga Wagga	3,000.00
St Stephens Church Downside	500.00
Tarcutta and District Pony Club	2,725.00
Tarcutta Branch CWA	3,000.00
Tarcutta Desperate Farmwives	3,000.00
Tarcutta Progress Association	3,000.00
The Leisure Company	2,164.80
Toy Library Wagga Wagga Inc	2,970.00
Uranquinty Hall	698.82
Uranquinty Neighbourhood Centre	2,200.00
Wagga Casual Day Care	10,000.00
Wagga & District Greyhound Club	2,000.00
Wagga and District Branch -Heart Support Australia	400.00
Wagga Wagga and District Family History Society Inc	1,000.00
Wagga Wagga Antique Society	1,000.00
Wagga Wagga Athletics and Little Athletics Club	2,000.00
Wagga Wagga Community Media Inc	687.50
Wagga Wagga Country Club	1,000.00
Wagga Wagga Country Music Club Inc	2,000.00
Wagga Wagga Music Club	2,000.00
Wagga Wagga Mutiple Birth Association	700.00
Wagga Wagga Potters Club	1,313.00
Wagga Wagga Potters Club	1,710.00
Wagga Wagga Poultry Club	2,000.00
Wagga Wagga Rotary Club of Wollundry	2,392.50
Wagga Wagga Scrabble Club	300.00
Wagga Wagga Show Ground Society	6,810.00
Wagga Wagga Society of Model Engineers	770.00
Wagga Wagga Softball Association	3,597.50
Wagga Wagga Women's Bowling Club	3,025.00
Wagga Women's Heath Centre Inc	600.00
Wiradjuri Christian Development Ministries	3,000.00
Young Achievers Australia	5,000.00
	210,840.66

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Councillor Facilities and payment of Councillors' expenses

s428(2)(f)

Council's policy on the provision of facilities for use by councillors and the payment of councillors' expenses

Legislation

This policy is made under the Local Government Act 1993 (the Act) including Sections 252 to 254A, together with clause 403 of the Local Government (General) Regulation 2005. The Act requires that the Council must adopt a policy concerning the payment of expenses incurred by, and the provision of facilities to, the Mayor, the Deputy Mayor and other Councillors.

Policy Objectives

1. To provide a framework to encompass the requirements of the Act being the payment of expense and provision of facilities to Councillors, Mayor and Deputy Mayor.
2. To ensure that there is accountability and transparency in the reimbursement of expenses incurred, or to be incurred by the Mayor and Councillors.
3. To provide adequate fair and equitable facilities for the payment or reimbursement of, expenses incurred by the Mayor, Deputy Mayor and Councillors appropriately and satisfactorily fulfil their role as responsive and responsible community representatives.
4. To provide a framework for Councillors to attend conferences to represent Council and any training sessions deemed appropriate for the education of each Councillor. This could include new legislation or refresher courses as deemed necessary.

Policy Implementation Guidelines

1. All Councillors, including the Mayor and Deputy Mayor are entitled to claim for reimbursement of reasonable expenses incurred in properly carrying out the duties of civic office as a Councillor.
2. All expenses should be directly and wholly attributable to the performance of the duties of civic office.

3. Each expense claim is to be accompanied by appropriate documentation and/or certification from the Councillor as to its validity in terms of the Act.

4. The meeting of expenses and the reimbursement of claims shall be subject to prior authorisation by Council. However, in the circumstances where the time factor does not allow prior authorisation by Council, then the Mayor has delegation, to approve such expenses.

5. A public record, open for scrutiny, is to be kept concerning all facilities provided to Councillors and of the total expenses reimbursed to Councillors.

Scope of Policy

This policy applies to the Mayor, Deputy Mayor and all Councillors of Wagga Wagga City Council.

Definitions

In this Policy:

Accompanying person

Shall mean spouse, partner or a person with a close personal relationship to the Councillor and/or provides carer support to the Councillor

Act

Shall mean the Local Government Act 1993 (as amended)

Conference

Shall mean any conference, seminar, congress, forum, workshop, course, meeting, deputation, information and training session, or event, related to the industry of local government and held within Australia. A conference is generally considered residential in nature, with a programme spanning more than one day

Policy

Shall mean this policy, being the Policy – Payment of Expenses and Provision of facilities to the Mayor and Councillors

Regulation

Shall mean the Local Government (General) Regulation 2005

Official Function

A function where the Mayor or a Councillor is in attendance as a representative of Council

Seminar

See definition of Conference, above

Workshop, Training Course

For the purpose of this policy, workshops and training courses span a single day and are non-residential in nature

Mayor

Means the elected mayor, or the deputy mayor acting in the position of mayor in the mayor's absence.

Reporting Requirements

Section 428 (2) (f) of the Act requires the Council to include in its Annual report:

- The total amount of money expended during the year on Mayoral fees and Councillor fees
- The Council's policy on the provision of facilities for use by Councillors and the payment of Councillor's expenses
- A statement as to the total amount of money expended during the year on the provision of such facilities and the payment of such expenses

Section 12 of the Act provides that the public is entitled to inspect the Council's policy concerning the payment of expenses incurred by, and the provision of facilities to, Councillors free of charge, and may obtain a copy, either free of charge or on payment of reasonable copying charges.

Other Government policy provisions related to this Policy

- Department of Local Government Guidelines for payment of expenses and provision of facilities

- Model Code of Conduct
- Department of Local Government Circulars to Councils
- ICAC publications

Approval Arrangements

All expenses related to the exercise of Council-related business should only be incurred by Councillors in accordance with the provisions of this Policy.

All approvals under this Policy shall be made by resolutions of the Council or jointly by the Mayor or Deputy Mayor and the General Manager.

No deduction from S248 and 249 fees

Unless otherwise provided, the payment of, or reimbursement of expenses and the facilities which may be provided to the Mayor, Deputy Mayor and Councillors under this policy, shall be provided without reduction of the annual fees payable to the Mayor and Councillors, as determined by the Council, under Section 248-254A inclusive of the Act.

Private Benefit

Councillors should not generally obtain private benefit from the provision of equipment, services and facilities. However it is acknowledged that incidental use of council equipment and facilities may occur from time to time. Where substantial private use has occurred, section 252 of the Act provides for payments to be made by Councillors to cover the level of that private use. Councillors are required to report to the General Manager any significant private use of Council facilities immediately. The amount of reimbursement to Council by the Councillor will be considered in accordance with the extent of personal use and the value of the benefit, on a case-by-case basis.

Review procedures

S 252 (1) of the Act requires that Council:

Within 5 months after the end of each year, a council must adopt a policy concerning the payment of expenses incurred or to be incurred by, and the provision of facilities to, the mayor, the deputy mayor (if there is one) and the other councillors in relation to discharging the functions of civic office

Further, S 253 requires that each year the revised policy is placed on public exhibition prior to its adoption via a resolution of Council:

(i) A council must give public notice of its intention to adopt or amend a policy for the payment of expenses or provision of facilities allowing at least 28 days for the making of public submissions.

(ii) Before adopting or amending the policy, the council must consider any submissions made within the time allowed for submissions and make any appropriate changes to the draft policy or amendment.

(iii) Despite subsections (1) and (2), a council need not give public notice of a proposed amendment to its policy for the payment of expenses or provision of facilities if the council is of the opinion that the proposed amendment is not substantial.

(iv) Within 28 days after adopting a policy or making an amendment to a policy for which public notice is required to be given under this section, a council is to forward to the Director-General:

a) a copy of the policy or amendment together with details of all submissions received in accordance with subsection (1), and

b) a statement setting out, for each submission, the council's response to the submission and the reasons for the council's response, and

c) a copy of the notice given under subsection (1)

(v) A council must comply with this section when proposing to adopt a policy each year in accordance with section 252 (1) even if the council proposes to adopt a policy that is the same as its existing policy

Provision of Facilities

General Provisions

It is recognised that Councillors and the Mayor have specific needs to meet the demands of civic office. Accordingly, Council will provide facilities to Councillors, together with additional exclusive facilities for the Mayor's use, to allow all Councillors to perform their duties.

All equipment and furniture provided under this section shall always remain in the possession of the Councillor during his/her term of office, and shall remain the property of the Council and returned to the Council in good operational order and condition upon ceasing to be an elected member of the Council,

Provision of equipment and facilities for Councillors

Council will provide the following facilities and administrative support to Councillors to assist them in the effective discharge of their civic duties. The provision of such equipment will be of a standard deemed by the General Manager as appropriate for this purpose.

The following facilities will be made available to all Councillors:

Resource Centre (Committee room)

The committee room will be available to Councillors, via appointment, during normal office hours for their use in activities associated with their role as a Councillor. Copies of the following documents are available on request from the Director, Corporate Services:

- Local Government Act, 1993 and related legislation
- Environmental Planning and Assessment Act
- Council's Code of Conduct
- Council's Code of Meeting Practice
- ICAC and Ombudsman's reports
- Copies of current consultancy reports and studies

- Wagga Wagga City Council Local Environmental Plans
- Other reports and publications as are deemed appropriate

Refreshments

Reasonable refreshments will be provided at Council and Council Committee meetings, and meetings of the Mayor or Councillors with

Parliamentary representatives, visiting dignitaries and other delegations.

Stationery

Each Councillor will be provided with appropriate stationery to carry out their civic duties, including but not limited to

- Mayoral and Councillor letterhead stationery and envelopes
- Name badges
- Business cards
- Writing pads and pens
- Paper and consumables for printers and fax machines

Corporate Dress

Each Councillor will be supplied with two (2) Wagga Wagga City Council neckties or scarves, and upon request a corporate sports coat.

Secretarial support

Reasonable secretarial/clerical support will be provided to Councillors during normal office hours for work directly related to the duties of office.

Councillor Parking

A total of three (3) shared parking spaces will be reserved in the Civic Centre parking area exclusively for use by the Councillors. Access to these parking spaces shall be on a first come, first served basis.

Complementary Tickets

Entrance costs and complementary tickets will be provided, including those for an accompanying person, for official functions (where invited as Councillor) and performances in the Civic

Theatre, Art Gallery or Museum.

Office Equipment

Councillors will be provided with reasonable access to the photocopier and facsimile machine in the Mayor's office during normal office hours for work directly related to the duties of office.

Facsimile machines

To facilitate communication, Councillors will be supplied with a fax machine (or printer with fax functionality) for location or installation at their place of residence use on Council business only, subject to the following conditions:

- (i) The Council shall:
- (a) Meet the capital cost of acquisition of the equipment
 - (b) Meet the initial cost of installation of the equipment in the residence of the Mayor or Councillor
 - (c) Meet the cost of any maintenance/servicing of the equipment including any service call charge
 - (d) Be responsible for the cost of all consumables, including paper, for the equipment.
- (ii) The Councillor shall be responsible for the good care and proper use of such equipment and to promptly report any faults, malfunctions or needs for service/repair to the Council.
- (iii) The Councillors' telephone and facsimile numbers are to be made available to the public.

Laptop Computers and peripheral equipment

Councillors will be supplied with a laptop computer set up to enable Internet access, emailing and processing of correspondence and access to Council business papers, minutes, policies and other Council records. All requisite software will be installed on that laptop computer.

Councillors will be supplied with a multi-function printer or fax machine

Insurance expenses and obligations

The Mayor and Councillors will receive the benefit of insurance cover to the limit specified in Council's insurance policies for the following:

- Personal Accident

Personal accident and sickness whilst the insured person is engaged in or on any activity directly or indirectly connected with or on behalf of the Council including whilst travelling directly to and from such activity. Personal accident insurance also provides specified benefits for lost income arising from total disablement, and partial disablement. The Policy also provides limited cover for a Councillor's accompanying partner/spouse. The cover does not include medical expenses.

- Councillors' and Officers' Liability

Applies to expenses incurred by Councillors in respect of claims made against them for any alleged wrongful acts arising out of their official capacities (but excludes cover for statutory penalties (see item 3 below).

- Statutory Liability

Applies to cover penalty and defence costs payable by Councillors to any regulatory authority pursuant to any Act for a (not deliberate) wrongful statutory breach, whilst acting within the scope of their duty.

- Industrial Special Risk - Personal Effects on Council Premises

Councillors are covered for limited loss or damage of personal effects stored on Council's premises, subject to the terms and exclusions of the Council's Industrial Special Risks Policy and an excess to be paid by Council.

- Commercial Motor Vehicles Policy – Personal Property during Travel

Councillors are provided with limited cover for personal property and private baggage, whilst travelling on authorised Council business. A number of restrictions and sub-limits apply.

- General

Indemnity of each insured person(s) (Mayor/Councillors) for all costs, charges, expenses and defence costs but excluding fines and penalties incurred in relation to any prosecution (criminal or otherwise) of any insured person(s), attendance by any insured person(s) at any official investigation, examination, inquiry or other proceedings ordered or commissioned during the period of insurance by any official body or institution that is empowered to investigate the affairs of the Council by reason of any wrongful act wherever or whenever committed or allegedly committed by the insured person(s) in their capacity as insured person(s), BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of the Council.

Provision of additional facilities for the Mayor

In addition to the facilities provided to all Councillors, Council will provide a number of specific facilities to the Mayor.

Transport

Council will provide a suitable Mayoral vehicle, fully maintained, fuelled, insured and registered by the Council, for use by the Mayor for all official, executive and social duties connected with the Office of Mayor, and private and personal use in accordance with Appendix A to this Policy.

Where the Deputy Mayor, at any time, is required to act in the Office of Mayor, their transport costs will be reimbursed through their use of their private vehicle at the appropriate kilometre rate as defined in Appendix D.

Office accommodation and secretarial/clerical support

The Mayor will be provided with a fully furnished suite within the Civic Centre which includes office and reception furnishings. Secretarial support will be provided during normal office hours, for work directly associated with the official functions and duties of the office of Mayor.

Refreshments

Office and Civic and Mayoral Reception refreshments

Mobile Telephone

The Mayor will be provided with an appropriate mobile telephone and/or communications device for use in relation to official functions and duties of the office of Mayor. A car kit will be installed in the Council provided Mayoral car, should it be required.

Car Parking

The Mayor will be provided with an exclusive car parking space within the Civic Centre.

Payment of Expenses

General Provisions

Beyond the facilities provided by Council to Councillors and the Mayor, it is expected that additional expenses will be incurred in the performance of Councillors' and the Mayor's civic duties. Accordingly, Council will provide annual allowances, together with reimbursement of approved expenses incurred in the performance of a Councillors' or Mayor's role.

No allowances or expenses other than those expressly contained in this policy are payable to the Mayor or Councillors.

Annual Fees for Mayor and Councillors

Fees payable to Councillors

The Council shall, prior to 30th June each year, set by resolution, the annual fees to be paid, monthly in arrears, to a Councillor for the following year commencing 1st July, provided that such fee shall be within the range for the Council determined annually by the Local Government Remuneration Tribunal. Such payment shall be subject to Section 254A of the Regulations and any specific resolution of the Council under Section 254A.

Fees payable to the Mayor

The Council shall, prior to 30th June each year, set by resolution, the annual fee to be paid to the Mayor for the following year

commencing 1st July provided that such fee shall be within the range for the Council determined annually by the Local Government Remuneration Tribunal.

Fees payable to the Deputy Mayor

The Deputy Mayor shall be paid a daily pro-rata fee equivalent to the daily Mayoral fee calculated under the above section, for the periods of time when the Mayor advises that he/she is prevented by absence, illness or otherwise from acting in, or when the Mayor requests the Deputy to act in, the office of Mayor. The amount of the fee so paid to the Deputy Mayor shall be deducted from the Mayor's annual fee. This clause is applicable only where the Deputy Mayor is required to fulfil the Mayoral role for a period of three (3) days or more.

No deduction under this Policy from Fees

Unless otherwise provided, the payment of, or reimbursement of expenses and the facilities which may be provided under this Policy, shall be provided without reduction from the annual fees payable to the Mayor and Councillors, as determined by the Council, under this section.

Payment of expenses generally

Time limit for claiming expenses

Councillors are required to submit their application for reimbursement of expenses within 60 days of the date of the expense.

Reimbursement and reconciliation of expenses

Expenses will be reimbursed to Councillors only where they have been incurred in accordance with this policy.

An expense claim form must be prepared and signed by the Councillor and submitted for approval within the time limit noted in the section above.

Supporting documentation must accompany each expense claim and constitutes:

- Receipts for travel, accommodation, registration and other incidental costs

- Conference timetables
- Travel itineraries or booking confirmations

Completed expense claim forms are to be submitted to the General Manager through the Mayor's Executive Assistant. On approval of the expense claim, a reimbursement cheque will be processed and sent to the Councillor at their mailing address.

Payments in advance

Councillors may request payment in advance in anticipation of expenses to be incurred in attending conferences, seminars and training away from home, as well as any other service or facility covered by this policy.

Expense claim form is required, including supporting documentation, as outlined in section above. The reconciliation section on the expense claim form is required to be completed to account for the advance payment and any excess to be repaid or deficit to be reimbursed. Where an excess of advance over actual expenses is recorded, cash or cheque repaying the excess advance must accompany the claim when it is submitted.

Monetary Limits

Expenses will be reimbursed based on actual expenditure. However, monetary limits have been applied which set a maximum level of expenditure which Council will reimburse for each type of expense. These limits are found in Appendix D of this document.

The monetary limits contained within this policy have been set based on information available on reasonable market rates for the provision of the relevant services. Regional considerations have also been addressed with respect to accommodation costs.

These limits may be amended with any amendment to this policy and will be assessed for relevance and reasonableness on an annual basis in line with the annual policy review.

Spouse, partner and accompanying persons' expenses

Allowable expenses for accompanying persons

The Council shall meet the following costs of an accompanying

person:

(a) Local Government conferences

Council shall meet the costs of registration and any official conference dinners of the Mayor's or Councillors' accompanying person in attending the following annual conferences:

- Local Government Association of NSW
- Local Government Shires Association of NSW
- Australian Local Government Association
- National General Assembly of Local Government

All travel expenses, additional accommodation expenses, accompanying person tours and other sundry expenses incurred by the accompanying person shall be the personal responsibility of the individual Councillor.

(b) Official Council Functions within local government area

Costs incurred by the Mayor or a Councillor on behalf of, or by, an accompanying person in attending official Council functions of a formal and ceremonial nature within the Wagga Wagga local government area, such as Australia Day awards ceremonies, citizenship ceremonies, civic receptions, Mayoral receptions and charitable functions formally supported by the Council.

Disallowed expenses for accompanying persons

Council will not meet expenses associated with the attendance of an accompanying person at:

- Attendance at any conference or event not noted in the section above
- Any event or function outside the Council area, including interstate and overseas (with the exception of attendance at annual conferences of those bodies noted above)

Specific Expenses for Mayor and Councillors

Seminars, Conferences, Workshops and Training Courses

For the purpose of this policy, a seminar or conference is considered to be of a residential nature, with a programme spanning more than one day. Workshops and training courses generally span a single day and are non-residential in nature.

Attendance at Seminars and Conferences

Nomination and authorisation of attendance

The Mayor and Councillors will be nominated and authorised to attend conferences by:

(iv) The Council, through resolution duly passed in open session at a Council Meeting

(v) The Mayor or Deputy Mayor and General Manager jointly, acting within any delegated authority during Council recess

(vi) The Mayor or Deputy Mayor and General Manager jointly, where such conference is for one day or less or does not involve an overnight stay

(vii) Where there is insufficient time for consideration by the full Council, the Mayor or Deputy Mayor and General Manager jointly

Applicable Conferences

The conferences to which this Policy applies shall generally be confined to:

- Annual conferences and special one-off conferences called or sponsored by any of the following Associations:
 - (i) Local Government Association of NSW
 - (ii) Local Government Shires Association of NSW
 - (iii) Local Government Women's' Association
 - (iv) Australian Local Government Association
 - (v) National General Assembly of Local Government
- Annual conferences of the major Professions in Local Government
- Australian Sister Cities Conference

- Regional Organisation of Councils Conferences
- Conferences, which further training and development efforts of the Council and of Councillors, or which relate to or impact upon the Council's functions
- Conferences or meetings of organisations or bodies to which a Councillor has been elected, or appointed as a delegate or member of the Council, or the LGA, LGSA, LGWA, or ALGA

Expression of Council's viewpoint at Conferences

Where a viewpoint of Council may be sought at a Conference, the conduct of Delegates representing Council shall be governed as follows

- Where possible, Delegates should express only Council's viewpoint when representing Council
- Where Council has not determined a viewpoint on any issue being raised at a Conference, or new information is provided, then the Delegate shall represent the best interests of Council

Registration, travel and accommodation bookings

Where a delegate has been authorised to attend a conference, it is the delegate's responsibility to arrange for registration, travel and accommodation bookings to attend that conference.

- Registration, travel and accommodation bookings for conferences and workshops will be coordinated through Council's Support Services Division
- Delegates must, within 3 business days of the Council resolution authorising them as a delegate, contact Council to arrange for the relevant bookings to be made. Any special requirements which the delegate may have in relation to the conference, travel or accommodation are to be advised to Council at this time
- The confirmation of relevant bookings, once made, is the responsibility of the delegate

- Where payment is required upfront, delegates must provide to Council's Support Services Division a form of payment to meet those upfront costs:

(a) an approved expense advance authorised by the Mayor and General Manager, or

(b) valid credit card or bank details

Conference Costs

The Council shall pay or reimburse the Mayor or a Councillor:

- Registration: All normal registration costs, including costs relating to official luncheons, dinners and tours/inspections which are relevant to the interests of the Council.
- Accommodation: Reasonable accommodation costs (with limits as defined in Appendix D) including the night before and/or after the conference where that is necessary due to travel and/or conference timetables.
- Travel: All reasonable travel costs (with limits as defined in Appendix D) to and from the conference location and venue in accordance with the requirements for travel as outlined in section 0of this policy
- Out of Pocket Expenses: Reasonable out-of-pocket expenses (with limits as defined in Appendix D) associated with attendance at a conference upon presentation of a claim and receipts for the following:

(a) any hotel/motel charges associated with the Conference, other than accommodation

(b) all telephone or facsimile calls or internet charges related to Council business

(c) reasonable lunches, dinners and other meals incurred whilst travelling to or from the Conference and other meals occurring during the Conference but not included in the conference registration fee

(d) incidental expenses, e.g. parking, motorway or bridge tolls, laundry and refreshments

(e) any optional activity in a conference program, but excluding any pre or post conference activities

Report to Council

Attendance at any conference, seminar, training course or workshop shall be the subject of a report to Council outlining the major issues raised at the event and its relevance to the Wagga Wagga City Council with recommendations for further areas of investigation. This section does not apply to a Councillor's attendance at the annual conferences of the following associations:

- Local Government Association of NSW
- Local Government Shires Association of NSW
- National General Assembly of Local Government

Where a group of Councillors attend the same event, the report to Council may be submitted by the group, but must be signed by all Councillors.

The delegate(s) must submit this report to Council within one calendar month of the conference.

The report to Council should be in writing and include the following sections:

- (c) The purpose / subject matter of the conference, including the reason for the attendance of the delegate
- (d) The agenda of the conference
- (e) Any items of interest to Council discussed at the conference
- (f) Recommendations for further areas of action or investigation

The written report should be provided to the General Manager no later than two full weeks prior to the Policy and Strategy Committee Meeting at which the report will be presented.

Attendance at dinners and other non-Council functions

Where functions are held by key community groups, politicians and businesses which are of direct relevance to Council's interest, Council will meet the cost of Councillors' attendance at these functions. The extent of the reimbursement in this section is limited to the cost of the function only.

Attendance at Workshops and Training Courses

As per clause 78(6) of the Code of Meeting Practice, all councillors are entitled to attend workshops and training courses, however there is no obligation on any councillor to attend.

Seven (7) days' notice of any workshop must be given to Councillors, in writing (electronic notification is also appropriate).

Costs associated with the attendance of a councillor at workshop or training courses may be claimed by the Councillor provided that the workshop or course is specifically related to the Councillor's civic functions and responsibilities.

Travel

General provisions

Travel outside the local government area is generally restricted to Councillors' attendance at approved conferences as authorised delegates. All travel by Councillors should be undertaken by utilising the most direct route and the most practicable and economical mode of transport subject to any personal medical considerations.

Where travel is by motor vehicle the utilisation of an acceptable Council vehicle should be preferred. In order to minimise Council's transportation costs, Councillors travelling to the same destination should travel together.

If appropriate and acceptable to the Councillors concerned, Councillors using a Council vehicle should consider travelling to the same destination by travelling together in the one vehicle.

Hire cars, taxi fares and parking costs which are reasonably required in attending conferences may also be claimed under this policy.

Use of private motor vehicles

A Councillor's registered and insured private vehicle may be used for official travel but the Mayor and the General Manager must jointly approve such usage prior to the journey. Where a private vehicle is used following the granting of the appropriate approval the Mayor or the Councillor may claim the kilometre allowance as defined at the time Appendix D.

Travel costs in a Councillors' private vehicle, with approval, will only be reimbursed at the designated rate for the distance of the most appropriate direct route between the Councillors' place of residence in Wagga Wagga and the venue of the conference. The Council will not reimburse travelling to any other destination on the journey unless such is undertaken for authorised Council businesses.

- Conferences: When attending, as an authorised Council delegate, any conference as defined in this policy held outside the Wagga Wagga local government area, the Mayor or a Councillor may claim a per kilometre allowance (as defined in Appendix D) for approved use of a private motor vehicle.
- Other travel: When attending official engagements and functions where the Councillor has been authorised by the Council to do so, or is deputising for the Mayor. as an authorised Council delegate, at any conference as defined in this policy held outside the Wagga Wagga local government area, a Councillor may claim a per kilometre allowance (as defined in Appendix D) for approved use of a private motor vehicle, subject to the prior approval of such usage by the Mayor and General Manager.

Local travel arrangements and expenses

Councillors may claim expenses associated with reasonable travel expenses for travel relating to defined Council business within the local government area. A number of transport arrangements are available to Councillors:

- Council Vehicle: A suitable vehicle or vehicles may be provided by the Council for use on official duties connected with the office of Councillor
- Private Vehicle: As defined in the section above.
- Cabcharge: If approved jointly by the Mayor and General Manager, a Councillor may be issued with a cab charge card for use when on Council business, provided that at least one of the following conditions apply:

- when a Council vehicle is not reasonably available to provide such transport
- the provision of a vehicle would not be economical in the circumstances
- the councillor does not own a registered vehicle
- the Councillor is not a licensed driver

Travel outside the LGA including interstate travel

Prior approval for travel outside the LGA must be granted to obtain a reimbursement of expenses. The application must be made to the General Manager and should include full details of the travel, including itinerary, costs and reasons for the travel.

Approval for travel outside the LGA for expense reimbursement must be granted prior to the travel and shall be given jointly by the Mayor or Deputy Mayor and the General Manager.

Overseas travel

Overseas travel should generally be avoided unless direct and tangible benefits can be demonstrated for Wagga Wagga City Council and the local community.

Detailed proposals for overseas travel should be developed and included in Council business papers. These proposals shall include nomination of the Councillors undertaking the trip, the purpose of the trip and expected benefits. The duration, itinerary and approximate total costs of each proposed visit should also be provided.

Overseas travel must be approved by a meeting of the full Council prior to a Councillor undertaking the trip. Travel must be approved on an individual trip basis.

After returning from overseas, Councillors will provide a detailed written report to Council on the aspects of the trip relevant to Council business and/or the local community. Councillors are also required to report back on their overseas travel to a full meeting of Council.

Telephone call costs and related expenses

Council will reimburse reasonable telephone call, facsimile and internet access costs (as defined in Appendix D) associated with the execution of Councillors' civic duties. Expense claims for reimbursement are to be accompanied by an itemised bill, with usage relating to Council business highlighted.

Incidental expenses

Reasonable incidental expenses (with limits as defined in Appendix D) associated with attendance at conferences, seminars or training courses may be reimbursed upon presentation of a claim form and appropriate receipts.

Care and other related expenses

Council will reimburse a Councillor's costs to cover engagement of a babysitter or carer where required to allow the Councillor to attend any Council, Standing Committee, Advisory Committee Meeting or a Council workshop (as defined in the Code of Meeting Practice).

Expense claims for reimbursement are to be accompanied by an itemised receipt.

Legal assistance for Mayor and Councillors

Legal assistance granted for enquiries by various bodies

Subject to conditions shown in section 0 below, legal assistance will be provided to the Mayor and Councillors in the event of an enquiry, investigation or hearing, into the conduct of a Councillor by:

- the Independent Commission Against Corruption;
- the Office of the Ombudsman;
- Department of Local Government;
- the Police;
- the Director of Public Prosecutions; or
- the Local Government Pecuniary Interest Tribunal

Legal assistance will be provided to the Mayor and Councillors in respect of legal proceedings being taken against them, arising out of or in connection with the Mayor and Councillor's performance of their civic duties or exercise of their functions as a Mayor or Councillor.

Council, by resolution, may reimburse the Mayor and such Councillor, after the conclusion of the enquiry, investigation, hearing or proceeding, for all legal expenses properly and reasonably incurred, given the nature of the enquiry, investigation, hearing or proceeding, on a solicitor/client basis.

Conditions for provision of legal assistance

Legal assistance and reimbursement as specified above will only be provided upon resolution of the Council and subject to the following conditions:

- the amount of such reimbursement shall be reduced by the amount of any moneys that may be or are recouped by the Mayor or Councillor on any basis
- the enquiry, investigation, hearing or proceeding results in a finding substantially in favour of the Mayor or Councillor
- the amount of such reimbursement is limited to the equivalent of the fees being charged by Council's Solicitors

Additional Mayoral Expenses

In addition to those expenses outlined above and to the annual allowance paid to the Mayor, the following expenses will be met by the Council having regard to the responsibilities and duties of the Mayor:

Home telephone costs and rental

Other Matters

Acquisition and return of facilities and equipment by Councillors

All equipment provided to Councillors under this policy shall remain the property of the Council and be returned in good condition to the Council upon the Mayor or Councillor ceasing to hold civic office.

Conditions of Use of Mayoral vehicle

A vehicle is made available for use by the Mayor:

- (i) To attend any function, activity or engagement whether associated with local government or not, both within and outside the Wagga Wagga City Council area, at any time and on any day, in the official capacity of Mayor
- (ii) At any time or day to attend any meetings, inspections, sites or appointments within Wagga Wagga LGA as Mayor, with residents, ratepayers or people associated with Council business
- (iii) For full personal or private use

1. Restrictions on Use of Vehicle

The following restrictions shall apply to the use of the Mayoral vehicle:

- (i) The vehicle shall only be driven by a properly licensed person, being:

- The Mayor or Acting Mayor
- A Council employee, or
- A Councillor of Wagga Wagga City Council, with the Mayor's consent
- a member of the Mayor's immediate family (eg. mother/father/son/daughter/brother/sister, partner/spouse)
- a nominated person, so long as the Mayor or Acting Mayor is a passenger

(ii) The Mayor shall not use, or allow the vehicle to be used, to compete in any car rally or competition.

(iii) The vehicle is not to be used for any trading undertaking or for any activity where remuneration is received which is not directly related to Council business or activities of the office of Mayor.

2. Conditions of Use of Mayoral Vehicle

The following conditions apply to the use of the Mayoral vehicle:

(i) The Mayor, if he/she intends to drive the vehicle, must show evidence of a current New South Wales driver's licence of an appropriate class, or equivalent, and be the holder of a licence for the duration of their use of the vehicle. If the Mayor loses his/her licence or is suspended from driving, they must immediately

- forfeit use of or access to the Mayoral vehicle, or
- provide evidence of a properly licensed person who will be the driver of the vehicle whenever used by the Mayor during such period

(ii) Whenever the Mayor has the control of the vehicle, the Mayor must ensure that it is driven only by a responsible properly licensed person as above.

(iii) If the Mayor drives, or allows another person to drive the vehicle without a current driver's licence, or whilst disqualified, the Council may withdraw the vehicle from access by the Mayor.

(iv) All traffic fines and penalties incurred by the Mayoral vehicle will be paid by the driver. The Mayor must keep a record of any drivers of the vehicle, other than the Mayor, whom the Mayor permits to drive the vehicle.

(v) If the Mayor or a properly licensed person, by their action, negates

any motor vehicle insurance, that person will be responsible for the payment of costs as a consequence thereof.

(vi) The Mayor always remains responsible for ensuring proper and adequate care and usage of the vehicle at all times including:

- day to day routine maintenance (eg. fuel, oil, battery, radiator, tyre pressures etc) is carried out at regular intervals
- garaging off-street and under cover wherever possible
- the vehicle is to be kept in a clean condition, by making it available to Council staff weekly for this purpose
- all maintenance/repair issues are reported to Council without delay
- any accident or damage to the vehicle is immediately reported using the appropriate Accident Report Form

(vii) If the Mayor or a properly licensed person, whilst driving the vehicle, is convicted of drink-driving or an offence leading to licence suspension or loss in association with an accident involving the Mayoral vehicle, the Mayor will be required to pay the cost of associated repairs in the event that Council's insurers disclaim responsibilities on the grounds of such conviction, suspension or loss.

Details of overseas visits

s428(2)(r)

The below table outlines overseas visits that occurred during 2007/08

Who	Where	Funds
Mark Gooden - Councillor Sister City Visit	Nordlingen, Germany	Self Funded
30 August - 21 September 2007 Phillip Perram - General Manager Recruitment of Planning staff Tour of Councils (Staffordshire Moorlands Council and High Peak Borough Council) Sister City Visit Visit Kim Hai - REX	London Nordlingen, Germany, Nordlingen, Germany Singapore	Paid by Council
Kerry Pascoe - Mayor 40th Anniversary of the Sister City relationship with Wagga Wagga	Nordlingen, Germany, 13-18 September 2007	The Mayor organised his visit privately through a travel agent

EEO Management Plan

s428(2)(n)

Council's EEO Management Plan contains a range of short, medium and long term initiatives designed to assist Wagga Wagga City Council in its efforts to address current and future challenges.

Council continues its membership with the EEO/Harassment/Bullying Networking Group initiated by the Anti-Discrimination Board of NSW for local employers, which meets on a quarterly basis.

Staff training has continued through the year as part of the induction program. On entry to the organisation, and as part of Council's induction program, new staff also receive a copy of Council's EEO Management Plan.

Environmental Planning and Assessment Act Applications

s93G(5)

In 2007/2008 Council engaged in a combined Planning Agreement with local developers to assist in funding the Local Environment Studies that were undertaken in preparation of Wagga Wagga City Council's new Local Environment Plan.

External Bodies that exercised functions delegated by Council

S428(2)(o)

Council did not delegate any function to an external body during the 2007/2008 Financial Year.

Human Resource Activities

S428(2)(m)

During 2007/2008

Council has been instrumental in driving continuous improvement through Business Excellence across the organisation. This has allowed Council to become a more strategically focussed and aligned organisation. A further 58 staff attended awareness sessions, with 37 in the PDSA (Plan, Do, Study, Act) improvement process, actively becoming involved in providing improvement opportunities across the organisation.

The Human Resources and Corporate Strategy Division is responsible for the following functions across the organisation:

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

Staff Distribution

Distribution of staff as at 30 June 2008 was as follows:

Employment Type	FTE Number
Full Time Permanent	364
Part Time Permanent	30.62
Trainees/Apprentices	1
Vacancies	41
FTE Total	436.62
Full Time Temporary	2
Part Time Temporary	2
Full Time Contract	0
Casuals	147

Of these positions, 12.87 receive funding externally through a number of State and Commonwealth Government departments.

Recruitment

During the year 128 new employees commenced with Council, 55 in a full time capacity. The recruitment of specialist skills remains challenging in the current tight labour market. Despite this, Council has been extremely successful in recruiting a number of town planners from overseas and locally, resulting in all town planner vacancies being filled.

Council launched its Traineeship Program in September 2007. Thirteen trainees and apprentices commenced between December 2007 and February 2008 in the areas of business administration, drafting and design, civil engineering, horticulture, accounting, library services, town planning, plant operation and environmental health. The library traineeship was an Aboriginal and Torres Strait Islander (ATSI) targeted placement.

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

Departures

Throughout 2007/2008 departures (excluding casual turnover) from Wagga Wagga City Council were as follows:

Reason for leaving	Total
Resignation/Retirement	51
Redundancy	2
Employment Terminated	6
Total Departures	59

Work Experience

During the 2007/2008 financial year, Council hosted 57 work placements for students from schools throughout the Riverina, TAFE students, university students and special needs students.

Students completed placements in the following areas:

- Livestock Marketing Centre
- Finance
- Ranger Services
- Civic Theatre
- Botanic Gardens
- Civil Engineering
- Family Day Care
- Wagga Wagga City Library
- Wagga Wagga Art Gallery
- Town Planning
- Tourism
- Information Technology
- Community Services

Volunteers

Council appreciates the outstanding efforts and services volunteers provide and recognises that they are integral to the success of many of our community and cultural services. In 2007/2008, 46 volunteers contributed their time and skills to enhancing Council services and programs across a number of areas, including Library, Art Gallery, Museum, Parks and Gardens, Zoo, Glenfield Road Animal Shelter and Event Management.

Employee Assistance Program

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

- Individual counselling
- Group stress/trauma counselling
- Inter-agency referrals
- Mediation

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

During the 2007/2008 financial year, Council provided 45 counselling sessions to staff and their immediate families.

Learning and Development

Learning and Development continues to be an integral component of People and Learning over the 2007/2008 reporting period, with the main focus areas being spread across both indoor and outdoor staff. Programs such as MS Visio - Flowcharting, Code of Conduct, Plant and Machinery and Occupational Health and Safety (new and retrain) were identified as some of the main focus areas for training.

Corporate Training

The main focus for the corporate training for 2007/2008 was driven by the training gap identified in the Section 430 report into WWCC. Training programs that were developed and implemented over this period were:

- Code of Conduct for Councillors and all staff
- Project Management
- Tendering

Code of Conduct continues to be run on a regular basis via induction programs and will also continue to be a bi-annual training program commencing in the closing stages of 2008/2009 training calendar. Project management has been conducted in three stages

being, Fundamentals, Business Owners and Cert IV in Project Management. The core group of council staff that are currently undertaking Certificate IV in Project Management will ensure we have a high level of corporate knowledge in this essential area.

Existing Worker Traineeship (EWT) Program/ Traineeships

Council continued to seek Federal funding to enable it to provide nationally recognised qualifications to current employees as part of the existing worker traineeship program. In 2007/2008 approximately 11 employees completed their studies in Certificate III in Civil Construction. A small group of Councils' rangers also completed their program in Certificate IV in Local Government: Regulatory Services program.

Education and Training Assistance Program

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

Workplace Safety

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

Monthly Figures	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
Year ended 30 June 2008												
Compensation Claims												
General Manager's Division												
Asset Services	1	3	1	4	3	2	3	3	3		1	1
Corporate Services			1	1								
Strategic and Community Services			1									
Total Claims	3	1	3	5	3	2	3	3	3	0	1	1
Total Incapacity												
General Managers Division												
Asset Services	8	76	54	198	160	236	320	357	296	507	349	115
Corporate Services				42								
Strategic and Community Services		105	70									
Total Hours Lost	8	181	124	240	160	236	320	357	296	507	349	115

Partnerships, cooperatives or other joint ventures to which Council was a party

s423(2)(q)

Riverina Regional Library Service

The Council is a member of this service. The Library service provides library facilities to the councils of, Wagga Wagga, Coolamon, Cootamundra, Greater Hume, Gundagai, Junee, Lockhart, Temora and Tumut. The headquarters of the service are located at Wagga Wagga City Council.

Riverina Eastern Regional Organisation of Councils (REROC)

The REROC is a voluntary organisation of Councils through which the member councils work together for the benefit of their local communities and the region as a whole, and acts as an advisory body that develops regional strategies and initiatives of benefit to member Councils. Members of the body are the Councils of Bland Shire, Coolamon Shire, Cootamundra Shire, Corowa Shire, Greater Hume Shire, Gundagai Shire, Lockhart Shire, Junee Shire, Temora Shire, Tumbarumba Shire, Tumut Shire, Urana Shire, Wagga Wagga City, and the Goldenfields Water County Council and the Riverina Water County Council.

Statewide Mutual Insurance Scheme

Wagga Wagga City Council is a member of this scheme.

Statecover Mutual Ltd

Wagga Wagga City Council is a member of this workers Compensation mutual scheme.

Privacy and Personal Information

s33

Under the Privacy and Personal Information Protection Act (PPIPA) 1998, a Privacy Management Plan must be prepared by every Council in New South Wales. A comprehensive Privacy Management Plan has been adopted by Council and is available on Council's Internet.

Privacy clauses have been inserted on all relevant application forms and Council documentation.

Council received no applications under PPIPA during 2007/2008.



Rates and Charges written off during the year

cl 132

Amount is Nil.

Note:

Council had to write off under instruction from the Department of Local Government, any Farmland properties whose rates were increased by more than 20% as a result of the separation of the water component from land values. For 2007-2008 Rating Year Council was required to write off an amount of \$4,186.00 on Schedule 4 of the Statement of Compliance.

Resolutions made under section 67 concerning work carried out on private land

s428(2)(k)

There were no resolutions made during 2007/2008 in relation to Section 67.

Senior Management Remuneration packages

S428(2)(g)

There were three Senior Staff and two General Manager's employed during 2007/2008. Senior management remuneration packages are on a total employment cost basis and inclusive of the provision of a Council-owned motor vehicle, superannuation and salary. The individual remuneration paid to each senior staff member is shown in the following table. Package amounts are as at 30 June 2008.

Position	Period from (07/08 financial year)	Period to (07/08 financial year)	Total Annual Remuneration Package	Breakdown	FBT Payable
General Manager	31/03/2008	30/06/2008	\$245,000.00	Salary Superannuation Vehicle	Nil
	01/07/2007	29/10/2007	\$247,690.00	Salary Superannuation Vehicle	\$216,513.96 \$19,486.48 \$9,000.00
Director Corporate Services	10/06/2008	30/06/2008	\$175,000.00	Salary Superannuation Professional Dev Vehicle	Nil
	01/07/2007	15/02/2008	\$182,962.50	Salary Superannuation Vehicle	\$223,060.72 \$18,129.28 \$6,500.00
Director Asset Services	01/07/2007	30/06/2008	\$183,750.00	Salary Superannuation Vehicle	\$147,706.42 \$13,293.58 \$5,000.00 \$9,000.00
Director Strategic and Community Services	01/07/2007	10/09/2007	\$170,000.00	Salary Superannuation Vehicle	\$161,066.86 \$14,495.52 \$7,400.12
Director Asset Services	01/07/2007	30/06/2008	\$183,750.00	Salary Superannuation Vehicle	\$167,328.72 \$9,021.48 \$7,399.60
Director Strategic and Community Services	01/07/2007	10/09/2007	\$170,000.00	Salary Superannuation Vehicle	\$149,174.52 \$13,425.36 \$7,400.12

Services for people with Diverse Cultural and Linguistic Backgrounds

S428(2)(j)

Multicultural Demographic Summary and Programs

The Wagga Wagga local government area is home to 6.7% of people who were born overseas. This is significantly lower than the figure for NSW of 23.8%. In Wagga 3.5% of people are from non-English speaking backgrounds compared to 16.8% for NSW. The largest group of immigrants living in Wagga Wagga came originally from the UK, with NZ and India as second and third country of origin (ABS 2006).

Cross Cultural Programs

A Hip Hop for Harmony project run in partnership with Riverina Community College utilised a federally funded Living in Harmony Grant for a cross-cultural music experience for young people from diverse backgrounds

Growing out of the Hip Hop programs a partnership between Council's Housing Communities Assistance program and community partners provided Dance Jam sessions in a suburban location for youth from a diverse range of backgrounds, including Indigenous and African Australians

Multicultural Programs

From all Four Corners - Celebrating Diversity was a cross cultural facility program held during the winter of 2007. As part of this program the Civic Theatre hosted the Café of the Gate of Salvation, and local African Australian performers.

Wagga Wagga City Library provided themed Storytime sessions and organised a Bollywood Fundraiser Dinner, in the Tandoori Restaurant, which raised \$6,000 for English as a Second Language (ESL) resources.

The Museum undertook a stories of migration to Wagga Wagga project, provided a presentation on Discover Your Migrant Heritage: Research Day and facilitated a bus tour of local Wiradjuri Country – Journeys of Recovery: Wiradjuri heritage & explorer tours.

The library networks with the State Library of NSW, TAFE, the Community College, other council departments and community groups to provide relevant service to multicultural groups. This includes: boxes of books

in other languages including Farsi, Russian, Chinese and Arabic, orientation tours to new residents and funds to boost the supply of English as a Second Language (ESL) resources.

Council continues to be represented on the Department of Immigration and Citizenship (DIC) Settlement Committee and support Wagga Refugee Week functions.

Council also has representation on the Multicultural interagency and the Wagga Youth Interagency group, both of which respond to issues for youth from culturally diverse and Indigenous backgrounds.

Council funded 9 young people from diverse cultural backgrounds to attend the YouthRoc Borambola Sport Camp.

During 2007/8 a series of monthly Living Skills workshops were held in partnership with the Multicultural Council for newly arrived resettlers.

The Refugee Week celebrations held in the Seniors Community Centre was a collaborative project between Council, Multicultural Council of Wagga Wagga, St Vincent's de Paul and the Riverina Community College, together with input from committed and energetic community members.

Wagga Wagga Regional Family Day Care supports a multicultural playgroup for refugee families. The Playsession venue is used by the playgroup to enable them to facilitate an appropriate playgroup for these children and their families.

Aboriginal and Torres Strait Islander People

Demographic Summary and Programs

The Aboriginal and Torres Strait Islander people currently make up 4.1% of the total Wagga Wagga local government area population. This is an increase from the 2001 percentage of 3.2. This figure is higher than that for NSW (2.1%), and reflects Wagga's status, since 1974, as an area of resettlement for Indigenous people (ABS, 2006). The regional Indigenous population is a young one, with 40.5% under the age of 15 and 44.4% under 24 years (ABS, 2001).

Interagency and Indigenous forums

Council has re-established the Indigenous Consultative Committee, which is known as Marramarra. This committee meets monthly and has representation from the local Elders groups, community members and Aboriginal Service providers.

Council also has representation on the local Aboriginal interagency.

Cultural Identity and Profile

The Aboriginal Family Worker project which is targeted for young Aboriginal parents who have a new baby Council has been funded through Families NSW. Through this project the Aboriginal Family Worker has successfully run parenting classes, supported playgroups and provided referral processes to other key service providers.

The Civic Theatre in collaboration with The Sydney Theatre Company and Connect Ed presented 7 Stages of Grieving one of Australia's most popular and celebrated Indigenous play. Schools were able to travel and attend the performance for FREE as part of the Connect Ed Program. The performances had a great audience reaction and saw a strong attendance from the indigenous groups of Wagga.

Bangarra Dance Theatre - The Clan had a sell out show. Audiences enjoyed a blend of traditional Aboriginal and Torres Strait Islander history and culture with contemporary dance.

The library secured an Indigenous Trainee and this initiative created greater diversity in the library team and made the service more approachable for the local indigenous community.

Mobile library services and associated outreach Storytime Sessions were very successful in Tolland and Ashmont where there are higher percentages of indigenous residents.

Greening the Silver City: The Seeds of Bush Regeneration, was a touring exhibition from the Powerhouse Museum, and tells the remarkable story of how the denuded landscape of Broken Hill was repaired by a bush regeneration scheme in the 1930s. The museum curated a local exhibition component focusing on the Maldhangilanna River Restoration Project - a local story of bush regeneration and the valuable work undertaken by a group of Indigenous local men, restoring the Murrumbidgee River around Wagga Beach. (This project is managed by Wagga Wagga City Council and funded by the Murrumbidgee Catchment Management Authority).

Promotion of services and access to services for residents and other users of those services

Council implemented the final actions of the 2003-2008 Social Plan and carried out the following activities:

Family Day Care

Wagga Wagga Regional Family Day Care worked in partnership with community organisations such as Community Health (Dental Health), Fire Brigades and Emergency Services to provide an awareness of the importance of these to the children of the service.

Wagga Wagga Regional Family Day Care participates in regular State and Regional meetings for Family Day Care and works in partnerships with these organisations to promote the service to the wider community.

Wagga Wagga Regional Family Day Care works in partnership with TAFE Riverina offering work placement support for TAFE students. The service also works with Kindergarten Union (KU) Children's Services, Kurrajong Early Intervention Service (KEIS) and Wagga Wagga High School playgroup to support children in care and students of those services.

General Community Development

Council held a successful Youth Strategy Forum in May 2008 at which there were in excess of one hundred attendees from a wide range of youth focussed service providers and guest presentations by several youth representatives. The forum was an opportunity to provide feedback and gather further information on the issues around delivery of youth services, particularly for disadvantaged youth in the local government area. It has been developed in partnership with the Federal Indigenous Coordination Centre which provided the majority of the funding and NSW Department of Premier and Cabinet which also provided some funding.

Youth Week - Regenerate

Thirty events engaging youth and celebrating the value that youth bring to our community.

'Buskomania' (busking competition held on Baylis Street) attracted a range of talented artists creating a buzz on the streets of Wagga Wagga while the Hip Hop for Harmony held in the Amphitheatre celebrated dance, art and music including a graphiti art demonstration with both

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events attracting multicultural participation. The Civic Theatre hosted the Guitar Hero competition and the Movie Marathon while the Library hosted four events including Live Rock Quiz, Dungeons & Dragons, Papercraft & Scrapbooking and Write Your Wrongs Word Shop. The Museum bought the art of acting to fore with the Museum Theatre program at the Botanic Garden's site.

As a part of Council's Re:generate Youth Festival the Wagga Wagga Art Gallery and the Library collaborated to produce a Youth Week Mural with Jordan Worsencroft incorporating the youth week slogan Shout Share Live Unite. Jordan was also contracted for the graffiti makeover of the Skate Park to launch the festival.

The Home and Community Care Development Officer program, based at Wagga Wagga City Council provides services to Home and Community Care (HACC) services across 32 local government areas. This year the service has provided 11 training sessions, 15 guest speaking fixtures, 24 regional and sub-regional forums plus 43 service support visits.

Delivery of weekly advertisements and 5,000 cultural guides every quarter

Civic Theatre

The Civic Theatre was involved in many activities including: introducing a regular e-update, annual brochure, on going promotion of all events across all media outlets, the highly visual library display case with effective promotion of subscription shows, utilised the Welcome to Wagga sign and the quarterly cultural guide.

Library

The Community Directory is maintained by the staff of the Wagga Wagga City Library and funded by the Wagga Wagga Wagga City Council. The Community Directory provides online information on the council and library websites for residents of the City of Wagga Wagga about sports clubs, leisure clubs, special interest groups and information service providers including contact details addresses and a brief description of the service. The annual hard copy was produced at the beginning of the financial year and made available at the Library, the Customer Service desk at WWCC, the Museum of the Riverina and Tourist Information.

Seniors and aged care residents received a range of library services that including training and access to specific resources. During Senior's

Week thirty-six seniors attended Internet Lessons and were able to gain confidence and skills to surf the internet. Follow up weekly classes, called Internet Connect, at the library continued throughout the year and were fully subscribed.

In an ongoing partnership the library provided a selection and loan service of picture books, board books, talking books and large print books in its partnership with the TAFE STEPS Literacy Playgroups. The service provided social and educational support to young children, disadvantaged families and aged residents.

A Home Delivery service which is co-ordinated by the Friends of the Library. The success of the Mobile Library Trial to the communities of Ashmont and Tolland from February to June 2008 represented a major change in the delivery of library services in Wagga Wagga.

The library was a key player in the annual regenerate Youth Festival with successful events including the Live Rock Quiz, Write your Wrongs Workshop, Dungeons and Dragons sessions and a scrapbooking workshop. In total five hundred and twenty seven youth participated in twelve teen programs. The library's YouthLORE group held monthly forums with a core of twelve youth attending.

The library hosted a regional final of the annual statewide poetry SLAM competition and two local poets were selected to participate at the state finals with their airfares to Sydney funded by the Friends of the Library.

Library Week showcased the free public library service and used a shopper docket marketing campaign through local media to highlight the value of using the free library service. The contents of one library bag represented over two hundred dollars value in books, movies, magazines and music cds. Library members were also advised that the maximum number of items to borrow had been increased to twenty items or double the existing amount. The campaign was very successful and resulted in many new memberships.

Museum

The museum has developed a positive relationship with local media and is regular featured on radio, newspaper and television. The museum has also concentrated on increasing information resources on its website as well as communicating regularly with online subscribers through a regular Museum e newsletter.

The museum has also reaped the promotional benefits of featuring prominently in the community services quarterly cultural guide as well as through other promotional brochures such as the Wagga guide and the visitor information what's on guide.

Art Gallery

The Wagga Wagga Art Gallery presented 41 exhibitions across six exhibition spaces. This included twelve touring exhibitions, eleven Wagga Wagga Art Gallery Initiatives and nineteen exhibitions by Riverina-based artists and community groups in Links Gallery and the E3 artspace. The total number of visitors to the Wagga Wagga Art Gallery was 36,761.

The Wagga Wagga Art Gallery provided 33 Public Programs, 8 Education Programs, 6 Outreach Mural Programs and 1 Outreach Suitcase Program. The total participant numbers for these programs was 1834.

The Public Program highlight for 2007/08 was the Seniors Week Program which was facilitated by the Volunteer Gallery Guides. This program included an exhibition The Old Saleyards, a Poetry Competition and a Poetry Slam, and a Writing Workshop in partnership with Booranga Writers Centre. The Poetry Competition was the gallery's first online program and required participants to explore the gallery's website and make responses to images posted. Responses came from as far away as Griffith and through this online presence has generated new audiences.

The Sacred Footsteps from the Roof of the World tour by Tibetan Monks, in June 2007 was one of the most popular public programs conducted by the Wagga Wagga Art Gallery. The Tibetan monks created a sand mandala and conducted workshops and talks. The presence of the monks filled not only the gallery but the entire civic centre with an astounding sense of love, compassion and understanding. This tour attracted 1508 visitors.

By way of the Mural Outreach Program, the Wagga Wagga Art Gallery facilitates students working with an artist in residence at their school or community venue, providing links between artists, schools community organisation and the regional gallery. Celebration of Ability mural was created through a collaboration between students from Willans Hill Public School and people from Skills Options Day

Service at Kurrajong Waratah. Forest of Carers was a combined project between Wagga Wagga Art Gallery, Wagga Wagga Cultural Services and Centacare.

The Volunteer Gallery Guides have guided 104 groups made up of 1914 individuals in the main gallery and 918 individuals in the glass gallery.

Special Variation Expenditure

S508(2)

Report on the special variation expenditure if required to do so by the instrument made by the minister

In June 2007, Council was granted approval by the Minister for Local Government to increase its general income from ordinary rates for the periods 2007/2008 through to 2011/2012 by the following amounts:

2007/2008 5.63% above that for 2006/2007
 2008/2009 9.25% above that for 2007/2008
 2009/2010 9.25% above that for 2008/2009
 2010/2011 4.18% above that for 2009/2010
 2011/2012 4.18% above that for 2010/2011

The approval was subject to the following conditions:

The Council will raise the additional increase for costs associated with infrastructure maintenance and renewal as defined by the Council.

- i. The Council clearly reports in its annual report the outcomes achieved as a result of the variation, continuing results in improving efficiency and rationalising services.
- ii. The approval of the special rate variation has allowed Council to implement the unavoidable and or highest priorities contained in the Ten Year Financial Plan.

In 2007/2008 the Special Rate Variation generated \$3,118,778 which was applied to Infrastructure Maintenance \$2,400,778 and Infrastructure Capital projects \$718,000 as detailed in the table below: Additionally \$56,379 was carried over from the 2006/2007 Special Rate Variation Approval and included in the 2007/2008 Special Rate Variation expenditure.

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Infrastructure Maintenance Projects

Project Budget	\$
Cultural and Recreation Programs	365,000
Roadwork's Maintenance & Renewal	1,288,000
Economic Development Incentives	15,000
City Gateways Project	62,379
Urban Drainage Problems	100,000
Information Technology Upgrades	220,778
Footpath maintenance	103,000
Total	2,457,157

Infrastructure Capital Projects

Project Budget	\$
Urban Salinity	103,000
Cultural & Recreational	512,000
Economic Development Incentives	15,000
Footpath & Cycle way Construction	103,000
Total	718,778

A split up of expenditure is detailed in the following table:

Project

	07/08 Budget	Expenditure
Lake Albert Maintenance	50,000	8,404
E Business Strategy	68,778	68,778
Human Resources Consultancies	15,000	15,000
Upgrade Radio Network	31,000	31,000
Disaster Recovery Depot	31,000	31,000
Website Development	60,000	575
Strategic Planning Various Studies	52,000	45,063
Lawn Cem Reseal Roads and Carparks	31,000	31,000
Natural Resources Energy Plan	31,000	31,000
Councillor's Home Office Setup	15,000	15,000
Fire Trail Maintenance	10,000	10,000
Building Maintenance	103,000	103,000
Parks & Gardens Maintenance	155,000	155,000
Tarcutta Truck Stop	15,000	15,000
Welcome to Wagga Sign Maintenance	6,000	6,000
Wagga Wagga Marketing	52,000	41,507
Public Art Project	26,000	16,940
Tree Maintenance	103,000	103,000
Gravel Resheet Local Major Roads	48,058	48,058
Gravel Resheet Local Minor Roads	172,607	172,607
Gravel Resheet Multi Access Roads	100,940	100,940
Unsealed Grader Maint Collector Road	17,539	17,539
Unsealed Grader Multi Access Roads	90,846	90,846
Reseal & Ashphalt Arterial Roads	114,676	113,627
Reseal & Ashphalt Sub Arterial Roads	123,003	121,910
Reseal & Ashphalt Collector Roads	74,692	74,164
Reseal & Ashphalt Local Major Roads	34,343	34,343
Pavement Rehab Arterial Roads	273,526	273,394
Pavement Rehab Sub Arterial Roads	74,809	74,809
Sealed Routine Maint Local Mjr Roads	54,831	54,831
Sealed Routine Maint Local Mnr Roads	88,317	87,967
Sealed Routine Maint Multi Access Rd	19,813	19,813
Bridge Maintenance	52,000	52,000
Bikeways Maintenance	103,000	102,854
Drainage Maintenance	103,000	103,000
Riverside Project Masterplan	100,000	0
Urb Sal Rem Extracted Water Disposal	50,000	50,000
Collins Park -Kerb/Gutter Replace	2,000	1,818
Jubilee Park -Replace Boundary Fence	8,000	8,000
Bolton Park Replace 2 BBQ's	7,000	0
Botanic Gardens Replace Gazebo	10,000	9,308
Visitors Info Centre -Replace 2 BBQs	8,000	8,000
Zoo -Replace Retaining Walls	6,500	6,500
Botanic Gard Lagoon Retaining Wall	10,000	9,364
Senior Rugby League	20,000	20,000
VMG Rest Centre	103,000	103,000
Library Refurbishment Stg 2	51,500	47,293
Parks & Sportsground Lighting	103,000	50,569
Reserves Signage	10,300	10,300
Community Halls Construction	20,600	20,600
Equex Facility Improvements	31,500	31,500
Civic Theatre Air Conditioning	20,600	20,600
Urban Salinity	53,000	53,000
Cycleway Program Tatton Drn-Plumpton/Lakeside	30,000	30,000
footpath construction	73,000	61,618
City Gateways Project (2006/07 SRV)	56,326	44,471
TOTAL	3,175,104	2,855,909

Summary of Outcomes:

- Construction of new rear of block drainage works that benefit residents in Koorringal and Mount Austin and contributes toward improving the urban salinity problem in these areas.
- Completion of rural road reseals for sections of Keajura Road, Arajoel Road, Old Narrandera Rd and Westbrook Rd
- Completion of urban road reseals for sections of Alexander, Elizabeth Avenue, Hampden Avenue, Simkin Crescent and White Avenue.
- An improved level of maintenance on rural sealed roads.
- Economic Development Incentives offered to attract industrial development and creation of new employment opportunities at Bomen in accordance with Council's Economic Development Incentives Policy.
- Improved maintenance regime for urban stormwater drainage.
- Improved pedestrian and pram access to ten locations within the Wagga Wagga As a consequence of a serious viral attack on Council's websites that resulted in resources being directed at major rebuilding activities to ensure continuity of service, the funding for the Web site Development has been rolled over to be utilised during 08/09. The project brief for the graphical redesign of the Council Website outlines the requirements for a modern, innovative and accessible site that will allow Council to embrace new technological approaches for increased community engagement opportunities.
- The Special rate increase assisted many areas in Marketing and Tourism in 2007/2008. Additional display stands were purchased for the Visitor Information Centre which improved the standard of presentation of brochures. Internal improvements were carried out at the Visitor Information Centre, these improvements increased display areas for products and promotional material as well as enhancing the overall presentation of the Centre as the first contact point for many visitors to the City. The Special Rate Variation assisted in promotion of the City on Highway Billboards, advertising in airline magazines, printing of local drive guides and advertising Council Cultural and Community Services in the Riverina Regional Tourism Visitor Guide which is being distributed throughout regional NSW and Victorian newspapers. The unexpended funds from 2007/2008 have been carried over and added to funding for the new financial year.
- An improved drainage maintenance program was completed with an emphasis on preventative works including pit and pipe cleaning, desilting, removal of trees and repairs and replacement to damaged

and aging drainage assets. In additional drainage upgrade works worked were carried out in association with the Kerb & Gutter Reconstruction in Brookong Avenue .

- Completion of the new amenities facility at the Tarcutta truck parking facility.
- Completion of the prioritised program of works as detailed in the 2007/2008 Management Plan for:
 - Gravel resheeting of local major roads
 - Gravel resheeting of local minor roads
 - Gravel resheeting of multi access roads
 - Grader maintenance of collector roads and multi access roads
 - Reseal and asphalt of arterial and sub arterial roads
 - Reseal and asphalt of collector roads.
 - Reseal and asphalt of local major roads
 - Pavement rehabilitation of arterial and sub arterial roads
 - Sealed routine maintenance of local major and local minor roads
 - Realed routine maintenance of multi access roads

Replacement of Tywong timber bridge with a new concrete structure. Commencement of the upgrade of the Tonga bridge. Commencement of the stabilising /repairs to the Hampden Bridge.

Cycleway Inspection, repair and resurfacing of high wear areas.

Completion of various Town Planning Studies to support the preparation of a new Local Environmental Plan (LEP).

Implementation of Natural Resources Management Plan initiatives including:

- Development of Energy Saving Plan
 - National Tree Day plantings
 - Biodiversity promotion
- Completion of additional maintenance works to the following buildings:
 - Civic Centre
 - Art Gallery
 - Bolton Park Stadium

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- Willians Hill Museum
 - Historic Council Chambers
 - Ashmont Oval amenities
 - Jubilee-Connolly Park amenities
 - Fernleigh Rd depot
 - Lady Smith Hall
 - Currawarna Community Centre
 - Brucedale Hall
 - Lake Albert Hall
 - Oura Community Centre
 - North Wagga Hall
-
- Upgrading to areas of the Library and customer service areas
 - Upgrading of the Civic Theatre air conditioning system
 - Upgrading of the Visitor toilets complex adjacent to the Victory Memorial Gardens
 - Kerb & Gutter replacement at Collins Park
 - Ongoing improved maintenance regime for parks and sportsgrounds as detailed in the hierarchy list contained in the 2007/2008 Management Plan
 - Lighting improvements at the Henwood Park sporting complex
 - Jubilee Park replace boundary fence
 - Replacement of BBQ's at the Visitor Information Centre
 - Replacement of Gazebo at the Botanic Gardens
 - Replace retaining walls at the Zoo
 - Establishment of Senior Rugby League Facilities at the Exhibition Centre
 - Ongoing maintenance and evaluation on the collection of public art was performed throughout the city, leading to a public art website upgrade critical repairs to public art and the purchase of the rights to street furniture.
 - The second stage of the audit of street trees was completed, including the removal of high risk trees and pruning of trees citywide
 - Commencement of Investigation into proposed Major Community Complex & Riverside Precinct Development
 - Ongoing provision of online access by Councillors to agendas, reports and email system
 - Continuation of the upgrade of the Radio Network
 - Ongoing program of upgrading Reserves Signage
 - Maintenance to fire trails in line with recommendations from the Rural Fire Services

Stormwater Management Services

cl 217(1)(e)

Council did not administer an annual charge for stormwater management services during 2007/2008.



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Council's Structure and Functions

Wagga Wagga City Council is constituted as a body corporate under section 220 of the Local Government Act 1993. Section 8 of the Local Government Act states that a Council's charter is to:

- provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively
- exercise community leadership
- exercise functions in a manner that is consistent with and actively promotes the principles of multiculturalism
- promote and to provide and plan for the needs of children
- properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible, in a manner that is consistent with and promotes the principles of ecologically sustainable development
- have regard to the long term and cumulative effects of its decisions
- bear in mind that it is the custodian and trustee of public assets and to effectively
- account for and manage the assets for which it is responsible
- facilitate the involvement of councillors, members of the public, users of facilities and services and council staff in the development, improvement and coordination of local government
- raise funds for local purposes by the fair imposition of rates, charges and fees, by income earned from investments and, when appropriate by borrowings and grants
- keep the local community and the State Government (and through it, the wider community) informed about its activities
- ensure that, in the exercise of its regulatory functions, it acts consistently and without bias, particularly where an activity of the council is affected
- be a responsible employer.

Council's Functions

Particular functions which the Local Government Act 1993 confers on Council include:

Service functions

- Providing community health, recreation, education, and information services

- Environmental protection
- Waste removal and disposal
- Land and property, industry and tourism development and assistance.

Enforcement functions

- Proceeding for breaches of the Local Government Act, regulations and other legislation
- Prosecution of offences
- Recovery of rates and charges

Regulatory functions

- Approvals Orders
- Building certificates

Revenue functions

- Rates
- Charges
- Fees
- Borrowings
- Investments

Ancillary functions

- Resumption of land
- Powers of entry and inspection

Administrative functions

- Employment of staff
- Management plans
- Financial Reporting
- Annual Reports

Applicable Legislation

Other pieces of legislation which relate to Wagga Wagga City Council and its functions include:

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Anti Discrimination Act 1977

Protection of individuals against discrimination

Child Protection Act

Obligations to protect the rights and safety of children

Community Land Development Act 1989

Planning functions as consent authority

Companion Animals Act 1998

Companion animal registration and control

Crown Lands Act 1989

Coordination of Crown Lands

Environmental Planning and Assessment Act 1979

Environmental planning

Environmental Offences and Penalties Act 1989

Forfeiture of council functions to person appointed by Governor

Food Act 2003

Inspection of food and food premises

Freedom of Information Act 1989

Council is required to publish certain information, to grant access to certain documents and to amend certain records that are shown to be incomplete, incorrect, out of date or misleading

Heritage Act 1977

Rating based on heritage valuation

Impounding Act 1993

Impounding of animals and articles

Library Act 1939

Library services

Noxious Weeds Act 1993

Protection of the environment against the effects of noxious weeds

Privacy and Personal Information Protection Act 1998

Protection of the privacy of individuals' information held by Council

Protected Disclosure Act 1994

Protection of employees making disclosures

Protection of the Environment Operations Act 1997

Pollution control

Public Health Act 1991

Inspection of systems for purposes of microbial control

Roads Act 1993

Roads

Rural Fire Act 1997

Issue of permits to light fires during bush fire danger periods
Requiring the furnishing of information to the Rural Fire Service Advisory Council and its Coordinating Committee

State Emergency Service Act 1989

Recommending appointment of local controller

State Records Act 1998

Storage and retention of Council's records

Strata Schemes (Freehold Development) Act 1973

Approval of strata plans

Strata Schemes (Leasehold Development) Act 1986

Approval of leasehold strata plans

Swimming Pools Act 1992

Ensuring restriction of access to swimming pools

Traffic (Parking Regulation) Amendment Act 1993

Administration of parking in the Local Government Area

State Emergency and Rescue Management Act 1989

Council is required to prepare for emergencies

Unclaimed Money Act 1995

Unclaimed money to be paid to the Chief Commissioner of Unclaimed Money

Council's Structure

Council has adopted a structure which reflects the requirements of the Local Government Act, and enables the organisation to effectively fulfil its responsibilities to the community. To view Council's current structure see page 7 of this document.

The Elected Council

Wagga Wagga City Council is headed by a publicly elected Council that is responsible for providing leadership and vision for the city. The Council consists of 14 Councillors, including the Mayor and Deputy Mayor.

Councillors have two aspects to their role. As members of the Council, they have to:

- direct and control the affairs of council
- participate in the optimum allocation of the council's resources for the benefit of the Wagga Wagga local government area
- play a key role in the creation and review of the council's policies and objectives and criteria relating to the exercise of the council's regulatory functions and
- review the performance of the council and its delivery of services, and the management plans and revenue policies of the council

As individual Councillors, their role is to:

- represent the interests of the residents and ratepayers
- provide leadership and guidance to the community and facilitate communication between the community and the council

The role of the Lord Mayor is to:

- exercise, in cases of necessity, the policy-making functions of the governing body of the council between meetings of the council
- preside at meetings of the Council
- carry out the civic and ceremonial function of the mayoral office
- exercise such other functions of the council as the council determines

The Organisation

Wagga Wagga City Council has a management structure designed to meet the needs of the City. Recently, the organisational structure has undergone change to give a better response to residents' issues and more efficient planning and project outcomes.

The General Manager leads the organisation of Council. The General Manager is responsible for the efficient and effective operation of the Council's organisation and for ensuring that the decisions of the Council are implemented without undue delay. In particular, the General Manager has the following particular functions:

- the day to day management of the Council
- to appoint staff in accordance with an organisation structure and resources approved by the Council
- to direct and dismiss staff
- to implement the Council's equal employment opportunity management plan and
- to exercise the functions delegated to the General Manager by the Council

Management Plan

Council's Management Plan provides information to the community about Council's strategic direction and summarises the actions, performance measures and resources (financial and staff) required in the financial year to deliver these activities.

The Management Plan documents the role and key performance indicators for each of Council's service units. In addition, detailed financial estimates for each service unit for the current year are provided, as well as three-year forward operating and capital budget summaries. Listings of the major projects and major asset preservation programs are also included, as are Council policy statements on a broad range of issues prescribed in the Local Government Act 1993. The implementation of the Management Plan is formally monitored by Council on a quarterly basis.

Council's Management Plan is updated annually, and community feedback on the following financial year's draft Management Plan is sought in around May of each year.

A report on achievement of the objectives and performance targets in Council's Management Plan for the previous financial year is included in Council's Annual Report, which is available from the end of November each year.

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Council Resources

For the 2006/2007 financial year, Council has budgeted for an operating income of \$70.3 million, and an operating expenditure of \$68.3 million. The total staff establishment figure which was adopted in Council's 2007/2008 Management Plan is a total full-time equivalent of 433.4 staff.

The book value of Council assets as at 30 June 2008 was \$ Z million. Council's assets include plant and equipment, office equipment, furniture and fittings, land (operational and community), land improvements, buildings and other structures, roads, bridges, footpaths, stormwater drainage, heritage collections and library books. Values for each of these categories can be found in Council's financial statements for 2007/08.

Privacy Management Plan

In July 2000 the Privacy and Personal Information Protection Act 1998 applied to local government. This Act introduced a set of privacy standards for most of the NSW public sector, including local government, which regulate the way public sector agencies deal with personal information.

Under the Act, personal information is any information that relates to an identifiable person. This covers not only data storage such as paper files, but also such things as genetic material, electronic records, video recordings, photographs and biometric information such as fingerprints. The person does not have to be clearly identified by the information. It is only necessary that identity "can reasonably be ascertained from the information".

The Council in July, 2000 adopted a Privacy Management Plan and the Privacy Code of Practice for Local Government which was approved by the Attorney General and made by Order published in the Government Gazette on 30 June, 2000.

The Privacy Code of Practice for Local Government has the effect of modifying the application of Part 6 of the Privacy and Personal Information Protection Act 1998 (the "public register" provisions) and the application of the 12 Information Protection Principles as they apply to local government.

The Council must comply with any Privacy Code of Practice that applies to it.

Having input into Council policy

Public Participation

Council policy is determined by the elected councillors during Council meetings. Elections are held each four years with the next election due in September 2008.

Council's Policy and Strategy Committee meetings are generally held on the second Monday of each month and the Council meeting is generally held on the fourth Monday of each month. Details of actual meeting days and times can be obtained by contacting Council on (02) 6926 9100.

The Agenda and Business papers for the Policy and Strategy Committee and Council meetings are available 3 business days before the meetings are scheduled to be held and the public can view these business papers online or via hardcopy from the Customer Service Counter (other than those items relating to confidential meetings of Council).

Members of the public are able to provide input into Council's decision making by written submissions, or by seeking to address the Policy and Strategy Committee meetings on the items under consideration at the meeting.

Council also places on public exhibition certain issues being considered by and invites public submissions on them - the public submissions are then considered when a decision is made. Examples of public exhibitions are Local Environmental Plans, Section 94 Plans, Council's Management Plan, major development applications and proposals for major Council projects. Council also conducts community consultation processes both of a general and specific nature eg rural villages, community forums.

In addition, Council uses many different techniques for active consultation with the community, allowing members of the public to participate in policy formulation. The nature of the issue under consideration by Council determines the best consultation technique/s for that issue. Following is a list of common techniques used by Council:

Publications/ Written Information

Publications are used to provide information about services, policies, strategies, plans, proposals, in the form of letters, brochures, fact sheets, press releases, information booklets, newsletters, annual reports, other reports, internet and web sites.

Telephone and Email Feedback Line

A telephone or email feedback line provides an additional option for community feedback.

Promotions and Campaigns

These are aimed at encouraging support for specific events, programs or projects and are often intended to educate the public about a specific issue with the objective of changing behaviour. For example litter reduction or road safety campaigns.

Complaint and Dispute Resolution

Common mechanisms include internal procedures such as inter-divisional reporting under the Code of Conduct. However, external structures also exist to investigate complaints of a serious nature including the Department of Local Government, Independent Commission Against Corruption and the NSW Ombudsman.

Customer Inquiries

Responding to customer inquiries can include an element of consultation if procedures include ways of gathering information as well as providing information. Keeping notes on customer opinions and complaints can help Council in developing a picture of customers' needs.

Polling and Surveys

Polling and surveys are designed to collect specific information from a sample of customers. This provides an indication of customer views but data can be easily affected by uncontrollable external factors. Information obtained through survey research can provide a more representative picture of community attitudes as random surveys often obtain views of people who do not usually attend public forums/meetings or comment on public exhibitions.

Research and Data Collection

These are generally more in depth processes than simple polls or surveys and can be conducted by Council or by market research companies, academic institutions and consultants contracted by Council.

Public Exhibition and Submissions

Council places documents on public exhibition and calls for submissions as part of the process of reviewing or establishing programs or services. Under the Local Government Act 1993, many Council policies must be placed on public exhibition, and submissions received. Items on public exhibition are advertised in the Wagga Wagga Daily Advertiser on Saturdays.

Discussion Papers

Discussion papers provide a broad outline of a proposal or options being considered in relation to particular policies, programs or services. The intention is to encourage broad discussion and response to proposals.

Networking

Networking is the process of informal, regular liaison between Councillors, officers and the community. This encourages effective working relationships, keeping all parties up to date with information and developments. It is an extremely valuable, informal method of consultation.

Interviews and Meetings

Interviews and meetings with small groups are a much used and often less formal technique for information exchange and consultation. They provide a more focused opportunity for discussion and provision of information to an individual or group.

Public Meetings

Public meetings provide a means to present information and proposals within a framework that allows for immediate discussion and feedback. Focus Groups and Workshops
These can assist in developing proposals and ideas on specific issues. Workshops are particularly well suited to providing participants the opportunity to contribute to discussion in small working groups. Focus groups are more targeted being made up of representatives of a specific group while workshops generally involve broader participation.

Advisory Committees and Task Forces

These are expertise-based bodies focused on a particular program, a population group or an issue. Their role is to provide advice on appropriate changes to programs or policies and make recommendations about specific services. Advisory committees operate as an ongoing group while task forces are established for short-term consideration of one issue, policy, project or program. A list of these committees is provided in the next section of this Statement of Affairs.

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Committees of Council

A number of advisory bodies also provide input to Council on a range of issues and these include:

- Airport Committee
- Audit Committee
- Australia Day Community Committee
- Civic Theatre Committee
- Commercial Strategy Committee
- Conduct Committee
- Honours Committee
- Lake Albert Community Committee
- Livestock Marketing Centre Committee
- Local Emergency Management Committee
- Local Heritage Grants Committee
- Marketing and Tourism Committee
- Museum of the Riverina Committee
- Regional Art Gallery Committee
- River Precinct Community Committee
- Riverina Regional Library Advisory Committee
- Senior Citizens Centre Community Committee
- Sister City Community Committee
- Traffic Committee
- Wagga Wagga City Library Community Committee
- Wagga Wagga Exhibition Centre Advisory Committee
- Wagga Wagga Tidy Towns Committee

Details of the role and membership of these advisory bodies can be obtained by contacting the Council.

b) Effect of Council's Functions on Members of the Public

Prior approval from Council is required before a person can:

- erect a building
- demolish a building
- use or occupy a building before it has been completed in accordance with the plans and specifications approved by the Council
- change the use of a building or part of a building to a use that is not consistent with the current classification of the building as prescribed by regulation
- carry out sewerage work

- carry out stormwater drainage work
- connect a private drain or sewer to a public drain or sewer
- engage in a trade or business on community land
- direct or procure a theatrical, musical or other entertainment for the public on community land
- erect an advertising structure over a public road, or expose (or allow to be exposed) any article in, or overhang, any part of a road or outside a shop window or doorway abutting the road
- install or operate amusement devices prescribed by the regulations in premises
- operate a premises where food is supplied for sale.

A full list of Council approval responsibilities can be found in Chapter 7, Part 1 of the Local Government Act 1993.

The Council may also order a person to do, or refrain from doing, various acts under certain circumstances. The details of these orders and the circumstances under which they are made are contained in Chapter 7, Part 2 of the Local Government Act 1993. The orders most affecting the public are those:

- to demolish a building
- not to demolish, or cease demolishing, a building
- to repair or make structural alterations to a building
- to fence land
- to fence, empty, fill in or cover up a hole or waterhole
- to do or refrain from doing such things as are specified in the order to prevent environmental damage, to repair environmental damage or to prevent further environmental damage
- to do such things as are necessary to control the flow of surface water across land
- not to conduct, or cease to conduct, an activity on premises
- to cease the use of premises or to evacuate premises
- not to keep birds or animals on premises, other than of such kinds, in such numbers or in such manner as specified in the order
- to use or not to use a tennis court as specified
- to do such things as are specified in the order to put premises, vehicles or articles used for the manufacture, preparation, storage, sale, transportation or other handling or use of or in relation to food into a clean or sanitary condition
- to do or refrain from doing such things as are specified in the order to ensure that land is, or premises are, placed or kept in a safe or healthy

- condition
- to repair or remove a building
- to remove an object or matter from a public place or prevent any object or matter being placed there
- to take whatever steps are necessary to prevent damage to a public place and to repair damage to a public place
- to comply with the conditions of an approval

As well as specific approval and orders there are general activities that affect the public and these include:

- the preparation and adoption of local environmental plans and development control plans - these are concerned with development control in a local area and they allocate land for particular purposes such as homes, shops, community purposes, factories and open space. They also protect and conserve the local heritage, natural environment and take account of social impact assessments.
- the preparation, implementation and monitoring of the Social and Cultural Plan which identifies specific local community needs.
- tree preservation orders - these seek to protect and enhance our natural environment by placing restrictions on what trees can be felled or lopped without Council approval
- the provision of a free immunisation program (in conjunction with the Health Department)
- the operation of an airport to provide enhanced transportation services to "remote" locations
- the operation of a livestock marketing centre
- the provision of recreational and cultural facilities to the area including a swimming pool complex, indoor stadium, botanic gardens, library, civic theatre, art gallery, museums, sports grounds and many parks
- tourism and industrial promotion programs to boost the economic viability of the area by attracting tourists and new business to the area

Accessing Council Documents

Under section 12 of the Local Government Act everyone is entitled to view, free of charge, the following documents:

- the council's code of conduct
- the council's code of meeting practice
- annual report
- annual financial reports
- auditor's report
- management plan
- EEO management plan
- Council's policy concerning the payment of expenses incurred by, and the provision of facilities to, councillors
- the council's land register
- register of investments
- returns of the interests of councillors, designated persons and delegates (ie pecuniary interest returns)
- returns as to candidates' campaign donations
- agendas and business papers for council and committee meetings (but not including business papers for matters considered when part of a meeting is closed to the public)
- minutes of council and committee meetings, but restricted (in the case of any part of a meeting that is closed to the public), to the resolutions and recommendations of the meeting
- any codes referred to in the Local Government Act
- register of delegations
- annual reports of bodies exercising delegated council functions
- applications for approval to erect a building, and associated documents
- development applications and associated documents
- local policies adopted by the council concerning approvals and orders
- records of approvals granted, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals
- records of building certificates
- plans of land proposed to be compulsorily acquired by the council
- leases and licences for use of public land classified as community land
- plans of management for community land
- environmental planning instruments, development control plans and plans applying to land within the council's area
- the statement of affairs, the summary of affairs and the register of policy documents
- Departmental representatives' reports presented at a meeting of the council

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- the register of graffiti removal work.

In addition to the documents available under section 12 of the Local Government Act, Council also holds information regarding:

- Section 94 contributions
- Council's Equal Employment Opportunity Plan
- State of the Environment Report
- licenses issued under the Protection of the Environment Operations Act
- impoundings
- caravan park licenses
- on site effluent disposal
- air cooling towers
- cemeteries
- contaminated land
- Council committees and membership
- Electoral roll
- Public gates/ramps
- Roads
- Tree preservation orders

Council also holds many policy documents. Policy documents which affect the rights, privileges or benefits or obligations, penalties or other detriments relating to members of the public are included in Council's most recent Summary of Affairs and are available for inspection free of charge.

Other documents held by Council include:

- Personnel files of staff (not available to the public)
- Building Applications
- Development Applications
- Maps of the area showing planning, infrastructure and other detail
- Rating information
- Companion Animals information
- Accounting information
- Policy registers
- Files containing correspondence received from the public, government bodies and other organisations - filed according to "subject" or "property". The Council introduced an Electronic Data

Management system in May 2003, at which time the hard copy filing of correspondence ceased.

- Circulars from Government Departments such as the Department(s) of Local Government, Environment and Planning, Conservation and Land Management and the Environment Protection Authority
- Circulars from the Local Government and Shire Associations
- Local Government Industrial Award
- Copies of legislation necessary for Council to carry out its functions including, but not limited to the Local Government Act 1993, Local Government (General) Regulation 2005 and the Environmental Planning and Assessment Act 1979.

The documents discussed above may be inspected at the Wagga Wagga Civic Centre, corner of Baylis and Morrow Streets, Wagga Wagga during normal hours of operation (8.30am to 5.00 pm Monday to Friday). In addition, a large number of documents are also available on Council's website at www.wagga.nsw.gov.au.

Copies of the documents can be made available on the payment of a copying fee as detailed in Council's Management Plan. A copy of a Building Certificate cannot be released until such time as Council has received written permission from the current owner of the land.

Accessing and Amending Council Documents

Accessing Documents under section 12 of the Local Government Act

Apply in writing using Council's "Document / Personal Information Access Request" form.

There is no fee to access information under S.12, however photocopying charges apply as detailed in Council's schedule of fees and charges.

Council must review any restriction on access to a document no later than 3 months after the restriction is imposed. Anyone may request Council to review its decision to restrict access to a document, however there is no right of appeal to this decision.

Accessing Documents under the Freedom of Information Act

Apply in writing, using Council's "Application for Access under the Freedom of Information Act" form.

There is a \$30 (GST exempt) application fee applicable to all FOI requests. This entitles the applicant to 20 hours of processing time for personal information requests. Processing time in excess of 20 hours for personal requests, or all processing time for non-personal information requests, will be charged at \$30/hour (GST exempt). Processing time is the time taken to locate the information, determine the application and undertake any required consultation and photocopying.

If an applicant's request for information is declined the applicant may appeal and request the Council to reconsider its previous decision. The appeal is considered by a Council officer who was not involved in the original determination. The fee for an internal review is \$40 (GST exempt).

A 50% reduction in fees will be granted to:

- holders of a Pensioner Concession Card or Health Care Card
- those with incomes less than the maximum weekly income allowable under the Commonwealth Social Security Act
- holders of a War Widow Concession card
- anyone under the age of 18 years
- Non-profit organisations able to demonstrate financial hardship
- application where a demonstrated public interest is involved

Where the applicant believes that any information received under FOI is incorrect the applicant can request the Council to amend its records. This is done by using an FOI Amendment Request Form or by written letter. If an applicant has any information to support such request this should be included with the application.

There is no fee involved in having your records amended. Where there is significant correction of your personal records and the mistakes were not your fault all fees and charges paid for the original application will be fully refunded.

If Council does not agree with your request to amend your records it will provide you with the reasons for such refusal. If Council does refuse your request for amendment you can ask Council to attach a note to the records outlining your requested corrections - Council will abide by this request.

Information regarding Freedom of Information requests for the year 2007/2008 compared to 2006/2007 is summarised below:

	2007/2008	2006/2007
Applications received during the year	23	13
Applications; granted in full	16	13
granted in part	1	-
refused	3	-
Applications completed within the year	20	13
Applications in progress at year end	3	1
Applications carried forward to be completed in following year	3	1

Personal Information

Apply in writing (using Council's "Document / Personal Information Access Request" form).

The Privacy and Personal Information Protection Act 1998 (the Privacy Act) introduced a set of privacy standards for the public sector in NSW. These standards direct the way public sector agencies (of which Council is one) deal with personal information.

From 1 July, 2000, Council was required to meet these privacy standards by applying the Information Protection Principles outlined in the Privacy Act to all the personal information held by the Council. The Council adopted a Privacy Management Plan which explains how the Council complies with the Act and establishes procedures to deal with requests and complaints about the Council's dealings with personal information.

The twelve Information Protection Principles deal with the collection, storage, access, use and disclosure of personal information. They are designed to reduce the risk of misuse of personal information. They also allow individuals a reasonable degree of control over what happens to their personal information.

The Access provisions of the Information Protection Principles give people the right to find out what personal information Council holds about them and then the right to access, amend and/or add a notation to the personal information to ensure that it is relevant, up to date, complete not misleading.

The Disclosure provisions of the Information Protection Principles allow Council to disclose personal information only for a purpose directly related to the purpose for which it was collected or where disclosure is necessary to lessen a threat to someone's life or health.

Council cannot disclose personal information about a person's ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership, health or sexual activities, unless disclosure is necessary to lessen a threat to someone's life or health.

Exemptions provided in the Act mean that in certain circumstances Council does not have to comply with one or more of the Information Protection Principles. The Local Government Privacy Code of Practice sets out Council's exemptions from the Act which includes an exemption to personal information contained in Public Registers.

Application for Access for Amendment of, or Notation to, personal information held by Council: People wanting to access, amend or to add a notation to their personal information should fill out Council's Document / Personal Information Access Request form. These forms can be obtained from Council's FOI/Privacy Officer or from the Customer Service Section. A fee of \$33 (GST inclusive) is charged.

Application for personal information from a Public Register: The Local Government Privacy Code of Practice allows people to access personal information about another person which is contained in a Public Register as long as it is to be used for a purpose directly related to the purpose for which it was collected. If the personal information is not contained in a Public Register, the personal information should be applied for under either S.12 of the LGA or under FOI. This requires Council to consult with the person to whom the personal information relates for permission to disclose the information.

A Single Entry Enquiry (1 to 9 records from a Public Register) can be made and personal information will be disclosed

in accordance with the Privacy Code of Practice, provided the information is to be used to a purpose directly related to the purpose for which the information was collected.

A Multiple Entry Enquiry (10 records or over from a Public Register) must be made in writing stating the purpose for which the personal information is to be used. A \$33 (GST inclusive) fee is charged for collating of this information. The personal information will be disclosed if it is to be used for a purpose directly related to the purpose for which the information was collected.

An Annual Enquiry Fee of \$700 (GST inclusive) is charged for the whole Rates Record. Applications must be in writing and supported by a Statutory Declaration that the information will only be used for a purpose directly related to the purpose for which the information was collected.

Privacy complaint and review: The Council can only deal with privacy issues that relate to its own conduct. If a person is not satisfied with the way the Council has dealt, is dealing or intends to deal with their personal information they should not hesitate to complain. If a complaint is made about a breach of the Information Protection Principles or Privacy Code of Practice the Council must conduct a formal review of the conduct complained about.

A complaint must be lodged in writing using a Complaint or Request for Review form and must be made within 6 months of the time a person first became aware of the conduct complained about. The Council must notify the NSW Privacy Commissioner about the review, its progress and its outcome.

Privacy complaints about the Council can also be made directly to the NSW Privacy Commissioner, who, in consultation with the complainant, could direct the complaint elsewhere for investigation. After a review: If a person is not satisfied with the outcome of a review they can appeal to the NSW Administrative Decisions Tribunal which has the power to make any orders it thinks necessary, including the award of damages to the person making the complaint.

All applications under either Section 12 of the Local Government Act, the Freedom of Information Act or the Privacy and Personal Information Protection Act should be addressed to:

Wagga Wagga City Council

P.O. Box 20

WAGGA WAGGA NSW 2650

Preliminary telephone enquiries may be directed to the Public Officer by telephoning (02) 6926 9100, by faxing (02) 6926 9159 or by email at council@wagga.nsw.gov.au.

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Wagga Wagga Airport refurbishment includes; new terminal, arrival departure lounge and welcome signage.

Council has a new phone number 1300 292 442 as part of its ongoing improvements to communications and Customer Service, Council's phone number is also known as the PhoneWord 1300 2 WAGGA.

Wagga Wagga City Council
PO Box 20
Cnr Baylis & Morrow Streets
WAGGA WAGGA NSW 2650

Phone: 1300 2 WAGGA
Fax: (02) 69269159
Email: council@wagga.nsw.gov.au
Website: www.wagga.nsw.gov.au



For a complete copy of the Wagga Wagga City Council Annual Report 2007/2008 please access Council's website after 30 November 2008 or call in to Council's Civic Centre Customer Service Counter for a copy

