

OUR WOLLONGONG 2028

QUARTERLY REVIEW STATEMENT June 2021

From the mountains to the sea





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Message from

THE GENERAL MANAGER, Greg Doyle



This Quarterly Review Statement (April to June 2021) reports on progress towards achieving the five Councillor Strategic Priorities from the Delivery Program 2018-2022 and Annual Deliverables from the Operational Plan 2020-2021.

Highlights and significant progress with key projects from the Operational Plan 2020-2021 are reported by the six Community Goals from the Our Wollongong 2028 Community Strategic Plan.

Highlights from this quarter and the 2020-2021 year include:

- 1 Adoption of *Sustainable Wollongong 2030: A Climate Healthy City Strategy and Climate Mitigation Plan 2020-2022*;
- 2 Free Gong Shuttle Service secured until 2024;
- 3 Adoption of the Aboriginal Engagement Framework;
- 4 Council adoption of the Wollongong Cycling Strategy 2030;
- 5 Karrara Bridge, Dapto won the 2020 NSW Engineering Excellence Award;
- 6 Launch of the Food Organics Garden Organics (FOGO);

- 7 The City of Wollongong recognised by the world governing body of cycling, Union Cycliste Internationale (UCI) as a Bike City;

Organisational performance is also reported by the inclusion of performance indicators that monitor the status and progress of our Council programs, activities, projects, finances, people and processes.

We are continuing to deal with the global health and economic challenge of COVID-19. While we have made service modifications and will continue to monitor and respond to updated advice and measures, our workforce remains fully engaged to deliver on our promise and provide important services to our community. Our COVID-19 assistance package, outlined in the Delivery Program 2018-2022, includes a range of measures to assist residential and business ratepayers as well as the broader community.

I would like to thank all staff and the community for their contributions to the achievements identified in this Quarterly Review and Budget Review Statement. This Review will inform the Annual Report due in November 2021.

Greg Doyle
General Manager

Strategic Priorities

PROGRESS REPORT

Our Councillors have made a commitment to support our organisation and community in making Wollongong a better place to live, work, visit and play. To focus Council's attention to achieve this, Councillors have agreed to five Strategic Priorities. These are outlined in the Delivery Program 2018-2022. Progress made in the June 2021 quarter is outlined below:

Activating Our Suburbs

We are committed to enhancing and activating spaces and places across our Local Government Area through sound planning and focused programs.

Our Delivery Program includes an ambitious plan of action to establish our City, towns and villages to be connected and liveable spaces offering a variety of attractions and opportunities for people to work, live, play, learn, visit and invest. Our Program supports a variety of infrastructure spending to enhance recreation, sporting and cultural opportunities.

Project Sponsor: Director Community Services

Project Manager: Manager Community Cultural and Economic Development

Strategic Priority Progress



On Track

Program Achievements

Despite COVID-19 restrictions on public gatherings limiting Council's ability to provide activation activities, a range of activities were delivered in our suburbs to support connected and liveable spaces for our community during the 2020-2021 year.

The Connecting Neighbours Grants program enabled Council to support projects delivered by community members in their local suburbs. The grant program funds ideas generated by the community to bring people together and make neighbourhoods a better place. Underway or delivered during the year include projects in Wollongong, West Wollongong, Dapto, Figtree, Fairy Meadow, Austinmer, Horsley, Mount Pleasant, Berkeley and Warrawong.

Council has been working with the Australian Social Investment Trust (ASIT), NSW Department of Communities and Justice (DCJ), Bellambi Neighbourhood Centre and residents of Bellambi to implement projects in the Bellambi area and community led action plans. Concrete furniture was installed the Bellambi Mews to create a meeting place for residents. The furniture has mosaic artwork with designs informed by the community. Artwork created by local school students was also installed along the fence line.

Council staff have been working with DCJ, Mission Australia, Barnardos South Coast and the residents of Warrawong, Bundaleer and Illawong Gardens to implement a community developed action plan for each location. A regular community barbecue was held at Illawong Gardens to discuss health needs and community concerns and sports-

Activating Our Suburbs Continued...

based programs were delivered for young people in Bundaleer. Council participated on the planning committee for the Saltwater Festival at Bundaleer estate and contributed to the delivery of the event in April.

Council's *RTArt* project was launched in July. Murals were painted on 20 traffic signal boxes by 20 community artists. Painting the traffic signal boxes with murals reduces the incidents of graffiti and improves the amenity of the area. Murals were installed at Thirroul Pool following workshops to design the artwork with the South Coast Disabled Surfers Association and Multicultural Cultural Communities of Illawarra (MCCI).

Carve a Trail - Harry Graham Park, Figtree was delivered to relocate the activities of 'homemade' bike trails, which create environmental damage, to a more appropriate location. The local community, including children, young people and adults, helped plan, design and build new trails, working with Council staff and a track design expert. The track has proven popular with the local community and won a 2021 Local Government Excellence Award.

The *Teenz Connect Program*, a weekly program of interactive and skills-based activities providing a safe place for young people to build relationships and connection, was delivered at Warrawong and Dapto Libraries. Term based afternoon activities were also held for young people in Bundaleer and Bellambi.

Paint the GONG REaD mascot, *Bright Spark*, visited children and parents/carers in suburbs across the region. Reading tents were set up at events Dapto, Corrimal, Warrawong and Bellambi facilitating fun educational opportunities for children and allowing discussions with parents/carers on tips for reading to their children. The Annual Reading Day event was held at Dapto Mall encouraging children to participate in art, reading and storytelling while parents/carers explored the importance of early literacy.

Council's four-year Infrastructure Delivery Program includes a suite of programs and projects that directly respond to our strategies and priorities to activate and enhance our community centres, public domain and open spaces. In addition to the many footpaths, cycleways and open space upgrades, these initiatives include streetscape and public domain improvements such as the installation of colourful flower planter boxes in town centres across the local government area to improve visual amenity.

During the June 2021 quarter, Council continued to provide activation across our suburbs through a range of cultural and public art projects.

Several *VIVA engine room* projects, a series of smaller community-based arts projects commenced across the suburbs, developing content for Viva La Gong 2021. An outdoor community movement project called '*Standing on the Ceiling*' in Port Kembla is underway; a partnership music mentor program with *Jam 'n' Bread* in Port Kembla is underway and. A mural was completed and launched in MacCabe park created by a local artist working in collaboration with young people with disabilities.

There has been significant public art maintenance and renewal across the suburbs this quarter. Projects completed or in development included:

- Coledale Community Centre Mural: Bradley Eastman designed and painted the mural, informed by a writing workshop hosted by the South Coast Writers Centre, where Mark Tredinnick's poem 'Coledale Sonnet Cycle' was chosen as the key influencer to Bradley's design;
- Town Hall Art Panels and the Ethel Hayton walk Lightbox renewal;
- Skate Park Mural, Guest Park, Fairy Meadow;
- Unanderra Community Centre Mural: Council commenced an Expression of Interest process to transform the entrance of the Unanderra Community Centre and Library.

Urban Greening

Urban Greening forms a significant focus during this Council Term. Our Program includes the implementation of key priorities within Council's Urban Greening Strategy, in conjunction with projects and services that impact sustainability and the quality of our environment.

Project Sponsor: Director Infrastructure and Works
Project Manager: Manager Open Space and Environmental Services

Strategic Priority Progress



On Track

Program Achievements

During the 2020-2021 year, the Urban Greening Program continued to exceed the 2:1 tree removal / replacement target with more than 1,650 semi-mature trees planted across urban areas during the year with 805 trees removed. More than 11,000 additional tree assessments and records were added to Council's Public Tree data inventory during the year. The tree inventory now includes more than 38,909 tree records and 6,348 vacant tree sites for future plantings.

Council's tree inventory assists tree crews to proactively plan tree inspections and maintenance activities. There are now 4,500 young trees currently in their maintenance period. Council's commitment to provide natural shading at all 55 local park playgrounds is now complete.

The importance of urban greening continues to grow in the community with a social research project completed during the period showing strong support for more greening in our City, with 84% of residents supportive of more tree planting. Unique engagements including tree 'gift tags' and the engagement on the vandalised trees at Belmore Basin were well received.

Urban Greening was launched in September 2020 to the broader Dapto community, where Council received 330 requests from the community to plant street trees across this high need suburb. We were able to plant more than 800 trees in parks and along streets across Dapto, Koonawarra, Kanahooka, Avondale, Horsley and Wongawilli. Council responded to a further 500 requests from residents across the LGA for a tree to be planted at the front of their property during the year.

Key tree planting opportunities aligned with the civil construction program has resulted in strong greening outcomes at the Short Street, Corrimal carpark and Allen Street, Port Kembla carparks. The final stage of the Crown Street Mall tree replacement project has been completed, with the installation of new grates at the base of the trees. Stage 2 of the Corrimal Town Centre included trees incorporating Water Sensitive Urban Design principles, with trees watered via the capture of stormwater.

Urban Greening Continued...

The verge garden guidelines were completed and launched in October 2020 and demonstration verge gardens planted at the following sites:

- Bass Park, Dumfries Avenue, Mt Ousley (sensory garden);
- Bellambi Neighbourhood Centre (bushfoods garden);
- Coledale Community Hall (native garden);
- Kemblawarra Community Hall (bushfoods garden);
- Port Kembla Community Centre (mixed produce garden);

Connecting neighbours grants for verge gardens were distributed and community plantings underway or completed.

17 transitional gardens (to improve landscape amenity, increase carbon storage, and reduce mowing) have commenced and will be completed prior to Summer. In addition, planning has commenced for additional planter boxes in precincts across the City over a 10-year period.

Council participated with our community and corporate partners across multiple events including a NAIDOC week planting at the Bellambi estuary. Partner planting events were held throughout the year with Wollongong Rotary Club and *Your & Owls* event organisers. To mark World Environment Day in June 2021, Council staff participated by planting more than 1,700 local natives across Eleebana Reserve in Koonawarra, Mountbatten Park in Corrimal and Greenhouse Park in Wollongong. Council undertook events with corporate partners DHL and the Greater Bank, resulting in more than 10,000 trees being planted.

During the year, restoration works continued at 143 natural area sites across the Local Government Area including works within areas classified as Endangered Ecological Communities. Although activities were impacted at various points by COVID-19 restrictions, volunteers maintained their sites across 65 Bushcare, six Dunecare and 11 FiReady sites.

West Dapto

We will continue to work in collaboration with key agencies to provide the infrastructure needed to support growth and employment lands within the West Dapto Urban Release Area. This will include coordinated planning for access improvements including new roads and bridges which are needed to support the additional 17,000 future housing lots and 8,500 jobs required over the next 30 years.

Project Sponsor: Director Planning and Environment
Project Manager: Urban Release Manager

Strategic Priority Progress

✓ On Track

Program Achievements

2020-2021 saw Council's continued efforts in planning for the West Dapto Urban Release Area working with our State agency partners and engaging with our community. Key achievements include:

Assessments and approvals:

Council continues to assess planning proposals, neighbourhood plans and subdivision Development Applications that facilitate urban development.

To date, Neighbourhood Plans have been adopted within stages one and two; and part stages three and four which will combined facilitate land for over 5,107 lots. Neighbourhood Plans to support a further 7,325 lots are currently being assessed. Council has granted Development Consent for 2,196 new lots.

Contributions Planning:

Council adopted the revised West Dapto Development Contributions Plan on 7 December 2020. The Plan has been in force since 14 December 2020 allowing Council to receive development contributions from development at West Dapto commensurate with the cost of the majority of essential infrastructure identified in the Plan. During June 2020 Council staff commenced planning for the next review which is required to be completed by December 2023 in accordance with IPART recommendations.

On 4 June 2021 the State's Illawarra Shoalhaven Special Infrastructure Contribution determination came into effect ensuring development contributions toward essential state and regional infrastructure are collected. Council staff are working closely with DPIE to understand the implications of the SIC on the local contributions planning.

West Dapto Suburbs Review:

Implementation of the West Dapto Vision 2018 is ongoing with Council continuing to progress the suburbs review to ensure suburbs reflect the growing urban area. During November/December 2020 staff undertook an exhibition of Huntley & Avondale split suburbs shortlist names. Staff also undertook further naming suggestions engagement for the Kembbla Grange split suburb. Working Groups have finalised research and prepared shortlist names for Suburb A and informal advice was sought from the Geographical Names Board regarding the short list of names. Staff have now prepared a report to Council's 19 July 21 meeting seeking support to exhibit proposed Suburb A shortlist which, if supported, will allow the full shortlist of names of all three suburbs to be progressed.

West Dapto Continued...

Refining the Neighbourhood Planning Process:

Staff worked on refining the Neighbourhood Plan process for development precincts at West Dapto during the year. At its 28 June 2021 meeting, Council resolved to exhibit proposed changes to the Neighbourhood Plan process via amendments to Chapter D16 of Wollongong Development Control Plan. Exhibition will occur in July/August 2021, with consideration of submissions and finalisation of the review to be a focus of the first quarter of 2021/22 concurrent with continued assessment of existing applications.

Biodiversity Certification:

Council has been working through the NSW Government biodiversity certification process for a number of years. Up until recently, the process had been delayed pending NSW Government identifying a funding mechanism for the program.

In tandem with the NSW Government adoption of the revised Illawarra Shoalhaven Regional Plan there was a Ministerial Determination in May 2021 and Order conferring the Illawarra Shoalhaven SIC to commence on 4 June 2021. A West Dapto Biodiversity Certification levy is included in the final Illawarra Shoalhaven SIC and for a total amount of \$20M.

Revision of the credit calculations and proposed West Dapto Biodiversity Certification levy embedded in the draft Illawarra Shoalhaven SIC continued in partnership with NSW Department of Planning, Industry and Environment (DPIE) – NSW Environment, Energy and Science (EES). Council's revised final draft studies in support of the Biodiversity Certification Application are in progress.

Active Transport and Connectivity

We are planning for, and progressively working towards, an integrated and active transport network with improved connectivity across the Local Government Area. A series of actions will be undertaken across this Term of Council to facilitate the upgrade of our public transport and bicycle networks and pedestrian access. This renewed focus is complemented by a significant investment into our footpaths and cycle ways.

Project Sponsor: Director Infrastructure and Works
Project Manager: Manager Infrastructure Strategy and Planning

Strategic Priority Progress

✓ On Track

Program Achievements

During the 2020-2021 year, actions identified within Town Centre and Village Plans, Keiraville Gwynneville Access and Movement Strategy, Wollongong Cycling Strategy and Wollongong Pedestrian Plan were incorporated into the Infrastructure Delivery Program and operational programs for progressive implementation.

Council was successful in receiving significant grant funding through a range of NSW State and Commonwealth initiatives to support active transport and connectivity improvements.

During the year, Council delivered a significantly larger budget program for new footpaths as part of our continued focus on implementing actions in the Wollongong Pedestrian Plan and Cycling Strategy. Council's record investment in new footpaths continued, with a total of 35 new footpaths programmed to be constructed in 2020-2021.

Council is investing \$10M in new cycleways across the next four years (including works on the next stages of the Grand Pacific Walk). Council continues to plan and build momentum towards the 2022 Union Cycliste Internationale (UCI) Road World Championships to stimulate cycling related tourism and community participation.

Council received grant funding for pop up cycleways in Wollongong for delivery in 2020-2021. Council will seek grant funding through a range of NSW State and Commonwealth initiatives to support active transport and connectivity improvements.

A highlight for the year was recognition of Wollongong as a global cycle city with the announcement of the awarding of the UCI Bike City Label. This is the only time an Australian city, region or anywhere in the southern hemisphere has been awarded the prestigious label. The UCI Bike City Label recognises Wollongong's long-term commitment to delivering an improved cycling experience for everyone and complements the 2022 UCI Road World Cycling Championships coming to Wollongong.

In December 2020, Council confirmed an extension to the funding agreement between Council and Transport for NSW to secure the free Gong Shuttle service for an additional three years. Council will continue to advocate to the NSW Government to continue this service as an affordable service.

During the June 2021 quarter, Council was successful in securing Commonwealth grant funding of \$400,000 to complete works on the Grand Pacific Walk at Clifton and \$353,000 for the Cringila Hills BMX Pump Track. Council also commenced the community engagement process for the off-road Criterium Track, planned for construction at Lindsay Maynes Park, Unanderra.

Business and Investment

We will continue to grow the Wollongong economy through attracting business, investment, major events, and tourism to the region. We will continue to promote our local advantages, including our proximity to Sydney, supportive business environment, innovative ecosystem, vibrant CBD, and superb liveability to attract businesses and encourage local jobs growth. We will work with key stakeholders, including state and federal governments to further promote our City and attract greater investment in infrastructure and other key assets.

Project Sponsor: Director Community Services
Project Manager: Manager Community Cultural and Economic Development

Strategic Priority Progress



On Track

Program Achievements

During the 2020-2021 year, Council continued efforts to grow the Wollongong economy through attracting business, investment, major events and tourism to the region. Throughout the year, *Invest Wollongong* has undertaken a significant and successful marketing project to promote the benefits of doing business in Wollongong. The Wollongong commercial office market has continued to evolve over the year, with the construction of the Lang's Corner building well underway and the completion of Gateway of Keira (134-148 Keira Street) *Avante Commercial* (3 Rawson Street) and the IMB Headquarters at 47 Burelli Street.

Despite the impacts of COVID-19, business/investor enquiries have remained strong. Throughout the year, The Council staff facilitated 67 new enquiries, ranging from business support/information to facilitating larger projects through *Invest Wollongong*, with potential for significant employment outcomes. Staff continued facilitating 13 ongoing longer term projects through Invest Wollongong. Combined, these major projects have an estimated jobs impact of over 1,700 jobs.

In November 2020, the Wollongong Office Market Prospectus was launched by Lord Mayor, Councillor Gordon Bradbery AM, in November 2020 at an event attended by a range of local stakeholders. Following this, a new digital marketing campaign was launched, targeting decision makers and influencers in two target sectors – Professional Services and Scaleups, with the aim of growing awareness of and changing perceptions about Wollongong as a business location. These campaigns focused on new collateral that had been developed, including a series of new video case studies, blogs and the new prospectus. The campaign has been successful and led to 4.7M impressions of Invest Wollongong advertising content, 23,732 clicks through to the Invest Wollongong website as a result of the campaign. On an annual basis, between July 2020 and June 2021, there were 25,818 users (of which 95% were new users) to the website, compared to 3,371 in the previous period (2019-2020).

Invest Wollongong has undertaken a range of targeted marketing initiatives throughout the year, including feature articles in publications which reach a business audience. Major initiatives include: a feature in the May edition of the Australian Institute of Company Directors Company Director Magazine promoting Wollongong's transformation as a CBD location and a profile of Peoplecare CEO, Dr Melinda Williams; a sponsored article on afr.com, to raise the profile of Wollongong's transformed office market; and a sponsored blog in Auscontact Association's monthly e-newsletter Four ways contact centre location can drive business success.

Invest Wollongong participated in specific industry events during the year, targeting our key sectors. On 3 June 2021, Invest Wollongong hosted a webinar with Auscontact Association - Contact centre retention post pandemic, delivered by People and Culture Leader at Mercer, Renee Whiteside. Invest Wollongong also attended Shared Services and Outsourcing Week in Sydney, in conjunction with Martin Braithwaite from NEC Australia, who gave a presentation about Wollongong's business benefits to delegates.

Invest Wollongong continued to support the growing Clean Energy sector with its considerable momentum throughout this year. The Invest Wollongong website has been updated with a new page highlighting major energy projects across the region along with Wollongong's clean energy capabilities, highlighting the growing interest in hydrogen around Port Kembla. On 29 March 2021, Invest Wollongong hosted the Port Kembla Hydrogen Hub Showcase at which key representatives from CSIRO and the Department of Planning, Industry and Environment attended. *Invest Wollongong* has been active in informing through *LinkedIn* updates on key announcements such as the Australian Industrial Energy (AIE) Port Kembla Gas Terminal, proposed AIP Port Kembla Power Station and the recent announcement from EnergyAustralia that 'Tallawarra B' will be Australia's first dual-fuel gas hydrogen power plant utilising General Electric's (GE) first global deployment of its 9F class turbine.

Throughout the year, Council delivered an increased level of city centre marketing and activation initiatives to support the local and regional economic recovery in response to COVID-19, as part of the community assistance package Council adopted on 29 June 2020. Programs included direct and indirect business support, support to the cultural and live music sectors, increased marketing and promotional initiatives and stakeholder engagement.

Council finalised and implemented a new marketing approach for the Wollongong City Centre designed to promote and attract a greater number of visitors and to extend visitation times. Branded as the Wollongong CBD Marketing Strategy, local boutique bars, food, art and culture are being promoted. A new website and social media platforms have resulted in greater audience reach and the delivery of targeted campaigns. Practical digital marketing assistance is also being provided to local businesses to better promote their own business offer and the Wollongong CBD experience. Additionally, Council partnered with Service NSW to promote business registration for the NSW Dine and Discover voucher program to local businesses. Council staff continuing to develop a suite of initiatives aimed at providing assistance to the local business community.

During the June 2021 quarter, Council resolved to establish a post COVID-19 Peak Bodies Taskforce to monitor the Wollongong economy over the next 12 months. The first workshop was held, providing an opportunity for members to discuss issues in the Wollongong economy and develop strategies to recover from the pandemic. The next meeting will be held on 29 July 2021.

The Wollongong CBD Outdoor Dining Program was developed, with the aim of easing the financial pressure for CBD businesses and to incentivise other businesses in the CBD to participate in outdoor dining with an approved Council issued outdoor dining licence. Throughout the year, three rounds of COVID response 'Creative Wollongong Quick Response Grants' were offered across the year, including a live music industry grant and community events grant. Council also delivered the *CBD Sounds* live music program, with more than 100 performances and a series of *Futureproof* music forums engaging local music industry. Based on the forum findings, a winter music marketing campaign, exhibition, and Music Performance Grants were delivered to support and promote live music in the CBD as well as an inventory of music and hospitality venues being developed identifying more than 20 venues offering live music in the CBD on a regular basis.

During the year, Council continued to support and fund *Destination Wollongong* under the 2016-2021 funding agreement and in April 2021, Council resolved to enter a new five year funding agreement. While major events were significantly impacted throughout the year due to COVID-19, a range of successful events were delivered, including: Wollongong Triathlon, *Yours and Owls* Music Festival, *Hockey Dad* concert at the Drive-In, the under 18s Field Hockey

State Championships and *Splash Wollongong*. During the year, Council staff managed 16 Event Applications and responded to 334 events queries. Due to the impacts of COVID-19, many events were postponed multiple times and those events that did proceed with public health exemptions in place required a high level of support from the Council. Requests for filming were high in the first half of 2021, with 36 filming applications in the April to June quarter and a total of 114 for the full year. The Major Events Strategy was also reviewed and renewed during 2020.

EMERGENCY RESILIENCE, DISASTER RESPONSE AND RECOVERY

This year continues to respond to significant challenges arising from the global health and economic challenge of the Coronavirus [COVID-19] pandemic. These contributed to what Council has been able to deliver and the way we serve and support the community. The application of a community-orientated, risk-based approach to the delivery of our services as well as responding to advice from government authorities, has meant some services and key facilities were temporarily altered or ceased. As always, our focus is on protecting vulnerable members of our community and protecting the health, safety and wellbeing of our staff and volunteers, their families and our community.

Council's workforce remains fully engaged during this time to support ongoing service requirements and deliver the Infrastructure Delivery Program as planned. Beyond the management of assets, Council's annual infrastructure investment is significant and will continue to support local contractors, businesses and suppliers. The organisation is also undertaking a review of how we deliver our services in line with the national health guidelines. Of particular importance is how we can continue to effectively engage with our community during this time. Council's online engagement opportunities remaining open via the website and alternate engagement methods are being explored and developed.

On 26 March 2020, Council announced a support package to assist Council lessees and licensees by deferring our tenants' rental payments for a period of 90 days for lessees and licensees who are unable to carry out their normal business under the changes in place to minimise the spread of COVID-19. In addition, rent reviews for Council tenants will be deferred until further notice and outdoor dining licence holders will have their fees waived for 90 days. Council has approximately 170 lessees and licensees who operate from our properties or off our land.

Rate Relief

Council voted to approve an option for residential and business ratepayers whose finances had been affected by COVID-19 to defer their rates and annual charges until 30 September 2020, with no interest charged until 31 December 2020.

Operational Plan

2020-2021 PROGRESS

The following section provides an overview of Council's progress with delivering Our Wollongong 2028. It provides a summary of progress for 2020-2021 Annual Deliverables [Council's programs, projects and activities] and highlights significant progress with annual projects as outlined in Our Wollongong 2028 Community Goals. This exception-based reporting provides an overview of achievements for the June 2021 quarter. The organisation's performance is also reported by the key performance indicators, budget summary information and Budget Review Statement.

The Operational Plan 2020-2021 contains 354 annual deliverables across the six Community Goals. Table 1 below outlines how Council is tracking in the June quarter to achieve the annual deliverables for each Community Goal.

1: Annual Deliverable Progress by Community Goal

Goal	On track	Not Scheduled to Commence	Delayed	Deferred	Ongoing / Complete
1. We value and protect our natural environment	97.1%	0%	0%	0%	2.9%
2. We have an innovative and sustainable economy	93.33%	0%	2.22%	4.44%	0%
3. Wollongong is a creative, vibrant city	83.33%	0%	13.89%	0%	2.78%
4. We are a connected and engaged community	94.55%	0%	3.64%	0%	1.82%
5. We have a healthy community in a liveable city	94.07%	0%	2.54%	0.85%	0%
6. We have sustainable, affordable and accessible transport	100%	0%	0%	0%	0%
Total Annual Deliverable Progress	95%	0%	3%	1%	1%

Note: Each Goal does not have an equal number of annual deliverables; therefore, the Annual Deliverable progress has been rounded up to 100.

Operational Plan 2020-2021 Progress continued

Overall, 3% of Annual Deliverables were reported to be delayed and 1% were deferred. Table 2 below outlines all Annual Deliverables reported as delayed or deferred at the end of June 2021.

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
2. We have an innovative and sustainable economy	Plan and deliver staged implementation of Crown Street West improvements	Y		<p>Three projects are being implemented along Crown Street West that will provide new kerb and gutter and footpaths to the requirements of the City Centre Public Domain Technical Manual within the 2020-21 financial year. An update on the progress of each of these projects is below:</p> <p>Crown St West - Railway Pde to Gladstone St: Construction commenced during this period on the northern side of Crown St. Construction activities will carry over into the 2021-22 financial year.</p> <p>Designs for the southern side of Crown Street are delayed pending a resolution on the future plans for the existing bus bay and will likely recommence in 2021-22.</p> <p>Crown St West - Atchison St to Keira St: Construction has been completed, noting some minimum treatment to accommodate future planned development.</p> <p>Crown St West - Darling St to Denison St: Construction has been completed. This will complete all areas in western Crown Street identified as Core Streets within the City Centre Public Domain Technical Manual. Note this excludes the section of Crown St affected by the WIN block redevelopment.</p>

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
2. We have an innovative and sustainable economy	Undertake the City Centre Planning Review and Design Review arising from the Wollongong City Centre – Public Spaces Public Life Implementation Plan		Y	In September 2020, Council adopted the Wollongong City Centre Urban Design Framework to guide changes to planning controls and policies to achieve the vision for the city centre set out in A City for People. Work on amendments to planning documents is well progressed and on 7 December 2020, Council considered a report on the draft Wollongong City Centre Planning Strategy, draft Planning Proposal and draft DCP chapter. Council resolved to defer progress pending completion of informing documents including the Retail Centres Study and Wollongong City Centre Access and Movement Study. Work on both of these studies is progressing.
	Support relevant agencies, business and industry to advocate for the establishment of a cruise ship terminal in the port of Port Kembla		Y	The advent of COVID has meant drastic repositioning within the cruise industry, with no clear date that the industry will be able to recommence operations. We will continue to monitor progress nationally and position Wollongong as opportunities arise.
3. Wollongong is a creative, vibrant city	Implement the 'Made in Wollongong' concept	Y		A strategic review of the concept and promotion is currently in scope, but has been delayed due to Covid impacts. This will include an assessment of the work already completed on the 'Made in Wollongong' brand to identify successes and gaps and revisit the purpose; and a cost benefit analysis from a marketing professional to determine viability and to provide recommendations.

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
3. Wollongong is a creative, vibrant city	Host six major events reflecting priority sectors and contribute to the acquisition of signature events in the city	Y		<p>Major events were significantly impacted by COVID-19 in the 12 month period. Destination Wollongong supported the following events that did proceed: Wollongong Triathlon, Yours and Owls, Hockey Dad at the Drive In, U18 Field Hockey State Championships and Splash Wollongong</p> <p>Events that had been supported however were cancelled in 2020/21 due to COVID-19 include; Thirroul Music Festival, Australia Day Aquathon, Tribal Clash, NSW Police Games (now October 2021), Australian Police & Emergency Services Games and Fisher Beach Party (rescheduled for late 2021).</p> <p>Work continues by Council and W2022 Organising Committee to deliver the UCI World Road Championships in Sept 2022.</p>
	Contribute to the delivery of the 3 Fest Arts, Science and Technology Festival in 2020		CANCELLED	This project was cancelled due to Covid impacts.

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
	Develop improvements in the Arts Precinct within the context of the Arts Precinct Concept Design	Y		<p>The available space for outdoor seating under the trees on the paved area has been extended to encourage greater use and outdoor dining opportunities for adjacent businesses. This has seen increased foot traffic and utilisation of the area.</p> <p>A feasibility report on the viability of installing a second entrance to Wollongong Art Gallery that interacts with the Arts Precinct has been delayed, with funding for this project now allocated for future years due to COVID-19 impacts.</p>
	Support newly arrived and refugee communities through the delivery of the Illawarra Refugee Challenge with community partners	Y		The Illawarra Refugee Challenge has faced challenges due to COVID. Planning continues to deliver the Challenge later in 2021 in a revised version.

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
4. We are a connected and engaged community	Work with Friends of Wollongong City Libraries to improve resources within libraries that are generated with funding from fundraising activities		CANCELLED	<p>The Friends were unable to deliver their usual programs and fund-raising activities through the second half of 2020, due to the impact of CV-19 restrictions. The Friends' Executive met in February 2021 to discuss resuming their fund raising events from May 2021 (predominantly author talks/catering/lunches).</p> <p>Events will be held at a local Function Centre until such time as large gatherings can return to Council's Function Room on Level 9.</p> <p>The first author talk Hugh Mackay attracted a small gathering.</p> <p>Dr Norman Swan is booked for July - but with new COVID restrictions in place, the date may need to be reconsidered.</p>
	Develop an Information Security Strategy	Y		<p>As noted in the last Quarterly Review update, Council has worked with Illawarra Shoalhaven Joint Organisation (ISJO) councils to recruit a joint Chief Information Security Officer. This is a hard to attract and retain position, and working together with ISJO councils enabled attraction of a well-qualified person.</p> <p>The development of an Information Security Strategy was delayed slightly until this position was in place. A draft Information Security Strategy has now been developed and is currently under review by all four ISJO councils, prior to approval and implementation of the Strategy.</p>

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
5. We have a healthy community in a liveable city	Continue the 'I belong in the Gong' Safety Initiative	Y		<p>Significant delays were experienced in the construction of the solar light, to be located at the rear of the Wollongong Youth Centre, and the solar phone charging station, to be located near the amphitheatre in Crown Street Mall. This was consequence of Covid-19 restrictions impacting the supply of parts required for construction.</p> <p>In April 2021 the light solar light pole was installed at the Youth Centre and provides the required lighting to increase safety at the rear of the centre.</p> <p>The solar mobile phone charging station in Crown Street Mall is on hold, awaiting approval on revised engineering specifications for installation.</p> <p>Council officers are continuing to plan for and discuss implementing other lighting opportunities and creative activation treatments in Globe Way in the City Centre.</p>

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
5. We have a healthy community in a liveable city	Assist the NSW Environment Protection Authority (EPA) to undertake the Wollongong Local Government Area land contamination literature review	Y		<p>Council is a member of a working group for this project along with NSW EPA and NSW Health. Council has fulfilled its commitment to provide assistance as requirement to the development of a literature review of lead and other heavy metals in Wollongong. The University of Queensland (Uniquet) was commissioned by the working group to undertake the review and a final report was received on 29 June 2020.</p> <p>Release of the report has been subject to delay due to the prioritisation of NSW Health resources on the COVID 19 pandemic.</p> <p>Council is supporting NSW EPA to develop a communications strategy before the report is released. It is anticipated that the NSW EPA will release the report early in the new financial year.</p>
	Develop an updated Landscape Master plan for Stuart & Galvin Parks North Wollongong		Y	The timing of this project has been reassessed to assist with informing the development of a Plan of Management for the precinct in 2021-2022.

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
5. We have a healthy community in a liveable city	Conduct a skin penetration education and awareness campaign in partnership with NSW Health.	Y		<p>Scheduled education and awareness raising activities regarding skin penetration with NSW Health was unable to be completed due to the impact of COVID-19 and legionella related matters. Council web-pages in regards health standards, premises construction and fit-out, and operation were revised as was the link to NSW Health's web-pages and the fact sheets available for the skin penetration industry.</p> <p>Routine skin penetration premises inspection and surveillance activities continued throughout 2020/21 with 145 registered Skin Penetration Premises being inspected during the year.</p> <p>Compliance with statutory requirements remains high.</p>
	Design and construct the Longyan Friendship Garden		Y	This project was deferred during the year due to COVID-19 restrictions.

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

Review the Environmental Sustainability Strategy

During the year, Council acted on climate action and sustainability by adopting The *Sustainable Wollongong 2030: A Climate Healthy City Strategy* and the *Climate Mitigation Plan 2020-2022* on 16 November 2020, following an extensive engagement process and public exhibition period of 42 days. These important plans will guide delivery of actions and provide high-level strategic direction for the future.

In 2017, Wollongong City Council became a signatory to the Global Covenant of Mayors for Climate and Energy — an international alliance of cities and local governments with a shared vision of promoting and supporting voluntary action to combat climate change. Two years later, Council adopted targets of net zero emissions by 2050 for the City of Wollongong and net zero emissions by 2030 for Council operations. Earlier this year, Council also committed to five pledges under the Australian initiative, Cities Power Partnership.

The Sustainable Wollongong 2030: A Climate Healthy City Strategy, provides a high-level strategic direction for Council's future activities and programs. This Strategy builds upon the work of the superseded Environmental Sustainability Strategy 2014-2022. The Strategy outlines six of Council's priority areas for action:

- A city whose council shows leadership;
- A city that works together;
- A low emissions City;
- A city in harmony with our environment;
- A low waste City;
- A climate and water resilient City.

The Climate Change Mitigation Plan 2020 will guide Council's delivery actions for the next two years in working towards the emissions targets. This initial plan aims to provide a strong foundation for future activities and plans.

Scheduled actions of the Strategy have been implemented throughout the year, including the implementation of a Food Organics Garden Organics (FOGO) program, development of a Sustainable Events Guideline and signing a 100% green energy Power Purchase Agreement. A total of 10 editions of the Sustainable Wollongong Newsletter were distributed during the period.

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT



[IMAGE: Sustainable Wollongong 2030: A Climate Healthy City Strategy and Climate Mitigation Plan]

Continue to progress options to implement a Food Organics Garden Organics (FOGO) program across the LGA

During the 2020-2021 year, Council launched the Food Organics Garden Organics (FOGO) program.

The introduction of FOGO is expected to divert 6,000 tonnes of food waste from our landfill site at Whytes Gully each year. Wollongong residents currently fill up to 40% of their red general waste bins with food scraps. This equates to around 150 kg of food waste per household going straight to landfill each year. While Council currently deploys a range of landfill diversion strategies (including operating the community recycling centre at Whytes Gully), this was an important step to explore ways of keeping organic matter out of landfill. Between January and April 2021, the FOGO program resulted in over 1,600 tonnes of waste being diverted out of landfill. This is equivalent to nearly 44 truckloads of waste each month.

During the year, Council received an Environmental Protection Authority (EPA) grant to conduct a FOGO trial for multi-unit dwellings which don't have an existing FOGO green lidded bin. The trial will be undertaken over a 12 month period with approximately 1,500 participants.



[IMAGE: A local young resident using the new FOGO kitchen caddy]

Implement and review annual water and energy saving actions

During the 2020-2021 year, Council continued to integrate water and energy saving actions into its projects as business as usual, as part of efforts to reduce emissions. A key highlight of the year was the commencement of Council's Stuart Street Car Park photovoltaic (PV) Solar Panel project, with construction commencing during the June quarter. The project will deliver a 168 kWh solar system, which will significantly reduce the Administration Building's carbon-footprint, with the capacity to reduce the building's emissions footprint by a further 20%. Council's Administration building (commissioned for use in 1987) currently holds a 6-Star rating from Building Council of Australia. Building on this, the deployment of the large solar system will further contribute to the organisation's and our City's emission reduction targets, as set out in Sustainable Wollongong 2030, part of a continued focus on sustainability and net-zero emissions targets. The panels will be supported on new steel frames which also serve as vehicle shade structures. The energy generated by the new solar panels will be used by Council's Administration Building to reduce the maximum electricity demand of the building. Surplus energy will be exported to the grid.

Other projects throughout the year include high efficiency pool plant upgrades, several large air conditioning projects and replacement of the Botanic Garden nursery heating system. The Sustainable Building Strategy has undergone a comprehensive review and resulting in the revised Towards Net Zero Buildings Strategy. This document once finalised and adopted will articulate building performance standards for all existing and new buildings.



[IMAGE: Impression of Solar Panels for Council's Stewart Street Carpark]

Complete the Helensburgh Town Centre Study

During the year, Council adopted the Helensburgh Town Centre Study on 26 October 2020. The Helensburgh Streetscaping Masterplan was also adopted and is being progressed to commence implementation. Pedestrian accessibility and safety are the focus of upcoming works in Helensburgh which form the first stage of works under the new Plan.

Together, these plans provide strategic guidance for the future of Helensburgh Town Centre, with a focus placed on wayfinding and ensuring the area is accessible by foot, bicycle and car and strengthening the town's connection to its natural surroundings. The Plan also includes a proposal for an integrated community centre and library facility. Stage 1 of the Streetscape Masterplan works along Parkes and Walker Streets is nearing completion, with Stage 2 works to commence in 2022. Stage 1 works include:

- a new raised crossing on the western side of the roundabout;
- increasing the size of the islands at the roundabout larger, with areas for pedestrians to cross the road;
- modifying the roundabout shape to encourage safer speeds and;
- installing new concrete kerb extensions (kerb blisters) to narrow the road to allow greater visibility between pedestrians and vehicles.



[IMAGE: Aerial view of Helensburgh Town Centre]

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

Coordinate community environmental programs, including Rise and Shine Program, Clean Up Australia Day, World Environment Day, National Recycling Week, International Composting Week and other sustainability and waste education activities

Throughout the 2020-2021 year, Council coordinated a range of programs to encourage community participation in reducing Wollongong's ecological footprint. During the September 2020 quarter, Council conducted a Term 3 school competition involving odd shaped fresh food items "*Not as Beautiful, Just as Tasty*" for students to write a story about a wonky fruit or vegetable. A Plastic Free July resident competition was held on Instagram which saw six reusable picnic set prizes allocated in July. Staff also developed online workshop formats, to be delivered during COVID-19 restrictions.

In November 2020, the shores of Lake Illawarra provided the backdrop for the launch of Council's 35th Rise and Shine Campaign. Rise and Shine is Council's longest running environmental clean-up program, with last year's community clean-up involving 112 community groups participating in clean-ups around the Wollongong region, with 13.4 tonnes of rubbish collected. The focus of the 2020 Rise and Shine campaign was on Lake Illawarra and saw 442 participants complete 884 hours of work. 4 gold and 7 silver awards were awarded to community members involved in the campaign.

Throughout the year, as part of the NSW Environmental Protection Authority (EPA) grant funded cigarette butt project, a *No Butts* trail was developed. Eight chalk drawings were installed at the end of March and a competition was open to residents throughout the month of April.

Face to face community promotional pop-ups started back at three shopping centres to promote the Food Organics Garden Organics (FOGO) program and urban greening. COVID-safe *Clean Up Australia Day* activities were held across the LGA with a focus at Wollongong Harbour with various community groups.

During the June 2021 quarter, a total of 12 promotional pop ups were conducted in the quarter. Six were focused on promotion of the cigarette butt litter campaign and Plastic free Wollongong. The other six were to promote FOGO and Urban Greening. Locations such as Bunnings, Botanic Garden Greenplan, Beach foreshores, hotspots and shopping centres targeted.



[IMAGE: Hannah Kempton and Francis Houlison from Dapto Baptist Church at the 35th Rise & Shine Event]

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

Coordinate Council's environmental programs and events including: Bushcare, FiReady, Dunecare and Greenplan

During the 2020-2021 year, Council continued to coordinate environmental programs and events to facilitate community participation with improving our natural areas. Throughout the year, the natural area Bushcare, DuneCare and FiReady volunteers contributed over 12,000 hours of restoration work at 143 sites, valued at approximately \$360,000. During this period, Greenplan sold a total of 29,096 plans to 2,952 customers.

Throughout the year, a total of 94 volunteers worked 15,592 hours weeding, mulching and maintaining Greenhouse Park and gardens. Work on preparing a future Festival Area commenced. Highlights included Rotary sponsorship of lookout embellishment works, and the establishment of a licence agreement with Inside Industry for public guided tours.



[IMAGE: Natural Areas at Puckey's Estate Nature Reserve]

Develop and deliver Local Studies Library projects that contribute to the preservation and continued relevance of local history and community stories

Throughout the year, Council continued work to preserve local history and community stories through the Illawarra Mercury image project. The project aims to rescue images from the 1960s that are affected by 'vinegar syndrome' by digitising old photos and negatives, which are then catalogued and stored on a database. During 2020-2021, over 2,000 images and 900 negatives were preserved and added to the collection.

In November 2020, the Wollongong City Libraries Local History Prize was announced by Lord Mayor Gordon Bradbery AM on 19 November 2020. Researcher Andre Brett's paper on the history of railways and the environment in Illawarra between 1870s-1915 took out the top honours. The paper has been added to the Library's Local Studies collection and adds to the documentation of the Illawarra's history.

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

The Local History Prize is a biennial award funded by the Friends of Wollongong Library and coordinated by Wollongong City Council. Entrants are invited to submit a researched paper and vie for the honour of collecting the first prize of \$5,000.

During the June 2021 quarter, highlights include:

- documentation for the 2021 Primary School Local History Prize prepared and promotional material distributed to local schools;
- Rate books from the Central Illawarra Shire Council have been digitised;
- 24 new oral history interviews have been conducted, with 8 of these interviews being uploaded to the Illawarra Stories Website;
- Scanning of images for the 'Snapped' Street Photography project and assisting with research for the 'Snapped' Street exhibition to be held at the Wollongong City Gallery;
- 429 images have been digitised and catalogued as part of the Illawarra Mercury Image digitisation project.



[IMAGE: Wollongong City Council's Local History Prize promotion]

Deliver the Heritage Assistance Grant Program

During the year, Council finalised funding allocations for the Wollongong Heritage Grants program 2020-2021. The Wollongong Heritage Grants Program is assessed by the Wollongong Heritage Reference Group with 12 successful applicants chosen based on the funding guidelines. The program supports property owners with maintenance and conservation of significant local heritage items. To date, \$67,000 has been expended.

This year's allocation will support the Berkeley Pioneer Cemetery Group's headstone conservation works, roof repairs on Dobinson's Store at Mt Kembla and the restoration of the entry to Woonona/Bulli School of Arts.

In 2019, Council doubled the funding allocation to the Local Heritage Grant Fund from \$30,000 to \$60,000 which enabled Council to support a larger number of projects and those with a higher value, this year's having a combined value of \$142,000.

The Wollongong Heritage Grants program received an additional \$5,500 in supplementary funding from the State Government Heritage Fund.

During the June 2021 quarter, applications continued to be progressed for the 2021-2022 program. The grant applications now been assessed by sub-committee of the Wollongong Heritage Reference Group. 25 of the 27 applications received were considered to be eligible projects and 17 projects supported, with a total combined project value of over \$167,000, of which Council will fund \$62,925.

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

Investigate opportunities and make application for grant funding for floodplain and stormwater management

During the 2020-2021 year, Council received funding for the following projects through the NSW Government's Floodplain Management Program:

- The Review of Wollongong City Floodplain Risk Management Study and Plan - \$200,000
- Detailed Design of McMahon street Detention basin for \$160,000.

Council applied for four grants under the NSW Government's Floodplain Management Program for the 2021-22 funding round and is awaiting the outcome of these. The program funds two thirds of costs for successful projects including:

- Construction of Bellambi Gully Flood Mitigation Scheme Stage 1 [\$1.750M];
- Review of Brooks Creek Floodplain Risk Management Study and Plan [\$156K];
- Review of Kully Bay and Minnegang Creek Floodplain Risk Management Study and Plan [\$172K];
- Construction of Russell Vale Golf Course Debris Control Structure [\$200K].

In addition, Council received \$2M in funding under the National Flood Mitigation Infrastructure Program for the construction of Bellambi Gully Scheme.

Performance Measures Q4 2020-2021 - Annualised

- Participation rate in environmental programs*[#] | 85,574[^] (Q4 2019-2020 – 46,409)
- Number of volunteers for Environmental Programs[#] - Greenhouse Park | 94 (Q4 2019-2020 –67)
- Plants Propagated[#] | 70,735 (Q4 2019-2020 –59,674)
- Plants Distributed[#] | 55,927 (Q4 2019-2020 –62,421)
- Tonnes of Rubbish collected from clean-up activities*[#] | 35 (Q4 2019-2020 –40)
- Number of volunteers worked at Bushcare and FIReady sites*[#] | 1,655 (Q4 2019-2020 – 1,753)

* Impacted by COVID-19

[^] Number includes 67,953 who attended Sunset Cinema and Sculpture in the Garden at the Wollongong Botanic Garden

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

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Deliver increased city centre marketing and activation initiatives to support local and regional economic recovery in response to COVID-19

As part of Council's COVID-19 community assistance package to support the regional and local economic recovery, a range of activation and support initiatives were developed and deployed throughout the 2020-2021 year. To support these initiatives, Council resolved to redirect net revenues from the city's parking meters to increase city centre marketing and activation measures. Over four years, this will deliver additional investment in our region of over \$2.3 million.

Throughout the year, Council finalised a new marketing approach for the Wollongong City Centre designed to promote and attract a greater number of visitors and to extend visitation times. Branded as the Wollongong CBD Marketing Strategy, it will promote Wollongong's local boutique bars, food, art and culture. It will also provide practical assistance to local businesses with digital marketing, to better promote their own business offer and the Wollongong CBD experience. A key part of the new Strategy, the new Wollongong CBD website, was completed and was launched in early March 2021 and combined social media reach across Facebook and Instagram is gaining traction.

The Business Support Hub (B-Hub), situated on the ground floor, 93 Crown Street, is continuing to deliver a holistic, centralised information and learning hub, offering businesses both face-to-face and digital support. The NSW Government funded Southern Region Business Enterprise Centre, Business Connect Program and additional value-added services, are being offered to assist local retailers and other businesses to improve skills and develop solutions for their long-term sustainability throughout COVID-19 and beyond.

During October 2020, a spring placemaking project in Crown Street Mall saw the delivery of colourful spring-themed décor, additional COVID-19 safe distanced seating, living parklet and plants were delivered to create welcoming and comfortable public outdoor areas. The artworks and decorations were made with sustainability in mind and were built to be used more than once. The Wollongong CBD Night Time Economy Policy has been adopted by Council in November 2020, allowing for the development of an implementation plan. The intention of the Policy is to facilitate the growth of the CBD to ensure it has a diverse, vibrant and inclusive ways that people can socialise at night-time while balancing noise and public safety considerations.

Christmas was promoted in the CBD through a strong focus on local Australian creative and contemporary decorations. The Crown Street Mall was decorated with blue, yellow, green and the traditional Christmas red colour to reflect our ocean, sand and greenery. Key decorations included the summer-themed Christmas tree, Creative Container wrap, banners, paver decals, planter box wraps and green parklet pole wraps. Outdoor dining fee waivers and application support also continues to encourage further outdoor dining licenses within the Crown Street Mall.

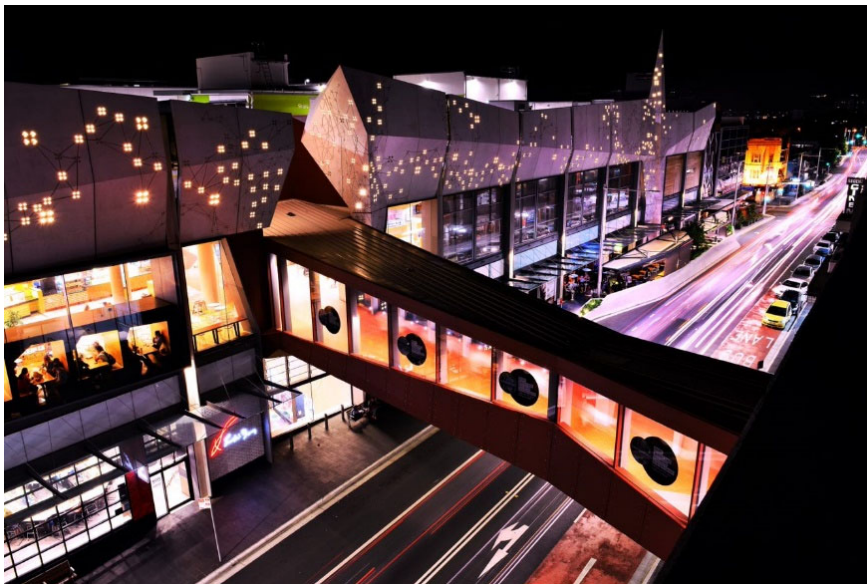
In March 2021, the Wollongong CBD Outdoor Dining Program was created as part of Council's COVID-19 Recovery Program. The Program aims to ease financial pressure for CBD businesses and to incentivise other businesses in the CBD to participate with an approved Council issued outdoor dining licence and targets businesses adjacent to key identified under-utilised locations within Wollongong CBD. This program will provide funding to eligible CBD

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

businesses to support them in establishing outdoor dining spaces and was initiated when Council's outdoor dining license fee waiver expired on 23 December 2020.

Several live music support initiatives in-line with COVID-19 safe and NSW Public Health Order guidelines are underway. The *CBD Sounds* Program progressed throughout the year, which has been designed to assist both businesses and music artists by supporting live gigs in the public and private domain. During the June 2021 quarter, two Futureproof Live Music Industry Forums were held to engage with local music industry to identify challenges resulting from COVID, and how we can work together to develop a strategy to 'futureproof' our local music industry. The information gathered during these forums is being reviewed and translated into key actions. A third round of quick response grants to coincide with the end of 'Jobkeeper' was also developed in April 2021 and includes a live music industry grant and community events grant.

During the quarter, a request for quotation for a business support program was finalised, with the company *Investible* being awarded a contract to deliver a program to our local high growth businesses and those retail businesses in the Wollongong city centre.



[IMAGE: Wollongong's Night Time Economy]



[IMAGE: Spring-themed Crown Street Mall decorations]

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Implement the Economic Development Strategy 2019-29

During the 2020-2021 year, Council continued to deliver a range of economic development outcomes. Key highlights from the year include:

- Despite the impacts of COVID-19, business/investor enquiries have remained strong. Council facilitated 67 new enquiries during the year, ranging from business support/information to facilitating larger projects through *Invest Wollongong*, with potential for significant employment outcomes. The team also continued facilitating 13 ongoing longer term projects through *Invest Wollongong*. Combined, these major projects have an estimated jobs impact of over 1,700 jobs;
- In October 2020, Council hosted a 'Doing Business in Wollongong' event to inform the business community about opportunities to do business with Council, including recent changes Council's Sustainable Procurement Policy, lifting local content weighting for formal quotations and tenders from 5% to 10%;
- The Illawarra-Shoalhaven City Deal was launched on 16 October 2020;
- On 16 November 2020, Council adopted its Wollongong CBD Night Time Economy policy which aims to provide greater clarity to operators regarding development assessment requirements, including later trading hours in the Wollongong CBD. A number of small bars in the CBD have since taken advantage of the policy to extend their hours of operation;
- In November 2020, the Illawarra Business Chamber in conjunction with Wollongong Council released their updated research undertaken by UOW's SMART Infrastructure Facility on the South Western Illawarra Rail Link;
- On 1 February 2021, Council resolved to establish a post COVID-19 Peak Bodies Taskforce to monitor the Wollongong economy over the next 12 months. The first workshop was held, providing an opportunity for members to discuss issues in the Wollongong economy and develop strategies to recover from the pandemic. The next meeting will be held on 29 July 2021;
- On 16 March 2021, Council released a Request for Quote seeking the services of a contractor to provide a Business Support Program for both high growth businesses and retailers in the Wollongong CBD. The company 'Investible' was chosen as the successful contractor to roll out this program during the second half of 2021;
- Wollongong's economy has continued to recover since the beginning of the pandemic, with local jobs data through to December 2020 showing an almost complete recovery. The latest unemployment data (12-month average) for Wollongong LGA recorded a rate of 6.4% for the March quarter 2021, the same as the NSW average;
- Despite the challenges around the pandemic, Invest Wollongong continued to roll out a significant program of work over the last year with the release of the Wollongong Office Market Prospectus in November 2020 and a coinciding digital marketing campaign focusing on the professional services sector and scaleups. Invest Wollongong also hosted a number of events this year, including a webinar in conjunction with Auscontact Association - 'Contact centre retention post pandemic' and Shared Services and Outsourcing Week, where delegates were provided with an overview about the benefits of doing business in Wollongong.

During the June 2021 quarter, two major transport infrastructure projects in Wollongong receive committed funding in the NSW State Budget, which were previously identified in the Economic Development Strategy. These include the Picton Road Motorway Upgrade (\$44 million over four years by the NSW Government) and the Mt Ousley Interchange (\$300m from both levels of government).

Throughout the quarter, Council provided evidence to the NSW Standing Committee on State Development's 'Development of a hydrogen industry in NSW'. This provided an opportunity to inform the committee about

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Wollongong's capability as a location for large scale hydrogen production and provide advice of the next phase in its development as a large scale hydrogen hub, and the work underway at a local level to progress the opportunities.

The first 'Post COVID-19 Peak Bodies Taskforce' meeting was held this quarter, providing an opportunity for members to come together and discuss issues in the Wollongong economy and identify priorities moving forward.



[IMAGE: Economic Development within the Wollongong CBD]

Engage in a range of activities that provide opportunities and promote Wollongong City Council as an employer of choice including the Cadet, Apprentice and Trainee and Work Experience programs and in partnership with educational institutions

Throughout the 2020-2021 year, Council continued to support educational and employment opportunities to retain young people and local talent in supporting the economy. In the March 2021 quarter, Council undertook recruitment for a variety of entry-level employment and education pathways designed to provide employment opportunities for individuals without significant work experience or qualifications. Positions included five cadets, one apprentice, 13 trainees and 14 school-based trainees across the areas a range of operational areas including finance, information management and technology, civil works, environment, engineering and communications. The positions offered represent an important element of Council's contribution to the development of employability skills and entry-level careers in the region.

During the year, also provided internship opportunities during the year in a range of areas, including 5 engineering students from UOW who undertook their 3 month placements between November 2020 and February 2021.

Throughout the year, Council continued to work closely with schools, the university and a range of community organisations to build and maintain working relationships and engage with people seeking entry level opportunities.

During the June 2021 quarter, Council worked with the Illawarra Careers Adviser Network and Workplace Learning Illawarra, to reinstate the School Workplace Learning program suspended in 2020 due to COVID-19. While the

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

intent is to reinstate the program in Term 3 (August 2021), Council will continue to work closely with schools to monitor the current environment to make appropriate arrangements moving forward.



[Image: Council's 2021 Cadets, Apprentices and Trainees intake, with Manager Organisational Development Leila Hogan, General Manager Greg Doyle and Director Corporate Services, Renee Campbell]

Deliver learning programs for employment, digital inclusion and creativity from 'The Hub' digital learning space

Throughout the 2020-2021 year, Council implemented a range of programs incorporating learning and development with several in partnership with local organisations. An increased interest in creative and craft work during the pandemic saw the establishment of a 'sewing hub' in Wollongong Library, while there was strong demand for technology training to enable people to stay connected during a period where there was strong risk of social isolation for some in our community, particularly older people. The regular sewing sessions have encouraged isolated people, with the interview of the Fashion Flip facilitator on local radio proving a great advertisement for the program. The sustainable aspect of this fashion recycling/repurposing class proving to be popular and well received.

During the June quarter, Sessions to support the technology skill development of local seniors was well attended during the Senior's Festival, with many participants eager to learn how to scan QR codes and use the Service NSW app. The *Tech Help* sessions have been fully booked, with many people booking in for repeat sessions after time away to practise skills they had learned.

Seek funding for key iconic tourism infrastructure

During the year, Council successfully significant grant funding with four applications under the NSW Resources for Regions fund. These applications were:

- The Cringila Hills Mountain Bike Park [\$2.1 million];
- Grand Pacific Walk extension in Clifton [\$400,000];

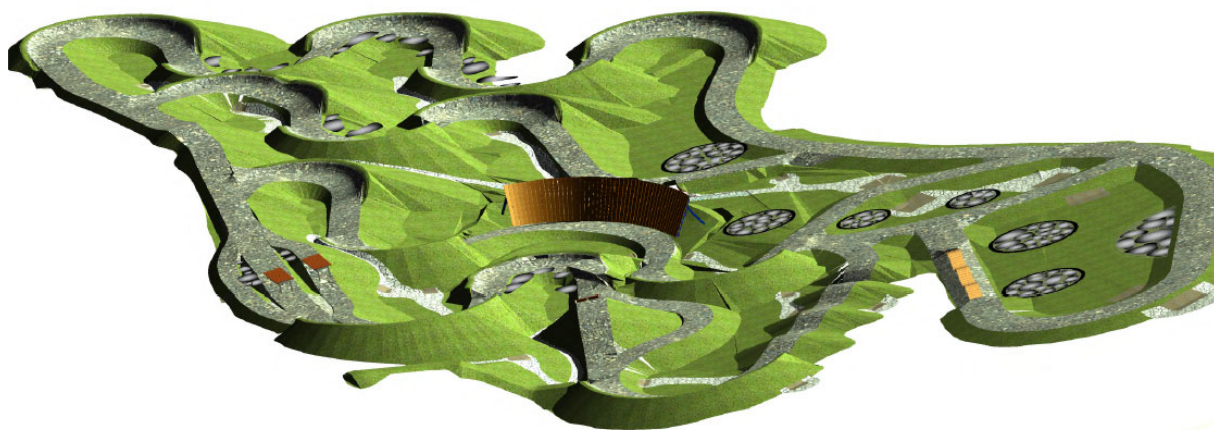
GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

- Snakepit regional sports facility [\$250,000];
- Development of a series of online videos highlighting the region's history [\$138,000].

Additionally, an application for \$850,000 was submitted under the Commonwealth Building Better Regions Fund towards The Lindsay Maynes Park Criterium Track. Council is awaiting the outcome of this application which supports the Wollongong Cycling Strategy 2030.

In November 2020, the Port Kembla viewing platform was completed, thanks to a \$400,000 grant under the Port Kembla Community Investment fund that supported the delivery of the new space. The shade-covered platform is on the eastern side of Port Kembla Surf Life Saving Club's car park and is part of Council's ongoing upgrade works in the beachside precinct. The location is popular with locals and visitors and is designed to be level and accessible, allowing all members of the community to enjoy the view. The new shaded area is approximately 12 meters long and five meters wide, featuring seating and picnic tables. Council also completed improvements in the adjacent car park as part of the project.

The viewing platform is also a key link in Council's ongoing Grand Pacific Walk improvements and provides a meeting point for those walking, running or riding the shared pathway between Helensburgh and Lake Illawarra.



[IMAGE: Concept designs for the Mountain Bike Skills Playground, as part of the proposed Cringila Hills Recreation Park Project]

Performance Measures Q4 2020-2021

- Number of visitations to the tourism information centres*^ | 32,537 (Q4 2019-2020 –42,370)
- Tourist Park occupancy rate of cabins | 62% (Q4 2019-2020 – 53%)
- Occupancy rates of paid on street parking | 77% (Q4 2019-2020 – 72%)
- Tourist parks occupancy rate of unpowered sites* | 29% (Q4 2019-2020 – 21%)
- Tourist parks occupancy rate of powered sites* | 42% (Q4 2019-2020 – 41%)

*Impacted by COVID-19

^ Figures (including comparatives) have been prepared on accumulative, annual basis.

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Deliver Council's annual community events program

Throughout the 2020-2021 year, the delivery of community events was impacted by COVID-19 and social distancing requirements. The quarter saw the ability to present community events in a different way to usual which included the Australia Day events. A simple light activation at Bulli Tops was the sole New Year's Eve activity. On Australia Day, a program that included Citizenship, a flyby by HARS and a helicopter towing an Australian Flag and lighting installations in each ward was delivered.

Chaplin John Kewa was named Wollongong's Citizen of the Year for 2021. The manager and chaplain of the Mission to Seafarers, Port Kembla delivered an outstanding pastoral and humanitarian effort in connecting with and providing care packages for the 1,200 strong crew stranded on the docked Ruby Princess in Port Kembla following a COVID-19 outbreak on the vessel in April last year.

The Australia Day award event also saw the awarding of the following:

- Senior Citizen of the Year 2021 – Laurence Jennett OAM;
- Young Citizen of the Year 2021 – Thura Sabbar;
- Arts & Cultural Achievement Award 2021 – Sharon Buikstra;
- Sports Achievement Award 2021 – Open Men's Boat Crew, Bulli Surf Life Saving Club;
- Innovation Achievement Award 2021 – Professor Sharon Robinson;
- Community Group Award 2021 – One Door Mental Health Committee;
- Diversity and Inclusion Award 2021 – Lisa Cuda;
- Wollongong to the World 2021 – Corey Tutt;
- Wollongong to the World Award 2021 – Carol Kiernan;
- Lord Mayor's Award 2021 – Hasan Al Taleb and;
- Lord Mayor's Award 2021 – Dapto High School

During the June 2021 quarter, Council delivered a range of COVID-safe events including the free Moonlight Movie at Russell Vale Golf Course, a reduced *Seniors Week* Program (due to COVID-19) including the Lady Mayoress's Afternoon Tea and the *Pedal in the Park* event at MacCabe Park which received partial funding from the NSW Department of Planning, Industry and Environment's *Summer Fund Festival of Place* grant program.



[IMAGE: 2021 Australia Day Light Show at Belmore Basin, Wollongong]

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Manage the Merrigong funding agreement for IPAC and the Town Hall

COVID-19 restrictions continued throughout most of the 2020-2021 year, resulting in the cancellation and postponement of hundreds of events across the venues. During compulsory shutdown periods, Merrigong continued to connect with our community and audiences via digital engagement strategies, along with a detailed communications strategy to ensure audiences felt safe to return to our spaces when able to do so.

Local artists were supported with \$40,000 of funds repurposed to provide a number of small grants for local independent artists, many of whom were among the worst hit by the venue closures. Venues and in-kind support were also made available to local artists to continue the development of new work for future public outcomes, under strict COVID-safety guidelines.

Throughout the year, when possible, venues were made available for hire to local community groups, with over 100 bookings and continued to provide internships and work experience to local young people.

Limited re-opening of venues commenced on 11 September 2020, with the larger Wollongong Town Hall Main Auditorium reopened for its first reduced capacity, COVID-safe event. From the June 2021 quarter, Merrigong was able to safely deliver a range of community and professional performing arts events to enthusiastic audiences, who demonstrated their willingness to adhere to required safety practices. These included the highly successful Kids & Families program event *The 91-Storey Treehouse* (CDP Events), end of year showcases by thirteen local dance schools and numerous musical events and gigs across jazz, blues, rock, pop, classical and cabaret proving popular.

Early 2021 saw the number of events grow as venue capacities were increased to 75% of seated capacity, and audiences returned hungry to see professional live performances. Highlights included the rescheduled *The Wharf Revue* (Sydney Theatre Company) and the world premiere of the internationally acclaimed *Circa's Sacre*, a work co-commissioned by Merrigong Theatre Company.

Merrigong's flagship artistic programs, the mainstage Merrigong Season and the *MERRIGONGX Artist's Program* both successfully launched early in 2021, offering audiences in our region a broad range of events ranging from independent works to award-winning major Australian theatre productions, including the acclaimed new musical *FANGIRLS* (Belvoir, Queensland Theatre and Brisbane Festival in association with Australian theatre for Young People), which played to rapturous audiences in February.

During the June 2021 quarter, our record of investing in exciting new theatre works of national and international relevance continued. Merrigong Theatre Company joined forces with Circa Contemporary Circus and UK-based, multi-award-winning animation studio Aardman to produce a circus-theatre spectacular for audiences of all ages. *Shaun the Sheep's Circus Show* made its NSW premiere in Wollongong from 19 – 23 May.

On the 28 June 2021, Council adopted the 2021-2022 Operational Plan suite, including next year's Budget. The Budget includes approximately \$364k in additional support to the Illawarra Performing Arts Centre over five years.



[IMAGE: Shaun the Sheep's Circus Show promo]

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

In conjunction with the Local Organising Committee, prepare for the 2022 UCI Road World Championship

The 2022 UCI Road World Cycling Championships is coming to Wollongong in September 2022. UCI stands for the Union Cycliste Internationale, the world governing body of cycling.

A significant highlight during the 2020-2021 year was recognition of Wollongong as a global city with the announcement of the awarding of the UCI Bike City Label. This is a significant coup for Wollongong as it's the only time an Australian city or region, or Southern Hemisphere location to be awarded the prestigious label. The UCI Bike City Label recognises Wollongong's long-term commitment to delivering an improved cycling experience for everyone and complements the 2022 UCI Road World Cycling Championships coming to Wollongong.

During the June 2021 quarter, Council staff continued to work with Wollongong 2022 and UCI representatives to finalise the course for the event, scheduled for public release in October 2021. Wollongong 2022 released their brand and logo on 4 June. An initial meeting was held with W2022 and State Government to discuss enactment of the Major Events Act and its implications for the event and Council processes. Operations Meetings with W2022 commenced to clearly identify roles and responsibilities across agencies for the event. Work also continued on Host City Agreement negotiations.

Work has progressed in relation to messaging and marketing regarding the event. Two new cycling advisory groups with community representation have been established. A virtual meeting with school principals was hosted during the period at which road safety initiatives and information about the event was shared.



[IMAGE: Cycling in Wollongong - Wollongong awarded the UCI Bike City Label]

Support Heritage Week and the heritage festival

During the June 2021 quarter, The Australian Heritage Festival was held from 18 April to 19 May 2021. Wollongong Council hosted a number of Heritage Festival Events through the Wollongong Library and Wollongong Botanic Garden. A range of other community events were hosted by a range of community groups and individuals.

Due to the Covid-19 pandemic some events were held online. Council Staff supported the National Trust representative on the Heritage Reference Group to advertise and the local events.

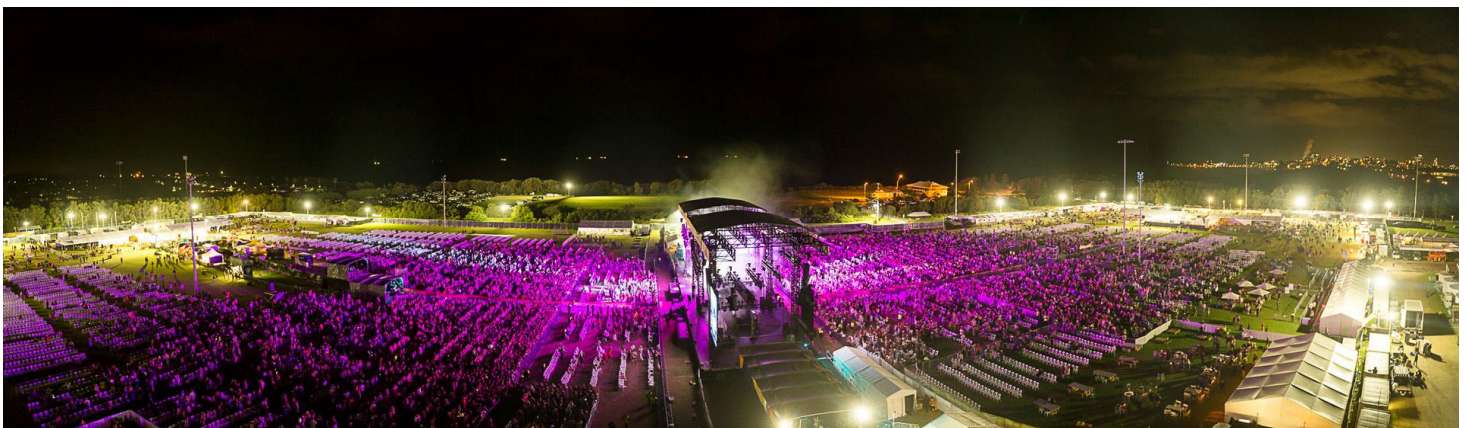
GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Host six major events reflecting priority sectors and contribute to the acquisition of signature events in the city

Due to COVID-19, the major events industry has been significantly impacted. Despite this, Council through Destination Wollongong managed to procure a few major events throughout the 2020-2021 year. These include but are not limited to the Yours & Owls music festival, Waratahs Super Rugby Match and the Under 18 Hockey Junior State Titles.

During the June 2021 quarter, Wollongong hosted the first major music festival in NSW since the start of COVID-19, the Yours & Owls festival. The event was modified to comply with COVID-19 restrictions and had a COVID-19 safety plan approved by the NSW Government. Approximately 14,000 attendees were split into four seated sections at Thomas Dalton Park Sportsground, Fairy Meadow. Each section featured individual sound systems, food stalls and bars around two revolving central main stages. The festival included an all-Australian line up, including local bands Hockey Dad, The Vanns, Cry Club, and Shining Bird. Headline acts included Tones and I, Hayden James, Lime Cordiale, Pnau, and DMA's.

The event was critical in supporting the Australian music industry during a difficult past 12 months including the many businesses, contractors and employees associated with delivering the event, as well as supporting the local economy.



[IMAGE: Aerial view of the Yours & Owls Music Festival, held 17-18 April 2021 at Thomas Dalton Park, Fairy Meadow]

Deliver key funded strategies from Creative Wollongong

Throughout the 2020-2021 year, Council continued to deliver a wide range of programs and projects throughout the LGA engaging with a diverse range of artists, creatives and community members. This provides opportunities for community to have a voice and share their stories through innovative and creative approaches that are accessible and engaging to people regardless of their background and circumstances. Key deliverables from Creative Wollongong 2019 – 2024 during the year are outlined below.

A number of Expressions of Interests (EOI's) for new or renewed public art works were released and awarded with murals and artworks being produced across our suburbs including Coledale, Fairy Meadow, Unanderra, Bellambi and Port Kembla. To coincide with these EOI's, Council ran a Creative Dialogue program on 'how to apply for an EOI' with face-to-face individualised sessions available to support local creatives.

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Due to COVID restrictions, the 2020 VIVA la Gong festival was cancelled. However, several *VIVA engine room* projects (a series of smaller community-based arts projects) were developed and commenced across the suburbs, developing content for Viva 2021.

Sculpture in the Garden took place at Wollongong Botanic Gardens and with a diverse array of 18 sculptures being showcased at the popular garden as part of the biennial event. This year's winner of the Wollongong Acquisitive Sculpture Award, *Curious Dream of an Architect* by Fatih Semiz, will become a permanent installation of the city's public art collection.

Pilot projects within the CBD continued including utilisation of Globe Lane for outdoor events, and improvements to amenity and colour of Crown Street Mall with colourful plantings and outdoor seating to support COVID-safe behaviours.

The Wollongong CBD Night Time Economy Policy was developed and adopted by Council. Throughout the year, Council continued to liaise with NSW Councils to share matters of common interest to support the development of sustainable night time economies, through the NSW Councils Night Time Economies Committee.

Work on the renewed Pubic Art Strategy commenced and several murals and public art projects were delivered or commenced this year, including Coledale and Unanderra Community Centre murals, the Fairy Meadow skate ramp at Guest Park and a new mural at MacCabe Park in partnership with the Disability Trust.

A highlight of the June 2021 quarter was the launch of Council's interactive public art mural at MacCabe park, delivered in partnership with The Disability Trust. The work was created by a group of 19 local school leavers between the ages of 18 and 23 who are living with disability. The young creatives worked with professional local artist, Jill Talbot, on the mural design that drew on their individual artworks and discussions about their place in the local community. Individuals from the group were also interviewed about their life and the experience of creating the mural.

The ideas behind the mural were fine-tuned through a series of workshops run by Ms Talbot with the group who created a number of self-portraits using printmaking techniques. Ms Talbot then created the mural design using the young people's artworks. The completed mural is on the western side of Pioneer Hall in MacCabe Park. The interviews can be listened to by scanning a QR code at the onsite mural signage, allowing those viewing the mural to gain additional insight into the works before them. These projects are important to amplify the voices of all the members of our community, with the mural reflecting the diverse experiences of the many young people who live with disability every day. The creation of the mural in the heart of Wollongong's CBD gives these young people a voice. The Disability Trust has nominated Council for a NSW Youth Work Award in the Outstanding Partnerships category.

The Wollongong Art Gallery (WAG) identified a number strategies to deliver over the past 12 months including in this June 2021 quarter improving our site-based experience through the Installation of an in-built sound system in the BlueScope Steel Gallery to improve its activities and events in that space and make it more viable as space for hire, Installing a new CBUS lighting control system throughout the Gallery and replacing the glass in cabinet displays in the Mann-Tatlow Gallery with a system that alleviates many of the manual handling issues associated with exhibition changeovers.

WAG continued to investigate and consolidate community partnerships, developing a new partnership agreement with the Illawarra Association for Visual Arts (IAVA), South Coast Writers Centre (SCWC) and University of Wollongong (UOW) to develop and deliver a series of public programs that provide art experiences and learning to the community. As part of Council's 2021-2022 Budget, additional funding was secured to

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

conserve and maintain the Wollongong Art Gallery collection, which will deliver \$50,000 per annum on a recurrent basis specifically for conservation work.



*[IMAGE: Lord Mayor, young participants from The Disability Trust, far right: Jill Talbot, Artist.
Photo Credit: Bernie Fisher]*

Collaborate with Culturally and Linguistically Diverse Communities (CALD) community to support community events and celebrations

During the 2020-2021 year, a range of initiatives were undertaken during the year in collaboration with the CALD community to celebrate cultural traditions and contemporary practices. The Refugee Welcome video was edited to create a general welcome and a written Acknowledgement of Country replaced the refugee specific welcome with three new languages added: Vietnamese, Cantonese, and Indian English. The new version is suitable for use in a range of events and online platforms.

The online Multicultural Youth Conference, held in October 2020, included a panel of three young people of refugee backgrounds sharing their experiences of education and employment. This program is a partnership with Multicultural Communities Council of Illawarra (MCCI), Illawarra Multicultural Services (IMS), Port Kembla Youth Project and the Department of Education. Four high schools participated.

Council staff attended the *Max Solutions' Harmony Day* event in March 2021 and provided advice on planning processes to MCCI for their key Harmony Day event.

During the June 2021 quarter, a Multicultural Forum was held with representatives from the CALD community. The participants discussed sustainable events, the UCI Road World Championships and the COVID-19 experience – a community perspective. Feedback from this forum has been used to inform Council's

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

ongoing work and projects. There was a keen interest in cycling and a follow up meeting has been held with CALD community, Ride Nation and Wollongong 2022 (UCI) representatives.

As part of Refugee Week 2021, guest speakers shared their Refugee Experience with 120 Year 10 students at Figtree High School. Council staff provided support in the planning and organisation of a Refugee Week morning tea at Town Hall scheduled for June 25. Unfortunately, this event was cancelled due to COVID-19 restrictions.

Performance Measures Q4 2020-2021

- Library visitations*[#] | 832,415 (Q4 2019-2020 – 1,076,959)
- Library – total number of loans*[#] | 1,235,761 (Q4 2019-2020 –1,066,270)
- Library programs: number of programs*[#] | 714 (Q4 2019-2020 –1,689)
- Library programs: number of participants*^{^#} | 34,401 (Q4 2019-2020 – 105,947)

* Impacted by COVID-19

[^]Change in mode of delivery to include online participants

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

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Resource and support a range of engagement options to ensure our diversity is reflected

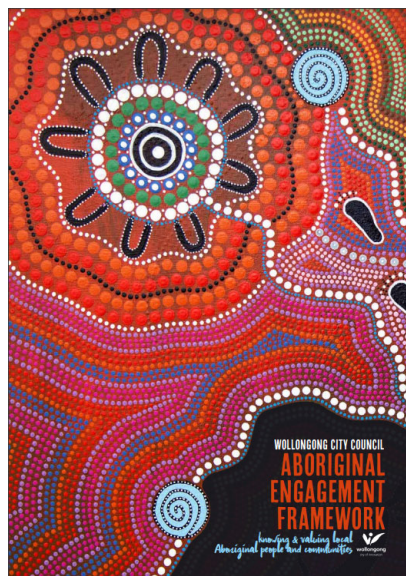
During the 2020-2021 year, Council's commitment to supporting its culturally diverse community and making improvements on how we engage and seek feedback, was significantly improved with the adoption of the Aboriginal Engagement Framework on 22 February 2021. The Framework provides a set of principles, protocols, and resources to guide Council's elected members, staff and consultants when engaging with our Aboriginal people and communities.

This important document is underpinned by local Aboriginal culture, knowledge, and heritage. It also clearly articulates how we value the long history and cultural contribution of the local Aboriginal communities.

The Aboriginal Engagement Framework will support Council to engage in a culturally appropriate way and includes a set of principles, protocols, and resources to support engagement with Aboriginal people and their communities. The document not only guides Council on how it works with local Aboriginal communities but also provides a reference point for others beyond Council.

The framework adopted by Council acknowledges the Traditional Custodians of the land and includes guiding principles. These are:

- We will value and respect Aboriginal culture;
- We will allow time for authentic engagement;
- We will include Aboriginal people in matters that directly affect them and involve them throughout the life of the project;
- We will act with integrity and seek to build trust;
- We will be transparent and open with information and processes;
- We will listen, learn and talk;
- We will deliver on our commitments



[IMAGE: Wollongong City Council's new Aboriginal Engagement Framework]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Actively engage people with disability and carers in the delivery, evaluation and monitoring of the Disability Inclusion Action Plan 2020-2025

During the 2020-2021 year, the Disability Inclusion Action Plan (DIAP) 2020-2025 was adopted by Council on 31 August 2020. The DIAP outlines Council's strategies and actions to promote the inclusion of people with disability in community life and support improved access to Council services and facilities. DIAP is a whole of Council plan that was informed by an extensive engagement process, involving approximately 300 community members participating in workshops, surveys and conversations to inform the draft DIAP. The draft DIAP was also placed on public exhibition from 1 July to 5 August and received 14 submissions. Council staff will continue to seek and use community feedback to guide the delivery of the plan.

During the year in partnership with Shellharbour City Council, a short film and story board project was launched on 3 December 2020, *Celebration of Ability Short Film Festival* to celebrate International Day of People with Disability. For over 20 years, Shellharbour and Wollongong City Councils have worked with services across the Illawarra and Shoalhaven to provide a range of activities to promote the day. Due to COVID-19, the 2020 event involved a series of short films focusing on the theme 'not all disabilities are visible.' The collaborative project featured residents across the two local government areas telling their stories about the impact their less visible disabilities have on their lives. Less visible disabilities include mental illness, chronic pain or fatigue, sight or hearing impairments, diabetes, brain injuries, neurological and cognitive disorders, learning difficulties and more.

Council also engaged young people with a disability to inform the design of an All Ages and Abilities Playspace at Stuart Park.

During the June 2021 quarter, strategies were implemented to raise awareness about accessible adult change facilities. Initial engagement started to identify the community's priority locations for these facilities.

A mural was added to Pioneer Hall in MacCabe Park in June. In partnership with The Disability Trust, nineteen young people with disability participated. They created artworks that depict how they see themselves; how they imagine their futures, and the things that spark their lives. As well as becoming part of the finished mural, the school leavers' individual artworks were exhibited as large projections as part of the Wollongong Youth Services Activate Youth Week event.



[IMAGE: Participants of the Celebration of Ability Short Film Festival, December 2020]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Develop alternate and new methods to engage and connect with our communities, considering limitations imposed on social interactions in response to COVID-19

During the 2020-2021 year, in response to COVID-19, Council has developed and deployed a range of methods to continue to engage with our communities during some absences of face to face contact. Methods such as video content, online engagement tools and video conferencing were utilised to ensure the community could share their thoughts on plans, strategies and projects across Council.

During the March 2021 quarter, a community update was provided on the development of a draft concept design for the Ursula Road Flood Mitigation Scheme, Bulli. To share information about what measures have been recommended and the community's feedback on these, Council created a webpage with a video presentation. Residents and property owners in the area were sent a letter inviting them to attend either an online or COVID-safe in-person information session on the background and rationale for the proposed scheme. An outdoor, on-site meeting was held with Council staff and key stakeholders to tour the location of a proposed measure, share information, respond to questions and seek in-principle support for the concept design. Comments were submitted via an online feedback form on the webpage, as well as via phone, email and during the information sessions.

A variety of strategies were used during the *Carve a New Trail* project. New methods were introduced to engage children and young people in a COVID-safe way. Online registration and information sessions were held to gather and share information with larger groups. NSW Health guidelines were used to plan face-to-face outdoor activities to co-design and build the trails. These activities were able to proceed by ensuring COVID-safe practices were in place. The track has proven very popular with the local community and won a 2021 Local Government Excellence Award.

In February 2021, Zoom engagement sessions occurred with local primary schools regarding the King George V Oval Master Plan. Visitors were not allowed on school grounds, therefore, holding the engagement online allowed students to provide input into the King George V Oval Master Plan.

During engagement for the Helensburgh Town Centre Plan and Streetscape Master Plan, Council used video content to communicate details of plans, while video calls were used to have conversations with community members. The Q&A tool on the engagement website was also used, allowing community members to post questions and find out more information on projects they are interested in.

During the June 2021 quarter, signage for engagement opportunities was updated to include QR codes that link to Council's Engagement website. Throughout the COVID-19 period, as the community has become more familiar with QR codes, Council has used this technology to improve how people can link to engagement information and share feedback. Council utilised QR codes on signage for the Citywide Bike Parking Plan to inform the installation of new bike parking in key locations across the City.

Targeted engagement and a 'walk and talk' have been undertaken for the Glastonbury Gardens Landscape Upgrade. This project aims to restore the landscape quality of this area of open space in Austinmer. Further feedback is being sought online, which will inform future plans for the site.

Deliver the Volunteering Illawarra Service, including online projects

During the 2020-2021 year, Council delivered a range of services and projects to increase opportunities for the community to connect with volunteering organisations. Volunteering takes many different forms and includes Community Transport drivers, volunteers at Council's libraries, Bushcare crews who plant trees and take care of natural areas, people who run educational tours at the Wollongong Art Gallery and Botanic Garden and community volunteers supporting community events such as Australia Day. Wollongong is a large local government area with

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

more than 218,000 residents and volunteers are an essential to the range of services Council offers to meet the diverse needs of our community.

During the June 2021 quarter, Council celebrated National Volunteer Week (17 – 23 May 2021), marking the week with two events, a function to thank current volunteers and the annual Illawarra Volunteer Expo. The private thank you function was attended by the Lord Mayor and approximately 150 volunteers across a range of Council services to recognise the significant contribution volunteers make to improve the lives of people in our community. The Illawarra Volunteering Expo showcased different volunteering options available within the Illawarra region, with more than 20 community organisations in attendance to promote opportunities to a variety of interests and passions.

A range of volunteer training sessions and inductions were delivered throughout the year, as well as Council participation in Volunteering Interagency meetings. During the year, Council's corporate volunteering program also progressed. In March, three employees and 14 in October from a range of Council areas participated at the Lifeline Book Fair events and various staff contributed time for Christmas gift wrapping for the Bellambi Neighbourhood Centre.



[IMAGE: Wollongong City Council's Community Transport Volunteers]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Preparation of timely accurate and relevant quarterly and annual reporting

During the 2020-2021 year, Council staff completed a range of quarterly and annual reporting alongside the 2021-2022 planning cycle.

All quarterly review statements were delivered and adopted within legislative timeframes (September, December 2020 and March 2021). During the quarter, the March Quarterly Review Statement was adopted by Council on 31 May 2021.

During the June 2021 quarter, the Delivery Program 2018-2022 and draft Operational Plan 2021-2022 was endorsed by Council to be exhibited for public comment, for 28 days from 22 April to 20 May 2021. During this time, Council received 143 submissions comprising 190 items. The documents were adopted by Council on 28 June 2021.



[IMAGE: Operational Plan 2021-2022 planning suite of documents.]

Lobby government for financial assistance to address infrastructure renewals and provide funding for key regional projects

Throughout the 2020-2021 year, Council continued to successfully lobby Commonwealth and NSW State Governments to provide funding for key regional projects, as part of efforts to support and deliver financially sustainable services and facilities.

During the year, Council was successful in receiving over \$50 million in grant funding for investment in infrastructure covering both the renewal of existing assets and construction of new assets. Additional grant funding applications have been submitted to various NSW State and Commonwealth government grant funding programs valued at \$13 million, with the outcome of these applications to be advised during the remainder of the 2021 calendar year.

Significant grants received during the year include:

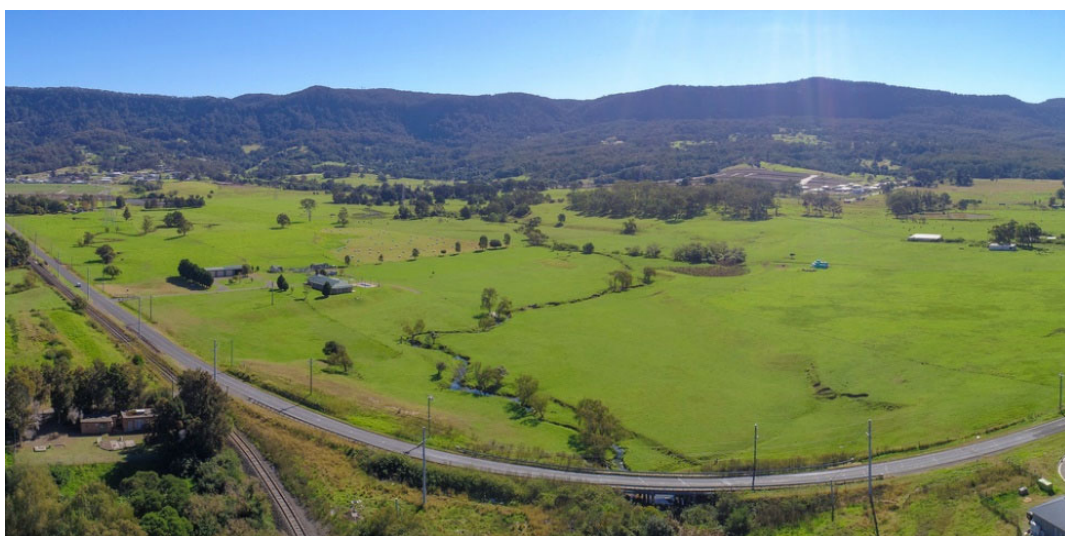
- \$25.5 million towards the construction of the West Dapto Road Upgrade under the NSW State Government's Housing Acceleration Fund;
- \$4.2 million towards construction of the North Wollongong Beach Seawall project under the NSW State Government's Coastal and Estuary program;

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

- \$1.6 million towards several new traffic facilities across the LGA, funded under the Commonwealth Government's Road Safety Stimulus program.

As part of Council's long term vision for West Dapto, works are planned to upgrade West Dapto Road between Shone Avenue, Horsley and Rainbird Drive, Kembla Grange. The large-scale project will include a widened road and upgrades to pavement and drainage works, improvements in flood reliability, new traffic signals and boom gates and flashing lights at the Shone Avenue rail crossing, and new traffic signals at the intersections of West Dapto Road/Shone Ave and West Dapto Rd/Rainbird Drive. Pedestrians and cyclists will also benefit from the construction of a new shared pathway from Wongawilli town centre to the planned Darkes town centre and a new pedestrian bridge.

These works are part of a series of plans for West Dapto that will allow the development of a network of roads to form integrated and connected communities. Council is grateful to the NSW State Government for their significant funding contribution to the project. The \$25.5M provided will allow Council to move forward on these important road links to benefit the community. During the June quarter, Council commenced community engagement for the project to ask for feedback on managing any potential works' impacts with the community and is committed to minimising disruption where possible.



[IMAGE: West Dapto Road, Kembla Grange]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Performance Measures Q4 2020-2021

- Sick Leave | 7.24 Days (Q4 2019-2020 – 7.78 days)
- Carers Leave | 0.57 Days (Q4 2019-2020 – 0.62 days)
- Lost Time Injury Frequency Rate | 14.68 (Q4 2019-2020 – 12.98)
- Workers compensation costs as a percentage of payroll | 1.80% (Q4 2019-2020 – 1.80%)
- Number of media releases issued | 288 (Q4 2019-2020 – 221)
- Number of Council Facebook page 'likes' | 2,836 (Q4 2019-2020 – 3,354)
- Number of Twitter followers for Council | 6,731 (Q4 2019-2020 – 420)
- Telephone calls are answered within 30 seconds | 93 % (Q4 2019-2020 – 89%)
- Enquiries made in person are welcomed and attended to within 5 minutes | 96 % (Q4 2019-2020 – 95%)

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

Install fitness equipment stations throughout the city that cater to people of all ages and abilities

In line with Council's Infrastructure Delivery Program 2020-2021 and the Fairy Creek Corridor Masterplan, the popular park, Wiseman's Park in Gwynneville, saw the installation of new fitness equipment during the year. The new facility is part of Council's commitment to improve outdoor recreation spaces for the community and our visitors.

As part of the installation, a free *Come and Try Day* was held on 29 March 2021. A Council fitness instructor walked people through how to use the equipment safely.

Wiseman Park is now one of nine different locations, from Helensburgh to Windang, which have outdoor fitness facilities. The range of equipment is free and easy to use with each one targeting different muscle and body groups such as the leg press and pull up bars.



[IMAGE: The newly installed fitness equipment at Wiseman's Park, Gwynneville]

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

Contribute to a range of community safety initiatives in conjunction with community partners

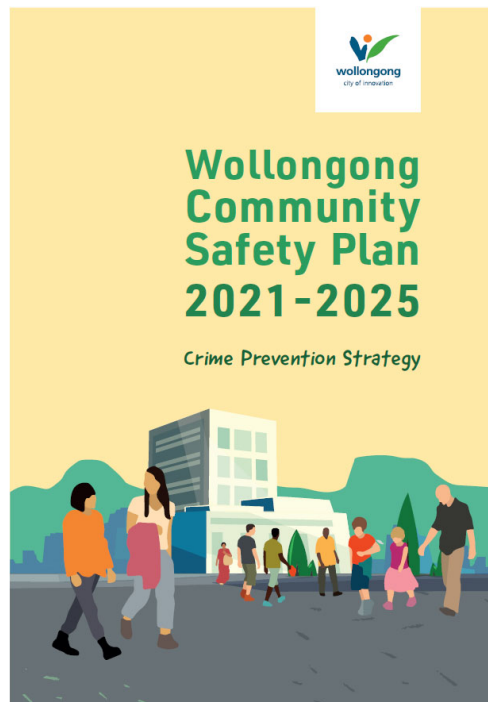
Throughout the 2020-2021 year, Council delivered a range of initiatives with community partners to strengthen and achieve a safe, accessible and resilient community. A significant highlight of the year was the preparation and Council adoption of the new Community Safety Plan 2021-2025. The Plan provides a framework to guide community safety and crime prevention strategies. This document reflects Council's ongoing commitment to creating a vibrant, connected community and recognises the role community safety plays in the development of a liveable city.

The Illawarra Committee Against Domestic Violence meetings were attended with Council representatives and have focused on preparation for events in late 2021, such as the Domestic Violence Support Services Expo and a film night to raise awareness and funds for programs.

Stop Sneak Theft campaign ran from January to April 2021 involving 690 advertising placements on WIN TV with audience reach of 3,253,142. The aim of the campaign is to reduce the theft of vehicles occurring through residential burglaries when car keys are taken. The campaign was funded by the National Motor Vehicle Theft Reduction Council.

Council staff assisted in the planning, promotion and delivery of the *Reclaim the Night* event in October 2020. Due to COVID-19 restrictions participation was limited to 20 people, with others attending virtually. Council representatives also attended a Domestic Violence Forum held in February 2021, organised by the Illawarra Committee Against Domestic Violence (ICADV). The Forum discussed promoting positive community education opportunities to reduce domestic violence in our community. A campaign was also delivered promote International Day for the Elimination of Violence Against Women.

During the June 2021 quarter, Council participated with the Lake Illawarra Police District to conduct a 'Pop Up' community engagement meeting at Berkeley Community Centre.



[IMAGE: The Wollongong Community Safety Plan 2021-2025]

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

Pursue Playground renewals in accordance with the Play Wollongong Strategy 2014 -2024 and adopted Capital Works program

Throughout the 2020-2021 year, Council continued to offer and maintain diverse and engaging play spaces across the City to create a healthy and safe living environment for the community. Playground renewals were progressed at Jim Allen Oval [Scarborough], Glastonbury Gardens [Austinmer], Dobbins Park [Woonona], Strachan Park [Woonona], Doris avenue [Woonona], Fairy Meadow Beach reserve, Wisemans Park [Gwynneville], Bass Park [Mount Ousley], Compton Street Reserve [Dapto], Cormack Street Reserve [Dapto], Cringila Hills Playground and Barina Park [Primbee]. These works are in line with Council's Infrastructure Delivery Program 2020-2021 and will see the investment of more than \$1.28M during the year to replace the current playgrounds with contemporary play equipment including accessible soft fall surfacing.

The new All Ages and Abilities Playground for Stuart Park North Wollongong is currently in detailed design phase. In a first for Wollongong, the planned extension to Stuart Park Playground for an additional inclusive play space that provides for young people and adults with disability. The additional offerings include stimulating play equipment, physical challenges and natural and sensory discoveries to provide a range of play options for all ages and abilities.



[IMAGE: Concept plans for the All Ages All Abilities Playspace planned for Stuart Park, Wollongong]

Enhance Botanic Garden visitor experience via programs, interpretation, education and events

During the 2020-2021 year, the Botanic Garden celebrated its 50th anniversary with well attended programs including sculpture, poetry, music, wellness, interpretation, holiday programs, education, writers, garden tours, evening cinema and multiple events. Despite the challenges posed by COVID-19, these outdoor programs were successful and saw considerable community participation and interest.

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

The Botanic Garden has provided COVID-Safe school holiday education, access to Greenplan plants, and interpretation via social media video and digital learning. During the June 2021 quarter, the Garden hosted the Botanic Gardens Australia and New Zealand (BGANZ) Day on 30th May, attracting 3,000 visitors who attended nine workshops and a Friends of the Garden art exhibition, two Bush Tucker tours led by Clarence Slockee and an expert panel Facebook live feed with Costa Georgiadis. Total visitation for the year was 352,791.

The March 2021 quarter saw 109 events with approximately 67,953 participants including 24 Sunset Cinema screenings, four Greenplan sales, four scooter hire bookings, and 10 Weddings with 581 attendees. Climate Change and Bushfire School Holiday programs were held in January.

A key highlight of the year was the successful Sculpture in the Garden event, held over six weeks in February and March 2021. A diverse array of 18 sculptures were showcased against the Wollongong Botanic Garden's landscape for the biennial event. Over 35,000 people attended the event that staged a talented mix of local and national artist including one from New Zealand.

Amongst a vast array of sculptures to view, was this year's winner of the Wollongong Acquisitive Sculpture Award, 'Curious Dream of an Architect' by Fatih Semiz, which will become a permanent part of the city's public art collection. Visitors were also able to participate in the People's Choice voting which this year awarded to Sydney-based artist Laura Nolan's artwork, *Evolve*. *Evolve* is a sculptural brown glass installation which incorporates the earth as part of its work responding directly to the landscape.

The Sculpture in the Garden event also saw a series of free events including exhibitions and workshops. One of the highlighted events, was the free community access program running alongside the exhibition, *ghost trees* by sculptor in residence Greer Taylor. Located in the Dryland Collection of the Garden, members of the public were invited to contribute to the growing sculptural work over the course of the six weeks.

Other events included Garden Poetry and Storytelling workshops, artists talks, interactive sculpture tour and live performances by local musicians.



[IMAGE: 2021 Botanic Gardens Australia and New Zealand Day]

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

Implement the key projects identified in the Cringila Hills Recreation Masterplan

The implementation of the key projects identified in the Cringila Hills Recreation Masterplan are on track.

The roll out of the adopted Masterplan continues to progress from the design to construction phase. Key highlights from the year include:

- A new playground incorporating all ages and all abilities features has been completed, with an opening scheduled for July 2021. The playground features both artwork prepared by local school students with a steelworks theme and a Frog sculpture painted by local indigenous artists;
- The BMW Pump track detailed design process was completed;
- The Mountain Bike skills park is now in the detailed design phase;
- A Vegetation Management Plan was completed for the site and is being deployed;
- The mountain bike track and walking trails are now well in the construction phase.



[IMAGE: Young local residents at the proposed Cringila Hills Recreation Precinct]

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

Coordinate and undertake Graffiti Prevention actions on Council assets and deliver the Community Partnership program to remove graffiti from non-Council assets

Throughout the 2020-2021 year, Council delivered a range of graffiti prevention and removal initiatives to ensure the public domain is maintained to a high standard. The *Graff Off* program recommenced in February 2021 following reductions in COVID restrictions at the time. The program provides the opportunity for young offenders living in the community to remove graffiti in the local area as part of their rehabilitation. Council works in partnership with Lake Illawarra Police District and Police Citizens Youth Club (PCYC) who deliver the *Graff Off* program. *Graff Off* runs bi-monthly and removes graffiti on non-Council assets in the southern suburbs of Wollongong.

Council receives graffiti reports on assets owned privately or by other authorities such as RailCorp, Department of Housing, Transport for NSW and Electricity suppliers. Council contacts the relevant authorities and sends letters to private property owners for their action to remove graffiti from their asset.

Council undertook a successful recruitment program seeking new Community Partners to remove graffiti from private houses and business (non-Council assets). Two community organisations and several individuals joined the program. Council staff developed a graffiti removal training video for community partners to provide program partners the flexibility to be deploy the material as required.

Graffiti Removal Day was held in March 2021 with two sites identified for graffiti removal as part of the day. The Bellambi Safety Group removed graffiti from various locations in and around Bellambi and the Corrimal Chamber of Commerce and Corrimal Rotary removed graffiti throughout Corrimal.

During the June 2021 quarter, a graffiti prevention mural at Thirrour Pool (located at the south east corner) was coordinated. This has involved the Thirrour Junior Surf Lifesaving Club, the South Coast Disabled Surfers and young people from Multicultural Communities Council Illawarra (MCCI). These groups have participated in the design and themes for the mural project and will collaborate with an artist to complete the work.



[IMAGE: Graffiti at Bulli Soccer Club]

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

Undertake programmed renewal works at Council's rock pools in accordance with the capital works program

Throughout the 2020-2021 year, Council delivered a range of projects to ensure community assets are well maintained and to improve the opportunities for recreational and lifestyle activities. Key highlights from the year include rehabilitation works at Towradgi Rock Pool. Works included the replacement of the concrete concourse slabs, walls, stairs, replacement of the handrails, repairs to the toddlers' pool, a fresh coating of paint and the addition of a new stairway to the deck level. The entry stairs were also widened to improve accessibility as well as replacing the valve located in the south east corner of the pool. Works have been completed and the site reopened to the public.

The Helensburgh Toddlers' Pool reopened during December 2020, following a series of essential improvements. Works included separating the operation of the main pool and toddlers' pool to meet NSW Department of Health guidelines, providing children and parents/carers the opportunity to cool off over the summer months. Other works included installation of a new cartridge filter, pumps and equipment servicing the toddlers' pool; new pipework, fittings and fixtures; a separate 5,000 litre balance tank and solar heating controller with controls and sensors. With separate filtration systems, any issues affecting one pool will no longer require both the main and toddlers pool to be closed.

During the June 2021 quarter, designs for the proposed southern intake at Port Kembla Pool was prepared and is currently on public exhibition for public comment, with construction scheduled for the 2021-2022 year.



[IMAGE: Council's Coalcliff Rock Pool]

Prepare designs for stage 1 construction (realignment) of the outdoor netball courts at Fred Finch Park

During the June 2021 quarter, Council staff completed a preferred design layout which features 34 external courts in consultation with Netball NSW and Netball Illawarra. In June, Council received confirmation the project had been successful with receiving a \$1M funding grant from the NSW Government's *Greater Cities* grant program that will now see the project proceed to construction phase in 2021-2022.

Deliver a range of youth development opportunities with a focus on engagement, capacity building, inclusion, belonging, sector development and support

Throughout 2020-2021, Council's Wollongong Youth Services delivered a range of youth development opportunities with a focus on engagement, capacity building, inclusion and belonging and support.

Throughout the year programs and events at Wollongong Youth Centre included:

- *Rainbow League* and *Qmunity* - a safe space for same sex attracted, gender diverse or questioning young people to make social connections and have access to information and support;
- *Code the Gong* - a Wollongong based *CoderDojo*. *CoderDojo* is a global movement run by volunteers to help teach young people to code, build a website, create an app and explore technology;
- *Acting Up* - a theatre and performance program providing young people the opportunity to gain skills and confidence in the performing arts in a fun environment. The group work together to explore drama techniques and create a performance to showcase their skills;
- *Team Ignite* - a youth led event organising group, supported music events for young people as part of the *On Stage* program including, live music, open mic nights and *ThursGAYS*;
- *Create* - a weekly art program was facilitated, exploring a range of mediums and creative activities while providing social wellbeing and connection opportunities;
- *Late Night* was introduced in response to early evening activation options for young people in Wollongong. The program runs every Friday 3.30 - 7.30pm;
- The Illawarra Multicultural Youth Conference was delivered via live stream in partnership with Department Education and Multicultural Communities Council of Illawarra Inc.

Throughout the year, structured programs and events were also provided for young people across the local government area including:

- *What's Next* transition program was delivered with Year 6 students, to provide skills and information to support their transition to high school in 2021;
- *Teenz Connect* was expanded to be delivered at both Warrawong and Dapto Libraries. The weekly program includes interactive and skills-based activities providing a safe place for young people to build relationships and connection.

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

- *Bundaleer Connect* and *2518 Connect* were delivered weekly in Bundaleer Estate and Bellambi providing a range of activities;
- Dapto Youth Green Team was launched and participants worked with Council staff to promote urban greening opportunities to the community, identify potential locations for tree planting and participate in the beautification of their suburb. An art design competition to promote the urban greening program was held;
- *Carve a New Trail* - was delivered to relocate the activities of 'homemade' bike trail building along the creek, which was causing environmental damage, to a more appropriate location at Harry Graham Park, Figtree. A co-design approach was implemented, and young people worked with Council to design and build new trails. The project won a 2021 Local Government Excellence Award.

Information and referral have been a key program provided across the city, with Council staff supporting young people in various aspects of their life and linking them to vital services within the community. This service has seen a significant increase in demand both at Wollongong Youth Centre and online.

During the June 2021 quarter, in addition to regular weekly initiatives, programs included:

- *Belong* workshops were delivered to students from Keira High School. Young people from the sessions were supported to try a range of programs, learn about the service and to build connections;
- *Comic Gong* workshops were held at Wollongong Youth Centre in May 2021. These workshops included Making Comics with Illustrator Louie Joyce and Beginners *Acro & Parkour Masterclass*;
- The school holiday 'best skate trick' competition was held at Fairy Meadow Skate Park in June 2021.

During the quarter, there were 3,872 young people participating in programs and services.



[IMAGE: Council's Activate Youth Program]

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

Coordinate the refurbishment of community facilities, in partnership with licensees and community groups, as identified in the capital works and maintenance program

Works undertaken during the 2020-2021 year include upgrade of amenities at Dapto Ribbonwood Centre (Heining House), Fairy Meadow Community Centre Roof Replacement, Stewart St Preschool kitchen and laundry refurbishment, Bulli Community Centre painting and upgrade of accessible toilet, Stanwell Park Centre repainted, Berkeley Community Centre upgrade of hearing loop.

Work has commenced on replacement of flooring at Helensburgh Community Centre, refurbishing Port Kembla Community Centre (Stage 1 - Kitchen and electrical), painting of Unanderra Community Centre and Library, Bellambi Neighbourhood Centre kitchen refurbishment. To improve emergency management, defibrillators were installed at 15 sites.

Site beautification works undertaken with the installation of murals at Coledale and Corrimal, verge gardens at Kemblawarra (Coomaditchie) and Coledale.

Performance Measures Q4 2020-2021

- Community Transport trips*^ | 23,041 (Q4 2019-2020 – 87,892)
- Direct-Run District Level Community Facilities visitation*^ | 90,992 (Q4 2019-2020 – 162, 708)
- Utilisation of Direct-Run District Level Community Facilities*^ | 21,029 Hours (Q4 2019-2020 – 28,247)
- Social Support hours of service*^ | 10,170 Hours (Q4 2019-2020 –32,891)
- Total Visits commercial heated pools: Corrimal*^ | 110,236 (Q4 2019-2020 – 115,919)
- Total Visits commercial heated pools: Dapto*^ | 56,206 (Q4 2019-2020 –65,867)
- Utilisation/visitation at pools*^ | 423,964 (Q4 2019-2020 – 900,029)
- Utilisation/visitation at beaches^ | 1,120,143 (Q4 2019-2020 – 1,218,812)

* Impacted by COVID-19

^ Figures (including comparatives) have been prepared on accumulative, annual basis.

GOAL 6: WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Advocate to the NSW Government to continue the Gong Shuttle as an affordable service beyond 2021

A key highlight of the 2020-2021 year with enhancing accessible and affordable transport for our community was the announcement of an extension to the Gong Shuttle service. Following negotiations, Transport for NSW, the University of Wollongong and Council, in late December 2020 an offer was received to extend the Gong Shuttle Bus. A funding agreement has since been executed between Council and Transport for NSW to provide the popular service until 2024. The Gong Shuttle is an important piece of Wollongong's infrastructure system and provides an affordable option of travelling around the City while reducing the demand for parking. The frequent and free service is unique to Wollongong, with no other CBD in the region providing such a service. Accessibility is a key focus of Council and the free shuttle service plays a significant role in this effort.



[IMAGE: Gong Shuttle at the Burelli Street stop, Wollongong CBD]

Finalise and deliver priority actions in the draft Cycling Strategy 2030

During the 2020-2021 year, following extensive community engagement, the Cycling Strategy 2030 was adopted by Council on 16 November 2020. During the engagement period, 198 surveys were completed, 1,200 pins were dropped on an interactive cycling network map and a further 56 extended written responses were received by Council. This feedback was considered in the finalisation of the Strategy.

The Strategy is focussed on delivering an improved riding experience for all users and sets what actions Council will pursue over the next decade to ensure Wollongong is the place to ride. Some of the key aims for the Strategy include increasing cycle participation across the City, increasing people's level of comfort with riding and boosting the cycling network length from 130 km to 215 km. The targets are focussed on five pillars: safe; convenient; planned; business, tourism and events and innovation.

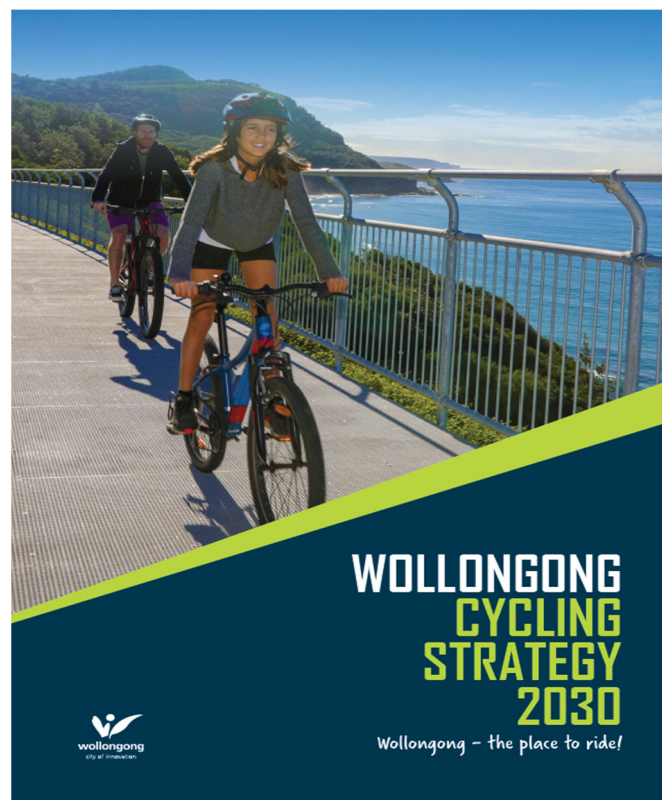
GOAL 6: WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

The COVID-19 pandemic has seen a dramatic increase in cycling participation rates, presenting an opportunity for Council to build upon this momentum. Further, Wollongong is set to host the Union Cycliste Internationale (UCI) Road World Cycling Championships in 2022. This presents a significant opportunity for our community and has further promoted local and external interest in Wollongong being the place to ride.

Key projects scheduled in Council's four-year Infrastructure Delivery Program 2018-2022 include:

- construction of a new Regional Pump Track at Cringila Hills [2021-2022];
- construction of a new Multi-Use Criterium Track [2021-2022];
- introduction of 15 new cycleway projects, utilising \$1.865M of Commonwealth and NSW Government funding and;
- introduction of nine new road safety upgrades [\$1.6M] during 2020-2021 and 2021-22.

During the June 2021 quarter, community consultation commenced for the Criterium Track at Lindsay Mayne Oval, which will include learn to ride facilities and skill development. Construction of the Cringila Hills pump track also commenced during the quarter.



[IMAGE: Wollongong Cycling Strategy 2030]

Implement footpath and cycleway improvement programs

During the 2020-2021 year, Council staff developed a prioritisation process to assist with the allocation of funds to this significant area of need. Council allocated significant funds to achieve optimal delivery. Works delivered continual improvements in Council's footpath and cycleway networks. During the year, Council delivered \$3 million worth of new footpaths and \$3.6 million worth of new Cycleways (including pop up cycleways). This level of unprecedented spending is reflective of increased Commonwealth and NSW Government grants and increased contribution from Council to deliver the cycling strategy.

GOAL 6: WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT



[IMAGE: Dedicated cycleway as part of the Pop-Up Cycleways project, Kembla Street, Wollongong]

Grand Pacific Walk review of priorities and design of identified sections

During 2020-2021, Stage 2 Investigations are continuing to review possible treatments for the missing links of the Grand Pacific Walk. Highlights from the year include:

- commenced construction of the Coledale Beach Car Park and Shared User Path Upgrade;
- developed the Austinmer segment, Mountain Road to Headlands Avenue;
- developed the detailed design of the externally funded Grand Pacific Walk Clifton project noting substantial State Environmental Planning Policy and Development Assessment issues related to this project;
- undertook scheduled maintenance on stage 2 of the Grand Pacific Walk;
- developed scope of works for Grand Pacific Walk Headlands Avenue to Coledale Avenue. This project will include the upgrade of Sharkies Beach Car Park.

Promote access to Community Transport services to meet the needs of eligible consumers

During 2020-2021, Council continued to provide essential community transport services to support frail older people and those who are transport disadvantaged to continue living independent, active members of the community and to access essential services. In early 2020, Transport for NSW developed a marketing campaign to promote this service to the community on social media, as well as developing and distributing a range of printed materials for service providers to use. The aim of the campaign was to increase community awareness about the program and to rebuild customers confidence post COVID19. In addition, Council developed a local campaign, based on the marketing materials developed by the funding body to further promote our service to the local community, focusing in particular on transport disadvantaged individuals and groups in the community. While the service has been operating at reduced capacity due to the COVID-19 restrictions, service demand for has remained steady.

GOAL 6: WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

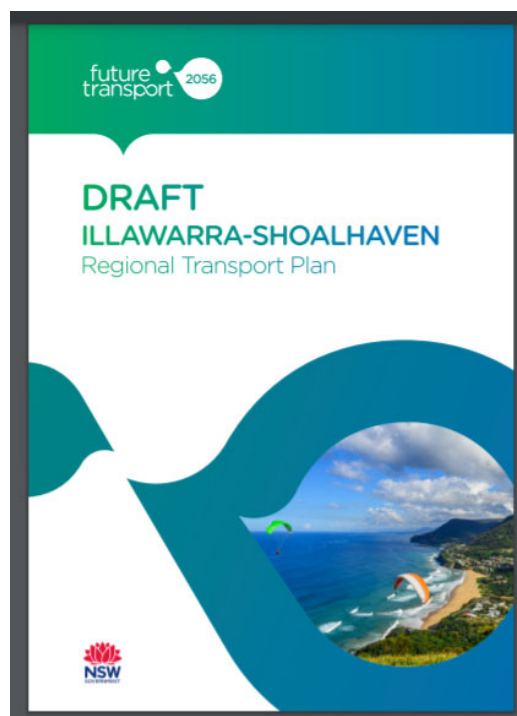
During the June 2021 quarter, Community Transport received 331 new referrals compared to 334 the previous quarter, although only 193 of those referrals were for people who were within target eligibility for this service (195 previous quarter).

While this service was significantly impacted by COVID-19 restrictions, during the first half of 2021 Council campaigned to promote a return to services for customers and local groups and organisations that hire Community Transport buses.

Work with the NSW Government on the implementation of priority actions within the Illawarra Regional Transport Plan

During 2020-2021, Council participated in consultation and formally submitted extensive comments on the Draft Illawarra-Shoalhaven Regional Transport Plan in February 2021. Council's submission to the Draft Illawarra-Shoalhaven Regional Transport Plan sought a commitment within the Regional Transport Plan to accelerate delivery of the Maldon to Dombarton (South West Illawarra Rail Link-SWIRL) as a combined passenger and freight line. Council confirmed its support for the SWIRL and supported its submission by referencing recent research undertaken by SMART Infrastructure Facility, University of Wollongong, demonstrating the significant benefits for both passenger and freight travels.

Liaison with NSW Government agencies including Transport for NSW, continues as opportunities arise to advocate for key infrastructure strategies supporting the region. While the Illawarra Shoalhaven Regional Plan 2041 was finalised in May 2021, the draft Illawarra-Shoalhaven Regional Transport Plan is yet to be finalised. Council staff continue to collaborate and develop key projects for the regional transport network.



[IMAGE: The Draft Illawarra-Shoalhaven Regional Transport Plan]

Performance Measures Q4 2020-2021

- Delivery of Council's Capital Program | 91% (Q4 2019-2020 – 93%)

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
1.1.1.1 Implement programs and events which facilitate community participation to improve natural areas	100%	0%	0%	0%	0%
1.1.1.2 Projects and programs that achieve enhancement of the natural environment and escarpment are developed and implemented	100%	0%	0%	0%	0%
1.1.2.1 Protect and conserve the health and biodiversity of our waterways and coast	100%	0%	0%	0%	0%
1.1.2.2 The impacts of the increasing number of visitors to the coast and Lake Illawarra is managed effectively	100%	0%	0%	0%	0%
1.1.3.1 Manage vegetation to reduce bushfire risk in Asset Protection Zones on natural areas under Council care and control	100%	0%	0%	0%	0%
1.1.3.2 Establish effective urban stormwater and floodplain management programs	100%	0%	0%	0%	0%
1.2.1.1 Develop and implement a range of programs that encourage community participation in reducing Wollongong's ecological footprint	100%	0%	0%	0%	0%
1.2.1.2 Promote and enforce compliance with litter reduction	100%	0%	0%	0%	0%
1.2.1.3 Methods to reduce emissions are investigated and utilised	100%	0%	0%	0%	0%
1.2.2.1 Our community is proactively engaged in a range of initiatives that improve the sustainability of our environments	75%	0%	0%	0%	25%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
1.3.1.1 Impacts from development on the environment are assessed, monitored and mitigated	100%	0%	0%	0%	0%
1.3.1.2 Develop planning controls and Town Centre and Neighbourhood Plans with regard to the economic, social and environmental impacts	75%	0%	0%	0%	25%
1.3.2.1 Carry out best practise assessment for urban development proposals and applications	100%	0%	0%	0%	0%
1.3.2.2 Mitigate the impact of development on the natural environment and visual amenity of our open spaces and urban areas	100%	0%	0%	0%	0%
1.4.1.1 Work in partnership with others to promote a diverse range of heritage education and promotion programs	100%	0%	0%	0%	0%
1.4.2.1 Work with the local Aboriginal community in the management of Indigenous heritage	100%	0%	0%	0%	0%
1.5.1.1 Set an emissions reduction target and carry out actions to reduce greenhouse gas emissions through the Global Covenant of Mayors	100%	0%	0%	0%	0%
2.1.1.1 Build on partnerships which enable the retention of local talent	100%	0%	0%	0%	0%
2.1.2.1 Ensure that Wollongong is attractive for business expansion, establishment and relocation.	100%	0%	0%	0%	0%
2.1.2.2 Progress implementation of the City for People and its accompanying Implementation Plan	67%	0%	0%	33%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
2.1.3.1 Support regional activities and partnerships that promote business investment and jobs growth	100%	0%	0%	0%	0%
2.1.4.1 Develop and maintain partnerships with the business sector to fund and contribute to a broader range of community projects and activities	100%	0%	0%	0%	0%
2.1.5.1 In collaboration with key agencies, facilitate the West Dapto Taskforce to deliver the first stages of the West Dapto Urban Release Area	100%	0%	0%	0%	0%
2.2.1.1 The development of renewable energy products and services is supported	100%	0%	0%	0%	0%
2.2.1.2 Partnership opportunities in research and development are expanded	100%	0%	0%	0%	0%
2.2.2.1 In conjunction with partner organisations support the development of innovative industries	100%	0%	0%	0%	0%
2.2.3.1 Undertake major refurbishment works in the city centre	0%	0%	100%	0%	0%
2.3.1.1 Pursue initiatives that promote the region as a place to holiday to domestic and international markets	100%	0%	0%	0%	0%
2.3.1.2 Support projects that investigate opportunities for the provision of tourism infrastructure	75%	0%	0%	25%	0%
2.3.2.1 Market and promote events in the city centre	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
2.3.2.3 Improve policies and systems to support the revitalisation of the city centre	100%	0%	0%	0%	0%
2.3.3.1 Continue to grow Wollongong's attractiveness to attract signature events and festivals	100%	0%	0%	0%	0%
2.4.1.1 Ensure Wollongong is attractive to research and development companies and organisations	100%	0%	0%	0%	0%
2.4.1.2 Implement a range of programs that incorporate learning and development	100%	0%	0%	0%	0%
2.4.2.1 Implement programs to ensure Wollongong becomes a Smart City	100%	0%	0%	0%	0%
3.1.1.1 Promote Made in Wollongong to become a well-known brand	0%	0%	100%	0%	0%
3.1.1.2 The visibility of our cultural diversity is increased	100%	0%	0%	0%	0%
3.1.1.3 Encourage the integration of urban design and public art	100%	0%	0%	0%	0%
3.1.1.4 Deliver sustainable and successful events and festivals through Council investment and delivery of the Events Strategy	63%	0%	24%	0%	13%
3.1.1.5 Encourage Sports Associations to conduct regional, state and national events in the city	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
3.1.2.1 Provide opportunities for local artists and performers to exhibit, promote and perform at Council venues and events	100%	0%	0%	0%	0%
3.2.1.1 Provide support to existing and emerging artists and performers	100%	0%	0%	0%	0%
3.2.1.2 Seek funding for the promotion of heritage sites, museums and galleries to the community and visitors	100%	0%	0%	0%	0%
3.2.2.1 Coordinate an integrated approach to infrastructure improvement and service delivery in the Arts Precinct	67%	0%	33%	0%	0%
3.2.3.1 Support the coordination of an externally funded calendar of activities delivered across the City	100%	0%	0%	0%	0%
3.3.2.1 Deliver and support a range of projects and programs which build harmony, understanding and cultural awareness	67%	0%	33%	0%	0%
4.1.1.1 Ensure an effective community engagement framework that connects the community to Council decision making	100%	0%	0%	0%	0%
4.1.1.2 Improve community understanding and awareness of Council decisions	100%	0%	0%	0%	0%
4.1.3.1 Council continue to partner with our local Aboriginal community	100%	0%	0%	0%	0%
4.2.1.1 Increase opportunities for the community to connect with volunteering organisations	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
4.2.1.2 Support community participation in community activities	67%	0%	33%	0%	0%
4.2.1.3 Build the capability of community based organisations in managing, developing and sustaining their volunteers	100%	0%	0%	0%	0%
4.2.2.1 Continue to participate and contribute to an integrated community service network	100%	0%	0%	0%	0%
4.2.3.1 Support a range of projects and programs in the city	100%	0%	0%	0%	0%
4.3.1.1 Ensure appropriate strategies and systems are in place that support good corporate governance	93%	0%	7%	0%	0%
4.3.1.2 Build a workplace culture that is safe, engaged, responsive and professional	100%	0%	0%	0%	0%
4.3.2.1 Effective and transparent financial management systems are in place	75%	0%	0%	0%	25%
4.3.2.2 Continue to pursue alternative funding options to deliver financially sustainable services and facilities	100%	0%	0%	0%	0%
4.3.2.4 Deliver the Asset Management Strategy and Improvement Plan 2012-17	100%	0%	0%	0%	0%
4.3.3.1 Coordinate a service review program with a focus on business development and improvement	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
4.3.3.2 Working together, levels of service are established and service continuously improve and offer best value for money	100%	0%	0%	0%	0%
5.1.1.1 Partner with community based organisations in the provision of services	100%	0%	0%	0%	0%
5.1.1.2 Continue to undertake social, land use and environmental planning activities that assists in service planning	83%	0%	17%	0%	0%
5.1.2.1 Partner with agencies and health authorities to support improvements to the region's medical services	100%	0%	0%	0%	0%
5.1.3.1 Deliver a diverse suite of projects to the community that foster and enhance community strenghts and participation	100%	0%	0%	0%	0%
5.1.3.2 Carry out commercial business management of Council's operational lands	100%	0%	0%	0%	0%
5.1.4.1 Provide an appropriate and sustainable range of quality passive and active open spaces and facilities	100%	0%	0%	0%	0%
5.1.4.2 Review planning controls for priority locations	100%	0%	0%	0%	0%
5.1.4.3 Policies and plans are developed, reviewed and implemented to encourage physical activity	100%	0%	0%	0%	0%
5.1.4.4 Develop and implement public health, amenity and safety regulatory programs and reviews that assist in improving compliance with legislative requirements	80%	0%	20%	0%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
5.1.5.1 Increase opportunities to enhance library multimedia and online services	100%	0%	0%	0%	0%
5.1.5.2 Renew community facilities and consider rationalisation, replacement or refurbishment to achieve facilities that are strategically located, good quality and meet identified community need	50%	0%	0%	0%	0%
5.1.6.1 Facilitate a range of programs and activities which improve food security and support local food systems	100%	0%	0%	0%	0%
5.2.1.1 Investigate provision of Leisure Services in the greater Dapto area, taking into account expansion of West Dapto, and determine Council's role in the market	100%	0%	0%	0%	0%
5.2.1.2 Investigate the future provision of Aquatic Services across the local government area and implement improvements	100%	0%	0%	0%	0%
5.2.1.3 Use data to assess the current community infrastructure available, community demand and develop a strategic framework and policies to either rationalise, enhance or expand to meet community needs	100%	0%	0%	0%	0%
5.2.1.4 Develop a Regional Botanic Garden of Excellence	75%	0%	0%	25%	0%
5.2.1.5 Provide statutory services to appropriately manage and maintain our public spaces	100%	0%	0%	0%	0%
5.2.1.6 Implement Council's Planning, People, Places Strategy	67%	0%	0%	33%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
5.2.2.1 Deliver a range of programs and recreational pursuits for older people	100%	0%	0%	0%	0%
5.3.1.1 Prepare a Housing Study and Strategy incorporating Affordable Housing Issues	100%	0%	0%	0%	0%
5.3.2.1 In partnership with relevant agencies and networks lobby and advocate for improved service levels and quality enhanced access to services	100%	0%	0%	0%	0%
5.4.1.1 Provide lifeguarding services at beaches (in partnership with Surf Life Saving Illawarra) and Council pools	100%	0%	0%	0%	0%
5.4.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives	86%	0%	14%	0%	0%
5.4.2.1 Delivery projects and programs to reduce crime in the Wollongong Local Government Area	100%	0%	0%	0%	0%
5.5.1.1 Well maintained assets are provided that meet the needs of the current and future communities	100%	0%	0%	0%	0%
5.5.1.2 Manage and maintain community infrastructure portfolio with a focus on asset renewal	100%	0%	0%	0%	0%
5.5.1.3 Coordinate an access improvement program through pre-planning and renewal activities	100%	0%	0%	0%	0%
6.1.1.1 Support the delivery of the Gong Shuttle Bus as an affordable transport option	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program 2018– 2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
6.1.2.1 Implement a variety of projects and programs to encourage sustainable transport throughout the LGA	100%	0%	0%	0%	0%
6.1.3.1 Plan and implement an integrated and sustainable transport network	100%	0%	0%	0%	0%
6.1.4.1 Facilitate the integration of public amenities and transport with local communities	100%	0%	0%	0%	0%
6.2.1.1 Work with partners to reduce travel time between Sydney and Western Sydney with Wollongong	100%	0%	0%	0%	0%
6.3.1.1 Plan and implement projects to improve connectivity	100%	0%	0%	0%	0%
6.3.2.1 Deliver sustainable transport asset renewal programs and projects	100%	0%	0%	0%	0%
6.3.3.1 Investigate the option for disruptive transport technologies and the impact on the future transport network	100%	0%	0%	0%	0%
6.3.4.1 Work with key agencies and partners to continue and improve late night transport options	100%	0%	0%	0%	0%
6.3.5.1 Develop an alternative service delivery, governance model and auspice for Community Transport in response to the Federal Government's Aged Care reform legislation	100%	0%	0%	0%	0%
SP_L4_862 Establish and maintain research programs to reduce environmental risks	100%	0%	0%	0%	0%

**APPENDIX 1: Annual Deliverables Progress By 4 Year Action – Delivery Program
2018- 2022**

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
<i>Total Annual Deliverable Progress</i>	<i>95%</i>	<i>0%</i>	<i>3%</i>	<i>1%</i>	<i>1%</i>