



Image: Children on Corrimal Beach

Wollongong City Council

Annual Report 2024 - 2025

Endorsed 17 November 2025





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

Acknowledgement of Country

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

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Image: North Beach, Wollongong
Photo Caitlyn Phanith (Unsplash)

Lord Mayor's Message

It gives me great pleasure to present my first Annual Report as the Lord Mayor of Wollongong.

While I've been a Councillor in Wollongong since 2017, I was honoured to be elected as Lord Mayor to lead the city and guide its bright future.

It's a responsibility that I don't take lightly and one where each and every day I'm focused on ensuring that we deliver what our residents want and need.

Over the past year, we've worked hard to provide to our community the services, facilities and infrastructure that is expected of Council.

We've had lifeguards on patrol at the city's 17 beaches across the swim season, and at North Wollongong beach year-round.

We've managed 285 sports and playing fields, nine turf wickets, cleaned and maintained nine ocean rock pools, three heated pools and six public swimming pools.

More than 50,000 people have walked through the doors at Wollongong Art Gallery, more than 390,000 people visited the Wollongong Botanic Garden and our seven library branches welcomed more than 520,000 visitors and loaned more than 1.3 million items.

We're also responsible for the often unseen work that helps make Wollongong a liveable city.

For example, more than 1,250 public bins are emptied across the Local Government Area each week – with three-quarters of them emptied up to five times a week! Our cleaning crews work in the early hours to keep the city's amenities in good shape, and in our six operational cemeteries and gardens we've supported people to lay to rest around 760 loved ones.

We've also continued to invest in stormwater infrastructure improvements, and the vital flood risk management studies and plans that ensure we're leading the way when it comes to best practice in stormwater management.

This will remain a focus for Council in the next financial year as we continue to build our city's resilience in the face of climate change and take important steps to ensure we're doing all we can to minimise the impact of flash flooding and stormwater.

Flood-reliable roads are also key to our considerations of stormwater management and in West Dapto we're working on a program of works to deliver more road capacity as well as improved all-weather access. These projects also work towards meeting our housing targets and the roadmap that is set out within the Wollongong Housing Strategy 2023.

I've long been a passionate advocate for more homes, more jobs and infrastructure to support Wollongong's growth. I remain committed to increasing the amount of housing available in the right locations across the city, as well as building strategic, collaborative relationships with local leaders like NSW Health, BlueScope and the University of Wollongong.

It was also in the 2024-2025 financial year that we got real momentum behind Wollongong City Council's Animal Care and Impounding Service. Launched in April 2024 in response to the withdrawal of service from the NSW RSPCA, Council built from the ground up our own care service that reunited lost cats and dogs with their owners and rehomed those who were found without owners.

Animal welfare was also front of mind for our Foreshore Animal Compliance Officers with a focus on beaches and foreshore parkland areas. Operating seven days a week, the team focused on compliance and education around Council's Dogs on Beaches and Parks Policy.

We've a huge year ahead. Plans are moving forward on two new combined community centres and libraries – one in Warrawong catering for residents of the southern suburbs and another in Helensburgh. We continue our support for community members to take action to reduce their environmental footprint through programs like the ShineHub bulk buying solar power and battery scheme. Plus, much-loved events like Culture Mix, Carols in MacCabe Park and Australia Day will return.

Sports lovers are also spoilt for choice with world-class athletes on their doorstep. The National Basketball League's Illawarra Hawks – the only foundation club – will kick off their title defence with

the first game of the season doubling up as a presentation of the Keys to the City. The world's eyes will, once again, be on our foreshore precinct when the 2025 World Triathlon Championship Finals come to town in October. We'll see the world's top triathletes (plus, a strong Australian contingent with a number of local representatives) pounding the pavement, cycling our roads and swimming in our surf. Plus, that same month, our passionate netball-loving community will have the chance to watch the Diamonds National team take on South Africa's SPAR Proteas. It's such an inspiring opportunity for the city's young Saturday morning netballers to see elite sportswomen in action in their hometown.

We've a big year behind us, and we're energised and ready to take on the next. It certainly is an exciting time for Wollongong and all who call it home.

**Lord Mayor of Wollongong
Councillor Tania Brown**



*Image: Lifeguards
at City Beach*



Image: North Beach, Wollongong
Photo Caitlyn Phanith (Unsplash)

General Manager's Message

Here at Wollongong City Council, we consider ourselves privileged to work on behalf of those who live, work and play on Dharawal Country.

Our passionate community want to see us deliver more, while stretching our budget ever further. This sees us strive to provide better roads, footpaths and cycleways, to ensure community facilities, spaces and venues are fit for purpose, and to provide spaces for exercising, socialising and to feel a part of our community.

On that note, I'm proud to present our Annual Report 2024-2025 which provides an overview of what Wollongong City Council has achieved this year.

We began the year with an ambitious Infrastructure Delivery Program. Built in careful consultation with our community, this saw us invest \$88 million in projects to enhance and support the liveability of our city.

More than 40 road upgrades were completed across our Local Government Area, and we continued to invest in footpaths, shared paths, and dedicated cycleways to make it safer for kids to get to school and more enticing for people of all ages and all skill levels to participate in active modes of transport.

We continued to protect the stunning natural beauty of our city, care for our coastline and natural areas through investment in conservation and restoration projects and \$10 million in upgrades at Wollongong Waste & Resource Recovery Park. We worked to keep our community safe in natural disasters by investing another \$8 million in upgrades to stormwater infrastructure.

As our city's population grows, we continue to invest in major infrastructure works to improve access to the

areas around West Dapto — including West Dapto Road and Cleveland Road — for which, with the support of the NSW Government, upgrades are underway.

We could not achieve all this, on top of the 'business as usual' of providing libraries, sports fields, pools and countless vital services to our community, without a high-performing workforce.

I am immensely proud of our work this year to attract, recruit and retain people with diverse abilities, skills, experiences and backgrounds who live and breathe Council's values — respect, sustainable, courage, integrity and one team. A workforce that reflects the diversity of our community understands the community's needs and is motivated to meet them.

We continue to grow in this space with new programs like our Open Spaces Summer Program which saw 12 Aboriginal and Torres Strait Islander and female students undertake paid work to maintain parks and open spaces across Wollongong. Along with the opportunity to serve their community, the group gained industry exposure, valuable workplace skills and a pathway for future positions. In fact, Allegra, Eva and Keira stayed on with Council's Cadet, Apprentice, Trainee and School-based Trainee (CATS) Program.

The trio were some of the 55 learning roles supported in areas including cybersecurity, civil engineering and construction, libraries, plumbing, conservation and horticulture to name a few. These early career employees represent the future of great service for our community and that future looks very bright indeed!

We also value the knowledge and lived experience that our longer-serving employees bring to the organisation. Together, this helps us deliver the best possible outcomes for our community – it's a great mix!

Work has also started to inform our next Disability Inclusion Action Plan. This will be our roadmap for providing an equal opportunity for people with disability to participate in all aspects of community life, including council as a workplace.

Our city is an exciting place, and local government is a key player when it comes to supporting and advocating for its growth and development. Each day, we strive to deliver our very best to keep the City of Wollongong an extraordinary place to live, work and play.

**Wollongong City Council General Manager
Greg Doyle**



Image: Central Business District, North Wollongong.

Council's Annual Report 2024 -2025 and Our City

About this report

The Wollongong City Council Annual Report provides a summary of our performance over the 2024-2025 financial year against Council's Delivery Program 2022-2026 and Operational Plan 2024-2025.

Council's 33 Services form the foundation of the Delivery Program and Operational Plan, with Services presented under their best fit goal.

On June 30, 2025 Council adopted the new suite of Integrated Plans *Our Wollongong Our Future 2035* including the Community Strategic Plan 2035, Resourcing Strategy 2025-2035, new four year Delivery Program 2025-2029 and Operational Plan 2025-2026. As a result, this is the final Annual Report against Council's Delivery Program 2022-2026 and has been prepared in accordance with the *Local Government Act 1993*.

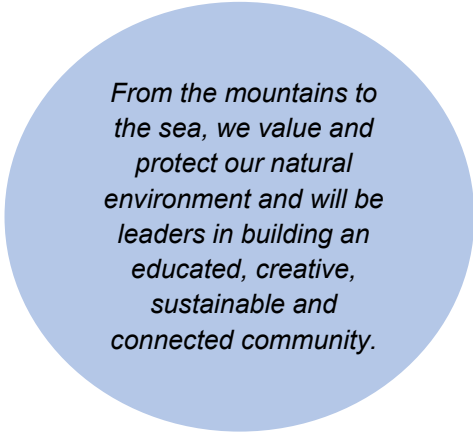
How to read this document

The Annual Report comprises five main sections presented as the following:

- An overview of our city, Council and a financial summary
- Strategic Priorities and progress against the Delivery Program 2022-2026 and Operational Plan 2024-2025 through activities and actions within Council's 33 Services
- Additional statutory reporting
- Detailed audited financial statements, including General Purpose and Special Purpose Financial Statements (Attachment A).

Intended Audience

This report provides information to a broad range of stakeholders including the Wollongong community, government and non-government organisations, our partners and local businesses. It also provides our staff with information on how we have performed over the year and how their efforts are contributing to achieve our community's vision,



From the mountains to the sea, we value and protect our natural environment and will be leaders in building an educated, creative, sustainable and connected community.

How to obtain a copy of this document

A copy of this Annual Report and various other Council publications are available on our website:
www.wollongong.nsw.gov.au/council/council-documents/csp.

Hard copies of this report are also available for viewing in Council's community centres and libraries.

Our City

Located 80 kilometres south of Sydney, Wollongong covers 714 square kilometres and occupies a narrow strip bordered by the Royal National Park to the north, Lake Illawarra to the south, the Pacific Ocean to the east and the Illawarra escarpment to the west.

The name Wollongong originated from the local Aboriginal word *woolyungah* meaning five islands. Archaeological evidence indicates the Aboriginal people have lived here for at least 30,000 years. The area known today as Wollongong was originally a home for Aboriginal people of Dharawal country (also spelled Tarawal or Thuruwal), who remain the Traditional Custodians of this land.

Dr Charles Throsby first established a settlement here in 1815, bringing down his cattle from the Southern Highlands to a lagoon of fresh water located near City Beach. The earliest reference to Wollongong was in 1826, in a report written by John Oxley, about the local cedar industry. The area's first school was established in 1833, and just one year later the Surveyor-General arrived from Sydney to lay out the township of Wollongong on property owned by Charles Throsby-Smith.

Our local steel industry commenced in 1927 with Charles Hoskins entering into an agreement with the State Government to build a Steelworks at Port Kembla, thereby commencing a long history of steel production that still continues to this day. Operations began in 1930 with one blast furnace of 800 tonnes capacity. In 1936, BHP acquired Australian Iron and Steel Limited and production at Port Kembla increased rapidly. The steel industry was a catalyst for growth for many decades, and laid the foundations for the city's economy, lifestyle and culture. Wollongong is proud of its industry roots and is still known and acknowledged as one of Australia's leading industrial

centres. While steel and other manufacturing industries remain an essential part of the local economy, the city has long recognised the need to diversify its economic base. Construction of the spectacular Sea Cliff Bridge to the north has given more focus to the burgeoning tourism industry, and information technology, hospitality, health services and telecommunications continue to grow as key industries in the region. Wollongong is a diverse community, with people from more than 30 different language groups and 20 different religious groups calling Wollongong home. A deep respect for others' traditions and regular celebrations of diverse customs add to the vibrant tapestry of community life and provide another dimension to our increasingly sophisticated city.

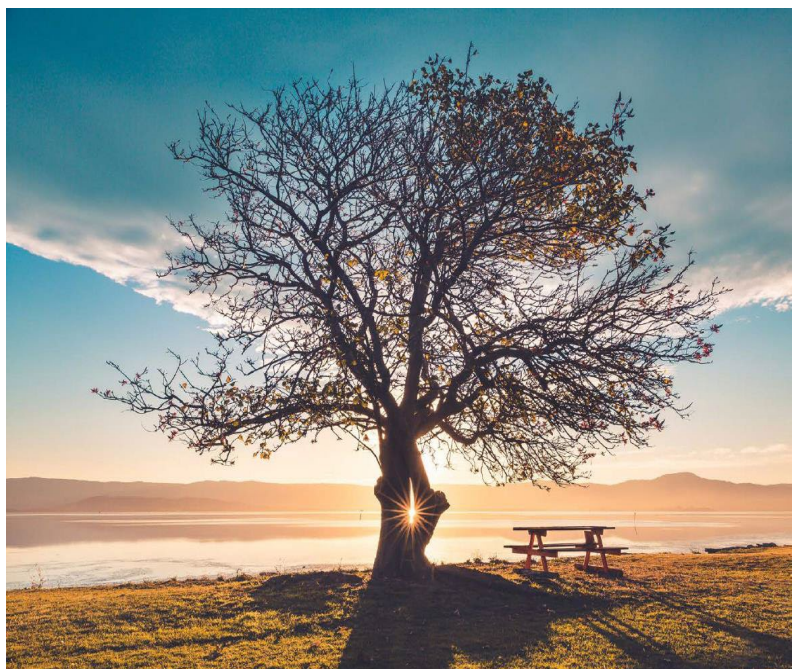


Image: Lake Illawarra



Wollongong is said to originate from the Aboriginal word Woolyungah, meaning Five Islands.

Community Snapshot

The Wollongong Local Government Area covers 714km² and is located on Dharawal Country. It is divided into three wards with four Councillors elected from each ward. The Lord Mayor is elected by all voters across all three wards.

Community Wellbeing

A 2024 Community Wellbeing Survey found that most people in Wollongong Local Government Area were satisfied with their:

- Overall life (87%)
- Personal safety (86%)
- Relationships (86%)
- Standard of living (84%)¹

Population

In 2025, Wollongong was estimated to have 223,411 residents.²

Age

In 2021, the median age was 39 years, and life expectancy was 82.5 years.³

Environment

Wollongong City Council actively manages approximately 286 hectares of natural areas, and 46 hectares of asset protection zones. There are 68 volunteer groups contributing efforts to Bushcare, Dunecare and Fiready programs.⁷

Wollongong community emissions reduced 20% between 2016 and 2022, on track for our 50% reduction target by 2030 (Excluding Industrial Processes and Product Use).

Economy and Employment

In 2023-2024, Wollongong's Gross Regional Product was \$17.6B, approximately 60% of the Illawarra Shoalhaven Region.⁵

In 2023-2024, there were 102,957 local jobs in the Wollongong Local Government Area, with 8% growth in the five years to 2024.⁶

In 2021, the median household income was \$1,682 per week, lower than the NSW average of \$1,829.³

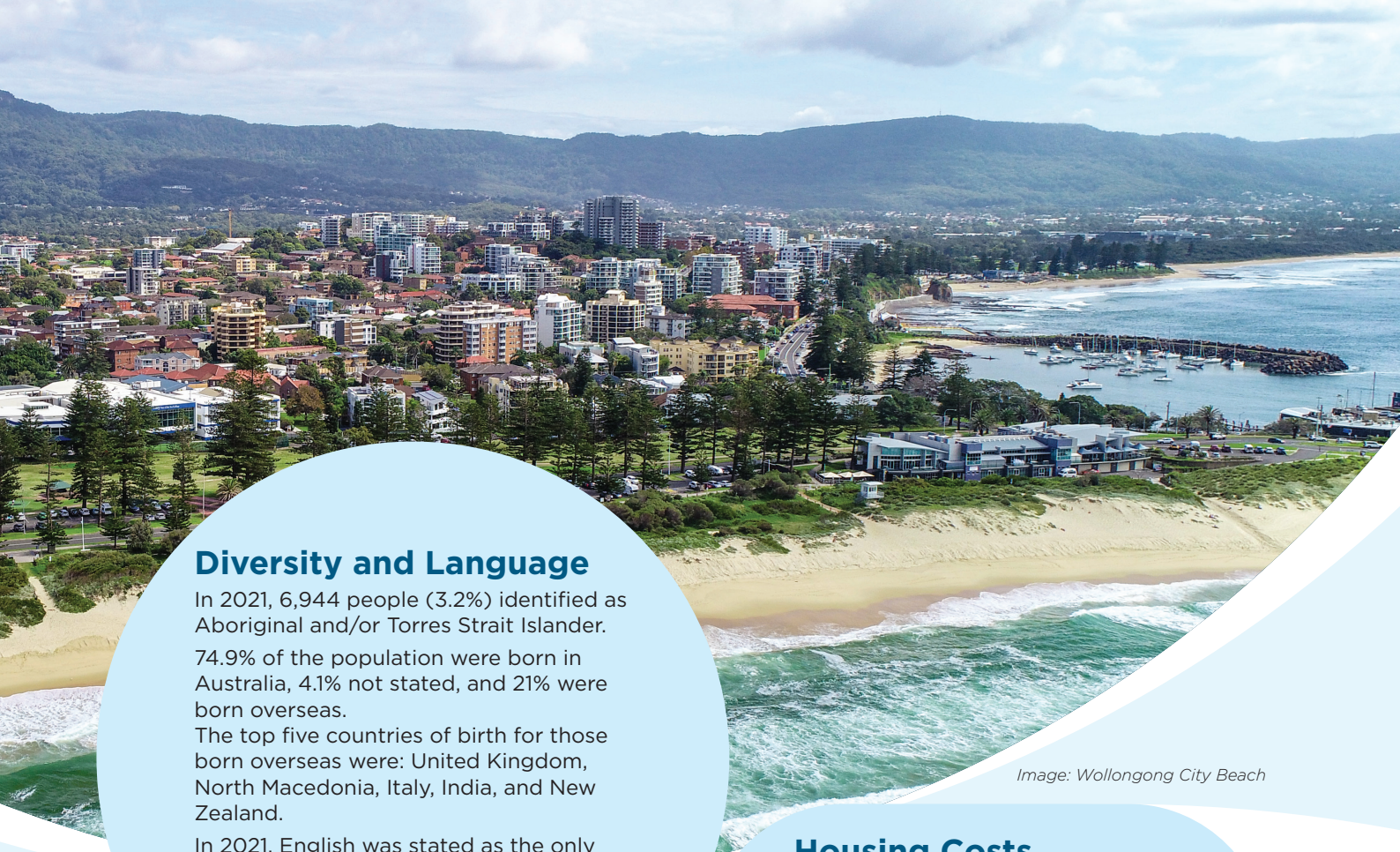


Image: Wollongong City Beach

Diversity and Language

In 2021, 6,944 people (3.2%) identified as Aboriginal and/or Torres Strait Islander. 74.9% of the population were born in Australia, 4.1% not stated, and 21% were born overseas. The top five countries of birth for those born overseas were: United Kingdom, North Macedonia, Italy, India, and New Zealand. In 2021, English was stated as the only language spoken at home by 79.8% of the population. The four most common languages other than English were: Macedonian, Arabic, Italian and Mandarin.³

Housing Costs

In 2024, the median house price was \$1,055,000 and unit price was \$715,000. Weekly rent was \$700 for a house and \$500 for a unit. Only 50.6% of rentals were considered affordable.⁴

Homes, Households and Homelessness

In June 2024, there were 91,899 dwellings in Wollongong. By 2035, this is expected to increase to 107,617. The areas expected to see the greatest increase in new homes are Wollongong CBD, Dapto and Dombarton.² In 2021, 66.3% of residents lived in separate houses, 20.5% lived in medium density dwellings, and 12.3% in high density dwellings. 60.9% of residents had a mortgage or fully owned their home, 23.1% of residents were renting privately and 6.8% lived in social housing.³ 29.3% of households were couples with children, 11.2% were one- parent households and 25.4% were people living alone with nearly half aged 65+.³ 1,255 people were experiencing homelessness.³

Education

In 2021, 12,670 residents (5.9%) attended university, and 5,872 (2.7%) were in TAFE or vocational training.³

Transport

In 2024, driving a car was the dominant method for all purposes. 86% of residents living in the LGA commuted to work by car, motorcycle or scooter, 8% caught public transport, and 6% walked or rode a bicycle.¹

Sources
¹ Wollongong City Council, Community Wellbeing Survey, 2024
² Population and household forecasts, 2021 to 2046, prepared by .id, 2025
³ Australian Bureau of Statistics, 2021 census. Note at the time of publication this was the latest census data.
⁴ PropTrack, Compiled and presented by .id, 2024. Rentals at 30% of gross income for very low, low and moderate income households.
⁵ National Institute of Economic and Industry Research (NIEIR), 2024
⁶ Australian Bureau of Statistics, Labour force survey, 2024
⁷ Wollongong City Council, Asset Management Plans, 2025
⁸ Snapshot Climate, Community Emissions Tool, 2024.



Image: Council staff meeting, Burelli Street Wollongong

Integrated Planning and Reporting – Community Strategic Plan and Delivery Program

Our Community Strategic Plan, Our Wollongong Our Future 2032 includes the community's vision, goals, objectives and strategies for the future. Council's Delivery Program and Operational Plan outlines how those strategies for which it holds responsibility, will be translated into actions, delivered through 33 Council Services.

Council is not solely responsible for the implementation of the Our Wollongong Our Future 2032 Community Strategic Plan. It is the community's Plan and Council works together with business, government, community groups and individuals to deliver the community's aspirations.

The Delivery Program and Operational Plan is developed utilising the resources available through the Resourcing Strategy 2022-2032.

Reporting To Our Community

Wollongong City Council regularly tracks and monitors the Delivery Program and Operational Plan and reports to the community on progress on a quarterly and annual basis. Council also tracks progress towards the Community Strategic Plan through the State of our City Report. All reports are available on Council's website.



Our Wollongong Our Future 2032

Vision

From the mountains to the sea, we value and protect our natural environment and will be leaders in building an educated, creative, sustainable and connected community.

Goals

We value and protect our environment

We have an innovative and sustainable economy

Wollongong is a creative, vibrant city

We are a connected and engaged community

We have a healthy community in a liveable city

We have affordable and accessible transport

Our Values and Purpose

Wollongong City Council is committed to being a local government of excellence that enhances our City's quality of life and environment through effective leadership, community involvement and commitment to service. As a purpose-led, values driven organisation our values are part of everything we do every day and provide the foundation of our organisational culture and guide how we deliver the strategies and actions outlined in the Delivery Program.

We live these values through:

Enabling daily work that encourages collaboration, innovation, interdependence, belonging and inclusion

Living the values in everyday work through behaviours and interactions

Supporting and enabling people to deliver on the promise of an Extraordinary Wollongong

OUR VALUES IN ACTION



SUSTAINABLE
use our community's resources responsibly



RESPECT
inclusive and considerate



COURAGE
challenge the norm to be better



INTEGRITY
honest and reliable



ONE TEAM
together we deliver excellent service

Councillor Information

The following Councillors were in office following the NSW Local Government elections held on 14 September, 2024.



**Lord Mayor
Councillor Tania Brown**

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1



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Our Executive



Greg Doyle
General Manager



Renee Campbell
Director
Corporate Services



Linda Davis
Director
Planning and Environment



Joanne Page
Director
Infrastructure and Works



Kerry Hunt
Director
Community Services

Our Workforce

Includes permanent, term contract employees, and casuals as at 30 June 2025

Our workforce is comprised of 1,775 employees

Employment type	Females	Males	Indeterminate
Permanent full-time	294	646	1
Permanent part-time	206	31	1
Term contract	83	76	0
Casual	233	192	12
Total	816	945	14

40% of employees at Middle Manager Level and above are women

	Female	Male
General Manager		100%
Director	100%	
Senior Manager	30.8%	69.2%
Middle Manager	38.5%	61.5%
		

67 Graduates, Cadets, Apprentices and Trainees make up our workforce

	Female	Male
Graduates	4	6
Cadets	12	12
Apprentices	4	10
Trainees	7	12
		

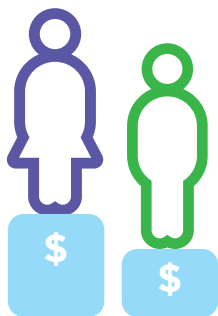
Wollongong City Council

Gender Pay Gap

The gender pay gap measures the annual difference between the average earnings of women and men in a workplace. It shows how contributions are valued across the workforce and is expressed as either a percentage or a dollar amount. Closing this gap supports a fair, inclusive and economically strong society. The gender pay gap is different from equal pay. Equal pay means being paid the same for the same or comparable work, which has been a legal requirement in Australia since 1969.

The gender pay gap compares average pay for women and men across all roles and levels.

While Wollongong City Council is not legislatively required to report under the Workplace Gender Equality Act 2012, we choose to do so as part of our commitment to transparency and equity. Data is calculated using the Workplace Gender Equality Agency methodology and shows the yearly difference in average earnings between women and men, expressed as both a percentage (of male earnings) and a dollar amount.



Full-Time Equivalent Gender Pay Gap (all employees)

Wollongong City Council's full-time equivalent gender pay gap is 0.2%, or \$220.84 per year in favour of women. This compares the average base salaries of female and male employees across all employment types - full-time, part-time, term contract and casual as at 30 June 2025. Salaries for part-time and casual employees have been annualised to a full-time rate to ensure a fair comparison. The calculation includes base salary components such as ordinary time earnings and paid leave but excludes higher-duty payments where staff may be temporarily acting in another role. The General Manager is included in this measure, consistent with the Workplace Gender Equality Agency methodology.

Delivering everyday

Wollongong City Council delivers a diverse range of services for our community everyday. Some of these services – building and repairing roads, rubbish collection and maintenance of public spaces and facilities are recognised as Council’s work.

Others might not be as well known. Here are some highlights for 2024-2025.



760 people laid to rest in our six operational cemeteries and gardens



Ran 52 different programs and projects for young people



Conducted seasonal patrols of 17 beaches including North Wollongong year-round



Provided care, maintenance and lifeguard services at 2 heated pools and 6 free public swimming pools



Operated more than 1,300 parks, reserves and open space areas



Conducted cleaning and maintenance of 9 ocean rock pools



Facilitated and supported a wide range of community arts festivals and activations



Managed the Creative Wollongong Studios providing workspaces for local artists



Picked up over 1,250 public bins across the Local Government Area each week with more than 75% of these bins serviced 5 times a week



Managed and operated 76 Council-owned community facilities including Neighbourhood Centres, Senior Citizens Centres, Childcare Centres, Libraries, Community Centres and Community Halls



Conducted over 400 school zone parking patrols at our local primary schools



Transitioned 45% of our light fleet vehicles to lower emissions vehicles including 30 electric vehicles



Had over 104,265 nights stayed at our three tourist parks



Determined 942 development applications



Inspected approximately 28,710 metres of stormwater pipe and 1,525 stormwater pits and headwalls



Had 427,083 attendances across all program areas including group exercise, learn to swim, competitive and social swimming, athletics, tennis, squash, fitness, table tennis, badminton across two commercially operated recreation centres



Held 467 environmental program/events/workshops



Food Organics Garden Organics (FOGO) program continued to divert organic material from landfill, with a total 32,671 tonnes of food organics and garden organics materials processed



Saw 51,265 people visit the Wollongong Art Gallery



Our 7 Libraries saw 521,207 visitors and loaned 1,379,457 items



Managed approximately 8.7 million square metres of road pavement over 1,186kms



Planned for the delivery of Council's largest ever proposed capital budget through the Infrastructure Delivery Program 2025-2026 to 2028-2029



Customer service answered 92,717 telephone calls, logged 2,126 in person customer requests and received 26,637 online requests



Supported 24 Cadets, 12 apprentices, 15 trainees and 4 school-based trainees through Cadet, Apprentice, Trainee and School-based Trainee program



Delivering Sustainable Services

In accordance with the Local Government Act 1993, section 428(3) and the Integrated Planning and Reporting Guidelines Essential Element 5.3

Council has a strong history of reviewing services as part of its continuous improvement and customer-centric practices. Council has a Service Optimisation Program that continues to focus on assessing identified service delivery to ensure it:

- is sustainable, relevant, aligned with community need,
- delivers a good customer experience, and
- operates efficiently and effectively.

During the process, we place a considerable focus on community and stakeholder engagement. Meaningful engagement helps us understand pain points and opportunities and is used to shape recommendations to improve the customer experience and our internal processes. Our review process uses information from many sources including other relevant and recent community and stakeholder engagement activities, community satisfaction survey results and customer requests, to name a few. Where we have gaps in information, we seek to further engage with the community in an appropriate manner (for example via interviews, workshops or surveys).

Below is a summary of how Council's Service Optimisation Program progressed during the 2024–2025 financial year.

Service/Focus Area	Status	Review Outcome	Improvements Made
Development Assessment (DA) customer interface	Complete	This service assessment looked at the customer service process, website content, online services, communications to customers and associated internal processes. The main goal was to enhance customer service and make it easier for the community and customers to access the information they need from Council.	Most of the recommendations were implemented or commenced in the 2024–2025 financial year. Some recommendations remain in progress and are expected to be completed in the 2025–2026 financial year. Some of the improvements made to date include: • Streamlining website navigation for DA related content to make it easier for customers to follow the process. • Publishing content that clearly outlines the type of advice Council's Development Assessment Duty Officers can and cannot provide to customers/the community. • Improving the user experience across DA related online self-serve functions, including the Lodge an Application process. • Reviewing and rewriting a range of customer facing communications against the principles of plain English. • Improving the information we provide about Council's DA notification and submission processes. In late 2025, we'll undertake a user survey to gauge how the community and customers feel about the changes we have put in place.

Service/Focus Area	Status	Review Outcome	Improvements Made
Rates customer interface	Complete	This service assessment looked at the process customers go through when interacting with Council rates to identify pain points, current service gaps and improvement opportunities. This included reviewing customer service calls received, customer request data, the various customer online portals, website content, communications to customers and associated internal processes. To help support the findings, we undertook empathy interviews with residents/community members, to understand their experiences. The main goal was to enhance customer service, make it easier for the community and customers to access rates information, understand and navigate the various payment methods available and know what to do if they need assistance.	Recommendations will move into implementation during the 2025–2026 financial year.
Pits/Drains customer interface	In Progress	This Service Assessment is progressing and will be completed in the 2025–2026 financial year. It includes looking at the procedures involved in receiving, understanding and acting upon customer requests. It encompasses the entire lifecycle of a customer request, from initial submission to resolution including information provided via customer communications, the use of technology, website content and navigation, and relevant internal processes.	Review still underway.
Road Signage	In Progress	This Service Assessment has commenced and will be completed in the 2025–2026 financial year. This review aims to assess the full lifecycle of road signs (as identified in scope) — from installation and maintenance to eventual removal and replacement — ensuring alignment with safety standards, regulatory compliance, and community expectations. The assessment will examine current policies, procedures, and maintenance programs to identify opportunities for improved efficiency, cost-effectiveness, and visual amenity, including incorporating community feedback to enhance the functionality of signage across the network.	Review still underway.

Achieving Environmentally Sustainable Outcomes

In alignment with the Integrated Planning and Reporting Guidelines and broader public sector sustainability reporting practices, and in accordance with the Local Government Act 1993, section 428(3).

Council is committed to delivering services that are environmentally responsible, economically viable, and aligned with community values. Sustainability is embedded across Council’s operations and planning, with a focus on reducing emissions, improving resource efficiency, and enhancing resilience. Council’s approach is guided by long-term strategic goals and shaped through meaningful engagement with our community, stakeholders, and partners.

This section provides a summary of Council’s key sustainability achievements during the 2024–2025 financial year, grouped under community-focused initiatives and operational improvements.

Council’s Emissions Reduction Targets

- Net zero emissions by 2030 for Wollongong City Council operations,
- 50% reduction in emissions by 2030 for the Wollongong community, and
- Net zero emissions by 2050 for the Wollongong community.

Community Focused Initiatives

Council continues to deliver environmentally sustainable outcomes that respond to community needs, reduce environmental impact, and build long-term resilience. This financial year saw several successful and ongoing programs delivered targeting: clean energy and electrification, resource recovery and circular economy, urban greening and biodiversity, sustainable and active transport, and ecologically sustainable development.

Wollongong LGA Emissions Reduction Snapshot



20% reduction in emissions since 2018-2019



35% of homes have solar panels



12 community batteries installed



133,000 tonnes of CO₂ diverted from residential solar energy generated



175,700 tonnes of CO₂ diverted by using Food Organics Garden Organics (FOGO)



166,400 tonnes of CO₂ diverted by using kerbside recycling



9 public electric vehicle chargers in Council carparks



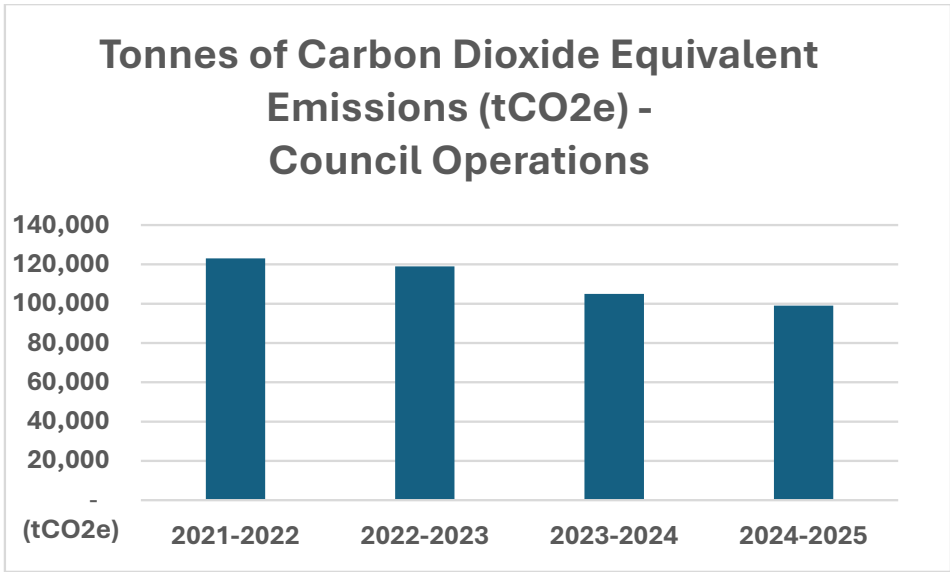
25% of new car registrations are electric vehicles as at February 2025

Wollongong Community Emissions

Wollongong’s emissions have steadily decreased since 2018 mainly due to greening of the electricity grid with renewable energy sources. Our largest sources of emissions (excluding industrial processes) remain stationary energy (electricity and gas consumption) and transport as we work towards our 2030 interim target. For 2018-2019, community emissions were recorded at 4.451 million tonnes of carbon dioxide equivalent. 2022-2023 recorded 3.804 million tonnes of carbon dioxide equivalent. 2022-2023 is the latest available data at time of publication (*Source: Wollongong profile, snapshot.com.au*), reflecting a downward trend since 2018.

Wollongong City Council Operational Emissions

Council continues to make progress in reducing its operational carbon footprint, aligning with our net zero by 2030 target. In 2024–2025, emission reductions were driven by investment in renewable energy, electrification, landfill gas capture and transition of fleet to electric vehicles. Emissions from Whytes Gully landfill continue to be Council’s biggest source of operational emissions and we’ll continue to act innovatively to reach our goal.



Some key projects that contributed to emissions reductions in 2024-2025:

Operational Emissions Reduction Project	Outcome and Impact
Increase landfill gas capture infrastructure	This financial year 10 additional gas capture wells were installed at the landfill as the new landfill cell was constructed. The additional capacity is expected to capture a further 20% of the methane emissions generated by organic landfill.
Ongoing solar acceleration program	Council’s 500+kW of onsite solar generated over 740MWh of electricity in 2024-2025. Avoiding over 500 tonnes of emissions and enough energy to power charge one of our electric vehicles over 11,000 times.
Fleet transition	Council has transitioned over 110 vehicles to either electric or hybrid options. When charged with Council’s renewable energy each electric car on average reduces 5 tonnes of emissions/year.
Electrification of gas consuming assets	Progressed the upgrade of the Town Hall and Art Gallery HVAC system to an efficient electric heat pump. This will see these facilities transition to full electric and include on-site solar generation. Currently these facilities account for 142 tonnes of emissions each year that will now be powered by zero emissions renewable energy.
Food Organics Garden Organics (FOGO) diversion from landfill	31,000 tonnes of FOGO was diverted from landfill and reused for compost production, this avoided ~45,000 tonnes of emissions.



Image: Continental Pools, Wollongong.

Major Capital Works Projects

\$87.8M

**Capital
Works
Program**

**459 projects
delivered**

**\$65.3M spent
on renewing
and replacing
assets**

**\$22.5M spend
on Capital
Works (new)**

Wollongong City Council is the custodian of infrastructure, property, plant and equipment assets with a gross value of approximately \$7.3B and a net carrying value of \$4.1B on behalf of the community.

During 2024-2025, Council delivered a capital works program worth \$87.8M across 459 projects throughout the Local Government Area. This includes \$65.3M on renewing and replacing existing assets and \$22.5M on upgrading, constructing or purchasing new assets.

Council received a further \$13.9M of contributed assets such as roads and drainage from new subdivisions constructed by developers. The following is a summary of the 2024-2025 expenditure program, highlighting some of the major projects undertaken during the year:

Major Capital Projects*	Spend YTD
New Cell Stage 2B-2, Whytes Gully	\$9.3M
Beaton Park Regional Tennis Complex Upgrade	\$3.5M
Bellambi Gully Flood Mitigation	\$3.2M
Southern Suburbs Community Centre and Library	\$2.6M
Stages 2-4 West Dapto Road Upgrade	\$2.3M
Cleveland Road Upgrade Stage 1	\$1.2M
Stage 1A – West Dapto Road Upgrade	\$1.2M
Farmborough Road; #151 to Fairloch Avenue (East)	\$1.1M
Weringa Avenue, Flagstaff Road to Denise Street	\$0.9M
Reserve Street, Gilmore Street to Robsons Road; south side	\$0.9M
Strathearn Avenue; Rawlinson Avenue to South Street	\$0.8M
Hercules Street; New Dapto Road to Denison Street	\$0.8M
Mount Keira Road; Queen Elizabeth Drive to Mount Keira Road RFS	\$0.8M

* Expenditure quoted above refers to the actual expenditure for 2024-2025, not the total cost of the project

Projects across multiple locations^ Asset Class	Number of Projects	Total Spend
Roads and Related Assets	141	\$21.0M
West Dapto	14	\$7.6M
Footpaths and Cycleways	76	\$9.4M
Carparks	12	\$1.3M
Stormwater and Floodplain Management	71	\$8.3M
Buildings	60	\$7.5M
Commercial Operations	16	\$5.8M
Parks, Gardens and Sportsfields	41	\$3.4M
Beaches and Pools	2	\$0.6M
Waste Facilities	9	\$10.3M
Fleet	1	\$4.3M
Plant and Equipment	2	\$3.3M
Information Technology	7	\$1.6M
Library Books	1	\$1.4M
Public Art	1	\$0.2M
Land Acquisitions	5	\$1.8M

^ Number of projects refers to the number of projects Council spent money on and not necessarily constructed in 2024-2025

Council at Work

Council's revenue for 2024-2025 was \$390.64M, with the majority of revenue coming from general rates and annual charges. This funding supported more than 33 services and programs, as well as new investment in operational and strategic priorities for the city. The following information provides an overview of Council's revenue and expense in 2024-2025.

Where does the money come from?

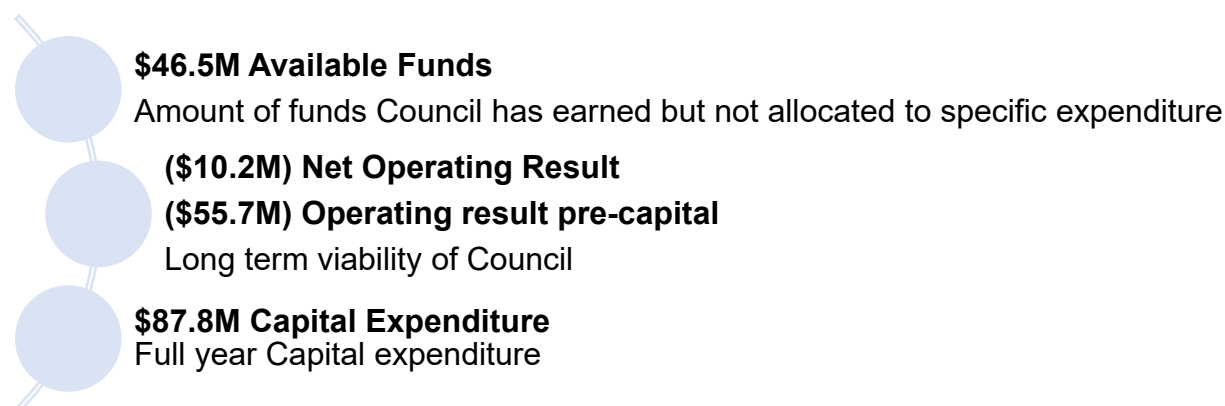
	%	Total \$'000 390,643
Rates and Annual Charges	63%	247,516
User Fees and Charges and Other Revenue	10%	40,074
Rental Income	2%	6,555
Grants and Contributions – Capital Purposes	12%	45,473
Grants and Contributions – Operating Purposes	8%	31,646
Interest and Investment Revenue	3%	12,081
Other Revenues	2%	7,298

Where is the money spent? Expense by Service



Financial Overview

Key Indicators



Financial Highlights



Connecting With Our Community

The Delivery Program and Operational Plan delivers in response to the aspirations outlined in the Our Wollongong Our Future 2032 Community Strategic Plan. Our Wollongong Our Future 2032 Community Strategic Plan is the community's Plan, and Council works together with business, government, community groups and individuals to deliver the community's aspirations.

The Delivery Program and Operational Plan have been prepared in response to community engagement and feedback and Council's legislative responsibilities.

Throughout 2024–2025, many online and face to face engagement methods have been used to hear the thoughts and ideas of our community about a range of Council's plans, projects and policies.

Community engagement undertaken throughout 2024–2025 includes:

Project name	Date
Draft Wollongong City-Wide Development Contributions Plan 2024	July
Draft Wollongong Development Control Plan 2009: West Dapto Release Area	July
Help plan for how we get around the City Centre in future	July - August
Planning Proposal – 21 Barham Place - Horsley (Preliminary)	July - August
Planning Proposal – Preliminary Notification – Irvine Street, Gwynneville precinct	July - August
Wollongong City Council Business Survey 2024	August - September
Options for Helensburgh Cemetery Entrance	August - September
Helensburgh Community Rooms – Fees and Charges	August - September
Revised Privacy Management Plan 2024	August - September
Creating safer connections to Corrimal Train Station Phase 1	August - September
Creating safer connections to Austinmer Train Station Phase 1	August - September
Creating safer connections to Helensburgh Train Station Phase 1	August - September
Creating safer connections to Stanwell Park Train Station	August - September
Creating safer connections to Coniston Train Station Phase 1	August - September
Creating safer connections to Bulli Train Station	August - September
Creating safer connections to Thirroul Train Station	August - September
Planning Proposal – Preliminary Notification – Stockland Forest Reach Estate Huntley	September - October
Draft Tourism Accommodation Review Strategy 2024	September - November
Location options for Helensburgh Men's Shed	October
New Helensburgh Community Centre and Library	October
Fowlers and Cleveland Roads Upgrade	October - November
Draft Neighbourhood Plan – Cleveland Road East Precinct	October - November
CCTV in the Wollongong CBD	October
Our Wollongong Our Future 2035	October – November; April - May
Review of Councillors Expenses, Support and Facilities Policy	October - November
Review of Wollongong Development Control Plan 2009 Chapter A1: Introduction	November - December
Creating a Safer Community	December - February
Options for the Lake Illawarra Entrance	November - December
Draft Wollongong Foreshore Plan of Management	December - February
Review of Wollongong Development Control Plan 2009 Chapter A2: Ecologically Sustainable Development	February - March
Planning Proposal – Preliminary Notification – Marshall Mount Road Timber Glades Precinct	February - March
Permit, Plug, Play	February - May

Project name	Date
Planning Proposal – Irvine Street, Gwynneville Precinct	March - May
Updating Wollongong's Development Controls: Car Parking, Access, Facilities and Traffic Management	March - April
Planning Proposal – Stockland Forest Reach Estate, Huntley	March
Planning Proposal – Preliminary Notification – 190 Military Road, Port Kembla	March
Share your Helensburgh Cemetery portico story	March - June
Draft Delivery Program 2025–2029 and Operational Plan 2025-2026 and Draft Resourcing Strategy 2025-2035	April - May
Draft Local Strategic Planning Statement	April - May
Caring for waterways in West Dapto	April - June
Flinders Street Precinct Review – Aboriginal Engagement	April - June
Planning Proposal – Exempt Temporary Events and Review of the Wollongong Development Control Plan 2009 – Chapter C6 Events Management	May - June
Our Asset Plan 2025-2035	May - June
Review of Wollongong Development Control Plan 2009: Appendix 4 Definitions	May - June
Planning Proposal for 21 Barham Place, Horsley	May - June
Pick your favourite image of Dapto!	May - June
Help make our next Disability Inclusion Action Plan	June - September
Hill 60 Masterplan Implementation – Stage 1A upgrade	Ongoing
Wollongong Youth Services programs	Ongoing

Calendar of Events

Wollongong City Council delivers and supports a diverse range of events to entertain, engage, activate, connect and build a sense of community.

Here are just some of the events held throughout the year.

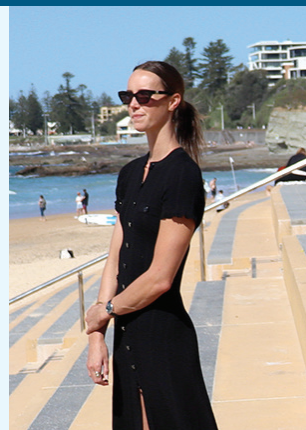
July 2024

NAIDOC Week*
Lantern Parade 2024
Port Kembla
Football Australia
2024 National Youth
Boys Championships
Kite Flying Festival,
Lang Park
Wollongong



August 2024

Australian Darts
Masters
Lord Mayor's
Recognition
Reception*
Emma McKeon
AM Promenade
unveiling*
2024 Southern
Stars



September 2024

Household Chemical
Cleanout*
Nature Shake*
Creative Wollongong
Short Film Festival*



October 2024

Open Street Festival*
Yours and Owls 10th
Birthday Party
Illawarra Aboriginal
Business Expo*
2024 Down Under
Championships -
Crossfit
Culture Mix (multi-
cultural Festival)*
Lord Mayor's School
Starter Picnic*



November 2024

City of Wollongong
Giving Tree*
Australian Supercross
Championship
MS Sydney to Gong
Santa's Arrival*
Illawarra Convoy
Creative Wollongong
Studios Open Day*



December 2024

Australian Junior
Surfing Titles
Biker's Toy Run*
City of Wollongong
Christmas Carols*
Sunset Cinema*
Wollongong New
Years Eve*



* Events directly delivered by Wollongong City Council

January 2025

Wollongong
Summer Carnival

Honk Oz

Volleyball - Youth
National Champs

Cityskate: The Roller
Remix

Australia Day
Aquathon

Australia Day 2025*



February 2025

Lunar New Year
at Crown Steet
Markets*

LoveFest
Wollongong

Annual Rock Swap

Illawarra Hawks
v South East
Melbourne Phoenix



March 2025

Yours and Owls
Festival

Seniors Festival*

Great Illawarra Walk

Lord Mayor's
Afternoon Tea
Dance*

2025 Women's
NSW Open Golf
Tournament



April 2025

Sculpture in the
Garden*

Connections
Exhibition - Works by
Creative Wollongong
Studio Artists in
Residence
2024-2025*

Youth Week*

City Skate*

ANZAC Day Dawn
Service and March*



May 2025

Wollongong Chilli
Festival*

NSW and VIC State
Touch Rugby League
Championships

Live + Local Micro
Festival*

Botanic Gardens
Week*

Comic Gong*



June 2025

Wollongong
Running Festival

Make Music Day

Creative Dialogues*

Bloody Long Walk



Council's Supporting Document Roadmap

Council refers to its adopted strategies and plans as Supporting Documents. These direction setting documents support the development of the Community Strategic Plan, Council's Resourcing Strategy, Delivery Program and Operational Plans.

These documents include goals, strategies and actions specific to project or location. However, until the actions are enabled through resourcing and included in the Delivery Program and Operational Plan, they remain aspirational.

The following supporting documents have been endorsed by Wollongong City Council as priority documents and for the actions within them to be considered for inclusion through the annual planning process:

Community Services and Facilities

Discover Learn and Connect Wollongong City Libraries Strategy 2024-2028
Wollongong Community Safety Plan 2021-2025
Creative Wollongong 2024-2033
Cultural Tourism Strategy 2018
Disability Inclusion Action Plan 2020-2025
Framing Our Future - Wollongong Art Gallery Strategic Plan 2020-2025
Places for People Wollongong Social Infrastructure Planning Framework 2018-2028
Places for the Future: Social Infrastructure Future Directions: 2023-2036
Animating Wollongong Public Art Strategy 2022-2032
Public Toilets Strategy 2019-2029
Reconciliation Action Plan 2021-2023
Destination Wollongong Major Events Strategy 2021-2026

Corporate Governance and Internal Services

Our Resourcing Strategy 2032
Long Term Financial Plan 2022-2032
Asset Management Strategy 2022-2032
Workforce Management Strategy 2022-2026
Information Management and Technology Strategy 2022-2024

Environment

Sustainable Wollongong 2030: A Climate Healthy City Strategy
Climate Change Mitigation Plan 2023-2030
Climate Change Adaptation Plan 2022
Illawarra Biodiversity Strategy
Illawarra Escarpment Management Plan 2015
Urban Greening Strategy 2017-2037
Waste and Resource Recovery Strategy 2024-2034
Lake Illawarra Coastal Management Program 2020-2030
Coastal Zone Management Plan 2017
Urban Heat Strategy 2023

Stormwater Management Plans

Floodplain Risk Management Plans

Planning and Engagement

West Dapto Social Infrastructure Needs Assessment 2023
West Dapto Vision 2018
Economic Development Strategy 2019-2029
Wollongong City Centre Urban Design Framework
Wollongong Heritage Strategy 2023-2027
Wollongong Housing Strategy 2023
Wollongong Retail and Business Centres Strategy 2023
Tourism Accommodation Strategy
Public Spaces Public Life 2016-2029
Wollongong Industrial Lands Review 2023
Wollongong Local Strategic Planning Statement 2020

Town and Village Plans Including:

- Corrimal Town Centre
- Dapto Town Centre
- Figtree Town Centre
- Helensburgh Town Centre Plan
- Port Kembla 2505 Revitalisation Plan
- Thirroul Village Centre
- Unanderra Town Centre
- Warrawong Town Centre
- South Wollongong Future Strategy

Recreation and Open Space

Masterplans including:

- Beaton Park
- Blue Mile
- Wollongong Botanic Garden
- Bulli Showground
- Corrimal Heated Pool
- Cringila Hills Recreation
- Draft Bellambi Foreshore
- Figtree Oval
- Grand Pacific Drive
- Hill 60
- Kembla Grange Cemetery
- King George V Oval
- Memorial Gardens
- Stuart Park
- JP Galvin Park

Plans of Management including:

- Council Community Land
- Beaton Park
- Coledale Beach Reserve
- Judbooley Parade Windang
- Mount Keira Summit Park Plan of Management
- Sandon Point and McCauleys Beach Stanwell Park Reserve and Bald Hill Lookout
- Wollongong Botanic Garden
- Wollongong City Foreshore

- Helensburgh Reserves Plan of Management
 - Draft Hill 60 Crown Reserve
- Sportsgrounds and Sporting Facilities Strategy 2023-2027
The Future of Our Pools Strategy 2014-2024
Play Wollongong Strategy 2014-2024
Tourist Parks Improvement Strategy and Masterplan 2017-2022
Beach and Foreshore Access Strategy 2019-2028

Transport and Infrastructure Planning

Draft Transport Strategy 2025-2035
Wollongong Cycling Strategy 2030
City of Wollongong Pedestrian Plan 2017-2021
Inner City Parking Strategy 2010-2026
Keiraville Gwynneville Access and Movement Strategy 2020
Draft City Centre Movement and Place Plan
Asset Management Plans

Supporting Document Roadmap

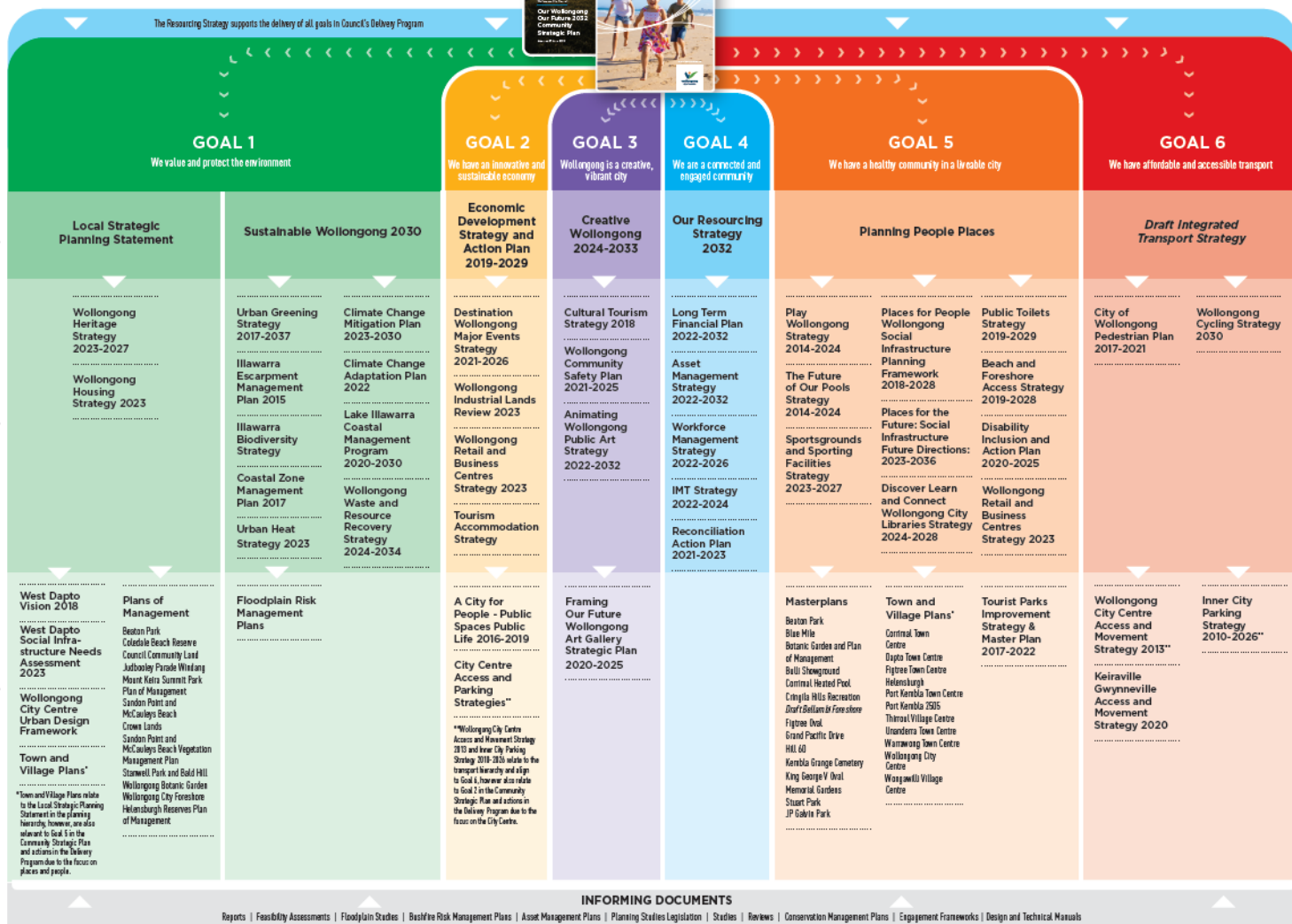
The following Supporting Documents have been endorsed by Council as draft or adopted by Council as final:

GLOBAL, FEDERAL & STATE LEGISLATION & FRAMEWORKS

HIGH LEVEL STRATEGY

LOCAL GOVERNMENT AREA FOCUSED STRATEGIES

LOCATION SPECIFIC



WCCS000039 - version 41

COUNCIL'S STRATEGIC PRIORITIES

Localised
Suburbs and
Places

Sustainable
Wollongong

Active
Transport and
Connectivity

Business and
Investment

West Dapto

To focus Council's attention, Councillors identified five key focus areas for the life of the Delivery Program. These are known as Council's Strategic Priorities.

Localised Suburbs and Places

Our localised suburbs and places will be well planned so that they are liveable and safe. This includes important transport infrastructure and footpaths, as well as the necessary facilities and spaces are available for a variety of uses for communities. We will endeavour to maintain and protect the unique character of our local areas and encourage community spirit and civic pride through appropriate activities and land uses.

Sustainable Wollongong

Achieving a sustainable future and addressing a changing climate are a significant focus during this Council term. Our program includes the implementation of key priorities including reducing emissions and reducing waste to landfill, continuing urban greening and protecting our natural environment.

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. We will continue to facilitate the upgrade of our public transport,

bicycle networks, pedestrian access routes and safety around our schools. This focus will see further investment into our footpaths and cycle ways, complementing our commitment to our suburbs and places.

Business and Investment

We will continue to grow the Wollongong economy through jobs growth, 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, world class university and suburb liveability. We will work with key stakeholders including peak business groups and state and federal governments to further promote our city and attract greater investment in infrastructure and other key assets.

West Dapto

We will continue to work in collaboration with key agencies to provide the infrastructure needed to support West Dapto's existing and growing community and employment lands of the urban release area. This will include coordinated planning for access improvements including new roads and bridges which are needed to support the expected 19,500 total housing lots and 8,500 jobs required over the next 30 years.

STRATEGIC PRIORITIES CONTINUED

Localised
Suburbs and
Places

Sustainable
Wollongong

Active
Transport and
Connectivity

Business and
Investment

West Dapto

Strategic Priorities

Our Councillors have made a commitment to support our organisation and community in making Wollongong a better place to live, work, visit and play. To focus Council's attention to achieve this, Councillors have agreed to five Strategic Priorities. These are outlined in the Delivery Program 2022-2026. A summary of progress made in 2024-2025 is outlined below:

Localised
Suburbs and
Places

Connecting Neighbours Grants were available to support an event or activity that connects people to each other. Funding was provided for 32 activities across the local government area.

The Paint the Gong REAd reading tent was delivered at various locations and events.

As part of the *Safer Cities: Her Way* project, festoon, fairy lighting and wayfinding signage was installed in Port Kembla town centre. A shade sail, soft fall, art pole wraps, Closed Circuit Television (CCTV) and charging station were installed in Dapto Square and an outdoor movie event was held.

The *Creative Wollongong* Short Film Competition festival was held at Lakeside Reserve, Kanahooka. The event focused on Lake Illawarra and was delivered in partnership with Screen Illawarra, Shellharbour City Council and the NSW Government.

A range of programs for young people were delivered in Bellambi, Bundaleer Estate, Warrawong, Dapto and Horsley.

Hill 60 Dreaming terrazzo was laid at Hill 60, Port Kembla and new signage has been installed which includes a QR code to stories about Hill 60 told by Aboriginal Traditional Owners, custodians and knowledge holders.

Support was provided for a range of community based Reconciliation Walks, National Aboriginal and Islanders' Day Observance Committee (NAIDOC) events and the Saltwater Festival in Bundaleer Estate.

Informed by extensive community engagement, the Kembla Vision: A Plan for the Future was developed. The Plan includes a Vision, Guiding Principles and Proposed Actions for Mount Kembla and Kembla Heights.

Sustainable
Wollongong

Council made significant progress delivering on its commitment to sustainability completing 477 environmental referrals to inform the assessment of proposed developments that support sustainable outcomes.

Council adopted amendments to Chapter A2 – Ecologically Sustainable Development of the Wollongong Development Control Plan 2009. This chapter outlines sustainability considerations for new development, including support for all-electric building options. These principles will inform future reviews of

STRATEGIC PRIORITIES CONTINUED

Sustainable Wollongong

additional chapters of the Development Control Plan to help deliver more sustainable development outcomes.

Efforts continued to protect biodiversity through the West Dapto Urban Release Area - Biodiversity Certification Scheme which was publicly exhibited and submitted to the NSW Government for final endorsement.

Key projects were delivered under the Climate Change Mitigation Plan along with the development of communication and education tools to support our community in making sustainable decisions. Most of the tools are hosted on Council's website sustainability pages for ease of access.

Active Transport and Connectivity

Council completed engagement workshops and sessions with the community, Transport for NSW and other stakeholders to develop the draft Wollongong Transport Strategy 2025–2035, which was planned for Council endorsement early in 2026 financial year. This ambitious 10-year plan sets a future-focused direction for how people move around the city, aiming to create a safe, reliable, sustainable, and inclusive transport network.

Multiple stakeholder engagement sessions have been undertaken to develop the draft Wollongong City Centre Movement and Place Plan. This is a strategic initiative by Council aimed at transforming how people move through and experience the city centre. It aligns with the broader Transport Strategy and focuses on creating a vibrant, connected, and accessible urban environment.

Council continues to implement the Wollongong Cycling Strategy 2030, adopted on 16 November 2020. Engagement with the consultant responsible for the Cycling Network Plan and Program has now concluded, with work progressing on the final version. This Plan delivers on multiple actions of the Cycling Strategy and will help guide future investment in cycling infrastructure. Community workshops are being developed to engage local cyclists, Councillors and staff, with the final Plan expected to be issued in 2025 following public feedback.

Once the Cycling Network Plan is completed, work will commence on a new Footpath Network Plan, subject to funding. This will help integrate active transport networks across the city and inform the Safer Routes to School planning, which identifies key priorities and addresses missing links.

Council staff have also been actively engaged with the NSW Government on the Strategic Cycling Corridors project. Feedback and recommendations were provided to align the draft proposals with Council's Cycling Network Plan and to ensure strong connections between local and regional cycleway routes. The Strategic Cycleway Corridors Illawarra–Shoalhaven Overview has identified three connections within the Wollongong Local Government Area. Detailed design is required to support the development of a future business case for funding. As part of this project, Council staff also reviewed a concept design for a route between Figtree and Coniston Train Station and are now awaiting the next steps in design development.

The draft Lake Illawarra Shared Path Masterplan will be finalised in 2025. Options for completing the loop will be shared following further engagement with key stakeholders and the community.

Council's Safer Routes to School program remains ongoing, supporting short and long-term actions that encourage active travel across the Local Government Area.

STRATEGIC PRIORITIES CONTINUED

Business and Investment

Wollongong has achieved 100 per cent of its jobs target from the Economic Development Strategy 2019–2029, reaching this milestone four years ahead of schedule. Between 2017–2018 and 2023–2024, local employment increased by 10,612 jobs—an 11.5 per cent rise—bringing the total number of jobs in the Wollongong Local Government Area to 102,957. This is a significant achievement for the region given the target represented double the jobs grow in the preceding decade.

Council conducted its biennial Wollongong Business Survey in August 2024, receiving over 300 responses. The results of the survey informed both our annual business support program, and the mid-term review of the Economic Development Strategy.

A new 30 second video featuring the Wollongong CBD as a place to do business was launched.

The *#MadeInWollongong Business Leader Series* was launched in December 2024. A new initiative dedicated to promoting local innovative businesses in key target sectors that are putting Wollongong on the map.

In January 2025, Council partnered with Screen Illawarra and Destination Wollongong, to host a Screen Famil tour – showcasing Wollongong’s key assets and growing capability to host major film productions. The Famil was attended by senior executives including from Netflix, The Walt Disney Company, BBC Studios and Warner Bros Entertainment.

The 2025 *Invest Wollongong* Investment Prospectus was launched in February at the Property Council of Australia’s Office Market Report event in Sydney, attended by more than 500 industry leaders in property.

Council also participated in the Reserve Bank of Australia region economic engagement program and hosted a number of other international trade and investment delegations including from Indonesia in October 2024 and Longyan, China in April 2025.

West Dapto

The review of the West Dapto Development Contributions Plan (2022) was finalised during the year. On 7 April 2025, Council adopted the West Dapto Development Contributions Plan 2025 as reviewed and supported by the Independent Pricing and Regulatory Tribunal (IPART). This is a significant milestone that will ensure development contributions reflect current infrastructure costs and support the delivery of essential services in the West Dapto Urban Release Area.

The final report of IPART supports Council's request to remove the Western Ring Road project from the Contributions Plan subject to alternative funding being identified, either through grants or the NSW Government taking responsibility for its delivery. Council continued its advocacy for the State's commitment to the road, including Northcliffe Drive Extension, throughout 2024-2025.

Four major Concept Development Applications (DAs) were actively under assessment by Council staff throughout 2024-2025. Three of the Concept DAs were located within Stage 5 of the release area. The first of the applications was approved in May 2025. Located in Stage 5, it provides approval for eight development stages with the potential for 1,600 residential lots. This approval also includes consent for the Stage 1 subdivision, which will deliver 113 residential lots. Future stages (2 to 8) will require separate Development Applications. Concept DAs are submitted by applicants in lieu of Neighbourhood

STRATEGIC PRIORITIES CONTINUED



Plans, as permitted under the New South Wales Environmental Planning and Assessment Act 1979.

Council staff continued work on key infrastructure projects in West Dapto, including those supported by Commonwealth and NSW Government funding. This includes the Darkes District Sports and Community Hub and the West Dapto Road urban upgrade. Progress was also made on the Cleveland Road upgrade, with Council's works team completing Stage 1, from Fowlers Road to Cleveland Road.

Council remains actively involved in discussions with infrastructure delivery authorities to ensure a coordinated approach to infrastructure planning and delivery in line with development progress at West Dapto.



Image: Lunar New Year





Summary of Progress by Goal

Status of Actions as at 30 June 2025

Status		Goal 1	Goal 2	Goal 3	Goal 4	Goal 5	Goal 6	Support Services	Overall %
On-Track/ Complete		96%	100%	100%	100%	64%	86%	86%	88%
Action is progressing or achieved as planned		(23/24)	(8/8)	(9/9)	(22/22)	(18/28)	(6/7)	(12/14)	(98/112)
Deferred		4%	0%	0%	0%	11%	0%	7%	4%
A decision has been made to reschedule the timing of the project or actions		(1/24)	(0/8)	(0/9)	(0/22)	(3/28)	(0/7)	(1/14)	(5/112)
Not scheduled to commence		0%	0%	0%	0%	0%	0%	0%	0%
The action was not due to commence during the reporting quarter		(0/24)	(0/8)	(0/9)	(0/22)	(0/28)	(0/7)	(0/14)	(0/112)
Delayed		0%	0%	0%	0%	25%	14%	7%	8%
Unforeseen event has changed the timing of a project or action		(0/24)	(0/8)	(0/9)	(0/22)	(7/28)	(1/7)	(1/14)	(9/112)

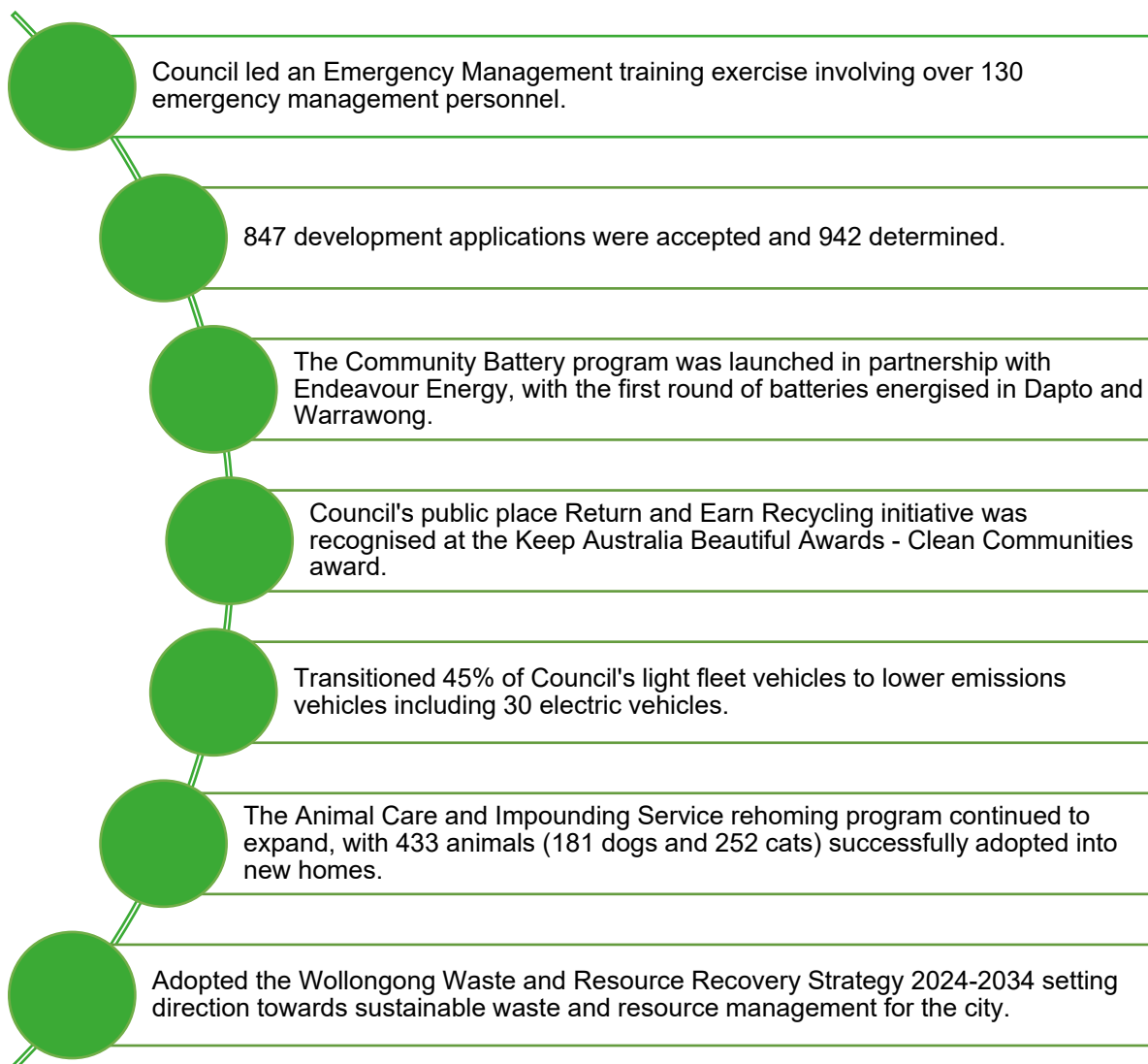
Result shown as number of actions.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Objectives

We will work together to reduce emissions and the effects of a changing climate.
Our natural environments are protected and our resources will be managed effectively.
Development is well planned and sustainable and we protect our heritage.

Achievements



Highlights



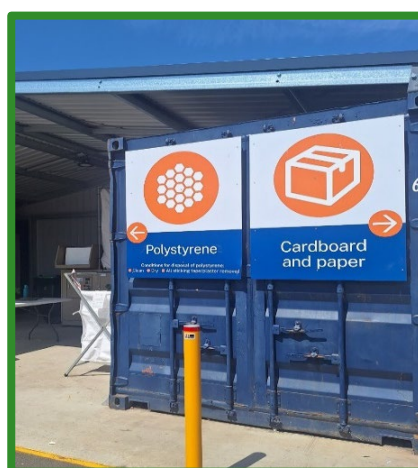
Children using one of the 100 additional public place bins and Return and Earn baskets installed at busy foreshore areas as part of the Summer Cleansing program.



Council adopted the Wollongong Waste and Resource Recovery Strategy 2024-2034.



Director Energy Futures Network Ty Christopher, Federal Member for Cunningham Alison Byrnes MP, Endeavour Energy Chief Financial Officer Francoise Merit, Lord Mayor Councillor Tania Brown and Coomaditchie Administration Officer Kristy 'Lil' Thomas at the launch of the Community Battery Program in partnership with Endeavour Energy, Warrawong.



A new polystyrene recycling unit at Whytes Gully has resulted in significant diversion of this material to landfill.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Development Assessment

Responsibility Manager Development Assessment and Certification

About this Service

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

Annual Progress Update

Council continued to assess a diverse range of development applications during the year. Process improvement was a key focus with the implementation of recommendations from the recent customer experience review. These included improving processing times and customer service with enhancements completed along with ongoing investment in resolving issues with the NSW Planning Portal integration. Pre-lodgement advice was also provided to a range of stakeholders.

The introduction of the Planning Minister's expectations for assessment performance across the State, saw an increased focus on assessment times to align with the newly introduced criteria. Council demonstrated high performance in both the State and internal performance indicators.

Council continues to offer services as a Principal Certifying Authority for buildings and subdivisions, providing an alternative to private sector certification.

Council worked with the Design Review Panel to achieve design excellence through providing advice on 22 matters throughout the year. Work with the Wollongong Local Planning Panel saw the Panel consider and determine 50 matters.

Work with the Southern Regional Planning Panel saw the Panel briefed on eight matters over the course of the year and determine seven applications.

Throughout 2024-2025, 847 development applications were accepted and 942 were determined.

Operational Plan 2024-2025 Update

Actions	Status	Comment
Progress the outcomes resulting from the review of customer experience around access to information related to Development Assessment.	On-Track 	The Development Assessment and Certification Service Optimisation Project is well progressed with a number of recommendations completed. The remaining items are on track for completion in the September 2025 quarter. The project has led to enhancements to Council's website for all planning and development related information as well as improved customer service online access to our Duty Development Officer. A minimum two customer call back over two separate days policy is now in place in order to improve customer service. A post implementation survey is planned for mid-2025-2026 financial year, in order to evaluate the success of the project from a customer perspective and further potential improvements.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Development Assessment Continued

Operational Plan 2024-2025 Update		
Actions	Status	Comment
Administer Design Review Panel in relation to key sites or significant development	On-Track 	Council continued to work with the Design Review Panel to support design excellence in the assessment and determination of Development Applications. The Panel's engagement with Council staff and proponents' design teams assists in facilitating best design for significant projects across the local government area. The Panel provided advice on a total of 22 matters during 2024-2025.
Administer the Wollongong Local Planning Panel	On-Track 	Council continued to work with the Wollongong Local Planning Panel to finalise the assessment and determination of Development Applications. The Panel considered a total of 50 applications during 2024-2025. Panel concurrence with staff recommendations remains high with the Panel concurring with 44 out of 50 applications across the annual reporting period.
In conjunction with the Department of Planning, Industry and Environment administer the Southern Regional Planning Panel	On-Track 	Council continued to work with the Southern Regional Planning Panel to finalise the assessment and the determination of significant development. Council and the Panel focused on efficient and early reporting to deliver best outcomes for urban development proposals and applications. During 2024-2025, the Panel determined nine matters and was briefed on a further eight applications.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Emergency Management

Responsibility *Manager Infrastructure Strategy and Planning*

About this Service

The service provides support in the planning and preparation for significant emergencies that may impact the safety and security of residents and visitors to the city.

Annual Progress Update

Throughout the year, Council continued to deliver its core emergency management responsibilities, supporting both the Local Emergency Management Committee and the Local Rescue Committee to undertake their legislated functions. Council's active involvement has ensured that these Committees continue to function effectively in coordinating local emergency preparedness and response.

Council's Emergency Management Officer played a key role in several emergency operations throughout the year. This included direct support to the NSW Rural Fire Service (RFS) during the Bulli Pass bushfire in September 2024. Additional support was provided to both the NSW RFS and NSW State Emergency Service (SES) during periods of high and extreme fire danger and during severe storm events, including those associated with ex-Tropical Cyclone Alfred. Council also contributed to regional emergency preparedness through participation in a major tsunami response exercise and by joining the exercise control team for a large-scale multi-agency drill. The officer is also contributing to the planning and operations committee for the upcoming World Triathlon Championship Finals.

On 21 June, the *BUSted* training exercise was held, simulating a serious collision between a bus and car on Mount Ousley Road involving 26 passengers. The exercise was planned and overseen by Council's Emergency Management Officer, Clare Robinson, and involved 130 emergency services personnel. The scenario tested the multi-agency response to a major road crash and supported ongoing readiness across emergency services.

Operational Plan 2024-2025 Update		
Actions	Status	Comment
Partner with the State Emergency Service to upgrade Wollongong Unit facilities at Montague Street	On-Track 	Council has agreed to partner with the NSW State Emergency Service (SES) to deliver minor upgrade works to the existing Wollongong SES Unit on Montague Street. These works will be fully funded by the SES. Project scoping is continuing in collaboration with SES representatives.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Emergency Management Continued

Operational Plan 2024-2025 Update

Actions	Status	Comment
Continue to advocate for funding from the State and Federal Government to Support disaster recovery and future resilience	On-Track 	Council played a central role in leading the regional recovery efforts following the 6 April 2024 flood event. As chair of the Illawarra and Southern Highlands Regional Recovery Committee, Council continued to advocate for policy and funding reforms to enhance both immediate recovery and long-term community resilience. This collaborative forum provided a vital platform for coordinating regional responses and sharing strategic insights and has now concluded. Council has commenced preparing claims under the joint Commonwealth–State Disaster Recovery Funding Arrangements (DRFA) to recover costs associated with clean-up activities and repairs to damaged infrastructure resulting from the April storm event. Council has received confirmation from Transport for NSW that an emergency works claim, valued at approximately \$650,000, has been approved. Preliminary advice has also been received from NSW Public Works regarding the estimated value of Council's remaining emergency works, however, this has not yet been formalised. Council has submitted a grant application under Round 3 of the Disaster Ready Fund for a Disaster Resilience Innovation Pilot. The project aims to strengthen recovery and resilience capability within the Wollongong Local Government Area.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Environmental Services

Responsibility *Manager City Strategy*

About this Service

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

Annual Progress Update

2024-2025 was a year of rebuilding the education service both at the Botanic Garden and as an outreach program. This included a review and implementation of new school programs, development and delivery of new school holiday programs, community education and waste content. The establishment of a new environmental education event 'Nature Shake' was a successful highlight.

In addition to regular Bushcare, DuneCare and FIReady volunteer programs, tree planting activities included National Tree Day and Poem Forests events with community and school groups installing over 3,000 native plants and learning about their local environment. Council staff attended three Private Creek Care Information days across our three Wards. Creek Care days were an opportunity for community members to speak directly with Council staff about issues affecting private land ownership along creek lines. Council also supported the Illawarra Local Aboriginal Land Council in undertaking the 'Planting Purrah Bay: Community Day Restoring Lake Illawarra Foreshore' project with 1,200 native plants planted.

The Bushcare Summer Walks series were held across five sites. All registered volunteers were invited to attend bush walks that highlight the important work that volunteers and Council undertake in our natural areas. Natural area restoration work continued throughout bushland reserves. Volunteers were recognised at two special events, a morning tea during national Volunteers Week and an end of year event.

Opportunities for community participation in Urban Greening actions were facilitated. These included National Tree Day, Poem Forest days with schools and special community planting events around key sites such as Lake Illawarra, Puckeys Estate. Highlight projects included the Glossy Black Cockatoo food tree project, supporting the Illawarra Local Aboriginal Land Council in undertaking the 'Planting Purrah Bay: Community Day Restoring Lake Illawarra Foreshore' project.

The tree replacement ratio of 19:1 for the year, represents the number of trees being planted for each tree removal when combining natural area canopy trees and parks/open space specimen tree planting.

The New Landfill Cell construction at Whytes Gully continued overcoming some challenges including significant weather conditions. Construction is expected to be completed by the end of December 2025. The procurement of the domestic waste collection service has progressed with a report to Council expected at the end of September 2025.

Circular economy initiatives continued to be delivered with over 16,000 mattresses locally recycled, 31,000 tonnes of Food Organics Garden Organics (FOGO) processed for reuse and over 800 kilograms of soft plastic collected in partnership with Illawarra Shoalhaven Joint Organisation.

Community Recycling Centre activities have been expanded to include polystyrene and embedded battery collections and an expanded list of e-waste items. Waste education programs continued focusing on the diversion of waste from landfill, by using FOGO, and included several tours for the public through the Soilco facility, where Council's FOGO is processed.

The citywide biannual household waste bin audit was completed to inform current bin use behaviour and inform Council's approach to future education programs.

Council received two 'Keep Australia Beautiful' awards for Summer cleansing and FOGO Hero's campaign.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Environmental Services Continued

Operational Plan 2024-2025 Update

Actions	Status	Comment
Deliver commitments made under the Global Covenant of Mayors including the implementation of Council's Climate Change Mitigation Plan 2023-2030	On-Track 	Significant progress and achievements were made in line with the net zero pathway for community emissions. The adoption of solar panels and batteries by households and the decarbonisation of the electricity grid have resulted in a decrease in our community greenhouse gas emissions. The roll out of Community batteries by Endeavour Energy supported by Council and launch of the Illawarra Shoalhaven Community Renewable program in partnership with Illawarra Shoalhaven Joint Organisation and ShineHub in June 2025 will support further community emissions reduction. Increased consideration of Ecologically Sustainable Development outcomes through the adoption of Chapter A2 – Ecologically Sustainable Development in the Wollongong Development Control Plan and future Development Control Plan chapters review will assist with the community emissions pathway to net zero. Council's transition of our passenger fleet vehicles and related equipment to low carbon alternatives is well progressed with a further review of Council's large fleet underway. Capture of our landfill emissions has increased and a project to install solar on priority buildings is underway. Our internal Climate Actions working groups continue to prepare implementation plans that support reducing our corporate emissions. A focus on alignment across the organisation will support our ongoing pathway to net zero by 2030.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Environmental Services Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Implement priority actions of the certified Coastal Management Program for Lake Illawarra	On-Track 	Significant progress has been made with the implementation of the Lake Illawarra Coastal Management Program throughout the year. Of the 39 actions included in the Plan, two have been completed and 35 are progressing. Work has been completed to improve water quality through water quality monitoring and reporting and the implementation of the risk based framework well progressed. Sediment load entering the lake due to construction activities have been reduced due to effective educational and compliance programs. Rise and Shine Lake clean ups have been successful. Work to manage the entrance channel included completion of the entrance options study and subsequent public exhibition. In late May 2025, both Wollongong and Shellharbour City Councils resolved to write to the NSW Government, requesting that it resource and undertake a Strategic Business Case to deliver a long-term management solution for the Lake Illawarra entrance. This request aligns with Action EC1 of the Lake Illawarra Coastal Management Program and was supported by a community engagement report outlining options for the entrance. A project to protect and promote cultural heritage was undertaken in collaboration with the Illawarra Local Aboriginal Land Council to understand Aboriginal cultural values by talking with Traditional Owners, custodians and knowledge holders. Vegetation works on priority areas around the lake to protect and rehabilitate estuarine and riparian vegetation continued with support from Bushcare groups. A riparian corridor management strategy for the West Dapto Urban Release Area has been drafted and its public exhibition is completed. Community engagement and participation included: the appointment of new community representatives and scientific advisor to the Lake Illawarra Implementation Group, featuring of the lake and its waterways in the Creative Wollongong Short film festival, Rise and Shine clean-ups, and the regular updates of the Lake webpages on both Wollongong and Shellharbour Councils website.
Prepare the Coastal Management Program for the Wollongong Open Coast	On-Track 	Several technical studies were completed throughout the year as part of Stage 2 of the Wollongong Coastal Management Program. These included the Coastal and Estuary Processes Study, Cliff Instability Study, Coastal Entrance and Estuary Foreshore Erosion Study, Coastal and Tidal Inundation Study, and the Aboriginal Coastal Cultural Values Report. Progress made on other studies included the Coastal Erosion Study, Identification of Aboriginal Cultural Heritage values and assets, and vulnerability assessment and the Littoral Rainforest and Coastal Wetlands mapping.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Environmental Services Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Carry out sustainability and environmental education programs	On-Track 	During the year, Council delivered various forms of sustainability and environmental education covering participation and information-based formats. Tree planting activities were held in addition to regular Bushcare, DuneCare and FIREady volunteer programs. These included National Tree Day and Poem Forests events with community and school groups installing over 3,000 native plants and learning about their local environment. Council staff attended three Private Creek Care Information days across all three Wards. The Creek Care days were an opportunity for community members to speak directly with Council staff about issues affecting private land ownership along creek lines. The Bushcare Summer Walks series were held across five sites. All registered volunteers were invited to attend bush walks that highlight the important work that volunteers and Council undertake in our natural areas. The Stream Hill Community Day, held on 14 April 2025, was led by the Department of Climate Change, Energy, Environment and Water in partnership with Landcare and Council. The event attracted strong attendance and celebrated the endangered Lowlands Grassy Woodland plant community with nature-based activities, guided walks, stalls and planting. It also provided a valuable opportunity to connect with residents from Stream Hill and surrounding suburbs. Rise and Shine was relaunched in spring with notable community events including the Mt Keira to Mt Kembla clean-up recording 5.5 tonnes of waste being removed from bushland areas. The Program also commenced a series of monthly clean-up events around Lake Illawarra. Clean Up Australia Day was held in March with 108 groups registered and 32 groups across the weekend. The Green Team waste education delivered Culturally and Linguistically Diverse (CALD) talks on Food Organics Garden Organics (FOGO) with a mix of Arabic, Swahili, Farsi and Burmese languages and interpreters. Weekly pop-up promotional events primarily on FOGO as well as Household Clean-up and Community Recycling Centre across shopping centres and Bunnings stores were also held along with promotional days across various sites. The huge demand by residents for FOGO caddy liners remains ongoing. A new 'How to FOGO' video was produced and is available on Council's website as well as website improvements including a new webpage for mattresses and polystyrene.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Land Use Planning

Responsibility Manager City Strategy

About this Service

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

Annual Progress Update

A broad range of strategic planning matters progressed during the year.

The Tourism Accommodation Strategy was adopted, which identifies opportunities for additional tourist accommodation facilities in our city and will inform a review of current planning controls.

The Affordable Housing Policy was also adopted, which details when development contributions to assist in the provision of affordable rental housing will be required.

The Planning Proposal to rezone land in Gwynneville was publicly exhibited. This proposal has the potential to increase housing capacity from 125 existing dwellings to approximately 1,250 new dwellings, including a target of 50 per cent social and affordable housing. A number of other Planning Proposals were progressed and finalised including the review of large R2 zoned lots in the Illawarra Escarpment foothills, Wilga Street Corrimal, Cleveland Road West Dapto phase 2 rezoning. A Planning Proposal to exempt Events held on Council and Crown land from the requirement to gain development consent was also exhibited during the year.

Wollongong Development Control Plan chapters were updated, exhibited and adopted including A1 - Introduction, A2 - Ecologically Sustainable Development, E3 - Car parking, and an update to Chapter D16 – West Dapto to incorporate two additional Neighbourhood Plans.

The revised draft Wollongong Local Strategic Planning Statement was exhibited. This statement outlines an updated land use vision for the Wollongong Local Government Area.

The Wollongong City Foreshore Plan of Management was endorsed on 30 June 2025. The Plan provides guidelines for the use and management of Crown and Council reserves along the Wollongong central foreshore, extending from Stuart Park and JP Galvin Park in the north to Coniston Beach and Swan Street in the south.

Preparation of the Wollongong Forts Conservation Management Plan commenced along with a strategic review of the planning controls for the Flinders Street, Wollongong precinct.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Review the Local Strategic Planning Statement	On-Track 	The Wollongong Local Strategic Planning Statement 2020-2040 was adopted by Council on 29 June 2020. Council is legislatively required to review the Statement within seven years of initial adoption. On 7 April 2025, Council endorsed the draft Wollongong Local Strategic Planning Statement for public exhibition. The draft Statement was exhibited alongside the Community Strategic Plan from 9 April to 7 May 2025. Submissions received during the exhibition period will inform the final version of the Statement, which will be reported to Council for adoption in the first quarter of 2025–2026.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Land Use Planning Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Continue the review of the West Dapto Land Release Area by developing a Local Infrastructure and Development Strategy	On-Track 	During the year, Council staff received feedback and support from the Independent Pricing and Regulatory Tribunal (IPART) following its review of Council's draft West Dapto Development Contributions Plan 2025. The nominee of the NSW Minister for Planning and Public Spaces subsequently also supported IPART recommendations and directed Council to adopt the Contributions Plan. On 7 April 2025, Council adopted the West Dapto Development Contributions Plan 2025. The updated Plan reflects the rising infrastructure costs that have occurred since the previous version was adopted in December 2020. It will also inform the development of the West Dapto Infrastructure Development Strategy. A consultant has now been appointed and is expected to undertake the majority of the work during the first quarter of the 2025–2026 financial year.
Undertake studies to inform the periodic review of the West Dapto Development Contribution Plan	On-Track 	The informing studies that supported the development of the West Dapto Development Contributions Plan 2025, adopted on 7 April 2025, were completed in 2023. Council staff will deliver the West Dapto Water Management Masterplan during the 2025–2026 financial year, which will inform the next major review of the Contributions Plan. In addition, the West Dapto Infrastructure and Development Strategy will be completed during 2025–2026, following the successful procurement of a consultant in June 2025. This Strategy will also support the ongoing review and refinement of the Contributions Plan.
Progress the City Centre Planning Strategy	On-Track 	Council has continued to progress the City Centre Planning review, which focusses on the Commercial Centre and Mixed Use zones of the CBD. A Phase 1 implementation plan is being developed. Council has also been actively engaging with Transport for NSW, Venues NSW, Illawarra Shoalhaven Local Area Health District, and Department of Planning, Housing and Infrastructure on their various strategies and masterplans and considering how these projects interface with the City Centre Planning review work. A report recommending the exhibition of the City Centre Phase 1 implementation package is expected to be presented to Council in late 2025.
Develop and install the Sandon Point Aboriginal Place Interpretive Strategy and Indigenous Art Project	Deferred 	The Sandon Point Interpretation Strategy has been completed, and four interpretive signs have been erected. The delivery of Sandon Point Art Project has been placed on hold and will be considered as part of ongoing stakeholder engagement associated with the Sandon Point Aboriginal Place.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Land Use Planning Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Finalise the development of the Housing Strategy and commence implementation on initial priorities	On-Track 	During the year, progress was made on a range of implementation outcomes from the Housing Strategy. The Affordable Housing Policy was adopted, and the draft Affordable Housing Contributions Plan is in preparation. The Planning Proposal for housing uplift in Gwynneville, which proposes up to 1,250 dwellings including 50 per cent social and affordable housing, was publicly exhibited. Council also endorsed the public exhibition of a review of Council-owned land with potential for future housing opportunities. In Horsley, a Planning Proposal to align zone boundaries with designated open space areas within the Forest Reach subdivision was endorsed to be finalised. In the West Dapto Urban Release Area, two additional Neighbourhood Plans were finalised to guide future development. Council continued to monitor NSW Government housing initiatives, including the proposed Transport Oriented Development precinct in North Wollongong and recent announcements by the Housing Delivery Authority. Relief from certain fees was introduced for emergency, affordable and accessible housing in association with adoption of the West Dapto Development Contributions Plan (2025).

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Natural Area Management

Responsibility *Manager Open Space and Environmental Services*

About this Service

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

Annual Progress Update

Natural area restoration work continued throughout bushland reserves using a combination of volunteer and contractor labour with Council funding supplemented by external funds and grants. Fifty-five contracts were awarded from the current tender panel for natural areas restoration and volunteer support.

Continuing support was provided to 50 Bushcare and Dunecare groups across the Local Government Area. These included Eucalyptus workshops, promotional events at The Illawarra Biodiversity Festival, Nature Shake, Volunteer recognition - End of Year and morning tea, Bushcare Summer Walks and presentations to Conservation Biology University of Wollongong students at Puckeys Estate. Council supported the Illawarra Local Aboriginal Land Council in undertaking the 'Planting Purrah Bay: Community Day Restoring Lake Illawarra Foreshore' project. The community event was attended by Gawura Men's Shed, Illawarra Local Aboriginal Land Council, Midgees Bushland Restoration, NSW Environmental Protection Authority, Council staff and volunteers with 1,200 native plants planted.

Council successfully secured external funding for natural area restoration at several Crown Land sites. This includes \$75,000 for Fishermans Beach, Port Kembla, \$23,000 for Perkins Beach, Windang and \$52,000 for Harry Morton Park, Port Kembla. The funding will support weed control and the restoration of native vegetation across these reserves. Works have commenced on an NSW Ports Authority funded bush restoration program at Purrah Bay, Lake Illawarra receiving \$115,000 over three years.

Deer culling resumed during the year after an extended procurement process by the State Government.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Implement annual bushfire hazard reduction works program for Asset Protection Zones on Council managed lands	On-Track 	Asset Protection Zone maintenance was undertaken through scheduled slashing and contracted works in line with Council's Asset Protection Zone Maintenance Program. Firetrail inspections and maintenance works were completed as per program. Working with the Rural Fire Service and Fire and Rescue NSW enabled various fuel reduction pile burns and dissemination of information to local area communities. Grant funded works supplemented Council funding to ensure priority works were completed to schedule. Council maintained an active role in the Illawarra Bushfire Management Committee. There were 11 active volunteer FIREady groups who assisted in the maintenance of Asset Protection Zones near their residences.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Regulatory Compliance

Responsibility Manager Regulation and Enforcement

About this Service

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

Annual Progress Update

During the year, Council staff continued to deliver regulatory compliance services and implementing various programs. There was a high volume of requests received and actioned in relation to general compliance, parking, animal control and illegal dumping. These included a total of 2,507 abandoned motor vehicles, 161 requests regarding hoarding or squalor, 292 footpath obstructions and 300 in relation to overgrown land. There were requests for 3,763 parking incidents, 453 aggressive dog or dog attack cases, 476 barking dog complaints, 1,025 stray or roaming dog or cat, and 1,172 incidents of illegal dumping or kerbside waste issues.

Development and environment compliance programs continued with a focus on public safety and compliance with the Environmental Planning and Assessment Act and Protection of the Environment Operations Act. During the year, staff completed over 1,500 customer service requests, investigating issues that include illegal and non-complying development, unauthorised use, air noise and water pollution incidents, unsafe buildings and structures, and defective stormwater management issues. Where appropriate, regulatory action was taken through the issue of fines, notices and orders to ensure compliance.

The Building Sites Compliance program was implemented across the Wollongong Local Government Area with staff completing over 560 inspections of building sites. There was a focus on hours of operation, erosion and sediment controls, waste management, noise and dust management and general compliance with the Protection of the Environment Operations Act and Environmental Planning and Assessment Act. Fifty-six fines were issued for observed breaches, over 130 warnings issued to builders and contractors, and nine notices and orders regarding building site issues.

Also as part of the program, education initiatives were delivered including the provision of erosion and sediment control training, the development of the 'Builder's Toolkit' on Council's website, social media messaging, presentations at Wollongong Master Builders information events and advocacy work with the NSW State Government regarding the use of waffle pods at building sites.

Council's Animal Care and Impounding Service provided care for a total of 938 companion animals, comprising 393 dogs and 545 cats. The rehoming program continued to expand, with 433 animals (181 dogs and 252 cats) successfully adopted into new homes. An additional 109 animals (14 dogs and 95 cats) were transferred to rehoming organisations following their impounding period. This growth was supported by the increasing reach of the Wollongong Pet Connection Facebook page, which now has over 2,400 followers, helping to connect animals with potential adopters.

The Foster Care Program also saw strong growth, with 367 animals (151 dogs and 216 cats) placed into foster homes rather than being housed in the facility. This program plays a vital role in supporting the rehoming process, as animals in foster care often experience improved welfare, particularly psychological wellbeing, which enhances their chances of successful adoption.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Regulatory Compliance Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Carry out a proactive surveillance and inspection program of known dumping hot-spots and implement education and awareness raising programs aimed at reducing illegally dumped waste	On-Track 	During 2024-2025, Council conducted a total of 587 investigations of illegal dumping incidents within the Wollongong Local Government Area. As a result, 13 verbal clean-up directions were issued and 10 cautions/warnings provided. Twenty Penalty Infringement Notices were issued for a total of \$169,500 over the financial year. Public education remains a key component, with ongoing efforts to raise awareness and encourage responsible waste disposal practices across the community.
Maintain a proactive compliance program for companion animals in public places, including beaches, foreshore areas and parks	On-Track 	During 2024-2025, Council conducted a total of 1,080 patrols of beach and foreshore locations and monitored dog and owner behaviour during these patrols. These patrols resulted in 241 penalty notices issued, 218 verbal warnings given and 45 written warnings issued. Council undertook a total of 270 educational discussions with the community when on patrol.
Develop and implement an education and awareness raising program regarding swimming pool barriers	On-Track 	The Swimming Pool Safety Barrier program was implemented throughout 2024-2025, with staff working to improve community safety and awareness of their responsibilities under the Swimming Pools Act. Over 510 inspections of swimming pools across the Wollongong Local Government Area were completed. Staff responded to over 220 customer service requests and enquires relating to swimming pool safety barriers and completed 149 Compliance Certificate Applications under the Swimming Pools Act. Community education initiatives were also planned and delivered. Important swimming pool safety information was prepared and distributed with the March 2025 quarter Rates Notice. This was a practical way to provide information to as many residents of Wollongong as possible and was met with positive feedback. To support the mailout and help promote safety awareness more broadly, Council staff included the Swimming Pool Safety Handbook with all external correspondence. Social media messaging was also prepared and promoted during the summer months to draw attention to swimming pool safety and encourage private swimming pool owners to be aware of their responsibilities.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Stormwater Services

Responsibility Manager Infrastructure Strategy and Planning

About this Service

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

Annual Progress Update

Stormwater projects completed throughout the year included the construction of channel lining and bank support to improve flood mitigation as part Bellambi Gully Flood Mitigation, pipe reconstruction at Morrison Avenue, Wombarra, delivered as part of Council's declared disaster recovery program, channel stabilisation at Cabbage Tree Lane/Dawson Street, Fairy Meadow, pipe reconstruction at Georgina Ave, Keiraville and trash rack and pit modification work at Sea Foam Avenue, Thirroul. At The Drive, Stanwell Park, a major structural relining was completed on a large brick arch culvert situated on a steep and constrained site, preserving a key drainage asset despite significant access and engineering challenges.

Stormwater pipe relining projects completed throughout the year included Waterloo Street, Bulli and St Johns Avenue, Mangerton. A mid-year increase in capital contingency allowed the acceleration of further pipe relining works under the Stormwater Renew Program. While many of these will extend into the 2025-2026 financial year, the program made strong progress despite challenges such as wet weather and supply chain disruptions.

Designs for 28 stormwater reconstruction, upgrade and declared disaster recovery projects are currently underway. Designs were completed on stormwater projects that included Port Kembla Beach Stormwater Quality Improvement Device, The Avenue Debris Control Structure and Memorial Drive Debris Control Structure.

A highlight of the year was international recognition with the presentation of a full-day session by Council staff to visiting stormwater government officers from India and Nepal. This was part of the Australian Government Department of Foreign Affairs and Trade funded program reinforcing our ongoing leadership and innovation in sustainable stormwater management.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Develop and implement the Floodplain Risk Management Plans	On-Track 	Significant progress was made in developing and implementing Floodplain Risk Management Plans. The adoption of the Allans Creek and Fairy and Cabbage Tree Creek Flood Risk Management Studies and Plans were followed by critical updates and publication to support internal coordination and community access. Council responded to over 400 flood-related customer requests following the April 2024 storm event, using these inputs to inform ongoing flood studies. At the Councillor Induction held in February 2025, Councillors were equipped with foundational knowledge to support flood risk planning. The acquisition of two high-risk properties under the NSW Voluntary Purchase Scheme further supported our commitment to long-term flood resilience by continuously implementing flood mitigation measures.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Stormwater Services Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Plan and deliver stormwater maintenance, renewal and upgrade works	On-Track 	Stormwater projects and maintenance works continued throughout the year. Highlights included the construction of channel lining and bank support to improve flood mitigation as part Bellambi Gully Flood Mitigation, pipe reconstruction at Morrison Avenue, Wombarra, delivered as part of Council's declared disaster recovery program. At The Drive, Stanwell Park, a major structural relining was completed on a large brick arch culvert situated on a steep and constrained site, preserving a key drainage asset despite significant access and engineering challenges. Stormwater maintenance continued with 59 maintenance work orders for scheduled stormwater maintenance covering works at 156 locations, issued throughout the year. Fifty-seven of the 59 work orders issued were complete representing 97% completion. Stormwater pipe relining projects completed throughout the year included Waterloo Street, Bulli and St Johns Avenue, Mangerton. A mid-year increase in capital contingency allowed the acceleration of further pipe relining works under the Stormwater Renew Program. Designs for 28 stormwater reconstruction, upgrade and declared disaster recovery projects are currently underway. Three designs were completed.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Waste Management

Responsibility *Manager Open Space and Environmental Services*

About this Service

Deliver high quality, value for money, customer focused municipal waste services to the Wollongong community in the form of waste facilities and collection services.

The service includes community education programs, waste collection and recycling, operation of the Wollongong Waste and Resource Recovery Park, public domain waste collection and facilities cleaning.

Annual Progress Update

Construction of the new landfill cell at Whytes Gully, Kembla Grange progressed throughout the year overcoming some challenges including significant weather conditions. The construction is expected to be completed by the end of December 2025.

The tender for Domestic Waste Kerbside Collections closed in June 2025 and is currently under assessment. A report is scheduled to be presented to Council by the end of September 2025.

Circular economy initiatives continued to be delivered for the community with over 16,000 mattresses locally recycled, 31,000 tonnes of Food Organics Garden Organics (FOGO) processed for reuse and over 800 kilograms of soft plastic collected in partnership with the Illawarra Shoalhaven Joint Organisation.

Community Recycling Centre activities were expanded throughout the year to include polystyrene and embedded battery collections and expanded list of e-waste items. The first deliveries of recycled polystyrene collected at Whytes Gully were successfully transported to Wetherill Park for reuse, marking a milestone in Council's waste recovery efforts.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Educate and continue to deliver waste diversion programs aligned with problematic waste streams	On-Track 	Extensive waste education programs were delivered across the Local Government area, to help educate, promote and inspire the community to reduce waste, increase the use of Food Organics Garden Organics (FOGO) and to create behaviour change. Events and promotions throughout the year included Plastic Free July, Nature Shake at the Botanic Garden, Soilco Tours as part of Compost Week, Household Chemical Clean-up, FOGO Pop-up Stalls and FOGO Heroes and Cardboard, Recycling and Soft Plastics Drop Off Events. New bin stickers and a waste services guide were promoted to support correct waste disposal. Council continued to provide regular updates through the website and the Wollongong Waste app to keep the community informed.
Continue to develop and implement the landfill gas management system at Whytes Gully	On-Track 	Throughout the year, the landfill gas system at Whytes Gully Kembla Grange, abated an estimated over 20,000 tonnes of carbon dioxide equivalent. This system plays a key role in reducing greenhouse gas emissions and supporting Council's ongoing commitment to environmental sustainability. The landfill gas extraction system will be expanded with the construction of new landfill cells.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available)	Result
		June 2024	June 2025
Development Assessment			
Outstanding DAs < 90 days [#]	200	163	180
Outstanding DAs >90 days [#]	50	115	38
Average net determination days	100 ¹	New measure	81 ²
Environmental Services			
Number of participants in education programs*	Increase	9,577	4,213 ³
Number of participants in environmental programs*	At least 85,000 per annum	66,399	20,815 ⁴
Tonnes of waste collected from clean-up activities*	Decrease	19.8	39.8
Net zero emissions from Council operations by 2030	Zero by 2030	105K tonnes CO ₂ e	99K tonnes CO ₂ e
Proportion of residents satisfied with environmental programs and education	Increase	3.40 (result from 2023)	(next survey late 2025)
Land Use Planning			
Proportion of residents satisfied with planning controls for development in your local area/ town centre	Increase	2.76 (result from 2023)	(next survey late 2025)

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available)	Result
		June 2024	June 2025
Natural Area Management			
Number of volunteers worked at Bushcare, Dunecare and FIReady sites^	Increase	217	203
Ratio of trees planted versus trees removed	2:1	4.4:1	2:1
Proportion of residents satisfied with protection of our natural environment	At least 3.75 on a scale of 5.00	3.30 (result from 2023)	(next survey late 2025)
Regulatory Compliance			
Proportion of residents satisfied with companion animal compliance	At least 3.75 on a scale of 5.00	3.50 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with compliance and regulation of parking	At least 3.75 on a scale of 5.00	3.10 (result from 2023)	(next survey late 2025)

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available)	Result
		June 2024	June 2025
Waste Services			
Percentage of waste diverted from landfill^	Increase	49% ⁵	55
Number of waste education workshops and events*	Increase	150	71 ⁴
Number of participants in waste education workshops and events*	Increase	18,845	6,457
Tonnes of waste removed from our creek and waterway Stormwater Quality Improvement Devices and trash racks*	Decrease	157	141
Percentage of recycling contamination in public waste bins	Decrease	31%	Not Available ⁶
Proportion of residents satisfied with street cleaning	At least 3.75 on a scale of 5.00	3.60 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with public bin collection	At least 3.75 on a scale of 5.00	4.00 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with waste disposal depot facilities	At least 3.75 on a scale of 5.00	3.80 (result from 2023)	(next survey late 2025)

Result as at 30 June

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

¹ Figures have been prepared as an average on annual basis.

² Target reflects the change in NSW Government reporting requirements to average net determination days. This replaces the previous reporting requirements from median processing times with a target of 50.

³ Result calculated based on a 5-day week, excluding public holidays and any pauses to the assessment time. Note data in the NSW Department of Planning's League Tables is calculated based on a 7-day week with no exclusions for weekends, public holidays or pausing of assessment time.

⁴ Numbers dropped due to a shift from face to face to online waste education, and redesign of the Discovery Centre program to onboard external providers. Note 2024 figure includes an online Red Room poetry national event which inflated the numbers.

⁵ Numbers dropped due to changes in reporting to not include special events such as Sculpture and Cinema at the Botanic Garden as requested by Councillors.

⁶ Result impacted by the volume of flood damaged waste and sediment received from 6 April 2024.

⁷ Data for 2025 is unavailable due to the removal of public place recycling bins along foreshore areas. This follows the conclusion of a three-year trial and a review of contamination rates and low recovery volumes. This initiative was supported by a temporary program that included third party sorting.

GOAL 2 | WE HAVE AN INNOVATIVE ECONOMY AND A SUSTAINABLE ECONOMY

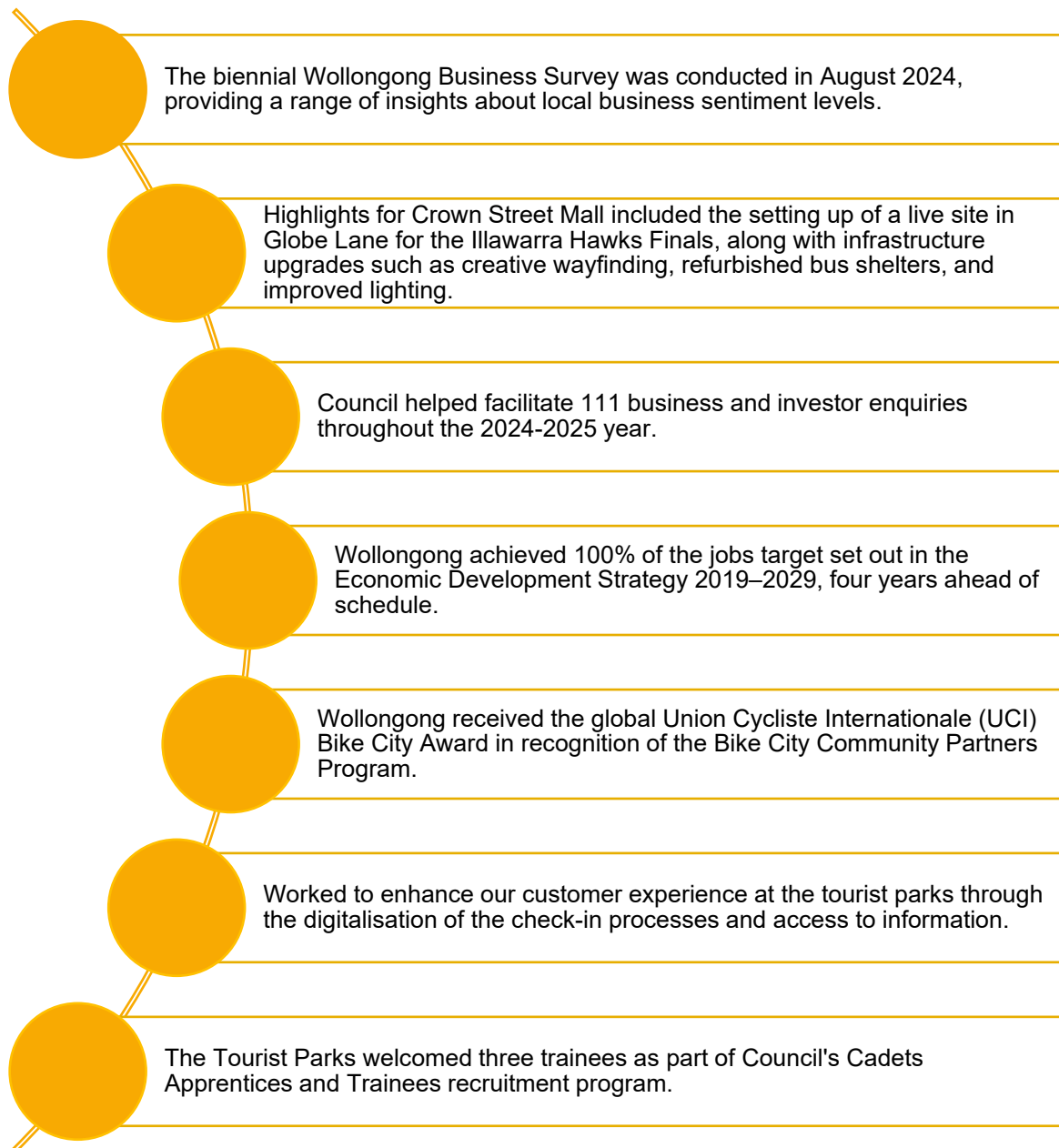
Objectives

The region's industry base continues to diversify and local employment opportunities increase.

Wollongong is established as the regional capital of the Illawarra-Shoalhaven.

We are leaders in innovation and sustainable research and development of new industries.

Achievements



Highlights



The Crown Street Mall Parklet received a refurbishment with the edging being replaced with flat-topped sandstone blocks.



Wollongong City Council General Manager Greg Doyle presenting to over 300 people at the annual Doing Business with Council event.



Lord Mayor Councillor Tania Brown with Green Gravity Chief Executive Officer Mark Swinnerton launched the #MadeinWollongong series.



The Illawarra Hawks were celebrated as the 2025 National Basketball League Champions at a civic event held in Crown Street Mall in March 2025.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

City Centre Management

Responsibility *Manager Community Culture and Engagement*

About this Service

From Wollongong Station to the foreshore, City Centre Management supports the revitalisation of the City Centre through the coordination and delivery of a range of strategies in collaboration with various stakeholders. The service also ensures the smooth operation of the City Centre, particularly Crown Street Mall which is funded by the Special Mall Levy.

Annual Progress Update

City Centre Management continued to deliver its core operations, enhancing the Wollongong Central Business District through targeted place activation, business engagement and strategic marketing. A precinct-based approach remained central to this work, providing valuable insights into local business conditions and informing tailored support.

Partnerships with organisations such as the Live Music Office continued to support the live music and night-time economy. This included initiatives like Live@Local and the Tune In Wollongong microfestival. Seasonal and family-friendly events, including Lunar New Year, City Skate 2025, and the Wollongong Chilli Festival, helped activate public spaces and support community wellbeing.

Infrastructure upgrades, including creative wayfinding, refurbished bus shelters, and improved lighting, have enhanced safety and vibrancy, contributing to a more welcoming and dynamic city centre.

The team supported Crown Street market operations and participated in the Globe Lane internal working group to help businesses navigate the impacts of ongoing redevelopment in the precinct.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver increased City Centre marketing and activation initiatives to support the local and regional economy	On-Track 	The mix of 'always on' campaigns promoted and positioned the Wollongong CBD as a destination for shopping, entertainment, dining and nightlife. This was complemented by a range of seasonal and event-based campaigns to support visitation and activation. The 2025 Christmas Campaign: 'Celebrate the Season' featured a large-scale tree, music performances and events, including school band and choir performances, Santa's arrival and the Bikers Toy Run. Marketing campaigns were delivered to support activities boosting reach and reactions. World Margarita Day website and social media channels supported a range of businesses with special activations/deals and was reshared by multiple hospitality businesses that were featured. The 'Tune In Wollongong' microfestival saw 30 local musicians celebrating all things live and local across 20 venues. The marketing campaign achieved a reach of over 175,000 on Wollongong CBD social media channels (Facebook and Instagram). These integrated campaigns used a mix of targeted digital advertising on social media, search, banners, direct mail, radio and outdoor advertising. Through this combined activity Facebook reach is up 24% to 325,300 and Instagram reach is up 41.7 per cent to 146,500 on last year. Web page views are down 21.3 per cent on last year at 148,900.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

City Centre Management Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Implement a range of activation initiatives across the City Centre Precincts	On-Track 	Throughout the year there was an increased focus on events and placemaking projects to deliver activation. Through the Lower Crown Street Placemaking Project, the outdoor dining areas were refurbished. The existing trail of illuminated wayfinding sculptures along Western Crown Street also received a refresh. The Crown Street Mall Parklet received a refurbishment with the edging being replaced with flat-topped sandstone blocks enhancing the aesthetics of the area, providing additional seating and improved pedestrian amenity and wayfinding. Bus shelters along Burelli Street, Wollongong were rejuvenated with creative artwork improving the amenity. Live sites were set up in Globe Lane, Wollongong for the Illawarra Hawks Finals games where the community was able to enjoy the large screen televisions and site dressing to watch the games and cheer on the team. As the 2025 National Basketball League Champions, a Civic Event was held in the Crown Street Mall to acknowledge the achievement of the Illawarra Hawks. City Skate 2025 and Roller Remix, held during school holidays were well received by the community. Honk Oz delivered vibrant community performances and a parade through the city centre. The Lunar New Year celebrations were well attended and the first Wollongong Chilli Festival provided chilli lovers with an array of chilli products and spicy foods. The weekly Live@Lunch live music performance program continues to bring activation to the Crown Street Mall and surrounding businesses, showcasing local music artists and curators.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

City Centre Management Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver an integrated marketing campaign that reflects the 'city experience'	On-Track 	Throughout the year, a mix of 'always on' campaigns were complemented by a range of seasonal and event-based campaigns to support visitation and activation. These integrated campaigns use a mix of targeted digital advertising on social media, search, banners, direct mail, radio, and outdoor promotions. The Christmas 2025 Marketing Campaign, 'Celebrate the Season', included an 'Australiana' theme and showcased the Wollongong CBD as a vibrant and festive destination. The campaign utilised multiple marketing channels. Digital efforts included social media, website content, and Google AdWords. Radio advertising expanded the campaign's reach. By combining digital and traditional media with site dressing and business involvement, the campaign reflected the city experience, driving awareness, increasing foot traffic, and supporting local retail and hospitality businesses during the festive season. In response to access changes linked to construction of The Globe development, Council delivered a dedicated communications and marketing campaign to support Globe Lane businesses. This included updated web content, social media promotion, editorial support in local publications and radio advertising. Positive stories and promotional content about Globe Lane will continue to be shared over the coming months.
Develop and implement City Centre Wayfinding	Complete 	New creative wayfinding elements were completed in Ethel Hayton Walkway (between Crown and Burelli streets, Wollongong) enhancing nighttime vibrancy, visual appeal and local place identity. Improvements included ambient overhead lighting and upgraded illumination of the art exhibition boxes to support a more welcoming and accessible environment. The Creative Wayfinders along western Crown Street, Wollongong, also received a fresh coat of paint and lighting upgrades. This project, as part of the broader wayfinding program, is now complete.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Economic Development

Responsibility *Director Planning and Environment*

About this Service

This service promotes sustainable economic development across the Wollongong Local Government Area working with business and industry to attract business, support educational and employment opportunities, to retain young people, local talent and create employment pathways for the unemployed. The service contributes to a number of economic development programs and initiatives in partnership with business, government, the University of Wollongong and a range of business and industry stakeholders.

Annual Progress Update

This year saw 111 business/investor enquires ranging from business support and information to facilitating larger projects through Invest Wollongong.

Council's monthly Economic Development business newsletter continues to reach more than 28,000 business contacts across the Local Government Area, providing updates on programs, opportunities and local economic activity. It has a consistent open rate of around 40 per cent or 12,000 opens each month.

In partnership with the Service NSW Business Bureau's Business Connect program, Council supported the delivery of Business Health Checks at various locations across the city. Two free workshops were also offered to local businesses during the quarter, one focused on artificial intelligence and the other on advanced social media, in response to feedback from the Wollongong Business Survey.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver the Economic Development Strategy 2019-2029	On-Track 	Wollongong achieved 100 per cent of the jobs target set out in the Economic Development Strategy 2019–2029, four years ahead of schedule. Between 2017–2018 and 2023–2024, local jobs increased by 10,612 (11.5 per cent), with the most recent data indicating there are now 102,957 jobs across the Local Government Area. The Wollongong Business Survey was conducted in August 2024, providing a range of insights about local business sentiment levels. This survey is produced every two years and provides a timeseries of data to monitor business sentiment. This helps to inform both the Economic Development Strategy and our broader business support program. Council participated in NSW Small Business Month in October 2024, with the NSW Small Business Commissioner hosting a Small Business Expo for local businesses. The Illawarra Aboriginal and Torres Strait Islander Business Expo was held at the Wollongong Town Hall and included a Procurement Networking Event that was held at Inside Industry. Council hosted its annual Doing Business with Council event in October, providing information for local business interested in doing business with Council. Over 300 people registered for the event, which involved a series of presentations from across Council. Council progressed the mid-term review of the Economic Development Strategy 2019-2029, hosting three external Reference

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

		Group meetings, internal staff workshops and a Chief Executive Officer Roundtable. Council partnered with Screen Illawarra and Destination Wollongong, to host a Screen Famil tour, showcasing Wollongong's key assets and growing capability to host major film productions. The famil was attended by senior executives from Netflix, The Walt Disney Company, BBC Studios, Warner Bros Entertainment, Screen Australia, Screen NSW, Ausfilm and Screen Producers Australia. Council continued its collaboration with Service NSW and Enterprise Plus to host workshops for businesses and expand the 'Business Health Checks' locations to across the local government area. Two workshops on artificial intelligence and social media were also held for businesses.
In partnership with NSW Government and the University of Wollongong, deliver the Invest Wollongong program	On-Track 	Invest Wollongong continued its 'always on' digital marketing campaign across Google ads and LinkedIn paid advertising. Achievements of the digital marketing campaign include reaching 3,530 followers on LinkedIn and 4.77 million impressions, an increase of 41 per cent on last year. There were 55,925 visits to the Invest Wollongong website with 96 per cent of website traffic coming from outside Wollongong. 1014 unique downloads of the Investment Prospectus represented an almost tripling of the downloads from last year. A new 30 second video featuring the Wollongong CBD as a place to do business was launched and has been viewed over 115,000 times across LinkedIn and Youtube. Invest Wollongong sponsored the third Clean Energy Showcase in November with several NSW Government delegates participating in this showcase. The event highlighting the Illawarra region's leadership in the clean energy transition. The #MadeInWollongong Business Leader Series was launched. This new initiative is dedicated to profiling and promoting local innovative businesses that are putting Wollongong on the map in their respective sectors. The profiles are published on the Invest Wollongong website and promoted to a national audience. The 2025 Invest Wollongong Investment Prospectus was launched on 6 February 2025 at the Property Council of Australia's Office Market Report event in Sydney, attended by more than 500 industry leaders in property. Invest Wollongong presented at the Investment NSW Association of Southeast Asian Nations Market Update for Wollongong businesses in February. Held in partnership with Asialink Business with around 80 participants attending. The event highlighted opportunities in Southeast Asian markets and was attended by senior government ministers, business leaders and diplomatic representatives. Invest Wollongong continued its digital marketing campaign which included another feature article in the Australian Financial Review. This article explored Wollongong as a hub for a thriving entrepreneurial scene, and included case studies of iAccelerate, Sicona Battery Technologies, MitchCap.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Economic Development Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Report against the five pillars of the Destination Wollongong Funding Agreement 2021-2026 including: Marketing, Major Events, Business Visitor Economy, Tourism Infrastructure and Product Development and Cycling	On-Track 	A highlight for the year was Wollongong receiving the global Union Cycliste Internationale (UCI) Bike City Award in recognition of the Bike City Community Partners Program. This prestigious award reflects Council's ongoing commitment to cycling and community engagement. Destination Wollongong sponsored 20 events that provided economic impact of an estimated \$31.6 million, with highlights including the Australian Junior Surfing Championships and the NSW Women's Golf Open. These events collectively attracted 62,000 out-of-region visitors, which represented 70% of the total attendance figure. Investment in this sector realised a return on investment average of between \$129 and \$195 for every dollar spent. Twenty-eight out of 35 actions were successfully met or exceeded in 2024-2025. Of the remaining, three were approved to be addressed in the 2025–2026 financial year, while the remaining unmet four are all heavily influenced by extrinsic factors (broader tourism visitation numbers). Engagement, visitation, and follower growth across social media and digital platforms exceeded expectations, with an average increase of 32 per cent, well above the 3 per cent target. Visitation to visitwollongong.com.au increased by 17 per cent, social media followers grew by 6 per cent and social media engagement increased by an impressive 73 per cent. The Business Visitor Economy key performance indicator measuring growth in economic benefit, recorded a 19 per cent increase for the financial year. Nine dedicated campaigns were delivered across the year, including collaboration with a global 'kindness' influencer, which saw a deserving family surprised with a Wollongong short stay, generating almost 1 million views.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Tourist Parks

Responsibility Manager Commercial Operations and Property

About this Service

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

Annual Progress Update

Throughout the year, works commenced on enhancing our customer experience through the digitalisation of the check-in processes and to ensure better information is provided to customers before they arrive and throughout their stay.

The holiday van sale process commenced, allowing on site vans to be sold for the first time in 17 years. Currently 12 vans have been sold and 18 are in the process of selling.

The parks welcomed three trainees as part of Council's Cadets Apprentices and Trainees recruitment program.

Staff are also working in collaboration with Council's environment team to develop a scope of future works at the Bulli and Windang sites. This will help inform the preparation of an Aboriginal Heritage Impact Permit, aimed at supporting the timely and efficient implementation of future upgrades.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Commercially manage Council's three tourist parks at Bulli, Corrimal and Windang to optimise service delivery and contribute to Council's financial sustainability	On-Track 	Occupancy of cabins over the course of the year was down from a high of 70% in 2023-2024, to 65 per cent. This represents around 1,400 nights stayed. The tourist parks have generated over \$9.5 million in income and recorded over 943,000 visits to our website, highlighting the relevancy of the service to the visitor sector.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available)	Result
		June 2024	June 2025
City Centre Management			
Number of people movements within Crown Street Mall ¹	1,000,000 (annual)	1,200,000	3,753,641
Economic Development			
Number of business enquiries facilitated*	Increase	98	111
Tourist Parks			
Tourist park occupancy rate of cabins [^]	Greater than 60%	70%	65%
Tourist parks occupancy rate of powered sites [^]	Greater than 50%	52%	50%

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

[^] Figures have been prepared as an average on annual basis.

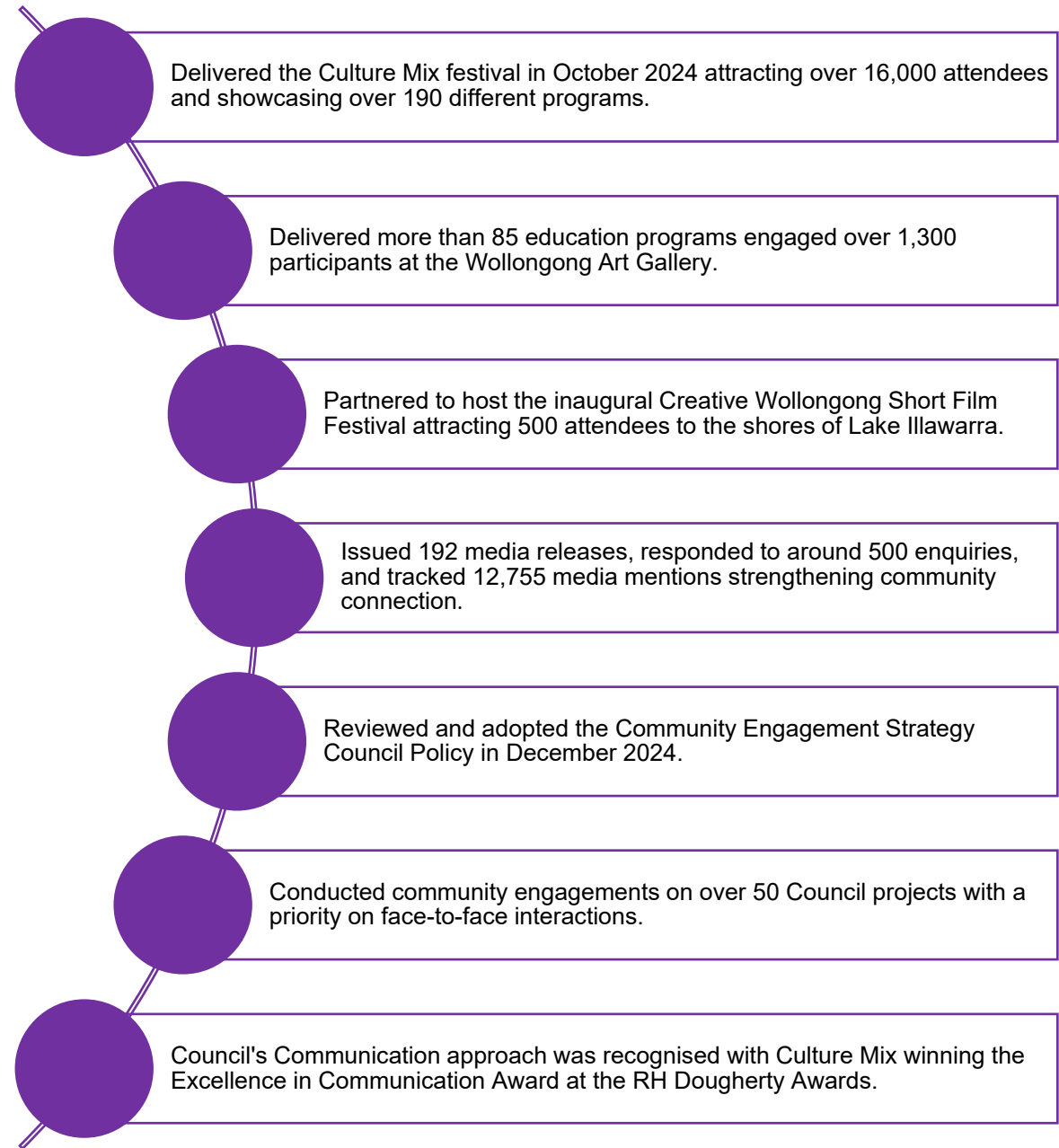
¹ Estimated using Crown Street Mall entry points via surrounding streets and laneways (bottom of Mall; Church Street South; Crown Central, Church Street; Keira Street North; Lower Globe Lane; top of Mall). It does not measure people entering via Wollongong Central or car parks.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Objectives

- Creative, cultural industries are fostered and thriving.
- Community have access to the arts, and participation in events and festivals is increased.
- Strong diverse cultures are supported.

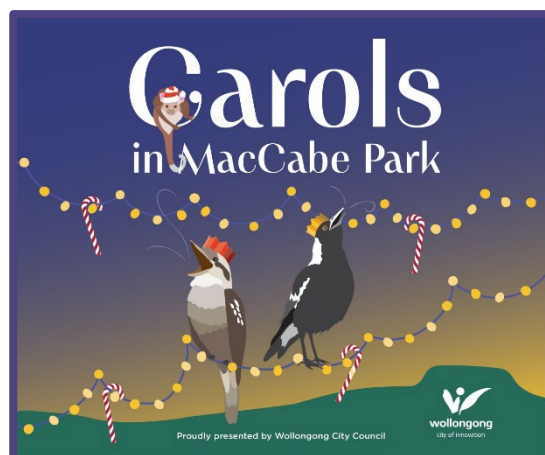
Achievements



Highlights



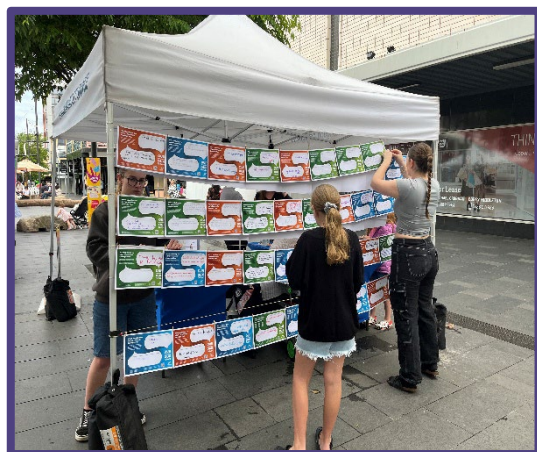
City of Wollongong Awards presentation ceremony on 6 February 2025.



Graphic design work included promotion of key events.



Wollongong Art Gallery exhibited A Road Less Travelled by John Kuczwa (Silversalt Photography).



Engaging with our community through sessions and pop-up events.



Christmas in Crown Street Mall, Wollongong.



New Years Eve community event and fireworks display at Wollongong Harbour.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Cultural Services

Responsibility *Manager Community Culture and Engagement*

About this Service

Provide direction for the creative sector, support and grow creative industries and support community participation in creative life and celebrate our unique places and spaces.

Annual Progress Update

Council's support for the city's 24-hour economy continued through participation in strategic networks such as the NSW 24-Hour Economy Advisory Council, Night Time Economy Councils' Committee, Council's Place Network, business precinct group meetings, participation in the NEON Forum and the Australian Live Music Business Council networking events. An internal 24-hour working group was also established.

Council continued to work with the Department of Veterans' Affairs and NSW Ports regarding the Breakwater Battery Museum and its collection.

Six new artists for subsidised studio space were selected, while the current cohort presented their exhibition Connections at Wollongong Art Gallery. Twenty-one artists and arts organisations were selected for the 2025-2026 round of Small Cultural Grants. Fourteen Small Cultural Grants were disbursed, supporting local creatives and community groups.

The inaugural Creative Wollongong Short Film Festival attracted 500 attendees to the shores of Lake Illawarra. The competition and festival were held in partnership with Screen Illawarra, Shellharbour City Council and 11 other partners and supporters.

Wollongong Art Gallery presented more than 25 exhibitions, showcasing diverse artistic voices and added over 160 works to its permanent collection through acquisition and donation.

The Illawarra Performing Arts Centre and Wollongong Town Hall saw a strong program mix of high-quality professional performances, local community shows, and ongoing development of local artists. The MerrigongX program saw a number of Wollongong artists touring their work nationally. The Strangeways Ensemble developed their facilitation skills and Merrigong's work with the local First Nations community has increased in strength with the employment of a new First Nations Emerging Producer.

A new funding and services agreement between Council and IPAC Ltd has been finalised for a further six years commencing in January 2026.

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Deliver community cultural development festival	On-Track 	The second Culture Mix event was delivered in October 2024 with significant community support. Approximately 16,000 patrons attended the event which showcased over 190 different program elements drawn from the community. Council was successful in securing a third year of funding for the event. Culture Mix 2025 will be staged in September 2025 with planning for the delivery well underway.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Cultural Services Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Develop a new Cultural Plan	Complete 	The new Cultural Plan, Creative Wollongong 2024-2033, was adopted by Council on 29 July 2024. Implementation of the new Plan commenced with disbursement of 14 Small Cultural Grants and 21 artists and organisations selected for 2025-2026. Public engagement grew through events including a panel discussion with author Shain Shapiro on live music and urban planning. The Creative Wollongong Studios Open Day showcased six artists in residence. The inaugural Creative Wollongong Short Film Festival attracted 500 attendees to the shores of Lake Illawarra. Six new artists were selected for subsidised studio space, while the current cohort presented their exhibition Connections at Wollongong Art Gallery. Cultural Development supported Pride Month programming and delivered professional development workshops for 60 emerging musicians through the 'Tune In' program. The Creative Dialogues event drew 400 attendees across Port Kembla, with fully booked workshops and expert-led panels. The Creative Wollongong Facebook page had over 300,000 views across the year, reaching a peak of 40,000 views in April, while increasing followers 8 per cent to almost 4,000. The page had 1,724 click-throughs and 6,678 content interactions.
Implement priorities from Framing our Future: Wollongong Art Gallery Strategic Plan 2020-2025	On-Track 	Throughout the year, Wollongong Art Gallery delivered a dynamic program of exhibitions and community engagement. Highlights included 25 exhibitions such as <i>Rise and Fall</i> by Karla Dickens, <i>A Road Less Travelled</i> by John Kuczwal, and new exhibitions by Teo Treloar and Patrick Pound and <i>Greetings from Wollongong</i>. Each exhibition was supported by a program of talks, performances, and the commencement of a free film program, kicked off with a presentation of <i>Hello Dankness</i> by the New York-based Australian collective Soda Jerk. More than 85 education programs engaged over 1,300 participants. Public programs drew over 2,500 visitors, with highlights including excursion packages, enrichment programs and teacher's nights. The Gallery added over 160 works to its permanent collection through acquisition and donation. Highlights included 73 works on paper created by contemporary First Nations artists for Cicada Press and a landmark 1989 Mandy Martin painting of the Steelworks. Digital presence was expanded with total page views for the year up over 186 per cent on the previous year. Top content included the 2026 Exhibition Callout and <i>Greetings from Wollongong</i> opening night reel.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Cultural Services Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Implement the 'Animating Wollongong: Public Art Strategy 2022-2032'	On-Track 	A full audit of the Public Art Collection was completed. Major repairs were conducted at Bald Hill, Bellambi, Port Kembla and Clifton. Local artists were featured in Crown Street Mall's Curio Gallery. Photographer Tad Souden was commissioned for the 'Wollongong At Work' portrait series, celebrating cultural diversity for the Bonacina walkway. International artist Mia Bian was commissioned for a series in Ethel Hayton Walkway The biennial Sculpture in the Garden exhibition featured 17 artists and introduced an ephemeral category. Eighteen artists were selected for the 2025 edition, reflecting strong community engagement. The outdoor exhibition saw 60,000 visitors to the Botanic Garden over four weeks, a 50 per cent increase on 2023's edition. This included over 100 hours of interactive programming and saw over 400 people work on artist-in-residence Greer Taylor's collaborative work. The event enjoyed widespread, positive media coverage. Uncle Steven Russell's <i>Hill 60 Dreaming</i> was installed at Hill 60, Port Kembla. Planning began for a major public artwork commission and Ethel Hayton Walkway commission. A public art brief was developed for Helensburgh Community Centre, and a scope of works for the Public Art and Placemaking elements of the Southern Suburbs Community Centre and Library project. The Public Art Advisory Panel renewal commenced. A new Public Art Specialist was recruited from over 70 national and international applicants.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Engagement, Communication and Events

Responsibility *Manager Community Culture and Engagement*

About this Service

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

Annual Progress Update

Throughout the year, Council issued 192 media releases, responded to around 500 enquiries, and tracked 12,755 media mentions. Our social media platforms have strengthened community connections, raised awareness, identified local issues, and supported communication during key events. Top content for the year included a social media video with swimming legend Emma McKeon AM, promotion of patrolled beaches, and a Gen Z bike safety video.

Annual results showed increased engagement and reach across major digital channels with 4,192,461 website page views, 947,914 users, 45,926 Facebook followers, 18,735 LinkedIn followers, 12,689 Instagram followers, and over 3,300 e-newsletter subscribers.

Council staff completed approximately 2,061 graphic design, digital content, print, and signage jobs, an increase from the previous year, supporting community awareness of Council's work. This included projects for the Illawarra Performing Arts Centre and organisational signage.

A range of civic and community events were delivered including the unveiling of the Emma McKeon AM Promenade, presentation of the Key to the City to Alexander Volkanovski, the Open Street Festival in Port Kembla, and record attendance at the New Year's Eve celebration at Wollongong Harbour.

The Community Engagement Strategy was reviewed to align with best practices in Integrated Planning and Reporting. Diverse engagement methods were used to reach all community segments. Council prioritised face-to-face interactions, attended local events, and introduced new evaluation tools to refine our approach.

Council's innovative communications and events approach earned two awards in 2024-2025: Culture Mix won the Excellence in Communication Award at the RH Dougherty Awards, and the Food Organics Garden Organics Heroes campaign won the Communication and Engagement Award at the Keep Australia Beautiful NSW Tidy Towns Awards.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Host six major events reflecting priority sectors and contribute to the acquisition and management of signature events	On-Track 	During the year, Destination Wollongong backed 20 major events with half of the funded events being new to the region. Key highlights were the Australian Darts Masters, Women's NSW Golf Open and AUSX Supercross Triple Crown. All three events were broadcast internationally and drew interstate and international visitors to the region. The Yours & Owls Festival made its debut on Flagstaff Hill, bringing live music to one of the city's most iconic backdrops. In April 2025, Run Wollongong saw the city's first ever marathon. A sold out event with nearly 3,000 participants. In total, the 20 Destination Wollongong backed events attracted 60,000 out of region visitors and delivered over \$30 million in economic impact.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Engagement, Communication and Events Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver civic activities which recognise and celebrate the city's people	On-Track 	Council delivered 16 events and civic activities throughout the year to recognise and celebrate the city's people. Key events included Australia Day and New Year's Eve community events, Christmas Carols and the City of Wollongong Giving Tree. Collaboration with other organisations and groups included the City of Wollongong Awards and Wollongong RSL Sub-branch in the delivery of Anzac Day Dawn Service and March. Also leading the coordination of Wollongong's Seniors Week Festival calendar of events including the Seniors Week afternoon tea dance. Through the Financial Assistance program, Council was able to provide financial support to 22 events that were delivered across the city. The Civic Relations Policy, enabled valuable exchange with representatives from our sister city Kawasaki, Japan and friendship city Longyan in China on areas ranging from economic development, industry, culture and education.
Deliver a diverse range of community engagement opportunities to receive feedback and guide Council's services	On-Track 	Council provided opportunities for community input across a range of projects during the year. Creating the Our Wollongong Our Future 2035 Community Strategic Plan, saw the largest number of participants engaged in the development of the Plan. Many new policies and strategies were informed by the community. Planning projects took place both across the city and many suburbs including West Dapto. The local Aboriginal community was engaged across a range of projects. Their knowledge and ideas were shared across many projects including the Draft Community Strategic Plan, the Draft Local Strategic Planning Statement, and the Riparian Corridor Management Strategy for West Dapto.
Develop and deliver an organisational Brand Strategy	On-Track 	Council continued to implement the Brand Strategy. There was a focus on elevating Council's brand identity through better alignment of key community facing activities such as community engagement, the Community Strategic Plan, corporate documents and environmental volunteering programs. Perceptions research is currently underway and will guide the next phase of this work. Advice and support were provided for the marketing and promotion of a range of Council services, events and initiatives. Integrated marketing campaign highlights include Your Wollongong, Splash into Summer, Net Zero Heroes, Culture Mix, Food Organics Garden Organics and Sculpture in the Garden.
Review Council's Community Engagement Strategy	Complete 	Council's Community Engagement Strategy Council Policy has been reviewed in accordance with the NSW Integrated Planning and Reporting framework best practice approach. The Policy was adopted by Council on 16 December 2024.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available)	Result
		June 2024	June 2025
Cultural Services			
Number of Wollongong Art Gallery partnership projects engaging with First Nations and CALD communities	2 per annum	9	16
Provision of subsidised artist studio space – number of opportunities accessed	6 per annum	6	6
Visitation to Wollongong Art Gallery*	Increase	51,228	52,265
Visitation to Illawarra Performing Arts Centre and Town Hall Visitation*	Increase	123,202	129,480
Proportion of residents satisfied with Wollongong Art Gallery	At least 3.75 on a scale of 5.00	4.10 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with Illawarra Performing Arts Centre and Town Hall	At least 3.75 on a scale of 5.00	4.30 (result from 2023)	(next survey late 2025)
Engagement, Communications and Events			
Followers, reach and engagement across Council’s social media channels^	Increase	77,658	79,263
Proportion of residents satisfied with Council’s effectiveness in informing the community about its services, facilities and overall achievements	Increase	3.10 (result from 2023)	(next survey late 2025)
Participation rate in Council community engagement activities	Increase	47% (result from 2023)	(next survey late 2025)

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

^ Figures have been prepared as an average on annual basis.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED CITY

Objectives

Residents have easy and equitable access to information and play an active role in the decisions that affect our city.

There is greater awareness and understanding of local Aboriginal and Torres Strait Islander culture, heritage and histories.

Our Council is accountable, financially sustainable and has the trust of the community.

Achievements



Highlights



Paint and Snack Grandparents Day at Thirroul Library, Family Christmas Craft at Helensburgh Library and Billy Backpack at Dapto Library part of the many activities delivered across our libraries.



Lighting and infrastructure installed at Dapto Square, Dapto as part of the Safer Cities Her Way community safety project.



Wollongong City Council's second Youth Forum officially took office with an affirmation ceremony in March 2025 following their election in November 2024.



Attendees and presenter Stan Grant at the Reconciliation and Truth Telling conference held over two days in May 2025.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Aged and Disability Services

Responsibility Manager Community Culture and Engagement

About this Service

Build the capacity of older people and people with disability to participate fully in community life. Enhance access to services for frail, older people and people with disability and their carers to enable them to continue to live independently in the community.

Annual Progress Update

On 5 May 2025, Council resolved not to accept the funding offer for community transport services, in light of ongoing changes in the sector, national aged care reforms and the anticipated implementation of the new Aged Care Act. From 1 July 2025, the Community Transport service will transition to Coast and Country Community Services, a not-for-profit organisation. Council acknowledges and sincerely thanks the staff and volunteers who have delivered a high-quality service to the Wollongong and Shellharbour communities over many years.

Social Support services will transition over the coming year, in line with an agreed transition plan.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Support the delivery of programs providing social connection for frail aged people and their carers	On-Track 	Social Support services continue to operate under funding from the Department of Health and Aged Care. On 5 May 2025, Council resolved to explore transitioning the service to an alternative local provider. This process has commenced, with investigations underway to support a transition over the coming year.
Deliver the Community Transport Services Program across the Wollongong and Shellharbour Local Government Areas	Complete 	Community transport continued to be provided to the community. The decision to transition the service to an alternate provider was made on 5 May 2025 and was successfully undertaken to transition the service to Coast and Country Community Services from 1 July 2025.
Investigate options for alternative service delivery models for Community Transport, in response to Commonwealth and NSW Government policy	Complete 	On 5 May 2025, Council resolved to begin the transition of Community Transport Services to an alternative provider. Council declined the funding offer and completed the necessary process with Transport for NSW to transition the service to Coast and Country Community Services. This change took effect on 30 June 2025, with the new provider commencing from 1 July 2025.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Community Programs

Responsibility Manager Community Culture and Engagement

About this Service

Community programs deliver support to people living in the Wollongong Local Government Area. These services deliver community programs, building community capacity and wellbeing related to target groups and communities. Language Aide Services, placemaking, community safety and social planning.

Annual Progress Update

A range of community development activities and programs were delivered focussing on diversity, access, inclusion, capacity building and community safety.

Social impact and crime prevention through environmental design advice was provided on development, pre-lodgement and event applications.

The Reconciliation and Truth Telling Conference was held in May 2025 and attended by 220 delegates. During National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week the Lord Mayor's Elder's Luncheon was held.

Language services enabled increased access to Culture Mix cultural festival. The Children and Family Services Sector Interagency and Illawarra Refugee Issues Forums (IRIF) meetings were convened.

Initiatives were also supported to help reduce social isolation among older men, and Council assisted with the Koonawarra, Warrawong and Bellambi Reconciliation Walks, as well as the Saltwater Festival at Bundaleer Estate, Warrawong.

Round table sessions were held with homelessness service providers and a range of new internal and external networks, tools and processes were developed to improve the way Council responds to the homelessness crisis. Council also worked with the Wollongong Homeless Hub to plan outreach services at the Fairy Meadow Hub.

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Deliver the Child Safe Implementation Plan	Complete 	Council continues to actively participate in the Local Government Child Safe Network. Child Safe e-Learning modules were made available to staff to support awareness and understanding of child safety responsibilities. To recognise National Child Protection Week, an event was held in Dapto Mall.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Community Programs Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Review and deliver the Reconciliation Action Plan 2021-2023	On-Track 	A wide range of reconciliation initiatives were delivered throughout the year along with supporting community led events during National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week and Reconciliation Week. The Local Government Regional NAIDOC Awards were held, celebrating the contribution and achievements of Aboriginal and Torres Strait Islander communities in Wollongong, Shellharbour, Kiama and Shoalhaven local government areas. The Lord Mayor's Elders Luncheon was held to acknowledge and pay respect to the contribution that local Aboriginal Elders make to our community. The Reconciliation and Truth Telling Conference was held in May 2025, with 220 delegates in attendance. During Indigenous Business Month an Aboriginal Procurement Networking Event was held at Inside Industry and the Aboriginal and Torres Strait Islander Business Expo held at Wollongong Town Hall. The planning and delivery of the 2025 Business Expo has been transferred to an Aboriginal business with ongoing support from Council. A new Student Summer Program was launched, providing paid work experience for Aboriginal and/or Torres Strait Islander students. Culture Mix celebrated Aboriginal and Torres Strait Islander culture and Wollongong Art Gallery (WAG), Libraries and Youth Services delivered a range of programs and initiatives to showcase and celebrate First Nation people and cultures.
Deliver a range of community development activities and programs that focus on diversity, access, inclusion, and capacity building	On-Track 	The Refugee Challenge was held in partnership with Corrimal High School in partnership with Multicultural Communities Council of the Illawarra (MCCI). Living Books sessions were held at six high schools with over 470 students participating. The Lord Mayor's School Starters Picnic was held in partnership with Big Fat Smile. Support was provided for the Saltwater Festival at Bundaleer Estate, Warrawong with over 800 people in attendance. Support was provided for the Old Boys Social Club which includes a range of activities for older men to connect such as a volunteer led weekly gatherings in the library. The Paint the Gong ReAD tent was delivered at various events and locations.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Community Programs Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Deliver the Disability Inclusion Action Plan 2020-2025	On-Track 	A check-in with the community about the Disability Inclusion Action Plan (DIAP) was held. This provided an opportunity to engage with people with disability and their carers on what has been achieved, what is planned, and ways to engage in the development of the new Plan. Culture Mix featured a range of access provisions to support people with disability to participate. A Quiet Space was provided at Comic Gong which was held at Dapto Ribbonwood Centre and Library. Autism awareness staff training was delivered. A Community Social Procurement workshop was held with local social enterprises and Council staff. A calendar of events to celebrate International Day of Persons with Disability was delivered in partnership with Shellharbour City Council. Video Social Stories were developed for Wollongong Art Gallery and Wollongong Youth Centre. Social stories help autistic people to learn about social situations and help them learn how to prepare to participate in these situations.
In partnership with South32 develop a plan that reflects the values and aspirations of the Mt Kembla and Kembla Heights stakeholders	Complete 	Kembla Vision: A Plan for the Future was finalised and shared with the community and key stakeholders.
Deliver the Community Safety Action Plan 2021 2025	On-Track 	During the year, Council delivered additional upgrades through the Safer Cities: Her Way Project and supported community safety campaigns like Reclaim the Night and 16 Days of Activism. The Community Safety Survey was delivered and planning began for the next Community Safety Plan. Graffiti prevention efforts continued with community partnerships, mural projects, and Graff Off events. Safety audits were conducted across several public spaces and recommendations provided to improve local areas. Crime prevention messaging was updated and a SCAMS awareness session was held in partnership with Libraries and ID (Identity Theft) Support NSW. Council remained active in regional safety networks, sharing crime data and supporting community engagement through surveys, workshops, and events aimed at improving public safety and awareness.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Community Programs Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Initiate opportunities and projects to support the community	On-Track 	Connecting Neighbours Grants were available to support an event or activity that connects people to each other. ClubGRANTS were made available to support a variety of services and initiatives aimed at improving the living standards of people experiencing disadvantage or living on low incomes. An oral history project about Hill 60 was delivered in partnership with local Aboriginal people. National Aboriginal and Islanders Day Observance Committee (NAIDOC) small grants for not-for-profit groups holding community events during NAIDOC Week were provided. This program aims to get as many people as possible involved in NAIDOC Week and celebrate the history, culture and achievements of the local Aboriginal and Torres Strait Islander communities. Initiatives supporting older men to build social connections and reduce isolation were also supported. As part of Refugee Week, Council supported the Vietnamese community to host an exhibition at Wollongong Library, showcasing the experiences, achievements and contributions of early arrivals to Wollongong over the past 50 years. In partnership with the Illawarra Indigenous Business Network, an Aboriginal Business Expo was held in Indigenous Business Month, showcasing a wide array of Aboriginal owned businesses. A range of events and activities were supported as part of 16 Days of Activism against Gender-Based Violence including the Reclaim the Night March, Women's Creative Expressions Competition and a Rose Vigil in MacCabe Park, Wollongong.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Corporate Strategy

Responsibility *Chief Financial Officer*

About this Service

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

Annual Progress Update

A significant achievement for the year was the development and subsequent adoption of the *Our Wollongong Our Future 2035* Integrated Plans, including the Community Strategic Plan 2035, Resourcing Strategy 2025-2035, new four year Delivery Program 2025-2029 and Operational Plan 2025-2026 on 30 June 2025.

Four Quarterly Review Statements were completed and adopted by Council during 2024-2025. As part of the development of the *Our Wollongong Our Future 2035* Integrated Planning documents, Council undertook a comprehensive review of community indicators and performance measures, resulting in a refined and more meaningful set of measures that will guide progress tracking over the coming years.

An extensive review of Council's internal performance measures was also completed during the financial year. Organisational research continued, with a range of internal surveys supported throughout the year. The Project Management Framework continues to be implemented and promoted throughout the organisation. During 2024-2025, seven training sessions were delivered to 125 staff to uplift organisational capability.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Coordinate Council's Service Optimisation Program	+On-Track 	The first stage of Customer Service – Service Optimisation Program has progressed well during the year, commencing with Rates. This service assessment looked at the entire process customers go through when interacting with Council rates to identify pain points, current service gaps and improvement opportunities. This included reviewing customer service calls received, customer request data, the various customer online portals, website content, communications to customers and associated internal processes. The main goal was to enhance customer service, make it easier for the community and customers to access rates information, understand and navigate the various payment methods available and know where to go for assistance. To help support the findings, we undertook interviews with residents/ community members, to understand their experiences. Recommendations have been made and will move into implementation during the 2025–2026 financial year. In addition, implementation of the recommendations from the Development Assessment Service Optimisation (concluded in the previous financial year) have progressed well, with almost all completed. This phase will conclude with a customer survey, to determine levels of satisfaction with the improvements made. A review of the Pits / Drains customer interface also commenced in 2024-2025 and is well progressed. It is due to be completed in the next financial year.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Corporate Strategy Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Coordinate the preparation and review of Council's Delivery Program and Operational Plan	Complete 	Following the September 2024 Local Government elections, a new four year Delivery Program, consisting of four Operational Plans is required to be developed and adopted by the new Council by 30 June the following year. Initial planning for this project commenced in July 2024, with a timeline developed with key stakeholders. A cross organisational review of the status of all Supporting Documents was completed during the September quarter, to inform the development of the Delivery Program. Draft documents were informed by significant input and consultation with a range of community engagement and research. Following development of the draft Delivery Program and Operational Plan, the draft was endorsed by Council to be placed on public exhibition from the 9 April to 7 May 2025. Over 100 submissions were received from the community during the exhibition period that assisted and informed the finalisation of the Plan. At the Council meeting on 30 June 2025, Council adopted the Delivery Program 2025-2029 and Operational Plan 2025-2026 including attachments: Budget 2025-2026, Infrastructure Delivery Program 2025-2026 to 2028-2029 and Revenue Policy, Rates, Annual Charges and Fees 2025-2026. Adoption by Council marks the completion of this Operational Plan action.
Facilitate the review of the Community Strategic Plan	Complete 	Planning for this project commenced in July 2024. Following the September 2024 Local Government Elections, an extensive Councillor induction program was conducted for the new Council, and phase 1 of community engagement 'Listening to our Community', was completed during the period 18 October to 18 November 2024. 10,199 voices were heard as part of this phase that included 5,858 from previous relevant engagements. A range of internal and external data sources also informed the draft Plan, including community engagement feedback; previous Community Strategic Plans; United Nations Sustainable Development Goals; stakeholder strategic plans; Council's Supporting Documents; census data; stakeholder engagement; community satisfaction and wellbeing Surveys; State and Regional Plans; staff meetings and workshops and current priorities. The draft <i>Our Wollongong Our Future 2035</i> Community Strategic Plan was exhibited during the period 9 April to 7 May 2025, as part of the Phase 2 'Checking In' of community engagement. A total of 50 submissions were received from the community during the exhibition period that assisted and informed the finalisation of the Plan. On 30 June 2025, Council adopted the Community Strategic Plan as part of the <i>Our Wollongong Our Future 2035</i> suite of documents.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Integrated Customer Service

Responsibility *Manager Customer and Business Integrity*

About this Service

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

Annual Progress Update

Throughout the year, Council continued to strengthen operations within the Customer Service Centre, with an ongoing focus on improving clarity, consistency and responsiveness across all service channels. The onboarding of the new Customer Experience Manager has brought renewed leadership to customer service initiatives. The implementation of the Genesys call centre platform has improved service capability and provided greater data insights to support continuous improvement. Council has adopted a First Contact Resolution approach, which has enhanced the quality and efficiency of interactions at the first point of contact, whether by phone or in person.

To support staff capability and consistency, a dedicated training support role was created and targeted training sessions were delivered. The Customer Service Policy was revised and a new Customer Service Charter was developed, reinforcing Council's commitment to service excellence. The Charter will go to Council in 2025-2026. Enhancements to the Online Services portal were implemented, including clearer communications to support the registration process and improvements to the user experience. Council also supported the Development Assessment and Certification team in delivering customer-facing improvements, such as updated website content and streamlined request processes.

Several forward looking projects are currently underway. These include the planned rollout of Multi-Factor Authentication for Online Services to enhance account security, improvements to the Pensioner Rebate request process, and enhancements to how animal related requests are captured and triaged.

The Customer Service Knowledge Base has been significantly expanded enabling staff to resolve more enquiries without referral and improving the accuracy of triaged requests. Council has also reviewed and updated the information provided to the after-hours service provider to ensure efficient and accurate call handling.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Review and enhance Council's customer service and engagement channels with a focus on inclusion and participation	On-Track 	Significant progress was made in reviewing and enhancing the customer service and engagement channels, with a strong focus on accessibility, inclusion, and responsiveness. The Customer Service – Service Optimisation Program, launched in July 2024 has provided a structured and data informed approach to identifying service improvement opportunities. The Rates function is currently the focus area and has progressed through analysis and into the recommendations phase. This work is identifying valuable insights into customer interactions and service challenges, which will help shape more targeted improvements aligned with community needs. Implementation of recommendations from the earlier review of the development application customer interface is also well underway. These changes are already contributing to a more streamlined and user-friendly experience, supporting better transparency and ease of access for a wider cross-section of the community.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

		As the program progresses, the integration of data-driven insights alongside staff and community feedback continues to guide the development of practical, people-centred improvements. This work supports a stronger foundation for ongoing transformation in the way Council connects with and supports its diverse community.
Review the customer service journey across targeted, high priority operations as part of the Service Optimisation Program and identify opportunities for improvement	On-Track 	The Service Optimisation for customer service was undertaken this year progressing in line with the established project plan. Work also continued in collaboration with business units to strengthen processes that support First Contact Resolution. This includes expanding the information and resources available to Customer Service staff to reduce the need for transferring calls or requests to other teams, ultimately improving responsiveness and customer experience.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Libraries

Responsibility *Manager Libraries and Community Facilities*

About this Service

Wollongong City Libraries delivers information, learning outcomes and access to resources for residents and visitors to the Wollongong Local Government Area. The service is delivered from seven libraries and 10 street libraries across the city and through the Home Library Service and a range of online services.

Annual Progress Update

A new membership campaign was launched to grow engagement, with initial outreach through flyer inserts in rates notices, followed by a city centre poster campaign and social media promotion. The campaign highlights the many benefits of library membership and aims to reach new audiences.

Library visitation was over 521,000 across seven locations. Physical Loans surpassed 1,000,000 for the first time since 2018–2019 and online loans were over 365,000 for the year. Digital communications saw an average of 48,000 website visits each month across the year and 56,000 interactions each month across the library's social media channels, Facebook and Instagram.

Throughout the year, the evaluation platform Culture Counts was implemented. This is a tool designed to measure the social and cultural value of events. The staff learning portal/intranet webpage is in the final stages of development and will continue to upskill staff.

Pride programming featured across all ages during the year, including preschool Storytimes, children's craft sessions, and social events for young adults and adults, to support and celebrate the LGBTQIA+ community.

The Library App continues to see strong engagement by customers, and an integration of digital tools has been integrated into the library app, so customers can seamlessly access eBooks and eAudiobooks.

Work also continued on preserving and promoting the Local Studies Collection cataloguing 5,112 images, maps, manuscripts, serials and monographs, and digitised 3,636. Separately, 2,922 images were catalogued and 1,328 digitised under the grant funded Illawarra Mercury image digitisation project, with 26 new oral histories added.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver the Comic Gong Festival	Complete 	On 24 May 2025, more than 8,000 people attended Comic Gong at the Dapto Ribbonwood Centre and Library for a celebration of pop culture. The event featured cosplay competitions, glitter tattoos, face painting, badge making and a wide variety of comics, art and merchandise across 67 stalls. Popular attractions such as Batman and his Batmobile, Cosplay Guardian, the 501st Legion and Sydney Lego Users Group returned for another successful year. The cosplay competition, supported by Friends of the Library, the Illawarra Mercury and Illustris Models, attracted 90 entrants and drew over 1,000 spectators. Across the day, 150 glitter tattoos, 190 face paintings and 338 badges were made, while the Quiet Space welcomed 300 visitors. Community groups including Rainbow South Coast engaged more than 200 people. Survey feedback showed 83% of visitors and stallholders had a positive experience, with 80% feeling safe and welcomed, and 72% feeling a connection to others. Almost all stallholders and 81% of visitors expressed interest in returning to a future event.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Libraries Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Implement the Wollongong Learning City Project based on the United Nations Educational, Scientific and Cultural Organization framework and principles	Complete 	Several internal workshops were conducted throughout the year with a range of stakeholders with feedback now reflecting in a broad range of learning activities across Council. In June 2025, Council submitted its application to join the United Nations Educational, Scientific and Cultural Organization (UNESCO) Global Network of Learning Cities. Ongoing implementation of the Learning City approach will continue as part of Libraries core business and operations.
Deliver tailored library programs to facilitate access and participation of people with disability	Complete 	This year saw a continued focus on inclusive programming, with new initiatives and ongoing activities designed to welcome and support people living with disability. A social evening was added in the June quarter's program for people living with disability to come together and connect. At Wollongong Library, the regular Knit Stitch Yarn program continues to welcome a group from a care home each week, along with a participant supported by their National Disability Insurance Scheme (NDIS) carer. Comic Gong also attracted many diverse attendees, including people attending with carers, reinforcing the event's reputation as inclusive and welcoming. Other inclusive programs included a 'Let's Draw with a Drag Queen' event at Wollongong City Library with an Auslan interpreter, which attracted 29 participants. Ukrainian doll making and cookie decorating workshops designed for people living with disability drew 31 attendees across two sessions. Corrimal Library's ongoing Quiet Hour continues to offer a peaceful, low-sensory environment for visitors who may find busy spaces overwhelming. Vision Impaired Yarners held three sessions with 17 participants, supported by Guide Dogs Australia. Three library tours at Dapto Library were held with the Disability Trust and enjoyed by 21 participants.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Libraries Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Deliver library programs that recognise, reflect and celebrate the cultural diversity of our community	Complete 	In partnership with NSW Health and the Multicultural Communities Council of Illawarra (MCCI), a World Café event exploring cultural humility was held, with 13 participants attending. Relationships with multicultural communities have been further strengthened through Tech Savvy funding, which enabled Community Connections and Learning to deliver watercolour workshops for the Chinese community following digital literacy sessions. Many cultural events were celebrated including Ukrainian Cultural Workshops, a Vietnamese Migration Exhibition commemorating 50 years since refugee migration, and libraries hosted events for the Culture Mix Festival, including Ukrainian dumplings, Aboriginal weaving, K-Pop dancing, Bollywood displays, and Korean puppetry. Digital literacy support was provided through our Tech Savvy Programs with multilingual sessions delivered in Mandarin, Persian, Indian, and Karenni languages. Youth and families were supported through our various programs such as High School Tutoring (MCCI), Homework Club and parenting workshops for the Burmese community. As part of Aboriginal and Torres Strait Islander engagement there were craft outreach sessions for Elders, Computer Classes at Coomaditchie United Aboriginal Corporation, Christmas Craft Sessions and NAIDOC Family Fun Day Outreach sessions.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Property Services

Responsibility Manager Commercial Operations and Property

About this Service

This service manages over 450 leases and licenses on behalf of Council and includes the management, development, maintenance and disposal of Council owned property in order to meet Council's statutory requirements and contribute to the expansion of Council's revenue base. Leases and licenses also ensure the effective management and coordination of community and business use of Council's public spaces, buildings and facilities.

Annual Progress Update

Council have secured new leases for prominent sites including Bulli Beach Café, Bulli Beach Tourist Park Café Kiosk, Corrimal Tourist Park Kiosk and the Auburn and Atchison Street Carpark.

Throughout the year, resolutions were made to acquire seven sites which are required for the Cleveland Road Upgrade Project and negotiations have progressed with all impacted landowners. Two properties in Lake Heights have been acquired by Council under the Voluntary Purchase Scheme for flood affected properties.

Council resolved to the grant of five separate easements across the year. Council also resolved to dispose of five parcels of land deemed surplus to needs which will proceed to the market for sale.

Council's city centre car parks continue to have a high occupancy rate.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Identify and implement business improvement initiatives to enhance commercial returns on Council's property portfolio	On-Track 	There was a strong focus on commercial property tenders throughout the year which resulted in securing tenancies at market rates. An audit of Council carpark waitlist during this period have increased the utilisation of Council's licensed surface car parks. Various process improvements were implemented to streamline and create efficiencies both internally and with customers experience. This includes improved digitalisation and workflow processes within the lease management platform OneCouncil.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Youth Services

Responsibility Manager Community Culture and Engagement

About this Service

Youth Services provides a program of recreation, cultural and education activities to meet the needs of young people aged 12 - 24 at Wollongong Youth Centre and across the Wollongong Local Government Area. These programs build social connections and inclusion, community engagement, information and referrals. Council funds the Neighbourhood Youth Work Program (NYWP) in two areas (Port Kembla and Berkeley) to support the needs of young people in the community.

Annual Progress Update

Throughout the year, a program of recreation, cultural and education activities continued to be provided for young people aged 12 - 24 at Wollongong Youth Centre and across the Wollongong Local Government Area.

Twelve Wollongong Youth Forum members were sworn in by Deputy Lord Mayor Councillor Linda Campbell at the Council Chambers following their election in November 2024. The Wollongong Youth Forum will serve a 12 month term in office. Together, the Youth Forum will deliver projects, campaigns and events based on a priority agenda developed together early in their term.

Council staff also visited local high schools to promote available youth services and programs. Support for the youth sector continued through the coordination of the Wollongong Youth Network and funding for the Neighbourhood Youth Work Program.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver a range of youth development opportunities with a focus on engagement, inclusion, skill development, sector development and support.	On-Track 	A range of youth development opportunities were delivered throughout the year, including programs such as Bellambi Connect, Study Sessions, Dungeons and Dragons, Crafts and Chat, Bundaleer Connect, Be Proud and Empowered, Teenz Connect, Youth in Fashion, and a mix of music, art, work readiness and wellbeing workshops. School holiday activities featured creative sessions including Street Art, Dungeons and Dragons, and hands-on workshops.
Provide opportunities for young people to develop skills, experience and exposure in creative industries	On-Track 	Team Ignite participants supported and delivered various events with highlights including Youth Week Awards, Youth Week Markets, Teach Me How Gig, Rainbow Formal, Back to School Jams, Acoustic Sessions, Purple Fair Day and Music for the Mind. Legal Wall was regularly used by community members to create an evolving piece of public art. Two exhibitions were displayed for <i>Through Our Lens</i>. One explored the dark and light of mental health and displays powerful images and quotes. The second exhibition incorporated 2025 Youth Week theme <i>We are the future, and the future is now</i>, celebrating every young person's unique strengths with bold and bright images. The music room was regularly used by young people. The Youth Power Hour podcast made by young people, for young people developed 12 episodes and was launched this period on Spotify.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available) – June 2024	Result – June 2025
Aged and Disability Services			
Number of people over 65 using community transport [#]	Increase	2,425	3,031
Hours of social support provided to people aged over 65*	Maintain	26,801	28,629
Proportion of residents satisfied with services for older people	At least 3.75 on a scale of 5.00	3.40 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with services for people with disability	At least 3.75 on a scale of 5.00	3.30 (result from 2023)	(next survey late 2025)
Community Programs			
Proportion of residents satisfied with children's services	At least 3.75 on a scale of 5.00	3.50 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with inclusive services	At least 3.75 on a scale of 5.00	3.50 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with graffiti prevention and removal	At least 3.75 on a scale of 5.00	3.40 (result from 2023)	(next survey late 2025)
Integrated Customer Service			
Percentage of customer enquiries answered at the first point of contact [^]	Increase	New measure	51%
Percentage of customer requests responded to within 10 days [^]	90%	New measure	89%
Correspondence Met to Target [^]	90%	90%	96%
Proportion of residents satisfied with customer service centre	At least 3.75 on a scale of 5.00	3.90 (result from 2023)	(next survey late 2025)

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available) – June 2024	Result – June 2025
Libraries			
Visitation to library*	Increase	470,918	521,207
Number of library memberships^	Increase	81,243	84,587
Number of library loans (physical and digital)*	Increase	1,311,111	1,382,610
Number of library learning programs*	Increase	2,497	2,691
Number of participants in library learning programs*	Increase	46,646	53,947
Proportion of residents satisfied with libraries	At least 3.75 on a scale of 5.00	4.40 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with library services	At least 3.75 on a scale of 5.00	4.20 (result from 2023)	(next survey late 2025)
Property Services			
Occupancy rates of commercial buildings^	95%	97%	97%
Youth Services			
Participation in programs and activities delivered to young people*	24,000 per annum	27,074	24,297

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

^ Figures have been prepared as an average on annual basis.

Figures represent the number of unique clients using the service. Previously reported figures included an accumulative total of clients using the service.

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

Objectives

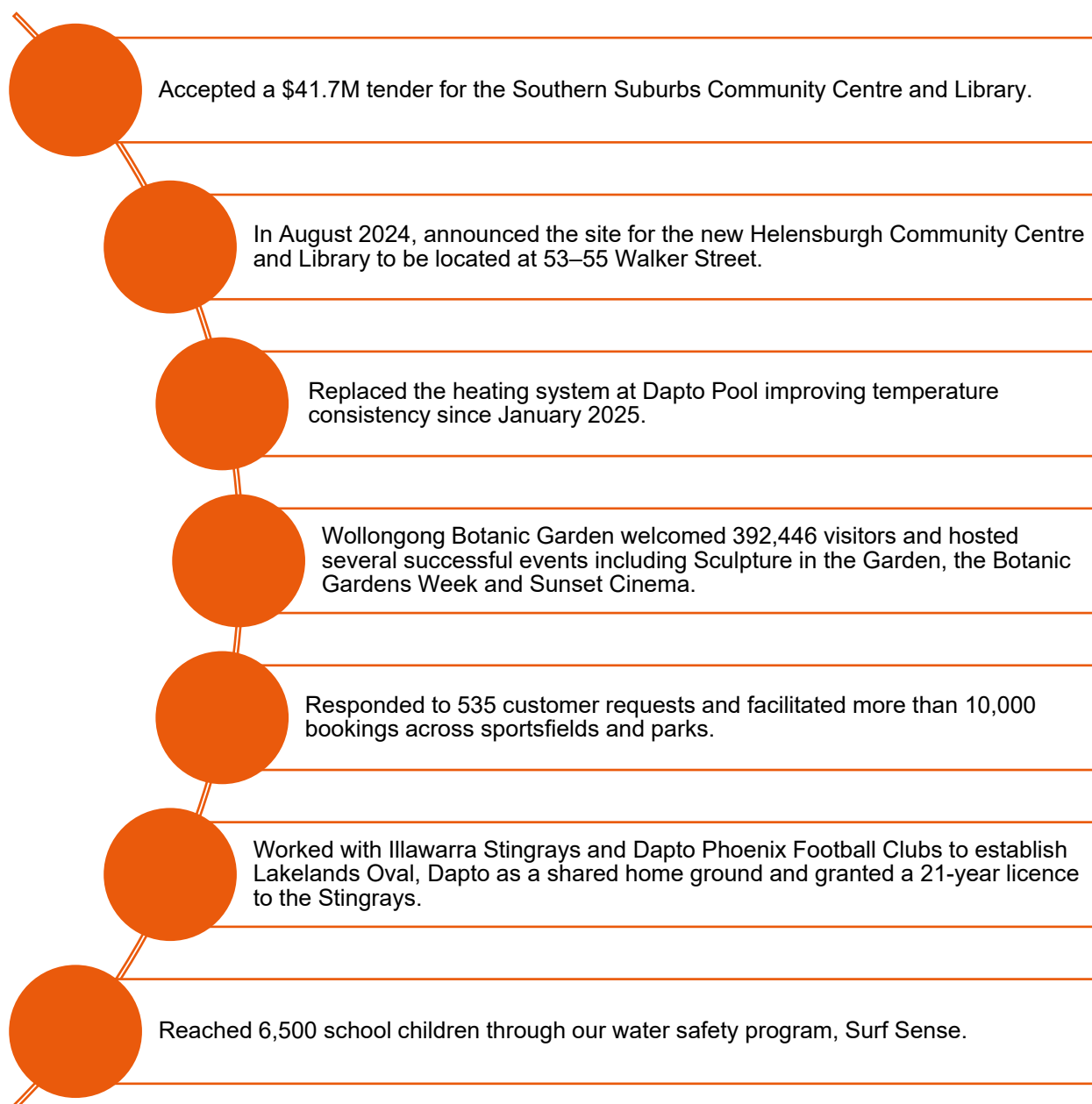
There is an increase in the physical and mental health and wellbeing of our community.

Our community participation in recreation and lifestyle activities increases.

Residents have improved access to a range of affordable housing options.

Suburbs and places are liveable and safe.

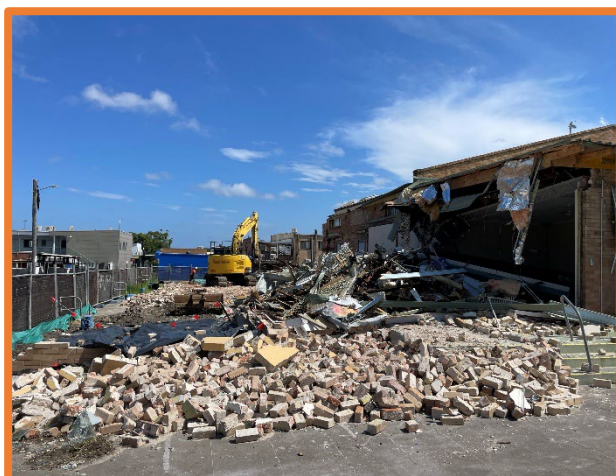
Achievements



Highlights



Completed works at playgrounds including L-R Fred Woodward Park, Thirroul and Aristo Park, Mount Ousley.



Demolition commenced at the site of the new Community Centre and Library at Warrawong to serve Wollongong's southern suburbs.



28 September 2024 marked the start of the new patrol season and reopening of all 17 patrolled beaches and eight community pools.



Sculpture in the Garden Acquisitive Prize winner for 2025, Jenny Reddin, with her work Affinity.

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

Aquatic Services

Responsibility *Manager Sport and Recreation*

About this Service

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

Annual Progress Update

Aquatic services across the city continued to see steady community engagement throughout the year, with overall visitation broadly in line with historical trends. While some fluctuations were recorded at individual facilities, attendance levels remained consistent.

Beach visitation was stable, supported by warm weather and major events such as the Australian Junior Surfing Titles. Lifeguards played a vital role in public safety, performing more than 545 rescues and providing over 1,500 instances of first aid. Preventative actions remained significant, with more than 54,000 swimmer advisories issued.

Operationally, the service delivered successful seasonal transitions, extended service hours during peak periods, completed winter maintenance, and replaced the heating system at Dapto Pool improving temperature consistency since January 2025. A trial program offering free pool entry for children during the school holidays encouraged youth participation at Corrimal and Dapto pools. Council's water safety program, Surf Sense, reached 6,500 school children. Marketing and communications support helped boost awareness through the Splash into Summer campaign.

Work continues to enhance data accuracy through improved attendance tracking, ensuring aquatic services continue to meet community needs safely and effectively.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Work with the North Wollongong Surf Life Saving Club to explore storage options	Delayed 	Council has continued to work with the North Wollongong Surf Club throughout the year to identify a suitable off-site boat storage solution. A preferred site has been proposed, with further discussions with the club to be undertaken on storage requirements and building layout. The Club has requested Council to reconsider the boat storage opportunities. The project will remain delayed until such time this is resolved.
Plan, design and undertake renewal works at Council's Community, Commercial Pools and Ocean Rock Pools in accordance with the Infrastructure Delivery Program	On-Track 	Heating upgrades were completed at Dapto Pool during the year. At Helensburgh Pool, works are scheduled to progress over the coming months, with completion anticipated by 31 December 2025. These works are being delivered in stages and are supported by grant funding from the NSW Government's Multi Sport Community Facility Fund. All aquatic sites require ongoing maintenance and renewal to ensure they remain safe and fit for purpose. Sand removal from ocean pools also continued during the year, with progress influenced by tidal and wave conditions.

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

Aquatic Services Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Progress concept plans, investigations, and detailed designs for a Community Recreation & Aquatic Centre at Cleveland to service the Southern Suburbs	Deferred 	Several strategic considerations still require further deliberation before concept planning can be finalised. During the financial year, Council commenced a feasibility review of the Beaton Park Regional Precinct Masterplan, alongside the development of the Aquatic Facilities and Indoor Sports Strategy. These documents aim to guide future investment and service delivery. Once adopted, they will provide updated insights to inform and align the progression and finalisation of concept planning. The project will remain deferred until the finalisation of the above strategies, expected in March 2026.

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

Botanic Garden and Annexes

Responsibility Manager Open Space and Environmental Services

About this Service

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

Annual Progress Update

Throughout the financial year, the Wollongong Botanic Garden welcomed 392,446 visitors. The Friends of the Botanic Garden contributed 4,435 volunteer hours across the year, supporting a range of activities. The Nursery produced 54,258 new plants and distributed 65,514 plants, including 25,460 plants purchased by 2,954 Greenplan customers. All plants were locally sourced native species.

The Botanic Garden and annex sites, including Korrungulla Wetland, Puckey's Estate Nature Reserve and Mount Keira Summit Park, were maintained to a high standard throughout the peak summer visitation period.

Annual pruning works were also completed along the shared pathway at Puckey's Estate to maintain necessary clearance and support safe access.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver priority actions from the Urban Greening Program	On-Track 	Throughout the year, Council facilitated a range of opportunities for community participation in urban greening initiatives. These included National Tree Day, Poem Forest events with local schools, and community planting activities across key locations such as Lake Illawarra, Puckey's Estate, foreshore areas and other public open spaces. Project highlights included the Glossy Black Cockatoo food tree planting initiative, support for the Illawarra Local Aboriginal Land Council's Planting Purrah Bay: Community Day Restoring Lake Illawarra Foreshore, and the Streamhill Community Day.
Enhance Botanic Garden visitor experience with programs, interpretation, education, events and priority actions from the Masterplan	On-Track 	The 2024–2025 year marked a period of renewal and growth for Council's education service, both at the Botanic Garden and through outreach programs. This included a review and refresh of school programs, the development of new school holiday and community education initiatives, updated waste education content, and the onboarding of new education providers to support program delivery. A key highlight was the successful launch of Nature Shake, a new environmental education event. With strong foundations now in place, Council is well positioned to deliver high-quality environmental education both on-site at the Botanic Garden and at external community venues. The Botanic Garden also hosted several successful events during the year, including Sculpture in the Garden, the Botanic Gardens Week Community Event, and the popular Sunset Cinema summer series. The Garden continued to attract broader attention, featuring in local and national media, including on ABC's Gardening Australia.

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

Botanic Garden and Annexes Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Implement priority actions from the Botanic Garden Masterplan	On-Track 	Design investigations for the restoration of Kawasaki Bridge continued throughout the year, while stage one of heritage restoration works on the Gleniffer Brae building were completed. Pathway renewals were also undertaken to address trip hazards and improve visitor safety. The draft Botanic Garden Masterplan was finalised and placed on public exhibition for community feedback. Enhancements to the Living Collection included the planting of a rose named Inspirational Women, commissioned by Rotary Life Member Dot Hennessey. A ceremonial planting event was held and attended by Rotary volunteers, the former Governor-General of Australia, His Excellency David Hurley AC CVO DSC, Her Excellency Linda Hurley, and Wollongong Lord Mayor Councillor Tania Brown.
Manage the Mt Keira Summit Park in accordance with the Plan of Management	On-Track 	The Botanic Garden team undertook significant landscape maintenance throughout the year and hosted the Botanic Gardens Australia and New Zealand regional Curators' excursion, which included a walk on Country at Mount Keira led by local Elder Auntie Joyce Donovan. A storm event in October 2024 caused significant tree damage at Summit Park however, all damaged trees have since been pruned or removed. Regular servicing of site facilities has continued to support tourism and visitor use.

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

Community Facilities

Responsibility *Manager Library and Community Facilities*

About this Service

This service manages and operates 56 Council-owned community facilities across the Wollongong Local Government Area. This includes Neighbourhood Centres, Senior Citizens Centres, Childcare Centres, Libraries, Community Centres and Community Halls.

Annual Progress Update

Community participation and venue hire at Council's community facilities continued to build steadily throughout the year. The district facilities at Dapto, Corrimal and Thirroul reported strong and diverse booking interest, including walk-ins from small business operators and a wide range of local community groups.

These venues hosted a variety of events that reflected the diversity of our community, including the Federal Election, NSW Local Government Elections, Citizenship Ceremonies, Comic Gong, Thirroul Seaside Festival, and programs by the Illawarra Muslim Youth Girls, Wollongong Embroiders Guild, Indian Australian Cultural Group, Illawarra Kerala Society, Dress for Success and the Vietnamese Association of Wollongong.

During the year, the location of the new Helensburgh Community Centre and Library was announced, and the Southern Suburbs Community Centre and Library project tender was accepted, and preliminary construction works commenced.

Upgrade works were also delivered at a number of community centres across the city, including Corrimal, Dapto and Thirroul, as well as Bellambi, Wests Preschool, Bulli, Kemblawarra, Unanderra, Helensburgh, Koonawarra, Balgownie, Port Kembla, Otford, Wongawilli and Coledale.

Delivery of the 'Places for the Future: Social Infrastructure Future Directions Plan 2023–2036' continues, with the majority of scheduled projects either underway or completed.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Plan for a new Community Centre and Library at Warrawong to serve Wollongong's southern suburbs	On-Track 	Council accepted a \$41.7 million tender for the Southern Suburbs Community Centre and Library. The package of works includes the finalisation of design and construction of a three-storey building containing a community centre, district library, lease holder accommodation and support function areas, landscaping and public domain works, and car parking. Council has engaged a contractor to undertake contaminated soil investigations and prepare a Remedial Action Plan to guide future remediation. In support of the project's delivery, Council has submitted a grant application for \$4 million under the NSW Government Regional Economic Development and Community Infrastructure Program and is currently awaiting the outcome.

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

Community Facilities Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Plan for a new Community Centre and Library to meet the needs of the community in Helensburgh and surrounding suburbs	On-Track 	Work is progressing on the new Helensburgh Community Centre and Library, to be located at 53–55 Walker Street. Since the site was announced in August 2024. Community engagement activities have included a Neighbourhood Forum 1 briefing in Otford, a Helensburgh Library Drop-in Day and a community presence at the Helensburgh Fair. Across these events, more than 350 people participated and provided feedback to help shape the design. NSW Public Works has been engaged to deliver procurement and project management services for both the design and construction phases, with a project inception meeting held in May 2025. A dedicated project website has also been launched to provide regular community updates as planning progresses. In the meantime, the existing Helensburgh Community Rooms continue to attract strong demand, with a growing number of regular hirers and confirmed bookings.
Progress planning and construction of Wongawilli Hall extension and refurbishment	On-Track 	Planning and design for the refurbishment of Wongawilli Community Hall continued throughout the year. Site visits were completed in May 2025 to confirm the scope of works, and concept design is currently underway, with detailed design to follow. The refurbishment is scheduled to take place across the 2025–2026 and 2026–2027 financial years, as outlined in Council's Infrastructure Delivery Program.
Develop and deploy 'Places for People' Forward Directions Plan 2022-2036 (Implementation Plan)	On-Track 	Throughout the year, progress was made across multiple sites. The development application for Otford Community Hall is under assessment by the Local Planning Panel. At Dapto Ribbonwood Community Centre and Library, the declined lift replacement tender is now under negotiation. Demolition of onsite structures at the Southern Suburbs Community Centre and Library is complete. NSW Public Works has been appointed to manage the design and construction of the new Helensburgh Community Centre and Library. At Thirroul District Community Centre and Library, plans to repurpose the former café space and remove an internal wall are included in the 2025–2026 Infrastructure Delivery Program, with a project nomination submitted for adjacent footpath works. Work continues on the interim layout for the Darkes Town Centre Sports and Community Hub, with Stage 1 scheduled to commence in the next financial year. Wongawilli Community Hall refurbishment will now span the 2025–2026 and 2026–2027 financial years, following a revised scope focused on upgrading the existing facility. The feasibility study for Bong Bong Community Centre and Library will begin once the structure plan is complete. At Yallah Marshall Mount Community Centre, a site feasibility study has been finalised.

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

Leisure Centres

Responsibility *Manager Sport and Recreation*

About this Service

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

Annual Progress Update

Throughout the year, Council’s leisure facilities recorded a total of 427,083 visits, reflecting continued growth in participation and program usage. This increase was supported by strong Learn to Swim program occupancy, and steady membership growth. Facility improvements included refurbishment of the pool concourse and safety signage at Beaton Park, completion of additional car parking, and ongoing sauna works, all enhancing the user experience across both centres.

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Deliver the renewal and relocation of Beaton Park Tennis Courts in accordance with the Beaton Park Master Plan	Delayed 	The renewal of Beaton Park Tennis Complex is nearing completion, with courts now operational and in use. Rectification works will be undertaken as part of the final stage.

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

Memorial Gardens and Cemeteries

Responsibility *Manager Commercial Operations and Property*

About this Service

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

Annual Progress Update

A key focus this year was the implementation of the Industry Interment Scheme. This involved significant updates to contracts, pricing structures, maintenance practices, and customer service processes, ensuring alignment with reporting and licensing requirements. Changes also included the introduction of an interment levy and the revised application of Goods and Services Tax (GST) on interment rights. Together, these adjustments contributed to a busy year of administrative transition and community education.

New community volunteer days were introduced and well received, with almost 50 participants across two events. Staff are exploring further opportunities to involve the community across other cemetery sites. These activities support the work of long-established 'friends' groups at Berkeley and Scarborough cemeteries, who continue to provide valuable contributions to the broader community.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Manage Council's commercial businesses to optimise service delivery at Wollongong Memorial Gardens and cemeteries	On-Track 	The Industry Interment Scheme has now been fully implemented across Council's cemeteries, with a five-year licence to operate issued to Council. New infrastructure was delivered at the Memorial Gardens and Wollongong Lawn Cemetery, including the completion of stage four of the front garden and construction of five new beams. At Scarborough Cemetery, the new garden completed in June 2024 generated strong community interest, with over 100 reservations made in July and more than \$300,000 in sales. Ground penetrating investigations are continuing across Council's closed cemeteries to identify potentially suitable sites for future use. To date, more than 30 burial sites have been made available as a result of these works.

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

Parks and Sports Fields

Responsibility *Manager Sport and Recreation*

About this Service

This service operates 493 parks, 65 sports fields, 220 playing fields, 7 outdoor fitness stations, 9 turf wickets and 154 playgrounds across the Wollongong Local Government Area and includes Russell Vale Golf Course. Provision of passive access to community parks and playgrounds and affordable and equitable access to sports fields and facilities. Twenty-two sports fields are licensed by volunteer or semi-professional sporting clubs.

Annual Progress Update

Throughout the year, Council responded to 535 customer requests and facilitated more than 10,000 bookings across sportsfields and parks. Support was provided for a range of major events, including the National Youth Football Championships, National Ultimate Frisbee Tournament, and the Australian Touch Football training camp. JJ Kelly Park, Wollongong, hosted the Battle of the Countries event and was used as a practice venue for the Women's NSW Open Golf Championship. Council also assisted numerous sporting clubs by providing letters of consent to support infrastructure funding applications. Planning progressed on the transition to a new remote sportsfield lighting system to enhance efficiency and reliability.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Progress the development of the Lang Park Masterplan	On-Track 	Throughout the year, the project progressed steadily, with refinements to the scope, completion of the project plan, and finalisation of the consultant brief and procurement processes. Internal stakeholder engagement was undertaken, and discussions commenced with Venues NSW regarding future land development. The completed project plan will support upcoming community consultation and the development of a draft concept plan. This action is included in Council's adopted 2025–2026 Operational Plan, and the draft Masterplan is expected to be presented to Council for endorsement in 2026.
Finalise the Bulli Showground Masterplan	Deferred 	The Bulli Showground Masterplan remains on hold while Council awaits updates from Greyhound Racing NSW and Transport for NSW. Greyhound Racing NSW is currently reviewing the number and location of racing tracks across the state as part of its 'Racing Footprint Optimisation' strategy, which is expected to be released and implemented in 2025–2026. Transport for NSW is also progressing a study into the proposed Bulli Bypass, including an extension of Memorial Drive to ease traffic through the town centre. This work is assessing various locations and design options to support long-term transport and land use planning in the area. Once this information is available, the Bulli Showground Masterplan will be reviewed to ensure consideration of the outcomes of both projects.
Implement the Landscape Masterplan recommendations for Hill 60 Reserve, Port Kembla	On-Track 	Progress continues on the Hill 60 Landscape Masterplan, with detailed design and investigations underway for two key areas to support future staged funding. Stage 1A has been completed, delivering formalised car parking, pedestrian pathways, a viewing area, landscaping, and public art. Consultants are currently refining the Tunnel Options project for Council's review.

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

Parks and Sports Fields Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Collaborate with Destination Wollongong and the Australian Baseball League to establish Wollongong as a home base location for a National Baseball League team	On-Track 	Council progressed site investigations throughout the year to assess the feasibility of hosting a National Baseball League team in Wollongong. This work included reviewing two potential sportsfield locations against infrastructure requirements and collating supporting data. These investigations have informed early engagement with stakeholders and provided a foundation for future discussions with the Australian Baseball League and Destination Wollongong.
Progress the planning and development of a Wollongong City Centre Skate Park	Delayed 	Council has met with key stakeholders to discuss potential locations for a city centre skate park within MacCabe Park, Wollongong. The scope of the project is currently under review to ensure it aligns with community needs and the broader vision for the site.
Deliver funded sportsfield irrigation and drainage infrastructure projects	On-Track 	Drainage improvement works progressed across several sportsfields during the year. Projects at Lakelands Oval, Dapto and King George V Oval, Port Kembla were completed, with the latter funded through the Port Kembla Community Investment Fund. Contractors have been confirmed for upcoming works at St James Park, Coledale, which are scheduled to begin in August 2025, and at JJ Kelly Park, Wollongong, where works are expected to commence later in the year following the conclusion of the Rugby League season.
Progress the planning and development of a Northern Suburbs Skate Park	Delayed 	The project timeline is delayed as funding and consultation for the Port Kembla Skate facility was expedited, and the Northern Suburbs required further comprehensive review of potential locations in the Northern Suburbs. Council has engaged a consultant to identify a suitable site for a new skate park in the Northern Suburbs, with four potential locations analysed. Detailed site investigations and feasibility studies are ongoing, alongside preliminary stakeholder engagement. The consultant's report is currently under review, and once finalised, concept planning for the preferred site and broader community consultation will commence.
Deliver amenities upgrade at Figtree Oval, Figtree	Delayed 	Council has progressed the renewal of the amenities building at Figtree Oval throughout the year. Early engagement with the two local sporting clubs helped define the scope of the project, with building requirements now being finalised and incorporated into the procurement documentation. Preparation for tender is underway, with procurement expected to commence in the December 2025 quarter.
Deliver amenities upgrade at Thomas Gibson Park, Thirroul	On-Track 	The tender process for construction was completed, and construction is underway for planned completion in 2026.

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

Parks and Sports Fields Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Install funded sportsfield lighting at priority locations in accordance with the Sportsgrounds and Sporting Facilities Strategy 2023-2027	Delayed 	Council has continued planning for new floodlighting at Towradgi Park throughout the year. The project is structured into two stages, combining the renewal of Field 1 lighting with upgrades to outer field lighting. Procurement was initially delayed to allow the integration of main field lighting replacement with the original outer field upgrade. These works will now proceed as one coordinated project, delivered in two stages, with the main field prioritised for delivery.
Support the Illawarra Stingrays Football Club with establishing a home ground location at Lakelands Oval, Dapto by delivering funded drainage upgrades, finalising a long-term licence and supporting the Club with carrying out their grant funded works	On-Track 	Council has worked closely with the Illawarra Stingrays and Dapto Phoenix Football clubs to establish Lakelands Oval, Dapto as a shared home ground. A 21-year licence has been granted to the Stingrays following public exhibition and Council adoption, with a Heads of Agreement also signed. Improvement works are currently underway to support the long-term use of the site.
Deliver complementary infrastructure to support increased visitation and activation resulting from the Illawarra Escarpment Mountain Bike Network	Delayed 	Council is currently investigating access points to trail network in conjunction with local sports clubs who currently occupy end of trail locations for Phase 2 of the Illawarra Escarpment Mountain Bike Strategy. National Parks and Wildlife Service is expected to complete trail network as scheduled during the December 2025 quarter.
Preparation of the Bellambi Foreshore Precinct Plan	Deferred 	Council continued to engage with external stakeholders including the Illawarra Local Aboriginal Land Council, Sydney Water and Homes NSW. Feedback on potential road access and alignment within the precinct has been received from relevant stakeholders. Council is awaiting future plans from the NSW Government regarding boating and foreshore infrastructure to inform further planning.

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

Public Health and Safety

Responsibility Manager Regulation and Enforcement

About this Service

This service conducts and manages the registration, inspections and monitoring of premises regulated under the Food Act and Public Health Act with the aim of ensuring compliance. Development of the environmental and public health and safety policies, community education programs and customer information.

Annual Progress Update

Staff delivered a range of public health and safety services throughout 2024–2025, including the implementation of health, parking compliance and environmental programs.

A total of 359 inspections were completed across hairdressers, beauty salons and cooling towers to ensure compliance with the Public Health Act. Council also received and assessed 26 applications to install onsite wastewater management systems and 176 applications to operate existing systems.

The school zone parking program continued throughout the year, with more than 400 patrols conducted at local primary schools. Staff focused on the safety of children and education of parents and carers, issuing 383 fines for unsafe or illegal parking and undertaking 230 educational conversations with drivers. Parking-related customer service requests were also responded to, with 3,971 requests completed during the year.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Inspect all medium and high-risk retail food premises annually	On-Track 	A total of 2,142 inspections were completed during the year, meeting Council's commitments under the Food Regulation Partnership with the NSW Food Authority. Where non-compliances were identified, 49 Improvement Notices were issued, along with three Prohibition Orders under the Food Act.
Maintain inspection programs for public swimming pools, places of shared accommodation and mortuaries	On-Track 	During the year, staff completed 47 inspections of public swimming pools, four inspections of mortuaries and 25 places of shared accommodation were inspected. A high level of compliance was observed throughout the year, and with the annual inspections program completed in full.

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

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available) – June 2024	Result – June 2025
Aquatic Services			
Visitation to Council commercial heated pools (Corrimal and Dapto)*	At least 180,000 per annum	227,093	243,866
Proportion of residents satisfied with patrolled beaches	At least 3.75 on a scale of 5.00	4.50 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with ocean rock pools	At least 3.75 on a scale of 5.00	4.20 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with Council commercial heated pools	At least 3.75 on a scale of 5.00	4.10 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with public swimming pools (free)	At least 3.75 on a scale of 5.00	4.10 (result from 2023)	(next survey late 2025)
Botanic Garden and Annexes			
Visitation to Wollongong Botanic Garden*	At least 400,000 per annum	261,863	392,446
Proportion of residents satisfied with Botanic Garden	At least 3.75 on a scale of 5.00	4.60 (result from 2023)	(next survey late 2025)
Community Facilities			
Hours of use of Direct-Run District Level Community Facilities (Thirroul, Corrimal and Dapto)*	Increase	34,793	36,002
Visitation to Direct-Run District Level Community Facilities (Thirroul, Corrimal and Dapto)*	Increase	229,637	228,976
Hours of use of community halls/ centres *	Increase	10,280	11,559
Visitation to community halls/ centres*	Increase	32,412	21,394

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

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available) – June 2024	Result – June 2025
Community Facilities Continued			
Proportion of residents satisfied with community centre at Thirroul, Corrimal and Dapto	At least 3.75 on a scale of 5.00	4.30 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with community halls/centres	At least 3.75 on a scale of 5.00	3.90 (result from 2023)	(next survey late 2025)
Leisure Centres			
Proportion of residents satisfied with leisure centres	At least 3.75 on a scale of 5.00	3.90 (result from 2023)	(next survey late 2025)
Parks and Sports Fields			
Proportion of residents satisfied with parks, open spaces and sports fields for active sport or recreation activities	At least 3.75 on a scale of 5.00	4.00 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with parks, open spaces and sports fields for passive recreation purposes	At least 3.75 on a scale of 5.00	4.10 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with children's playgrounds	At least 3.75 on a scale of 5.00	3.90 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with hours Council public toilets are open	At least 3.75 on a scale of 5.00	3.60 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with Russell Vale Golf Course	At least 3.75 on a scale of 5.00	4.20 (result from 2023)	(next survey late 2025)

* Figures (including comparatives) have been prepared on an accumulative, annual basis

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

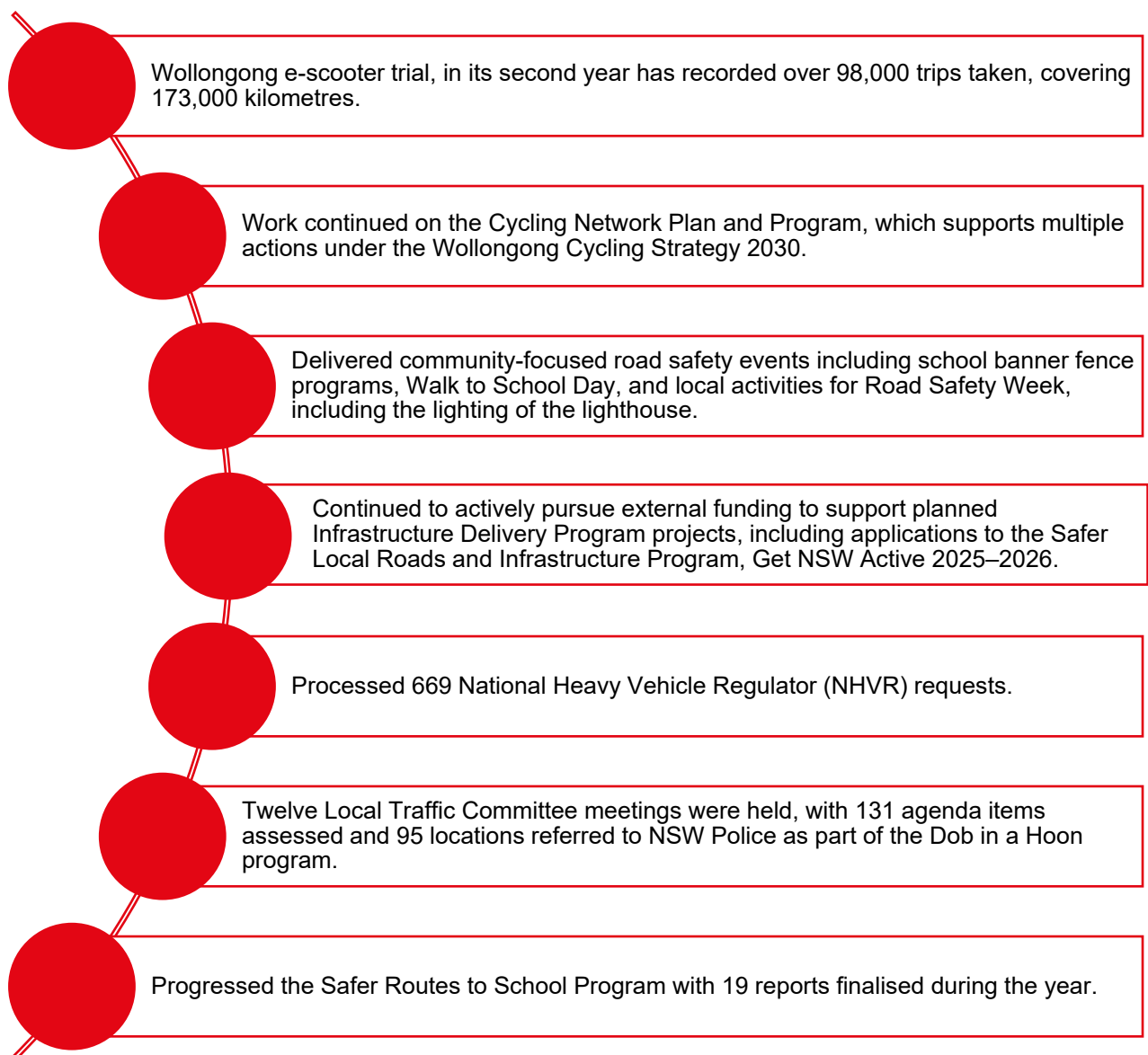
Objectives

There is an increase in sustainable transport use including public transport, walking, and cycling.

Transport links and connection to Sydney, the South Coast and Southern Highlands are strengthened.

The community have access to a safe, affordable and reliable transport network.

Achievements



GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Highlights



E-bike safety social media reel targeted at Gen Z users.



Footpath repairs along Keira Street, Wollongong.



Work is underway on major road upgrades to Fowlers Road between Fairwater Drive and Cleveland Road, West Dapto. These works form Stage 1 of Cleveland Road upgrade and include road-widening, new shared paths, stormwater works, street lighting and tree planting to improve access for traffic and pedestrians.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Transport Services

Responsibility Manager Infrastructure Strategy and Planning

About this Service

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

This Service also includes provision of road safety, traffic and integrated transport planning support and advice. Road Safety Education Programs and promotion is a critical activity implemented across all aspects of our transport services.

Annual Progress Update

Council's Safer Routes to School Working Group continued to deliver audits at key school locations and worked closely with school principals, parents and carers to develop Safer Routes to School Reports. A comprehensive, costed action list is being compiled to support a Councillor Notice of Motion and guide advocacy with Transport for NSW and the NSW Department of Education.

Council is actively pursuing external funding to support planned Infrastructure Delivery Program projects, including applications to the Safer Local Roads and Infrastructure Program, Get NSW Active 2025–2026, the 2025–2026 Black Spot Program and the Active Transport Fund.

During the year, Council processed 669 National Heavy Vehicle Regulator (NHVR) requests. Council is also working closely with Transport for NSW and the NHVR to support implementation of the Heavy Vehicle Automated Access Program. A Memorandum of Understanding is now in place to support data collection for future automation, which is expected to significantly reduce the volume of manual consent requests. Council has also contributed to the NSW Roads Act Review through the Peer Reference Group, industry workshops and a formal submission.

Twelve Local Traffic Committee meetings were held, with 131 agenda items assessed and 95 locations referred to NSW Police as part of the Dob in a Hoon program. Council has also implemented process improvements in response to stakeholder feedback and continues to respond to a high volume of customer, Councillor and Member of Parliament requests.

Council maintained ongoing engagement with Transport for NSW across a range of strategic projects, including improved access to decision making tools such as tube counts, intersection data and expanded place-based movement insights through the Place Intelligence platform.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Collaborate with the New South Wales Government to fund and deliver the Safe Routes to School Program	On-Track 	Council's Safer Routes to School Working Group continued its program of onsite audits, school engagement and report development throughout the year. Engagement has included meetings with school principals and Parents and Citizens (P&C) Associations across the Wollongong Local Government Area. Nineteen reports were finalised during the year, with six currently under school review and a further 27 in progress. Identified actions are included in Council's Infrastructure Request List for future funding consideration. Council's dedicated Safer Routes to School webpage was updated to improve accessibility and transparency. The refreshed page now includes completed school reports, as well as a list of locations where reports are currently being prepared.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Transport Services Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Implement actions from the Wollongong Cycling Strategy 2030	On-Track 	Council has finalised its engagement with the consultant delivering the Cycling Network Plan and Program, which supports multiple actions under the Wollongong Cycling Strategy 2030. Work is progressing on the final version of the Plan, with workshops being developed to engage the cycling community, Councillors and internal teams. The final Plan, incorporating community feedback, is expected to be released in late 2025. The Cycling Network Plan will outline a 10-year forward program for the delivery of new cycleways and identify strategic routes to support grant funding applications. Routes from the Wollongong Cycling Strategy 2030 map will be assessed through this study, along with standard design elements, cost estimates, and the suitability of different facility types based on existing road environments. Following completion of the Cycling Network Plan, work is expected to begin on a Footpath Network Plan, subject to funding. This Plan will complement the cycling and Safer Routes to School programs by helping identify key priorities and addressing network gaps in Wollongong's active transport infrastructure. Council continues to collaborate with the NSW Government on the development of Strategic Cycling Corridors. Feedback was provided on the current proposals to align them with the Cycling Network Plan, ensuring integration between local and regional cycling routes. The Strategic Cycling Corridors Illawarra–Shoalhaven Overview identifies three key connections within the Wollongong Local Government Area. Detailed design work is required to inform a future business case for implementation funding. A concept design for the Figtree to Coniston Train Station route has also progressed, with Council providing input and awaiting next steps from the project team. Meanwhile, Council continues to progress delivery of priority Infrastructure Delivery Program projects, including community engagement and implementation of grant-funded works such as the Grand Pacific Walk in Austinmer and shared path upgrades along Murray Road, East Corrimal.
Develop and implement the Integrated Transport Strategy	On-Track 	Following exhibition of the draft Integrated Transport Strategy community feedback was reviewed, with further engagement undertaken through targeted consultation, including with young people via the Youth Forum. During the June 2025 quarter, Council was briefed on the feedback and a revised draft Strategy. Final Councillor engagement is scheduled for early 2025–2026. Following this, the Strategy will be finalised and presented to Council for adoption.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Transport Services Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Work with key agencies and partners to progress the Illawarra Regional Transport Plan	On-Track 	Forty-six of the 71 initiatives outlined in the current plan are of direct benefit to the Wollongong Local Government Area. Three major Transport for NSW projects progressed during the year: the Mount Ousley Interchange, the M1 South Facing Ramps at Dapto, and the Bulli Bypass. Transport for NSW has commenced redevelopment of the existing regional plan, only three years into its intended lifespan. The new draft, titled the Illawarra-Shoalhaven Strategic Regional Integrated Transport Plan, is expected to be placed on public exhibition in mid-2025. Council will prepare a formal submission, continuing to advocate strongly for improved public transport planning and investment across the city. Council staff have continued to collaborate with Transport for NSW on key projects, including the Strategic Business Case for the Bulli Bypass and associated consultation on the Bulli Town Centre Streetscape Improvements. Council also remains an active stakeholder in the Mount Ousley Interchange project, providing detailed design feedback on current documentation and community priorities, particularly regarding the proposed active transport connection between Dumfries Avenue, Mount Ousley, and the University of Wollongong. Recommendations for traffic calming along Dumfries Avenue have also been submitted, with outcomes expected shortly.
Develop road safety programs, education and promotion of sustainable multi-modal transport options	On-Track 	The Wollongong e-scooter trial, in its second year, continues to provide a smart, sustainable transport option across key areas of the city. Since launch, over 98,000 trips have been taken, covering 173,000 kilometres. During the June 2025 quarter alone, more than 15,800 trips were recorded. The trial has been extended until January 2026 and continues to be monitored, with additional designated parking zones installed to help improve compliance and safety. Council has provided input into the NSW Government's legislative review and is awaiting further advice before expanding the trial area. Council continued its education campaign targeting e-bike users. This included updated signage highlighting road rules and safety responsibilities, and a social media campaign aimed at Gen Z riders, which achieved strong engagement across platforms. Several community-focused road safety events were delivered throughout the year. These included a joint online learner driver workshop with Shoalhaven City Council, a regional motorcycle safety event in partnership with Sutherland and Georges River Councils, the continuation of the 'Breakfast Torque' and school banner fence programs, Walk to School Day, and local activities for Road Safety Week, including the lighting of the lighthouse.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Transport Services Continued

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Review the management of road signage as part of the Service Optimisation Program	Delayed 	Initial stakeholder engagement for the Road Signage Service Optimisation has been undertaken. The deep dive analysis will be completed once the outcomes of the Intelligent Defect Management review is finalised.
Develop and deploy a pilot program to slow vehicle speeds and improve pedestrian safety at key crossing locations throughout the city	On-Track 	Council staff are developing standardised, shovel-ready designs, approvals and guidelines to support the delivery of small-scale projects that improve pedestrian safety and create slower speed environments. The approach includes the use of innovative materials and modular systems to support more efficient implementation. Draft guidelines are in development, including an assessment matrix applied to the traffic facilities request list and templates for design and approval. Over the next two years, eight traffic calming locations, four kerb ramp sites, two bike parking areas and one accessible parking space have been identified to progress through this program. Scoping is complete, with designs now progressing toward construction.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Measuring Success

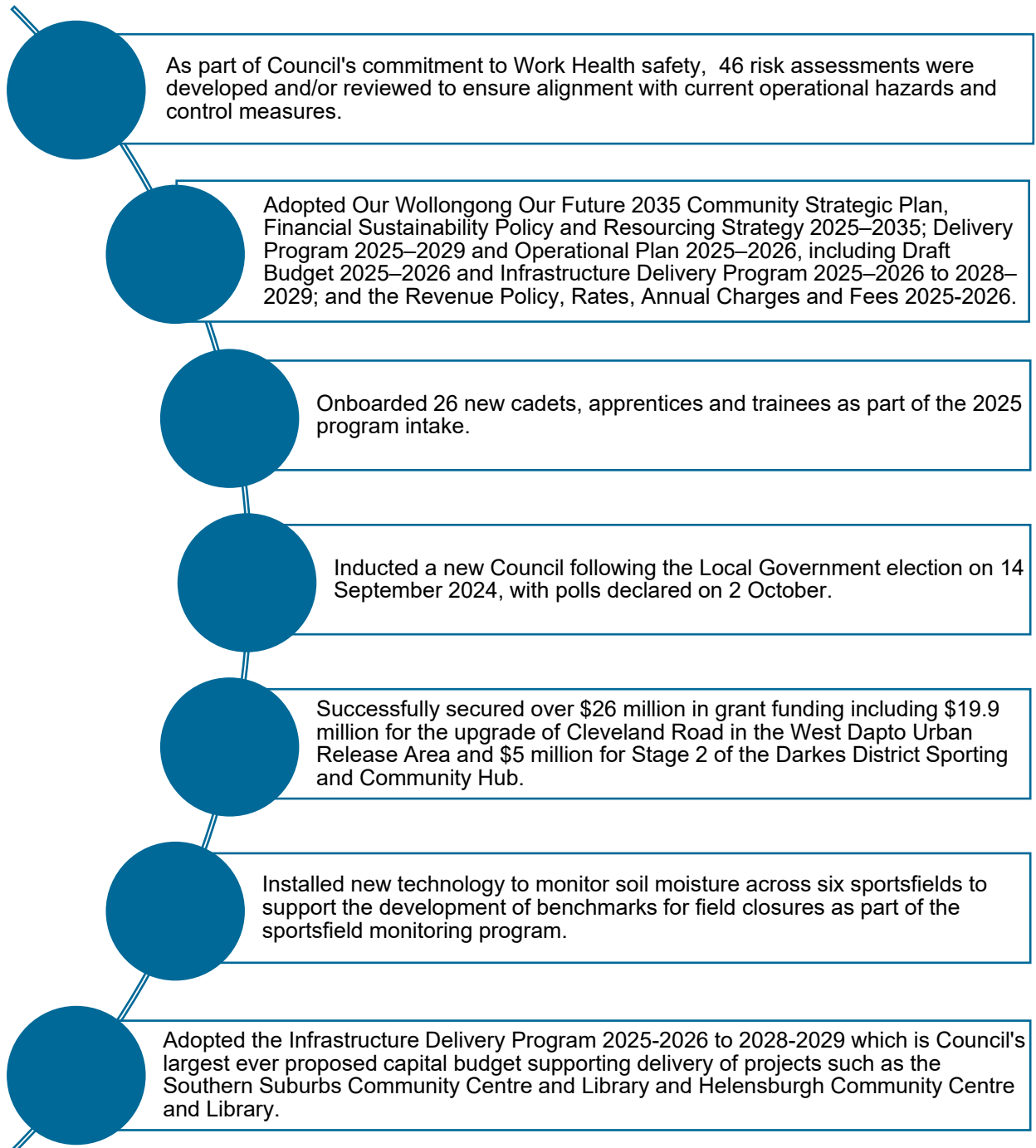
Measure	Target/Desired Trend	Comparative Data (where available)	Result
		June 2024	June 2025
Transport Services			
Proportion of residents satisfied with maintenance of local roads	At least 3.75 on a scale of 5.00	2.80 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with maintenance of footpaths, cycleways and shared use paths	At least 3.75 on a scale of 5.00	3.30 (result from 2023)	(next survey late 2025)
Proportion of residents satisfied with availability of footpaths, cycleways and shared use paths	At least 3.75 on a scale of 5.00	3.60 (result from 2023)	(next survey late 2025)



*Image: Hydrogen bus,
© State of New South Wales
(Transport for NSW)*

SUPPORT SERVICES

Achievements



Highlights



On 14 October, 12 Councillors and the Lord Mayor of Wollongong Councillor Tania Brown (pictured left) took the Oath/Affirmation of Office at an Extraordinary Meeting of Council. Councillor Linda Campbell (pictured right) was elected Deputy Lord Mayor.



The Resourcing Strategy, a key strategic document, which explains how Council manages its core resources – finance, assets, workforce, and digital technology to implement the Delivery Program, was adopted by Council on 30 June 2025.



Council onboarded 26 new cadets, apprentices and trainees as part of the 2025 program intake.

SUPPORT SERVICES

Employee Services

Responsibility *Senior Manager People and Culture*

About this Service

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

Annual Progress Update

Council continued to progress key workforce initiatives to support the delivery of strategic human resource functions and quality services to the community. The Workforce Management Strategy 2025–2029 was adopted as part of the Resourcing Strategy 2025-2035 on 30 June 2025. The strategy focuses on four priorities: inclusive and engaged workforce; aligned and accountable teams; capable and enabled workforce; and a healthy and safe work environment.

Recruitment efforts focused on enhancing accessibility, diversity, and system efficiency. Achievements included expanded advertising reach, inclusive hiring pilots, a successful recruitment system upgrade, and strengthened collaboration with other councils. Council is now participating in the NSW Veteran Employment program. Council also onboarded 26 new cadets, apprentices and trainees as part of the 2025 program intake.

Key initiatives aligned with the Equal Employment Opportunity Management Plan were delivered, including disability employment through the IncludeAbility program for which Council received a Highly Commended LGNSW Business Excellence Award. Aboriginal and Torres Strait Islander youth placements via the Parks Summer Program, and participation in key diversity events also supported the Plan.

Learning and awareness continued through a refreshed induction program and ongoing engagement with external diversity networks. Council is a member of the Australian Disability Network.

A refreshed Employee Recognition Program was launched to celebrate and acknowledge staff contributions across the organisation. A Staff Survey was conducted to measure engagement and alignment, and to capture feedback to inform future workforce initiatives.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Review and implement the Workforce Strategy 2022-2026	Complete 	The draft Workforce Management Strategy 2025-2029 went out for public exhibition during the June quarter. This key document forms part of Council's Our Resourcing Strategy 2035 and will support the implementation of the draft Delivery Program 2025-2029. The document was adopted by Council on 30 June 2025.

SUPPORT SERVICES

Employee Services Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Enhance Council's Diversity, Inclusion and Belonging Programs	On-Track 	Throughout the year Council remained focused on delivering Diversity, Inclusion and Belonging initiatives aligned with Council's Equal Employment Opportunity (EEO) Management Plan. A highlight was receiving a Highly Commended award at the Local Government NSW Business Excellence Awards for the employment of a person with disability through the IncludeAbility program. Australian Human Rights Commission (AHRC) invited Council to co-present at the Local Government NSW Human Resources Network meeting in March. The opportunity enabled Council to showcase our partnership with AHRC and The Disability Trust through the IncludeAbility program. Learning and awareness continued through a refreshed induction program and ongoing engagement with external diversity networks. Council promoted and built awareness of significant Diversity and Inclusion days such as International Women's Day, Neurodiversity Celebration Week, National Apology Anniversary and National Close the Gap Day. New employees are introduced to Diversity and Inclusion through a refreshed Corporate Induction Program along with ongoing training for all staff in Cultural Intelligence and Autism Awareness. Informal learning continues to be promoted and supported through our refreshed Diversity Hub, LinkedIn Learning, and memberships with the Diversity Council of Australia (DCA) and Australian Disability Network (ADN).
Implement Safety and Wellbeing Programs	On-Track 	In late 2024, Council officially endorsed its Work Health and Safety Management System. This is a significant framework that comprises 32 procedures, and more than 40 operational tools. Council partnered with University of Wollongong to deliver education on psychological safety and psychosocial hazards in the workplace. This will enable ongoing positive duty toward health in the workplace with its leadership team. An Occupational Violence program was launched to be implemented for the next two years. Council also developed its Psychosocial Hazard Procedure, which will be implemented throughout 2025-2026. A preventive approach was taken through ongoing Mental Health First Aid Officer training and networking, and the implementation of a new manual handling training package. Work continued on the development of mandatory accreditation profiles and enhanced reporting for use of access for leaders. Work Health Safety Operations completed a project on updating risk assessments, with a total of 46 risk assessments being developed and/or reviewed to ensure alignment with current operational hazards and control measures.

SUPPORT SERVICES

Employee Services Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Refresh Council's Attraction and Retention Strategies	On-Track 	Recruitment processes and strategies continue to be improved to ensure Council attracts and retains high-quality candidates who can support service delivery to the community. Achievements included expanded advertising reach, inclusive hiring pilots, a successful recruitment system upgrade, and strengthened collaboration with other councils. Council is now participating in the NSW Veteran Employment program. Council also onboarded 26 new cadets, apprentices and trainees as part of the 2025 program intake.

SUPPORT SERVICES

Financial Services

Responsibility *Chief Financial Officer*

About this Service

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

Annual Progress Update

Council has finalised and adopted the Integrated Planning and Reporting documents following community engagement. These include the Our Wollongong Our Future 2035 Community Strategic Plan, Financial Sustainability Policy and Resourcing Strategy 2025–2035; Delivery Program 2025–2029 and Operational Plan 2025–2026, which includes the Budget 2025–2026 and Infrastructure Delivery Program 2025–2026 to 2028–2029; and the Revenue Policy, Rates, Annual Charges and Fees 2025-2026.

Council also submitted the annual Fringe Benefits Tax (FBT) return to the Australian Taxation Office and met all other taxation compliance requirements for the quarter. Across the 2024–2025 period, financial planning and reporting functions have been delivered as scheduled, including the annual budget, quarterly reviews and monthly financial reporting. Financial support services to the organisation continued as required.

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

Operational Plan 2024-2025 Update		
Actions	Status	Comment
Review the rating structure to align to legislative changes	Deferred 	Council has reviewed its rating structure and pricing as part of the Integrated Planning and Reporting process and determined its Revenue Policy based on that review. The rating structure remained unchanged as the anticipated legislative change, that is required to provide further relevant options for Council, has not been progressed.

SUPPORT SERVICES

Governance and Administration

Responsibility *Manager Customer and Business Integrity*

About this Service

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

Annual Progress Update

Ongoing support continued to be provided to the organisation with the governance, Councillor support and risk management functions. Support was provided for fourteen Council meetings and four Audit Risk and Improvement Committee Meetings.

Throughout the year a range of guiding policies and documents were approved by the Council, including the Councillor Expenses Policy, Privacy Management Plan and the Risk Appetite Statement. Several significant submissions were made to the Office of Local Government in relation to the proposed changes to the Code of Meeting Practice and Code of Conduct.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Deliver the Internal Audit Program	Delayed 	The 2024-2025 Internal Audit Program was completed with the exception of one internal audit which has been drafted but not yet finalised. This was due to the unexpected and unavoidable absence of key staff. This audit is expected to be complete by end of August 2025. The 2025-2026 internal audit plan was endorsed by the Audit Risk and Improvement Committee Meeting on the 12 March 2025.
Facilitate the Local Government Elections in September 2024 and onboarding of the new Council	Complete 	The Local Government election was held on 14 September 2024, with polls declared on 2 October. Councillors have completed a comprehensive induction and development program.

SUPPORT SERVICES

Information Management and Technology

Responsibility *Chief Digital and Information Officer*

About this Service

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

Annual Progress Update

The Information Management and Technology (IMT) Digital Strategy 2025–2029 was endorsed by Council as part of the Resourcing Strategy 2025–2035. The Digital Strategy outlines seven key focus areas that will guide Council in categorising a wide range of transformational and improvement initiatives across the technology landscape.

Council continues to implement its Cyber Security Strategy, with significant progress made. Key activities included phishing simulations, password strength assessments, and an internal systems penetration test. Insights from these exercises are informing the prioritisation of initiatives aligned with recommendations from Council's Essential Eight self-assessment.

Council's Cloud Transformation Program is nearing completion. The transition has significantly reduced the footprint of on-premise servers and storage infrastructure, thereby lowering physical risks and enhancing the agility and resilience of IT services.

Council has reached a major milestone with the successful completion of the OneCouncil project—our most significant technology transformation to date. The program has delivered improvements across a wide range of business functions. The delivery of OneCouncil represents a major shift from multiple legacy systems to a unified Enterprise Resource Planning solution. This new platform integrates Council's core systems, improving access to data and enabling more secure, efficient and flexible ways of working.

This achievement enhances Council's ability to serve the community, improve service delivery and safeguard important information. The outcome reflects a sustained and collaborative effort across many areas of Council and marks a significant step forward in modernising operations.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Implement the Cyber Security Strategy	On-Track 	Council has completed an audit of systems containing personal information, supporting our ongoing commitment to privacy and data security. Council remains on track to meet Level One maturity under the Australian Government's Essential Eight cyber security framework.
Finalise the Information Technology Cloud Transformation Program	Complete 	All legacy data was migrated into an archive platform. This platform has been handed over to staff to ensure they have access to the historic records not held in the transactional system. Legacy systems have now been decommissioned, further mitigating cyber security risks posed. All corporate directories have been migrated to the cloud and are now available from any secured device, at anytime, anywhere. Next steps will include procuring and configuring a small on-premise footprint for those services that cannot be migrated to the cloud.

SUPPORT SERVICES

Information Management and Technology Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Implement the CCTV Strategy	Complete 	Project is complete and maintenance activities have been embedded into business-as-usual operations.
Pilot and expand the use of robust SMART technologies across Council	On-Track 	The Intelligent Defect Management project links defects raised through the system to work orders which are prioritised using 'required by' dates. People counting solutions have been implemented for City Mall, Libraries, Wollongong Art Gallery, and Thirroul Community Centre using Closed Circuit Television technology. A sensor-based approach has also been trialled for the Botanic Garden and pools across the local government area. A number of enhancements have been made to the Whole of Emissions dashboard which continues to support Council in adhering to the Climate Change Mitigation Plan and simplify carbon accounting requirements. Work also continued on dam monitoring systems, with investigations underway to determine the most appropriate power source based on site-specific conditions. At six sportsfields, remote sensors for soil moisture are now operational. Data collection has commenced to support the development of benchmarks for field closures, which will inform future stages of the sportsfield monitoring program.

SUPPORT SERVICES

Infrastructure Strategy and Support

Responsibility Manager Infrastructure Strategy and Planning

About this Service

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

Annual Progress Update

Council's draft Infrastructure Delivery Program 2025-2026 to 2028-2029 was placed on public exhibition from the 9 April to 7 May 2025. Several amendments were made to the draft based on community feedback and new information received during the exhibition. The Infrastructure Delivery Program 2025-2026 to 2028-2029 was adopted on 30 June 2025.

The Program is Council's largest ever proposed capital budget supporting delivery of priority projects such as the Southern Suburbs Community Centre and Library, Helensburgh Community Centre and Library, Darkes Sporting and Community Hub (Stages 1 and 2), West Dapto Road Upgrade (Stages 1-4) and North Wollongong Seawall (Stage 2). It lists over 480 projects with a total value of \$553.2 million.

Operational Plan 2024 - 2025 Update

Actions	Status	Comment
Develop and regularly review Asset Management Plans to ensure appropriate investment in Council's asset base	On-Track 	A comprehensive review has been completed and an asset management plan covering all assets has been drafted. It considers the future demands, challenges and risks that influence decisions regarding investment over the lifecycle of assets. The plan includes over 180,000 assets across transport, stormwater and floodplain, open space and recreation, buildings, plant and equipment, library collection, information management and technology, and artwork. On 5 May 2025, Council resolved to exhibit the draft Asset Management Plan 2025-2035 for community feedback. Exhibition closed on 4 June 2025, with one submission received supporting the draft. Council subsequently adopted the Plan on the 30 June 2025.
Seek external funding to support core services that Council provides in the Infrastructure Delivery Program	On-Track 	More than \$50 million in funding applications were submitted to various NSW and Commonwealth government funding programs throughout the year to support major projects such as the Southern Suburbs Community Centre and Library at Warrawong, Towradgi Park Sportsfield Lighting, shared user paths in Port Kembla and Russell Vale, the Helensburgh Pool Changing Place, Warrawong Town Centre Precinct, City Voluntary House Purchasing Scheme, and the upgrade of the Wollongong Art Gallery and Town Hall. Council was successful in securing over \$26 million in grant funding during the year, with significant funding awarded including \$19.9 million for the upgrade of Cleveland Road in the West Dapto Urban Release Area, \$5 million for Stage 2 of the Darkes District Sporting & Community Hub, \$742,500 for Stage 1 of the Ursula Rd Flood Mitigation Scheme, and \$765,000 for North Beach Kiosk Building Repair Works and the Military Road Shared User Path.

SUPPORT SERVICES

Infrastructure Strategy and Support Continued

Operational Plan 2024 - 2025 Update		
Actions	Status	Comment
Progressively implement the Asset Management Improvement Program	On-Track 	A revised Asset Management Improvement Program has been documented in Council's Asset Management Plan, adopted by Council on 30 June 2025 as part of the new Resourcing Strategy. Several key actions within the program are already underway. These include consideration of adjustments to the useful lives of stormwater assets, the commencement of condition assessments for swimming pool assets across the Wollongong Local Government Area, and the revaluation of all open space and swimming pool assets.

SUPPORT SERVICES

Measuring Success

Measure	Target/Desired Trend	Comparative Data (where available)	Result
		June 2024	June 2025
Financial Services			
Available funds [#]	3.5% to 5.5% Operational Revenue (Pre-Capital)	\$40.2M or 12.5%	\$46.5M or 13.5%
Operating result pre capital income, including depreciation [#]	Small Operational Surplus (average over 3 years)	-\$39.3M	-\$55.7M ³
Information Management and Technology			
Formal GIPA Applications Processed Within 20 Days [^]	100%	98.6%	98.3%
Records and Information Management maturity (as defined by NSW State Archives and Records Authority)	Increase	65% ¹	Not available ²

[#] Result as at 30 June 2025.

[^] Figures have been prepared as an average on annual basis.

¹ Result exceeds the NSW State benchmark of 60%.

² NSW State Archives and Records Authority changed reporting requirement from mandatory annual reporting to biennially. Reporting will recommence in the first quarter of 2025-2026.

³ The reported Operational Result (Pre-Capital Income) deficit reflects several one-off and non-cash accounting adjustments. These include asset depreciation, the return of unspent grant funds associated with the transition of the community transport service to a new provider, the write-off of prior-year capital works in progress, and the reclassification of some current-year capital expenditure to operating. In addition, some employee costs have remained operating rather than being allocated to capital projects, primarily due to resources being directed toward natural disaster response.



*Image: Holborn Skate
Plaza, Berkeley*



Image: Sunrise at Lake Illawarra

Statutory Reporting

Senior Manager Remuneration

In accordance with the Local Government (General) Regulation 2021, section 217(1)(b)(i), (ii), (iii), (iv), (v), the report must include a statement of the total remuneration package of the General Manager (GM).

In accordance with the Local Government (General) Regulation 2021, section 217(1)(c)(i), (ii), (iii), (iv), (v), the report must include a statement of the total remuneration packages of all senior staff members (other than the General Manager), expressed as the total (not of the individual members).

As determined by a resolution of Council in September 2023, the General Manager, four directors and 16 senior managers are defined as senior staff under the *Local Government Act 1993, section 332*. The remuneration packages of senior staff include the:

- total value of the salary component of the package
- total amount of any bonus, performance or other payments that do not form part of the salary component
- total amount payable by Council by way of the employer contribution or salary sacrifice to any superannuation scheme to which the manager may be a contributor
- total value of any non-cash benefits for which the manager may elect under the package
- total amount payable by way of fringe benefits tax for any such non-cash benefits,

Position	Period	Total Value \$
General Manager	1-07-24 to 30-06-25	510,239
Directors (4) Community Services Corporate Services Infrastructure and Works Planning and Environment	1-07-24 to 30-06-25	1,343,778
Senior Managers (16) Chief Financial Officer; Chief Digital and Information Officer; General Counsel, Legal Services; Manager Customer and Business Integrity; Manager City Strategy; Manager City Works; Manager Commercial Operations and Property; Manager Community, Culture and Engagement; Manager Development, Assessment and Certification; Manager Infrastructure, Strategy and Planning; Manager Library and Community Facilities; Manager Open Space and Environmental Services; Manager Project Delivery; Manager Regulation and Enforcement; Manager Sport and Recreation; Manager People and Culture	1-07-24 to 30-06-25	4,020,661

Councillors

Councillors are not employees or officers of Council. Their role is to make decisions about the running of Wollongong City Council and ensure the General Manager and Council officers carry out decisions made at Council meetings.

Councillors Attendance at Meetings

Council has resolved that Councillor attendance at Ordinary and Extraordinary Council meetings, Section 355 Committees, as well as Councillor Briefing sessions, be recorded and reported in the Annual Report.

During the period under review, there were 13 Ordinary Council meetings, one Extraordinary Council meeting and 23 Councillor briefings.

Following the Local Government Elections held on 14 September 2024, Wollongong City Council welcomed a new term of elected representatives. The election marked a significant transition, with eight new Councillors joining the Council and four returning Councillors continuing from the previous term. The table below includes both outgoing and incoming Councillors, with attendance recorded from the beginning of the financial year through to the end of June 2025.

Councillor	Council Meetings Attended	Councillor Briefings Attended
Councillors elected October 2024		
Councillor Andrew Anthony	12/12	20/21
Councillor Kit Docker	12/12	16/21
Councillor Dan Hayes	12/12	18/21
Councillor Ryan Morris	12/12	17/21
Councillor Tiana Myers	10/12	15/21
Councillor Thomas Quinn	12/12	21/21
Councillor Deidre Stuart	11/12	21/21
Councillor Jess Whittaker	12/12	19/21
Returning Councillors		
Lord Mayor, Councillor Tania Brown*	14/14	23/23
Councillor David Brown	14/14	22/23
Councillor Linda Campbell	14/14	23/23
Councillor Ann Martin	14/14	22/23
Councillor Richard Martin	14/14	22/23
Non-returning Councillors (term concluded Sept 2024)		
Lord Mayor, Councillor Gordon Bradbery AM	2/2	2/2
Councillor Elisha Aitken	2/2	1/2
Councillor Cath Blakey	2/2	2/2
Councillor Mithra Cox	2/2	2/2
Councillor John Dorahy	2/2	2/2
Councillor Dom Figliomeni	2/2	2/2
Councillor Janice Kershaw	2/2	2/2
Councillor Cameron Walters	2/2	2/2

* Declared Lord Mayor 1 October 2024

Attendance at Section 355 Committees

City of Wollongong Awards Committee	Meetings Held	Meetings Attended
Lord Mayor, Councillor Tania Brown	4	4
Councillor Kit Docker	4	2

Expenses and Provisions of Facilities to Councillors

In accordance with the Local Government (General) Regulation 2021, section 217(1)(a1)(i),(ii),(iii),(iv),(v),(vi),(vii),(viii), the report must include the total cost during the year of the payment of expenses of, and the provision of facilities to Councillors in relation to their civic functions (as paid by the Council, reimbursed to the Councillor or reconciled with the Councillor).

The Lord Mayor and Councillors are paid an annual fee that is within the limit set by the Local Government Remuneration Tribunal.

Council has adopted a policy on the payment of expenses and provision of facilities. The policy is addressed under the Statutory Reporting section. It outlines the services and facilities provided to the Lord Mayor and Councillors to enable them to carry out their civic duties.

The total cost of payment of fees and expenses and provision of facilities to the Lord Mayor and Councillors (from 1 July 2024 to 30 June 2025) is **\$713,290**. This consists of the following:

Fees	\$555,463
Expenses and facilities	\$157,827

Specific costs as required by Section 217(1)(a1) of the *Local Government (General) Regulation 2021* are as follows:

- i/ii Provision of dedicated office equipment, including mobile and data plans **\$18,225**
- iii Conferences and seminars **\$41,413**
- iii(a) Induction and Professional Development **\$26,168**
- iv Other Training and Development **\$0**
- v Interstate travel and expenses **\$1,619**
- vi Overseas travel **\$0**
- vii Partner, spouse or accompanying person **\$0**
- viii Family Care **\$273**

Other expenditure relating to expenses and facilities included in the total (above) are:

- a Superannuation paid to Councillors **\$58,032**
- b Attendance at meetings, functions and events **\$3,700**
- c Local Travel **\$5,777**
- d Newspaper subscriptions **\$2,444**
- e Insignia of Office **\$176**

Councillors Induction, Training and Ongoing Professional Development

In accordance with the Local Government (General) Regulation 2021, section 186, the report must include information about induction training and ongoing professional development for Councillors.

- The Lord Mayor and all 12 Councillors have been made aware of professional development opportunities available to them and have been involved in selecting appropriate opportunities to be undertaken towards their professional development.
- Council issued a total of 16 Office of Local Government Circulars to Councillors during 2024–2025.

Councillor attendance during 2024–2025 at activities delivered as part of the ongoing professional development program include:

Detail	Councillors attending	Date/s
Code of Meeting Practice for Councillors – Local Government New South Wales (LGNSW)	Cr Deidre Stuart Cr Jess Whittaker	20 May 2025 25 March 2025
Understanding Local Government Finances for Councillors – Local Government New South Wales (LGNSW)	Cr Thomas Quinn	17 December 2024
Chairing Effective Committee Meetings – Local Government New South Wales (LGNSW)	Cr Linda Campbell	28 January 2025
Media and Presentation Training – Premier Communications Group	Lord Mayor, Cr Tania Brown	22 April 2025

Overseas Visits by Councillors and Council Staff

There were no overseas visits undertaken by Councillors in 2024-2025.

The following overseas visits were taken by Council staff or other persons representing council (including visits sponsored by other organisations):

Name and Position: Kerry Hunt – Director Community Services

Name of Conference/Travel and Location: World Triathlon Championship Finals 2024 – Torremolinos, Spain

Purpose of Travel: Representing Wollongong City Council to promote the 2025 World Triathlon Championship Final in Wollongong.

Dates: 13 - 25 October 2024

Expense	Cost to Council
Registration	N/A
Accommodation	\$3,313.98
Flights	\$8,435.00
Expenses – Transport, Food, Other	\$414.19
Expenses – Shuttle from Airport to Home	\$235.18
Total	\$12,398.35

Name and Position: Joanne Page – Director Infrastructure and Works, Paul Tracey – Manager Open Space and Environmental Services, Nathan McBriarty – Manager Infrastructure Strategy and Planning

Name of Conference/Travel and Location: Auckland and Tauranga, New Zealand

Purpose of Travel: Collaboration on Waste, Stormwater, Parks and Project Management Systems functions with Auckland Council and Taranga City Council New Zealand.

Dates: 1 September 2024 – 5 September 2024

Expense	Cost to Council
Registration	N/A
Accommodation	\$3,281.85
Flights	\$4,051.84
Expenses – Transport, Food, Other	\$1,422.47
Expenses – Car Hire	\$419.75
Total	\$9,175.91

The following overseas visits were taken by Council staff at nil cost to Council.

Name and Position: Daniel Pretzler – Financial Services Manager

Name of Conference/Travel and Location: Government Finance Officers Association, Washington DC, USA.

Purpose of Travel: Attend conference under a scholarship from Local Government Professionals NSW

Dates: 25 June 2025 – 5 July 2025

Cost to Council : Nil

Name and Position: Jessica Bruce, Wollongong City Libraries Manager

Name of Conference/Travel and Location: Generations United/Harbour House, Louisville, Kentucky, USA

Purpose of Travel: Contributing to Colin Mills Scholarship Project, Jessica Bruce presented alongside representatives from the Australian Institute of Intergenerational Practice. All expenses were funded as part of Scholarship funds.

Conference Dates: 25 June 2025 – 27 June 2025

Flight Dates: 16 June 2025 – 28 June 2025

Cost to Council: Nil

Cyber Security Annual Attestation Statement

CYBER SECURITY ANNUAL ATTESTATION STATEMENT FOR THE 2023 - 2024 FINANCIAL YEAR FOR WOLLONGONG CITY COUNCIL

I, Greg Doyle, General Manager of Wollongong City Council am of the opinion that Wollongong City Council has managed cyber security risks in a manner consistent with the requirements set out in the Cyber Security Guidelines for Local Government.

Governance is in place to manage the cybersecurity maturity and initiatives of Wollongong City Council. Risks to the information and systems of Wollongong City Council have been assessed and are managed.

There exists a current Cyber Incident Response Plan for Wollongong City Council which has been tested during the reporting period. Wollongong City Council has a Cyber Security Framework (CSF) in place.

Wollongong City Council has done the following to continuously improve the management of cyber security governance and resilience:

- Continued to work with the Illawarra Shoalhaven Joint Organisation and Chief Information Security Officer to progress implementation of the Wollongong City Council's Cybersecurity Strategy.
- Hiring of an additional Cybersecurity Analyst-Trainee in-progress.
- Assessed and continuously improving our cybersecurity maturity against the November 2023 changes with the Australian Cyber Security Centre's Essential Eight Maturity Model requirements.
- Attended to and completed internal and external audits that include assessment of cyber security controls.
- Regularly reported to the Audit, Risk and Improvement Committee identified threats and vulnerabilities and the corresponding Risk Treatments and/or mitigations.
- Undertaken regular training on cyber security awareness for all staff.
- Reviewed and updated Council's "crown jewels" list using the NSW Crown Jewel Identification Framework.
- Completed updating Council's Cybersecurity Policy to align with NSW Cyber Security Policy 2024.
- Leveraged Cyber Security NSW's Exercise-as-a-Service to test Council's Cyber Incident Response Plan.
- Continued implementing controls for identified cybersecurity threats and vulnerabilities in line with the Council's Risk Appetite Statement.
- Continued actively working with Cyber Security NSW and the Council's Executive Management Team in times of heightened cybersecurity risks.

20 November 2024

Contracts Awarded

In accordance with the Local Government (General) Regulation 2021, section 217 (1)(a2), (i), (ii), the following is a list of contracts awarded (other than employment contracts and contracts less than \$150,000)

Tender No.	Name of Contractor	Contract Description	Estimated Contract Amount Payable (inc. of GST over the life of contract)
CN101060	Fulton Hogan Industries Pty Ltd, Bitupave Limited Asphalt	Road Resurfacing, Patching and Maintenance-Primary Suppliers	42,000,000.00
CN101058	Abergeldie Contractors Pty Ltd	West Dapto Road Upgrade Stages 1A and 2-4	26,991,688.90
CN101000	The Pet Ranch Animal Accommodation Fees	Animal care and impounding services - The Pet Ranch	2,550,000.00
CN100984	Confident Services Pty Ltd Cleaning Services	Facade cleaning services	2,091,633.00
CN101085	Batmac Constructions Pty Ltd	Thomas Gibson Amenities Construction	2,082,626.19
CN101013	Grindley Construction Pty Limited	Early Works - Southern Suburbs Community Centre and Library	1,647,437.51
CN100994	Flagstaff Group Limited	Tourist Park Linen Service	1,500,000.00
CN100997	Illawarra Animal Hospital Animal Control & Related Services	Animal care and impounding services - IAH	1,440,000.00
CN100983	Bellcorp Management Pty Ltd	Project Management Services for SSCCL	1,161,600.00
CN101089	Cadifern Pty Ltd	EMBANKMENT STABILISATION WORKS - 65 CORDEAUX ROAD	1,093,468.20
CN100985	Bellcorp Management Pty Ltd	Project Management Services for SSCCL	885,720.00
CN101087	Public Works Advisory	125353 - HCCL NSWPW Project Management	824,670.00
CN100992	Komatsu Australia Pty Ltd Workshop Spares	Supply of 3 x 4WD Backhoe Loaders	770,000.00
CN101093	Cadifern Pty Ltd	Port Kembla Beach Stormwater Quality Improvement	763,136.66
CN101090		Acquisition of 63 Mirrabooka Road, Lake Heights	740,000.00
CN101086	Batmac Constructions Pty Ltd	Roof Replacement - Bulli Beach Cafe	680,628.24
CN100996	Toshiba (Australia) Pty Ltd	Replacement of Multi-Function Devices and Print Management Service	646,428.24
CN101079	Cadifern Pty Ltd	Hibiscus St Bridge Repair - Wollongong Surf Leisure Resort	639,225.40
CN101002	Halbuild Pty Ltd	Unanderra Community Centre and Library Roof Replacement	617,001.45

Tender No.	Name of Contractor	Contract Description	Estimated Contract Amount Payable (inc. of GST over the life of contract)
CN101071	Source Separation Systems Pty. Ltd Batteries	Supply of FOGO liners for Wollongong residents	600,381.71
CN100998	Paradise Pet Group Pty Ltd Animal Accommodation Fees	Animal care and impounding services - Paradise Pet Group	600,000.00
CN101031	Cadifern Pty Ltd	Mount Keira Rd Retaining Wall Rehabilitation	599,920.20
CN101073	Select Civil Pty Ltd	Debris Control Structure Memorial Drive Bellambi	537,388.00
CN100999	Gerringong Pet Accommodation Animal Accommodation Fees	Animal care and impounding services - Gerringong Pet Accom	525,000.00
CN100977	Metrocorp Technologies Pty Ltd Construction Services	Stanwell Park Brick Arch Culvert Renewal	488,087.15
CN101070	The RIX Group Pty Ltd	Camp Gully Headwall Rehabilitation	436,661.50
CN101018	The Trustee for TAI Discretionary Trust	Waste Project Design Support	415,668.00
CN101099	Data # 3 Limited	Adobe Enterprise Term License Agreement (3 Years)	402,631.02
CN101023	Fulton Hogan Industries Pty Ltd	Retaining Wall - Fairwater Drive Horsley	387,628.76
CN101110	Rapid Map Services Pty Ltd	Open Space and Recreation Asset Data Collection and Valuation	377,520.00
CN101057	Cadifern Pty Ltd	Wollongong Memorial Gardens Stage 4	342,846.21
CN100993	Marriott Tree Equipment Pty Ltd Engineering	Supply of 2 x Trailer Mounted Woodchippers	328,211.40
CN101029	Cadifern Pty Ltd	Wollongong Memorial Gardens Stage 4	287,846.21
CN101094	Batmac Constructions Pty Ltd	Bulli Community Centre - Lighting and Fire Compliance Upgrade	264,925.56
CN101066	Programmed Property Services	Coledale Community Centre Maintenance	256,478.53
CN101069	Regional Workshop Pty Ltd	131011 Principal Design Consultancy New Austinmer RFS Stn	246,301.00
CN101021	SportENG Engineering Design Consulting Services	Darkes District Sporting and Community Hub Design Services	244,854.50
CN101034	Datacom Systems (AU) Pty Ltd	Zscaler Annual Licensing Renewal	231,140.25
CN101047	GHD Pty Ltd	Dam Safety Management Activities - 2025	209,660.00
CN100986	M & A Lukin	Berkeley Pool Winter Works 2024	207,601.90
CN101004	Studio GL Pty Ltd Consultant	Built Form Controls for Centres	198,616.00
CN101024	Lamond Contracting Pty Ltd Landscaping	Sportsfield Drainage Design and Construction - St James Park	190,795.00
CN101056	Precast Civil Industries Pty Ltd	Fowlers Road Construction - Stormwater Pits and Pipes	190,659.70
CN101041	M & A Lukin	Bellambi NHC Coffee Cart Works 2025	179,088.47
CN101025	Fulton Hogan Industries Pty Ltd	Embankment Stabilisation 53 LHD, Stanwell Park	173,589.11
CN101027	Moduplay Group Pty Ltd	JJ Kelly Park Playground Renewal	170,500.00
CN101054	M & A Lukin	Beaton Park Leisure Centre Autumn Works 2025	167,738.67
CN101092	LP Consulting Australia Pty Ltd	Design Services for WWARRP Private Sewer Line Upgrade	150,000.00

Controlled Entities

In accordance with the Local Government (General) Regulation 2021, section 217(1)(a7), the report must include a statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which council held a controlling interest.

There are no controlled entities in the financial statements for 2024-2025.

Council has significant influence over the following entities but do not consolidate due to their immaterial value and nature:

- Illawarra Performing Arts Centre Limited;
- Wollongong City of Innovation Limited (trading as Destination Wollongong); and
- Illawarra Shoalhaven Joint Organisation.

Partnerships, Cooperatives or Joint Ventures

In accordance with the Local Government (General) Regulation 2021, section 217(1)(a8), the report must include a statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which Council participated during the year.

Wollongong City Council was part of joint ventures with CivicRisk Mutual Ltd, whose principal activities are insurance. From 1 July 2021, the CivicRisk entities were reconstituted to form CivicRisk Mutual Ltd, a company limited by guarantee. This entity is not recognised as a joint venture.

Financial Assistance to Persons for Council Functions

In accordance with the Local Government (General) Regulation 2021, section 217(1) (a5) and Act section 356 the total amount contributed or otherwise to financially assist others include:

	\$
Community events and activities	342,954
Arts and cultural activities	22,500
Educational and environmental activities	8,800
Sporting activities	232,010
Heritage grants	73,761
Transport Services	410,520
Total	1,090,545

National Competition Policy

Council has adopted the principle of 'competitive neutrality' to its business activities as part of the National Competition Policy which is being applied throughout Australia at all levels of government.

The framework for its application is set out in the June 1996 Government Policy statement on the Application of National Competition Policy to Local Government.

The Pricing and Costing for Council Businesses 'A Guide to Competitive Neutrality' issued by the Office of Local Government in July 1997 has also been adopted.

The pricing and costing guidelines outline the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in Council's pricing and/or financial reporting systems and include taxation equivalents; Council subsidies; return on investments (rate of return); and dividends paid.

Declared Business Activity

In accordance with Pricing and Costing for Council Businesses 'A Guide to Competitive Neutrality' Council has declared that the following are to be considered as business activities:

CATEGORY 1 (where gross operating turnover is over \$2 million):

- a. Waste Disposal - Manages the disposal of solid waste generated within the city.
- b. Tourist Parks - Operation, management and development of Tourist Parks at Bulli, Corrimal and Windang.
- c. Health and Fitness - Responsible for the management and upkeep of Council's Leisure Centres.

Competitive Neutrality Complaints

Underpinning competitive neutrality is the need to properly recognise the full costs of Council's business activities. This allows comparisons to be made with competitors in the same marketplace and provides information that will allow Council to determine pricing policies for each business.

Wollongong City Council has a process distributing indirect costs and overheads attributable to the declared business activities which are shown in the Special Purpose Financial Reports.

Rates and Charges Written Off

In accordance with the Local Government (General) Regulation 2021, section 132, the report must outline the amount of rates and charges written off during the year

	\$
Postponed Rates	10,443
Postponed Interest	1,189
Council Voluntary Pension Rebate	233,939
Rates written off due to Crown Lease cancelled	-
Total	245,571

Companion Animal Management

In accordance with the Local Government (General) Regulation 2021, section 217 (1)(f), the report must include a statement on activities required relating to enforcing and ensuring compliance with the Companion Animals Act 1998 and Companion Animals Regulation 2018.

During 2024–2025, Council fulfilled all statutory obligations by submitting a comprehensive Pound Data Return to the Office of Local Government within the required timeframe. This submission included detailed records of companion animal management activities across the Wollongong Local Government Area (LGA), including incidents involving dog attacks and impounding outcomes.

Key data reported included:

- 453 aggressive dog/dog attacks recorded across the LGA.
- 469 companion animals were seized by Council officers.
- 72 animals were successfully reunited with their owners; the remainder were transferred to Council's Animal Care and Impounding Services.

The 2024–2025 period marked the first full financial year of operation for Council's dedicated Animal Care and Impounding Service. Throughout the year, Council provided care for 986 animals, comprising 436 dogs and 550 cats. The service continued to prioritise animal welfare through proactive rehoming efforts and the expansion of the Community Animal Foster Care Program. Council maintained a commitment to best practice standards in animal care, ensuring humane treatment and responsible management of all impounded animals.

Significant outcomes achieved during the year include:

- 433 animals successfully rehomed through Council's rehoming program.
- 367 animals placed in foster care while awaiting permanent outcomes.
- 109 animals transferred to approved Rehoming Organisations following their impound period.

Council's Companion Animal Hardship Policy was actively utilised during the reporting period. This policy supports pet owners experiencing financial hardship by offering flexible payment arrangements to facilitate the release of their animals from Council care, promoting reunification and responsible pet ownership.

In partnership with the Animal Welfare League NSW and, a local animal rescue organisation, Lost & Found Pets Illawarra, Council developed a targeted initiative to support financially vulnerable residents. This program will provide free de-sexing procedures for cats and free microchipping for both cats and dogs and is scheduled for rollout in the 2025–2026 financial year.

Council expended a total of \$3,535,785.78 in companion animal management activities during 2024–2025. All revenue received from the Office of Local Government's Companion Animal Fund was reinvested directly into these services, reinforcing Council's commitment to animal welfare and community safety.

Council undertook an audit of the companion animal signage along beach and foreshore areas and specifically around the Lake Illawarra foreshore. Council will continue to upgrade companion animal signage in these areas as required.

Council's Foreshore Animal Compliance Officers worked throughout 2024–2025 with a focus on the busy beaches and foreshore parkland areas. A tiered beach patrol program across the City's beaches was enforced, with the program operating seven days per week. The program focused on compliance and education around Council's Dogs on Beaches and Parks Policy.

The current list of declared off-leash beaches are:

- Perkins Beach, Windang (extending from Shellharbour Road/Wattle Street beach walkway north to access way south of Port Kembla Surf Life Saving Club southern car park)
- MM Beach, Port Kembla
- Coniston Beach, Coniston (south of Bank Street)
- Beach area directly east of Puckey's Estate, Fairy Meadow (walkway north of Fairy Creek lagoon to walkway south of playground at Fairy Meadow Beach)
- East Corrimal Beach (from northern side of Bellambi Lagoon to Bellambi Point)
- Bellambi (between Bellambi ramp and ocean pool)

- McCauley's Beach, Bulli and Thirroul
- Little Austinmer Beach, Austinmer
- Sharkey's Beach, Coledale (from the car park, south toward the rock outcrop)
- Stanwell Park Beach (north of northern lagoon).

In addition, Council also has a number of off-leash dog areas in the following parks and reserves:

- Figtree Oval, Figtree
- Proud Park, Helensburgh
- Riley Park, Unanderra
- Eleebana Reserve, Koonawarra
- King George V Park, Port Kembla
- Reed Park, Dapto (fenced dog park)

Environmental Planning and Assessment Act 1979

In accordance with the Environmental Planning and Assessment Act 1979, section 7.5(5), the report must include particulars of compliance with and effect of planning agreements in force during the year.

Agreement Description	Property Description	Agreement Date	Particulars of compliance with and effect of
<i>Bulli Brickworks</i> Land dedication and onsite works.	Lot 2, DP 582940 and Lot 207, DP 228538, Princes Highway, BULLI	5/6/2013	No effect this period.
<i>Vista Park Subdivision</i> Monetary contributions, land dedication and onsite works.	Lots 1, 2, 5 and 6 DP 1169628, Lot 4 DP 1178706, Lot 2 DP 1175865, known as 60 Smiths Lane, WONGAWILLI	25/07/2013	Monetary contributions of \$1,828,539.79 received during the period.
<i>Alkira Estate, Horsley</i> Monetary contributions, land dedication and onsite works.	Lots 3, 5, 6 and 9 in DP 33650, Lot N in DP 103642 and Lot 4 in DP 661032 otherwise known as 80, 88, 94, 104 Shone Avenue and Lot 9 Iredell Road, Horsley.	8/09/2015	No effect this period.
<i>Calderwood</i> Monetary contributions of six staged payments toward the construction of Marshall Mount Road, Yallah Road and new road NR1-NR3	Lot 2 DP 2534, Lots 1-4 and 8 DP 259137, Lot 112 DP 851153, Lots 21,22 and 23 DP 1224293, Lots 21 and 22 DP 809156, Lot 1 DP195342, Lot 1 DP 558196, Lot 10 DP 619547, Lot 42 DP 878122, Lots 1101-1175, 1177 and 1182 DP 1202087, Lots 1201, 1222-1225, 1227, 1233 and 1234 DP 1206166, Lots 1301-1377, 1379-1380 and 1382-1383 DP 1206167, Lots 1401-1450 DP 1206168, Lot 2 DP 158988, Lot 1 and Lot 2 DP 608238, Lot 1 DP 1044038, Lot 1 DP 998349.	13/12/2017	Monetary contributions of \$1,337,984.24 received during the period.
<i>University of Wollongong</i> Public domain works.	Lot 2 DP 252694, Murphy's Avenue, KEIRAVILLE	7/9/2018	No effect this period.
<i>128 North Macquarie Road, Calderwood</i> Monetary contributions	Lot 8 DP 259137, 128 North Macquarie Road, Calderwood	14/8/2019	No effect this period.

Agreement Description	Property Description	Agreement Date	Particulars of compliance with and effect of
81 Escarpment Drive, Calderwood Monetary contributions	Lot 1 DP 558196, 81 Escarpment Drive, Calderwood	14/8/2019	Monetary contributions of \$149,100.80 received during the period.
347 Calderwood Road, Calderwood Monetary contributions	Lot 1 DP 608238, 347 Calderwood Road, Calderwood	3/11/2020	Monetary contributions of \$734,371.32 received during the period.
Corrimal Coke Works Public Open Space, Affordable Housing.	Corrimal Coke Works Railway Street CORRIMAL	13/12/2022	No effect this period.
Wilkies Walk, Thirroul Modification to the existing pedestrian walkway and the dedication of land	Lot 101 DP 268549	08/01/2024	The agreement was entered into during the period. Monetary Contributions of \$5,937.36 received and works completed during this period.
Former Port Kembla Public School Provision of 6 affordable housing dwellings	Lot 1 DP811699	1/10/2024	The agreement was entered into during the period.

Environmental Upgrade Agreements

In accordance with the Local Government Act 1993, section 54P(1), the report must include particulars of any environmental upgrade agreements entered into by Council.

Nil. This is not a service offered by Wollongong City Council.

Recovery and Threat Abatement Plans

Under the Fisheries Management Act 1994, section 220ZT(2), councils identified in a recovery and threat abatement plan as responsible for implementation of measures included in the plan, must report on actions taken to implement measures as to the state of the environment in its area

Nil. Wollongong City Council is not identified in a plan.

Coastal Protection Services

In accordance with the Local Government (General) Regulation 2021, section 217(1)(e1), the report must include a statement detailing the coast protection services provided (if levied).

Nil. Wollongong City Council do not have a levy for Coastal Protection Services.

Swimming Pool Inspections

In accordance with the Swimming Pools Act 1992, section 22F(2), and the Swimming Pools Regulation 2018, section 23, the report must include details of inspections of private swimming pools.

The *Swimming Pools Act 1992* and regulations together with Australian Standard 1926 establish the safety standards for 'backyard' swimming pools. Council's role in this regulatory program is to:

- Ensure notification and registration of all swimming pools in the City.
- Establish a swimming pool inspection program to assist in ensuring owner compliance.
- Investigate safety concerns and complaints.
- Promote awareness of the requirements in having a swimming pool.

Inspection of swimming pool safety barriers has continued with a focus on inspections generated by the sale or rental of residential properties and significant risk inspections following referral from Private Certifying Authorities. Officers also actioned customer service requests and enquiries regarding swimming pool safety barriers and compliance matters.

As part of the Swimming Pool Safety Barrier program, an education program was developed and implemented which included social media messaging regarding the importance of swimming pool safety being promoted.

Educational information regarding swimming pool safety was provided to all residential properties within the Wollongong LGA. The information was distributed via the third quarter rates notice and contained key safety and compliance information.

Inspections of pool barriers located at tourist and visitor accommodation	9
Inspections of pool barriers upon premises with two or more dwellings	10
Total number of compliance certificates issued	101
Total number of non-compliance certificates issued	48

Stormwater Management Services

In accordance with the Local Government (General) Regulation 2021, section 217(1)(e), the report must include a statement detailing the stormwater management services provided (if levied).

Stormwater Management Charge

Council levies a stormwater management charge on all parcels of rateable land within the urban area of the City of Wollongong categorised for rating purposes as 'Residential' or 'Business' (including all sub-categories), not being vacant land, or land owned by the Crown, or land held under a lease for private purposes granted under the *Housing Act 2001* or *The Aboriginal Housing Act 1998*.

The following charges apply:

- Land categorised as residential (not being a strata lot) \$25.00.
- Residential strata lot \$12.50.
- Land categorised as business (not being a business strata lot) \$25.00 per 350 sq metres or part capped at a maximum of \$100.00.
- Business strata lot \$25.00 per 350 sq metres or part of the area of land upon which the lot exists capped at a maximum of \$100.00 and divided by the number of business strata lots on that area of land.

Projected Versus Actual Expenditure on Stormwater Infrastructure

Stormwater Management Service	Expenditure \$'000	Funding * \$'000
Projected - Operational Plan 2024-2025	2,041	2,024
Actual costs 2024-2025	2,162	1,910
Difference	121	114

* Stormwater Management Service Charge revenue

Allocation of Stormwater Management Service Charge Funds

Income from the Stormwater Management Service Charge is allocated as follows:

Category	Planned Expenditure 2024-25	Final Expenditure 2024-25	Reasons for change
Stormwater Quantity Management	936	783	Works across the year focused on maintenance activities and strategic planning.
Stormwater and Watercourse Quality Management	-	-	
Dam Safety Management	254	368	The increased expenditure is attributable to accelerated progress on dam safety engineering contracts and supporting activities such as survey. Higher-than-usual maintenance costs, including arborist assessments and general maintenance also contributed to increased expenditure.
Stormwater Operational Management	850	1,012	Works across the year focused on maintenance activities and strategic planning.
Stormwater Asset Management	-	-	
Floodplain Structures	-	-	
Total:	2,041	2,162	

Stormwater Management Service Charge Funded Works

Stormwater Quantity Management

Construction of new or enhanced stormwater drainage services to address current needs.

Project Location	Work Description	Funding \$
Stormwater Quality Management	Delivery of stormwater drainage services to address current needs.	782,933
Total		782,933

Stormwater and Watercourse Quality Management

Project Location	Work Description	Funding \$
N/A		0
Total		0

Stormwater Infrastructure Restoration and Replacement

The replacement and/or upgrading of existing stormwater drainage assets due to the condition of the asset or to address current needs.

Project Location	Work Description	Funding \$
N/A		0
Total		0

Dam Safety Management

Planning, engineering investigations and undertaking operational activities associated with managing the risk of Council's Declared Dam Asset portfolio.

Project Location	Work Description	Funding \$
Dam Safety Emergency Management Plans	Delivery of engineering studies and investigations for Council's Declared Dam asset portfolio.	367,598
Total		367,598

Stormwater Operational Management

Planning and undertaking operational activities including cleaning of debris, risk management and pollution control assets.

Project Location	Work Description	Funding \$
Stormwater Operational Management	Completing engineering assessments of stormwater Inlet Hazard Risk, and affecting both risk mitigation and maintenance works across the Local Government Area.	1,011,839
Total		1,011,839

Stormwater Asset Management System

Collection of asset management data on the stormwater drainage network, the urban drainage (pits and pipes), creeks/ waterways, flood attenuation and management structures and pollution/ debris control structures. This information is used to refine and update the asset management plan including maintenance, capital renewal and augmentation programs.

Project Location	Work Description	Funding \$
N/A		0
Total		0

Floodplain Structures

Planning and undertaking detailed design and reviews of floodplain risk management plans, required to inform future flood mitigation structures

Project Location	Work Description	Funding \$
N/A		0
Total		0

Condition of Public Works

Financial information on the condition of public works is reported in Council's 'Our Asset Plan 2025-2025' (adopted 30 June 2025) and the General Purpose Financial Statements through Note C1-8 - Infrastructure, Property, Plant and Equipment, Note E2-1 - Fair Value Measurement; and Special Schedule - Report on Infrastructure Assets.

Work Carried Out On Private Land

In accordance with the Local Government (General) Regulation 2021, section, 217(1)(a4) and the Local Government Act 1993, section 67 and 67(2)(b), the report must include resolutions made concerning work carried out on private land.

A council may, by agreement with the owner or occupier of any private land, carry out on the land any kind of work that may lawfully be carried out on the land.

Examples of the kind of work under this section include Paving and roadmaking; Kerb and guttering; Fencing and ditching; Tree planting and tree maintenance; Demolition and excavation; Land clearing and tree felling; Water, sewerage and drainage connections; and Gas and electricity connections. This work is carried out in accordance with Council's adopted Fees and Charges and does not apply to work carried out by a council, or by two or more councils jointly, for another council or for a public authority, or for any graffiti removal work carried out in accordance with Part 4 of the *Graffiti Control Act 2008*. Any works to be carried out on private property that would not be in accordance with Council's adopted Fees and Charges would require a resolution of Council.

Throughout 2024-2025, Council resolved to carry out works on private land as detailed below:

Date and Resolution of Council	Summary of Works	Cost of Works
5 May 2025, ITEM 8 - ILLAWARRA ESCARPMENT MOUNTAIN BIKE SUPPORTING INFRASTRUCTURE - CONSTRUCTION OF INFORMAL CAR PARKING FACILITY - PRIVATE WORKS	Council undertook Private Works at Nil cost to the owner of the land including resharing and placement of gravel materials on Park Lot 3 in DP 1103666 to support public parking as permitted under a Licence Agreement, subject to relevant statutory planning approvals.	The works were fully subsidised by council as the upgraded parking will be available for use by the public.

Public Interest Disclosures

Public authorities are required to report annually to Parliament on their obligations under the *Public Interest Disclosures Act 2022*. The *Public Interest Disclosures Act 2022 (PID Act)* sets in place a system to encourage public officials to report serious wrongdoing. The conditions around this reporting are set out in Council's Public Interest Disclosures Policy.

Public Interest Disclosures received and investigated by Council during 2024-2025 include:	
Number of public officials who made PIDs	1
Number of PIDs received	1
Alleged Corrupt Conduct	0
Number of PIDs finalised	0

During 2024-2025, Council undertook the following actions:

- Staff participated in annual Code of Conduct training.
- All new Senior Management appointees are required to undergo public interest disclosure training

Government Information (Public Access) Act 2009

The *Government Information (Public Access) Act* introduced on 1 July 2010 facilitates access to information that Council holds in the following ways: Mandatory release of information via Council's website (Open Access), authorised proactive release via Council's website, informal release subject to an informal access application and release subject to a formal access application.

Any person wishing to obtain information held by Council is encouraged to contact our Right to Information Officers for assistance. Several open access documents are easily accessible via our website, including Our Wollongong Our Future 2035 Community Strategic Plan, management plans, annual reports, annual budgets, plans and policies, meeting agendas and minutes and graffiti, contracts and land registers.

The following table specifies the number of formal access applications received during the 2024-2025 period.

Month	Number of Applications Received	Applications processed within the statutory timeframe of 20 working days
July	7	7
August	8	6 ^{**} (T)
September	12	12
October	7	6 ^{**}
November	4	4
December	6	6
January	3	3
February	8	7 (T)
March	9	8 [*]
April	5	5
May	10	9 ^{**}
June	8	3 ^{***}

Note:

* One application was deemed refused as it was not processed within the statutory timeframe.

** Three applications were withdrawn by the applicant prior to determination.

*** Five applications remain under assessment on 1 July 2025.

(T) Two applications were transferred to another agency.

The above table does not include invalid or reviewed applications.

Where a formal access application is received, and it is likely to be of interest to members of the public, Council may make the details available by publishing the content to its disclosure log. The disclosure log contains non-personal information only and can be viewed on Council's website via the following link www.wollongong.nsw.gov.au/your-council/access-to-information/information-registers/disclosure-log.

Summary of Legal Proceedings

In accordance with the *Local Government (General) Regulation 2021, section 217(1)(a3)*, the report must include a summary of the amounts incurred by the council in relation to legal proceedings.

Particulars	Finalised	Expenses Including GST \$	Receipts Excluding GST \$
Liability Litigation Against Council			
Commercial Litigation	No	\$90,000	\$2,700
Personal Injury	Yes	\$258,396.18	
Personal Injury	No	\$32,284.12	
Professional Indemnity	Yes	\$40,861.35	
Professional Indemnity	No	\$0.00	
Council Initiated Litigation			
General Prosecutions	Yes	\$12,000	
Land + Environment Court Enforcement Proceedings	Yes	\$3,000	
Land + Environment Court Enforcement Proceedings	No	\$6,000	
Debt Recovery	N/A	\$4,765	
Planning Appeals Against Council			
Refusal of Development Applications	Yes	\$1,017,990	\$9,000
Refusal of Development Applications	No	\$159,000	

External Bodies That Exercise Functions Delegated By Council

During 2024-2025 the following external bodies assisted Council with the exercising of its functions as allowed under *Local Government (General) Regulation 2021, section 217 (1)(a6) section 355 of the Local Government Act, 1993*.

Body	Function
Open Space and Environmental Services	
Allen Park Bushcare	Riparian restoration
Alvan Parade Bushcare	Bushland restoration
Arunta Drive, Thirroul	Asset Protection Zone Maintenance
Balmer Crescent FiReady	Asset Protection Zone maintenance
Banksia Bushcare (Stanwell Park)	Bushland restoration
Bill Madden Park	Bushland restoration
Bellambi Beach Bushcare	Riparian restoration
Bellambi Dune Bushcare	Dune/lagoon restoration
Blue Divers Bushcare	Riparian restoration
Blue Lagoon Bushcare	Coastal/riparian restoration
Brandy and Water Creeks Bushcare	Riparian restoration
Brickyard Point Bushcare	Coastal headland restoration
Brooks Creek Upper	Riparian restoration
Buttenshaw Place Bushcare	Bushland restoration

Body	Function
Byarong Creek (Mt Keira) Bushcare	Riparian restoration
City Beach Dunecare	Dune restoration
Clifton Bushcare	Bushland restoration
Coachwood Bushcare Unanderra	Bushland restoration
Coledale Bushcare	Sea cliff restoration
Colvin Street	Bushland restoration
Compton Street	Bushland restoration
Compton St FiReady	Asset Protection Zone maintenance
Emperor Court Bushcare	Bushland restoration
Farmborough Waterfall Bushcare	Bushland restoration
Figtree Oval Bushcare	Riparian restoration
Friends of the Botanic Gardens	Through active volunteering, the Friends foster community interest in the garden, promote the role of education in the garden, and support the development of the garden by raising funds for specific projects.
Garden Avenue Bushcare	Riparian restoration
Garden Avenue FiReady	Asset Protection Zone maintenance
Gilmore Park Bushcare	Riparian restoration
Gipps Road FiReady	Asset Protection Zone maintenance
Greenhouse Park Bushcare	Revegetation
Guest Park Bushcare	Riparian restoration
Harry Morton Park - FiReady	Asset Protection Zone maintenance
Helensburgh Bushcare	Bushland restoration
Hewitts Creek Bushcare	Riparian restoration
Hewitts Ck (Armagh Parade) FiReady	APZ maintenance
Hooka Point Bushcare	Saltmarsh/riparian restoration
Judy Masters Oval Bushcare	Bushland restoration
Keira Oval Bushcare	Riparian restoration
Kelly Street Bushcare	Bushland Restoration
Kelvin Road Bushcare	Bushland restoration
Kulgoa Road Bushcare	Riparian Restoration
Kurrimul Creek Bushcare	Riparian restoration
Lower Hill Street FiReady	Asset Protection Zone maintenance
Mangerton Park Bushcare	Dry rainforest
Mangerton Park Project	Dry rainforest
Mount Kembla Pathway Project	Maintenance of Memorial Track
Melaleuca Park	Bushland restoration
Milne Crescent, Coniston	Bushland restoration
Murray Garden Bushcare	Riparian restoration
Nyrang Park Bushcare	Riparian restoration
Odenpa Road Bushcare	Bushland restoration
Port Beach Dunecare	Dune Restoration

Body	Function
Puckeys Estate Bushcare	Dune/lagoon restoration
Purrungully Bushcare	Riparian restoration
Rae Crescent Bushcare	Riparian restoration
Reed Park Bushcare	Bushland Restoration
Richardson Park Bushcare	Bushland restoration
Riveroak Bushcare	Bushland restoration
Sharkies Beach Dunecare	Dune Restoration
Stephen Drive FiReady	Asset Protection Zone maintenance
Stockyard Slope Bushcare	Bushland restoration
Sunninghill Circuit FiReady	Asset Protection Zone maintenance
Tathra Park Bushcare	Riparian restoration
Throsby Drive Bushcare	Bushland restoration
Towradgi Dune Bushcare	Dune restoration
Underwood Bushcare	Riparian restoration
Upper Hill Street FiReady	Asset Protection Zone maintenance
Wharton's Creek Bushcare	Riparian restoration
Whipbird Reserve Bushcare	Bushland restoration
Windang Dunes South Dunecare	Dune restoration
Wisemans Park Bushcare	Woodland restoration
Wollomai Point Bushcare	Bushland restoration
Wollongong Surf Leisure Resort Dunecare	Dune restoration
Wombarra Creek Bushcare	Riparian Restoration
Wombarra Pool	Bushland restoration
Yanderra Bushcare	Riparian Restoration
Sport and Recreation	
Surf Life Saving Illawarra	To provide lifesaving and rescue services to Council in accordance with the executed service agreement.
Commercial Operations and Property	
Berkeley Pioneer Cemetery Restoration Group	Undertake minor maintenance and works to the grounds and improvements of Berkeley Pioneer Cemetery.
Friends of Scarborough Cemetery	Undertake minor maintenance and works to the grounds and improvements of Scarborough cemetery.
Libraries and Community Facilities	
Friends of Wollongong Library	To encourage an interest in books, build links between the library and the community, promote library services and collections, and sponsor special events to build community interest in reading and the library.
Wollongong City Library Volunteers	Broadly working in libraries to gain skills undertaking administrative and customer service tasks such as IT training and events.

Body	Function
Community Culture and Engagement	
Community Transport Volunteers	To transport eligible older people and their carers and people that are transport disadvantaged in their own vehicles or Council's vehicles.
Living Books	To be a "living book" as part of Council's Living Book program which includes sharing their story with young people and members of the Community at Living Book events.
Social Support Services Volunteers	To provide social support in the community for eligible people. To provide respite care for eligible carers of people living with dementia.
Culture Mix	To assist with set up and running of Culture Mix Festival.
Wollongong Art Gallery Volunteers	Gallery Guides facilitate discussion and provide information about the exhibitions for pre, primary and high schools students and other members of the community; including: adults, tertiary students, disability groups and community groups. Customer Service, assist at the Gallery reception desk, assist staff with general administration, assist visitors providing information regarding gallery programs and activities.

Equal Employment Opportunity Management Plan

In accordance with the Local Government (General) Regulation 2021, section (1)(a9), the report must include a statement of activities undertaken to implement Council's Equal Employment Opportunity (EEO) Management Plan.

Council are committed to upholding our Equal Employment Opportunity (EEO) responsibilities and recognise that a workforce that reflects the diversity of our community is better positioned to understand the needs of our community and deliver high quality services. Our Diversity, Inclusion and Belonging Statement of Commitment underpins several supporting strategies and plans including:

- Reconciliation Action Plan
- Disability Inclusion Action Plan (2022-2026)
- Equal Employment Opportunity (EEO) Management Plan

The EEO Management Plan promotes equity and equal employment opportunities for underrepresented groups, including Aboriginal and Torres Strait Islander peoples, people from Culturally and Linguistically Diverse (CALD) backgrounds, and people with disability. It aligns with Council's Disability Inclusion Action Plan (DIAP) and Reconciliation Action Plan (RAP), reinforcing our commitment to diversity, inclusion, and belonging.

Our strategic pillars under the EEO Management Plan are:

- Attracting, recruiting and retaining people with diverse abilities, skills, experiences and backgrounds.
- Empower and enable our employees by removing barriers in our systems, policies and practices; building awareness; valuing and utilising the contributions of all our employees and supporting a flexible workplace.
- Creating an environment where everyone belongs and they can authentically represent themselves, where contributions are valued and recognised; and they feel they belong.

The following EEO initiatives were implemented across Council:

- Embedding new entitlements in our Enterprise Agreement 2025-2027 that enhance family support and flexibility provisions.
- A holistic review of our talent acquisition processes to embed contemporary, accessible, and fit-for-purpose recruitment strategies. This included enhancing the candidate experience, refining assessment methods, and tailoring recruitment approaches to improve accessibility. Council continues to explore ways to attract diverse talent and includes our Diversity, Inclusion and Belonging Statement in all recruitment packs, encouraging candidates to request reasonable adjustments. Participation in careers expos has supported engagement with job seekers and school leavers, promoting Council's services and diverse employment opportunities.
- Responding to under-representation of people with disability in our workforce and the need to build supervisor confidence in fostering inclusion, we integrated the Inclusion Works Project and IncludeAbility Pilot to create a tailored, inclusive employment pathway for a person with intellectual disability. The initiative featured staff training, Easy Read resources, flexible applications, and accessible assessments. Council was invited to co-present the project at the NSW Local Government HR Network Meeting and received a Highly Commended award for Organisational Diversity and Inclusion at the NSW Local Government Excellence Awards.
- Refined our employee development, performance, and recognition programs to provide accessibility for all staff. Training and resources are regularly shared with employees and leaders, who are encouraged to set Development Goals and engage in ongoing performance conversations. Staff continue to access learning opportunities through the Tertiary Assistance Scheme and Corporate Training Calendar, including but not limited to, Diversity Awareness, Cultural Intelligence, Autism Awareness and Cultural Awareness training. Memberships with Diversity Council Australia and Australian Disability Network supported access to research and resources to strengthen internal expertise. Staff learning was further supported through LinkedIn Learning and the Diversity Hub, which offers tools, peer collectives, and content on diverse

communities including Aboriginal culture, disability, LGBTQIA+ inclusion, and multicultural awareness.

- An Inclusive Language Guideline and Workplace Adjustments Guideline were introduced, supported by training and resources. Uptake of gender and gender-neutral pronouns in email signatures and platforms like Yammer and Teams increased. Flexible work arrangements such as Hybrid Work, Care Plans, and Workplace Support Plan, continue to support staff needs, with supervisors and external experts providing tailored support as required.
- Continue to acknowledge and/or organise events on Days of Significance including National Sorry Day; Reconciliation Week; and National Aborigines and Islander Day Observance Committee (NAIDOC) week. Neurodiversity Celebration Week; Internal Women's Day; International Day against Homophobia, Biphobia and Transphobia (IDAHOBIT); and PRIDE month.
- Peer Collectives remained active for People with Disability and Carers, LGBTQIA+ and Allies, Women, and First Nations staff. Awareness events included morning teas for International Day of Disability and Wear It Purple Day, and a staff video campaign during Inclusion @ Work Week highlighting what makes employees feel included.
- Two mental health awareness eLearning programs for staff and leaders were developed and are scheduled for rollout in 2025–2026. Identified Mental Health First Aid Officers continue to receive regular mentoring and training. An Occupational Violence Prevention Program was implemented and a Psychosocial Hazard Procedure endorsed, with related training to be delivered in the upcoming year.
- Thirty new cadets, apprentice and trainees placements were supported by NSW Fresh Start Grant funding, with two for people with disability and three for Aboriginal and/or Torres Strait Islander candidates. A Parks Summer Program provided 12 female and/or Aboriginal and Torres Strait Islander students with six weeks of paid employment.
- Financial sponsorship continues to be provided to Wollongong Mentor Walks, a bi-monthly event that provides women with the opportunity to be mentored by a local senior female executive in businesses across the Illawarra. Senior staff from Council have volunteered their time to act as mentors.
- Our continued commitment to achieving gender equity is reflected in a gender pay gap result of 0.2% or \$220.84 in favour of women.

Human Service Agency /Carers Recognition

In accordance with the Carers Recognition Act 2010 (CR Act), section 8(2), councils considered to be 'human service agencies' must report on compliance with the CR Act for the reporting period.

Council remains committed to supporting people with carer responsibilities by fostering a flexible and inclusive workplace that adapts to individual needs and life circumstances.

Notable provisions and achievements included:

- Embedding enhanced family support and flexibility provisions within our Enterprise Agreement 2024-2027, including:
 - o recognition of Aboriginal and Torres Strait Islander kinship and grandparent as immediate family;
 - o increasing carers and compassionate leave, extending our care approach
 - o increasing paid maternity and paternity leave
 - o supporting Aboriginal and Torres Strait Islander employees to participate in Sorry Business
 - o new religious and cultural Leave enabling staff to participate in NAIDOC Week or other events of significance.
- 1. Continuation of flexible work arrangements such as hybrid work; temporary work arrangements; rostered days off and flex time; employee care plans; and access to a variety of leave entitlements, including at short notice.
- 2. Maintaining our *People with Disability and Carers* Peer Collective that provides a network for employees with lived experience to meet and support each other.
- 3. Reviewing and developing resources for leaders so they may independently understand and support employees from a foundation of care and responsiveness. This includes as an example, refinement of our domestic and family violence guidelines to support employees impacted by domestic and family violence.
- 4. Council's Preventative Health Specialist continuing to support staff and leaders with workplace adjustments and mental health conversations.
 - Enhancement of information and resources on our Diversity and Wellbeing intranet hub pages. Additional support is provided by the platform Lifeworks App, which is underpinned by Council's Employee Assistance Service provider, including free and confidential counselling services.

Report of the Audit, Risk and Improvement Committee

In accordance with its Charter, the Audit, Risk and Improvement Committee (ARIC) is required to report at least annually to Council on its activities, with a copy of the report included in Council's annual report. This report is provided below.

Background

This report covers the activities of the Audit, Risk and Improvement Committee (ARIC) for the period from 1 July 2024 to 30 June 2025 and provides an assessment of the Committee's performance.

The ARIC is a key component of Council's governance framework. The objective of the ARIC is to provide independent assistance and advice to the General Manager and Council by overseeing and monitoring Council's governance, risk and control frameworks, and its fulfilment of external accountability requirements.

It operates under a Terms of Reference which informs its annual and strategic work plan. The ARIC Terms of Reference is considered appropriate for the size and scope of the committee and conforms with the OLG Guidelines.

Membership and Conduct

There was a quorum for each of the meetings held in 2024-2025. Meetings were held on 13 August, 3 September, 15 October, 10 December, 11 March and 3 June.

Two of these meetings (August and October) were extraordinary meetings to consider the financial statements.

Wollongong City Council's ARIC comprised a total of three independent voting members in 2024-2025. Two non-voting Councillors also attended (a new Councillor was appointed to the ARIC after the Council election).

All external independent members have completed written conflict of interest declarations and confidentiality agreements.

The ARIC meeting attendance for the 2024-2025 financial year was:

Member	Role	Term Ends	Meetings Attended/ Eligible to Attend
Donna Rygate	Ind. Chair	31 Oct 2027	6/6
Carl Murphy	Ind. member	31 Oct 2028	6/6
Robert Lagaida	Ind. member	31 Oct 2026	6/6
Cr Tania Brown	Councillor Observer	October 2024	1/2
Cr Thomas Quinn	Councillor Observer	Term of Council	2/3

All independent members have extensive experience in corporate governance and/or risk management in addition to relevant financial experience. Councillors have appropriate qualifications and experience to allow them to undertake their roles.

Recognition of Council Achievements

Council's key achievements from an ARIC point of view include progress made on asset management and cyber security, as well as its ongoing work on long-term financial sustainability. Other achievements from a governance, risk and financial perspective include the following:

- A seamless transition to the new statutory regime
- Council's Service Optimisation Program delivering results
- A successful risk appetite re-set

Summary of ARIC's Role and Activities

The responsibilities and functions of the ARIC are to monitor and seek assurance on aspects of Council's operations such as its compliance and governance processes; risk management and fraud control frameworks; strategic plan implementation; delivery program and strategies; performance measurement systems; outcomes of service reviews and business improvement initiatives; financial management; and internal and external audit.

These arrangements have operated soundly during 2024-2025. As a result of activities undertaken during 2024-2025 (as outlined below), the ARIC is satisfied that management responses and actions in relation to the above Council operations have been effective.

Compliance and Governance processes

Key ARIC activities included:

- Bi-annual review of the Gifts and Benefits, conflicts of interest and secondary employment registers
- Consideration of strategic risks facing Council and monitoring risk treatment plans established to reduce or mitigate those risks
- Review of Code of Conduct Complaint Statistics
- Monthly review of Executive KPIs
- Monitoring Councillor Expenses

Risk management and fraud control.

The ARIC monitors Council's Strategic Risks to ensure that a comprehensive risk management framework is in place and that management is implementing a program to manage all significant risks by identification, prioritisation, and implementation of mitigation strategies.

In 2024-2025 ARIC considered reports on topics including:

- Personal Identifying and Sensitive Information
- Risk Appetite
- Business Continuity
- Council Elections and Councillor Induction
- 2024-2027 Enterprise Agreement
- Cyber Security, Phishing and Simulation Exercises
- Fraud and Corruption Prevention
- Avian Influenza H5N1
- Strategic Risks
- Workers Compensation - State Insurance Regulatory Authority Audit (SIRA)
- WHS Accreditation Profiles
- Planning Risks – Reforms in the Planning Sector; Low- and Mid-Rise Housing Policy

The ARIC also seeks to ensure that Council has adequate fraud prevention strategies in place. It receives and discusses reports on the findings of any matters investigated by Council's Professional Conduct Coordinator in relation to:

- fraud
- corrupt conduct
- maladministration
- serious and substantial waste of public money.
- serious misconduct issues

Internal Audit

The Internal Auditors have reported at each quarterly ARIC meeting on the status of the internal audit plan. In 2024-2025 the ARIC has reviewed the following Internal Audit Reports, as well as the practicality of recommendations and the adequacy of management responses:

- WHS Mini Audit – High Risk Construction
- Regulatory Compliance – Caravan Parks
- WHS Mini Audit – Aquatic Services
- Climate Change Adaption
- Outgoing Grants Management and Financial Assistance
- Councillor Expenses
- Waste Levies

Key ARIC activities in relation to Internal Audit included:

- Reviewing and endorsing the annual and longer term internal audit plans and monitoring progress
- Monitoring the implementation by management of recommendations arising from audit reports
- Monitoring, through internal and external audit results, the adequacy and effectiveness of the Council's internal control structure
- Holding 'in camera' meetings with the internal auditors

The ARIC has found that during 2024-2025 the internal audit function has operated appropriately and effectively, and the activities have been value adding and appropriate for the size and scope of Council. The internal audit plan considered strategic, operational and emerging risks in its development and delivery.

External Audit

The Audit Office of NSW has engaged EY as the External Audit provider for Wollongong City Council under the *Local Government Act 1993*. Key ARIC activities included:

- Reviewing the annual Engagement Plan, Management Letter and Engagement Closing Report with a view to ensuring action was planned and implemented as necessary
- Holding 'in camera' meetings with the External Auditors

Progress continues in implementing recommendations from both Internal and External Auditors and other relevant reviews. ARIC continues to monitor and review the progress in implementing recommendations, with particular focus on high priority issues. The ARIC reviews progress reports at each meeting.

Financial Management

Key activities for the ARIC this year included:

- Reviewing monthly and quarterly management financial, investment and performance reports
- Reviewing the annual financial statements for completeness and consistency with the Committee's knowledge of operations and application of accounting policies and principles
- Reviewing Council's financial performance against the Budget as approved by Council (both operating and capital budgets)
- Reviewing long-term financial strategies developed by management
- Receiving briefings on significant matters with the potential to affect the financial position of Council

Innovation and Improvement

Key activities for the ARIC this year included:

- Updates on Council's Service Optimisation Program and reviews undertaken
- Reviewing Monthly KPI reports
- Reviewing Council's report on United Nations Sustainable Development Goal 16 – Peace, Justice and Strong Institutions

PROGRESS AGAINST THE COMMITTEE'S KEY PERFORMANCE INDICATORS (KPIs)

The Committee's KPIs are set out in section 13 of the Strategic Four Year Workplan. At least once each council term, the elected Council will conduct a review of the effectiveness of the Committee with reference to these KPIs in conformance with the Global Internal Audit Standards.

During 2024-2025, the Committee made appropriate progress against the KPIs and can confirm:

- The Committee has complied with its terms of reference and maintained effective relationships with Council.
- Each Committee member has appropriate skills and experience and prepares and contributes and contributes appropriately both within meetings and when advice is requested.
- The composition of the Committee is appropriate for the size and scope of the Council.
- Internal and External Audit work with the Committee and Council and have effective processes and relationships to be able to improve risk management and support Council in this area.
- The Committee has effectively reviewed matters in section 428A of the Local Government Act under its remit.
- The Committee is performing appropriately regarding ensuring it delivers quality and timely advice to Council and is effective in meeting its responsibilities.
- Each Committee member has demonstrated during the year appropriate understanding of Council's key risks and internal controls and has acted objectively and independently.

OUTLOOK FOR 2025-2026

Council's Internal Audit Plan takes into consideration Council's strategic risks as well as issues currently faced by Council. Council, in conjunction with the ARIC, will continue to review the internal audit plan.

Management and the ARIC members are committed to remaining up to date with developments in the local government sector as well as ensuring current processes in audit, risk, finance and governance are challenged to ensure Council continues to develop best practice in its business models whilst maintaining robust internal controls.

The ARIC's charter and annual activities conform with the Office of Local Government's guidelines, as required so the General Manager can sign the 2024-2025 Annual Attestation on Council's behalf.

Acknowledgements

I would like to thank the Committee members, management and staff, the internal auditors, and the external auditors for their valuable contributions.

Donna Rygate
Chairperson
Audit, Risk and Improvement Committee
30 June 2025

Internal Audit and Risk Management Attestation Statement for the 2024-2025 financial year for Wollongong City Council

I am of the opinion that Council has an audit, risk and improvement committee, risk management framework and internal audit function that operate in compliance with the following requirements except as may be otherwise provided below:

Audit, Risk and Improvement Committee

	Requirement	Compliance
1.	Council has appointed an audit, risk and improvement committee that comprises of an independent chairperson and at least two independent members (section 428A of the <i>Local Government Act 1993</i> , section 216C of the <i>Local Government (General) Regulation 2021</i>).	Compliant
2.	The chairperson and all members of Council's audit, risk and improvement committee meet the relevant independence and eligibility criteria prescribed under the <i>Local Government (General) Regulation 2021</i> and have not exceeded the membership term limits prescribed under the Regulation (sections 216D, 216E, 216F, 216G of the <i>Local Government (General) Regulation 2021</i>).	Compliant
3.	Council has adopted terms of reference for its audit, risk and improvement committee that are informed by the model terms of reference approved by the Departmental Chief Executive of the Office of Local Government and the committee operates in accordance with the terms of reference (section 216K of the <i>Local Government (General) Regulation 2021</i>).	Compliant
4.	Council provides the audit, risk and improvement committee with direct and unrestricted access to the general manager and other senior management and the information and resources necessary to exercise its functions (section 216L of the <i>Local Government (General) Regulation 2021</i>).	Compliant
5.	Council's audit, risk and improvement committee exercises its functions in accordance with a four-year strategic work plan that has been endorsed by the governing body and an annual work plan that has been developed in consultation with the governing body and senior management (Core requirement 1 of the Office of Local Government's <i>Guidelines for Risk Management and Internal Audit for Local Government in NSW</i>).	Compliant

	Requirement	Compliance
6.	Council's audit, risk and improvement committee provides the governing body with an annual assessment each year, and a strategic assessment each council term of the matters listed in section 428A of the <i>Local Government Act 1993</i> reviewed during that term (Core requirement 1 of the Office of Local Government's <i>Guidelines for Risk Management and Internal Audit for Local Government in NSW</i>).	Compliant Strategic Assessment – Not Yet Due. Due 2028.
7.	The governing body of Council reviews the effectiveness of the audit, risk and improvement committee at least once each council term (Core requirement 1 of the Office of Local Government's <i>Guidelines for Risk Management and Internal Audit for Local Government in NSW</i>).	Not yet due. Due 2028

Membership

The chairperson and independent membership of the audit, risk and improvement committee are: Chairperson	Donna Rygate	30 October 2020	31 October 2027
The chairperson and independent membership of the audit, risk and improvement committee are: Chairperson	Donna Rygate	30 October 2020	31 October 2027
Independent member	Robert Lagaida	1 November 2022	31 October 2026
Independent member	Carl Murphy	1 November 2022	31 December 2028

Risk Management

	Requirement	Compliance
8.	Council has adopted a risk management framework that is consistent with current Australian risk management standard and that is appropriate for the Council's risks (section 216S of the <i>Local Government (General) Regulation 2021</i>).	Compliant
9.	Council's audit, risk and improvement committee reviews the implementation of its risk management framework and provides a strategic assessment of its effectiveness to the governing body each council term (section 216S of the <i>Local Government (General) Regulation 2021</i>).	Not yet due. Due 2028

Internal Audit

	Requirement	Compliance
10.	Council has an internal audit function that reviews the council's operations and risk management and control activities (section 216O of the <i>Local Government (General) Regulation 2021</i>).	Compliant
11.	Council's internal audit function reports to the audit, risk and improvement committee on internal audit matters (sections 216M, 216P and 216R of the <i>Local Government (General) Regulation 2021</i>).	Compliant

	Requirement	Compliance
12.	Council's internal audit function is independent and internal audit activities are not subject to direction by the Council (section 216P of the <i>Local Government (General) Regulation 2021</i>).	Compliant
13.	Council has adopted an internal audit charter that is informed by the model internal audit charter approved by the Departmental Chief Executive of the Office of Local Government and the internal audit function operates in accordance with the charter (section 216O of the <i>Local Government (General) Regulation 2021</i>).	Compliant
14.	Council has appointed a member of staff to direct and coordinate internal audit activities (section 216P of the <i>Local Government (General) Regulation 2021</i>).	Compliant
15.	Internal audit activities are conducted in accordance with the International Professional Practices Framework, which now have been replaced with the Global Internal Audit Standards (Core requirement 3 of the Office of Local Government's <i>Guidelines for Risk Management and Internal Audit for Local Government in NSW</i>).	Compliant
16.	Council provides the internal audit function with direct and unrestricted access to staff, the audit, risk and improvement committee, and the information and resources necessary to undertake internal audit activities (section 216P of the <i>Local Government (General) Regulation 2021</i>).	Compliant
17.	Council's internal audit function undertakes internal audit activities in accordance with the four-year strategic ARIC work plan that has been endorsed by the governing body and an annual work plan that has been developed in consultation with the governing body and senior management (Core requirement 3 of the Office of Local Government's <i>Guidelines for Risk Management and Internal Audit for Local Government in NSW</i>).	Compliant
18.	Council's audit, risk and improvement committee reviews the effectiveness of the internal audit function and reports the outcome of the review to the governing body each council term (section 216R of the <i>Local Government (General) Regulation 2021</i>).	Not yet due. Due 2028

Non-compliance with the Local Government (General) Regulation 2021

As at 30 June 2025, no item has been documented as a non-compliance on the Council.

Greg Doyle

General Manager

26 August 2025

Payment of Expenses and Provision of Facilities to Lord Mayor and Councillors - Council Policy

The *Local Government Act 1993* requires Council to adopt a policy that allows for Councillors to receive adequate and reasonable expenses and facilities to enable them to carry out their civic duties as elected representatives of their local communities.

Councillors' Expenses and Facilities Council Policy can be found at https://wollongong.nsw.gov.au/__data/assets/pdf_file/0029/8858/Councillors-Expenses-and-Facilities.pdf

Sponsorship of Wollongong City Council Events

The following table provides a list of all sponsorship, as per Council's Sponsorship Policy.

(Figures reported excluding GST).

Sponsors	New Years Eve \$	Australia Day \$	Comic Gong \$
For Health	12,500		
Cram Foundation	2,200	2,000	
Blue Scope		2,500	
NADC Funding		15,000	
Friends of Wollongong City Libraries			3,500
i98FM			10,950
Illawarra Mercury			10,560
Illustris Models and 3D Printing			2,350

Unsolicited Proposals

From time to time, Council is presented with Unsolicited Proposals from the community, businesses or other government agencies. To assist in appropriately managing governance and probity issues that arise in such circumstances, as well as seeking to ensure that Unsolicited Proposals are of benefit to the City of Wollongong, Council publicly reports on all Unsolicited Proposals that progress to Stage 2 assessment under Council's Unsolicited Proposals Policy.

During 2024-2025, there were no unsolicited proposals that progressed to Stage 2 assessment.

Disability Inclusion Action Plan 2020-2025

In accordance with the Disability Inclusion Act 2014, section 13(1), the report must include information on the implementation of Council's Disability Inclusion Action Plan.

Council is striving to make Wollongong an inclusive city that provides equal opportunity for people with disability to participate in all aspects of community life. Our aim is to be a leader in promoting and supporting the social and economic participation of people with disability. Our Disability Inclusion Action Plan (Plan) sets out what we will do to support inclusion of people with disability in our city. It was developed through extensive community engagement to make sure the priorities reflect what is important to our community.

The Plan will assist us to meet requirements for Local Government in the NSW Disability Inclusion Act 2014.

Our Plan has 91 Actions across four focus areas

1. Create liveable communities
2. Improve access to services through better systems and processes
3. Promote positive community attitudes and behaviours
4. Support access to meaningful employment

Progress to date

Completed	Ongoing	In progress	Not started
22	52	14	3

Highlights for 2024-2025

This report provides a summary of what we did in the 2024-2025 financial year.

Create Liveable Communities

Council delivered a range of projects to improve access to the built environment for people with disability, including:

- New facilities at Lindsay Mayne Park, including two accessible toilets.
- Upgrades at the Wollongong Memorial Garden.
- Constructed an accessible viewing area at Hill 60 in Port Kembla.
- Extended the shared pedestrian path network in West Wollongong.
- Installed two new footpaths.
- Upgraded 20 footpaths.
- Constructed 43 kerb ramps as part of the footpath and shared path works.
- Made improvements to seven intersections, with the inclusion of pedestrian refuges, raised crossings and/or speed humps.
- Installed one new bus shelter.
- Installed two new carparks including accessible parking spaces.
- Renewed five car parks including accessible parking spaces.
- Upgraded JJ Kelly Park Playground, which included a footpath, fencing and inclusive play elements.
- Renewed four playgrounds which included improving access in the surrounding area by building new footpath.

Council delivered a range of planning and design projects, including:

- Continued to develop a footpath network plan, which will include the collation of 'missing links' across the network.
- An audit of all bus stops to inform future upgrades.

Improve Access to Services through Better Systems and Processes

Council revised policy and planning documents to strengthen and support access and inclusion outcomes, including:

- Inclusive Accessible Public Domain Guidelines are being drafted. The development of the Guidelines included two sessions of training delivered to relevant staff by Guide Dogs NSW.

Council undertook projects to improve our systems and increase access to information, by:

- Created a system for booking our accessible beach wheelchairs.
- Updated the map of accessible parking spaces on the website.
- Provided information on accessible features at major events such as Comic Gong, Culture Mix and New Year's Eve including accessible parking, bathrooms, dedicated viewing areas and quiet spaces.
- Developed and promoted accessible video tours of Wollongong Art Gallery and Wollongong Youth Centre.
- Promoted Council services at the Illawarra Disability Options Expo.
- Promoted the accessible features at Wollongong City Tourist Parks on the website.

Council has continued to engage people with disability, including:

- Notified community members registered with the Register of Interest – Access of community engagement projects.
- Engaged people with disability on many council projects, some include the Community Strategic Plan, City Centre Movement and Place, Safer Cities Her Way and the Community Safety Plan.
- Ran two community check in sessions where we updated participants on our progress against our current Disability Inclusion Action Plan and asked people with disability about how we could involve them in the development of our next Disability Inclusion Action Plan.
- Engaged people with disability in the Living Books program and learning and development sessions for staff, like, Diversity Awareness Training.

Promote Positive Community Attitudes and Behaviours

Council delivered a range of projects to promote positive community attitudes and behaviours towards people with disability, including:

- Delivered a workshop for people with Autism at the Wollongong Botanic Garden Discovery Centre.
- Hosted vocational information sessions in the form of guided tours of the Wollongong Botanic Garden for school leavers with a disability.
- Continued the monthly 'Visually Impaired Knitters' group at Wollongong City Library in partnership Guide Dogs NSW.
- Hosted a social night for people with disability at Wollongong Library.
- Delivered a range of programs at our libraries that were AUSLAN interpreted, including Let's Try, Drawing with a Drag Queen and an identity safety workshop.
- Incorporated a designated quiet space into the Wollongong Library's Pride Night event.
- Upgraded and developed new sensory kits to use as part of library programming and events to support the participation of people with sensory processing needs.
- Continuing to provide a weekly Quiet Hour at Corrimal Library.
- Provided access provisions at 'Comic Gong' including a viewing area for Cosplay competition, social stories, pre-tours for high school students, 'The Quiet Space' and accessible signage and information on the website.
- Provided access provisions at 'Culture Mix' including a social story, 'The Quiet Space' and a program of guided activities for d/Deaf and Low Vision communities. Physical access inclusions across the festival were provided, including continuous accessible paths of travel, accessible

drop off zone, accessible toilets, accessible viewing area and access map, as well as community transport and seating for participating seniors. Performers with Disability – 21 Step and SALCO were featured on the Celebration Stage.

- Delivered a collage artmaking workshop for members of the d/Deaf community and another for carers at Wollongong Art Gallery. These artworks were displayed in the Community Access Gallery and an interpreter was employed as part of the workshops and the official opening of the exhibition.
- Delivered 'Art and Dementia Tour' program for people with dementia to have meaningful engagement with Wollongong Art Gallery exhibitions and collections, this is supported by the 'Care for the Carer Program' where carers are invited to participate in art therapy as respite.
- Partnered with Kidswish to deliver a program for children with disability and/or illness at Wollongong Art Gallery.
- Provided an excursion experience including guided tour and artmaking workshop at Wollongong Art Gallery for homeschool students with disability.
- Delivered an audio described tour and artmaking workshop for people who are blind or have low vision at Wollongong Art Gallery.
- Partnered with Bus Stop Films to deliver the Creative Wollongong Short Film Festival and showcased short films created by and featuring people with disability. This event was AUSLAN interpreted and hosted by a person with disability, celebrity judge Michael Theo.
- Developed and introduced new studio residency for a local artist with disability as part of the Creative Wollongong Artist in Residence program and provided a fully subsidised studio for 12 months.
- Introduced a range of access improvements to Sculpture in the Garden Wollongong including audio descriptions, guided tours, easy read signage and promotional material. In addition to this, targeted workshops were held for people who are blind or have low vision connecting to Fe Heffernan's brail sculpture.
- Supported the 'EMBER' program focussed on emergency preparedness for people with disability and their carers.
- Partnered with the Disability Trust to deliver an exercise program at Lakeside Leisure Centre during school terms.
- Continued a partnership with Rainbow Club, a social swimming club for children and young adults with disability.
- Supported the Academy of Sport 'Athletes with Disability' program for scholarship holders and coaches at Beaton Park and Lakeside Leisure Centres.
- Delivered 'Belong Workshops' to local high school support units and groups as a soft entry to Wollongong Youth Services and to remove barriers for people to access mainstream programs.
- Delivered 'Lego Build and Connect' and 'Dungeons and Dragons' programs designed for young people who are neurodiverse to socialise and connect.
- Delivered Barista 101 programs to support students with disability to develop new skills.
- Delivered live music and events as part of youth week that included soft/quiet starts to the event.

Support Access to Meaningful Employment

Council has provided opportunities for people with disability to gain employment and participate in work experience, including:

- Provided an initial 12-week temporary appointment in Regulation and Enforcement as part of the 'IncludeAbility' project which was extended to a 12-month placement. Following this, a permanent position was established with the recruitment targeted specifically at people with intellectual disability. This recruitment included an Easy Read information pack, meet and greet and customised interview and onboarding process.
- In the 2025 intake of Cadets, Apprentices, Trainee and School Based Trainees, three people identified with disability.
- Continued to support employment opportunities for people with disability as part of our commitment to social enterprises. This included procuring services through social enterprises

that employ people with disability, continuing the contract with a social enterprise to provide the café in the Administration building and industry tours of agencies supporting employment for people with disability.

- Engaged external expertise to support the development of new resources such as Easy Read Position Descriptions and the Workplace Adjustment Guideline.
- Finalised a Workplace Adjustment Guideline.

Council has delivered a range of learning and development opportunities for Council officers to promote and support their understanding of disability, including:

- Staff participated in training and refresher courses delivered by Accessible Arts.
 - Delivered three Diversity Training sessions and two Autism Awareness sessions.
 - Staff participated in Audio Description Training.
 - Completed the design of a new mental health awareness training program for employees and supervisors.
 - Endorsed a Psychosocial Hazard Procedure, with training to be deployed to staff soon.
 - An Inclusive Communication training session was held with staff followed by the sharing of relevant resources.
 - Managers were informed about workplace adjustments via an information session. Following this workplace adjustment information was then embedded into our onboarding processes including Corporate Induction and New Leaders Induction.
 - Continued the People with Disability and Carers Peer Collective which meets regularly, provides feedback on policy, procedures and guidelines and hosts events such as a morning tea to recognise International Day of People with Disability.
 - Delivered a program of events including highlighting days of significance for people with disability via the General Managers message and internal hub posts.
 - Hosted learning events for staff and shared resources as part of Inclusion @ Work Week and Neurodiversity Celebration Week.
- Maintained membership to the Diversity Council Australia and established a new membership with Australian Disability Network. We continue to promote and share their resources to staff via the Diversity Hub.

Labour Statistics

In accordance with the Local Government (General) Regulation 2021, section 217 (1)(d),(i),(ii),(iii),(iv) the report must include the total number of persons who performed paid work for them on a “relevant day” to be fixed by the Secretary of the Department of Planning and Environment each year.

The following provides a table under section 217 of the *Local Government (General) Regulation 2021* of the total number of persons who performed paid work for Council on the “relevant” day fixed by the Secretary of the Department of Planning and Environment each year. In 2024-2025, the “relevant” day for reporting was Wednesday, 4 December 2024.

No. of persons directly employed by Council:	
On a permanent full-time basis	942
On a permanent part-time basis	234
On a casual basis	441
On a term contract	201
Apprentices, Trainees and School-Based Trainees*	16
Senior staff for the purposes of the <i>Local Government Act 1993</i> (the Act). Does not include General Manager	20
No. of persons engaged by council, under a contract or other arrangement with the person's employer, that is wholly or principally for the labour of the person	55
No. of persons supplied to the council, under a contract or other arrangement with the person's employer, as an apprentice or trainee	0

* Apprentices, trainees and school-based trainees are also included under a term contract

Obligations Under the Modern Slavery Act 2018

In accordance with the Local Government Act 1993, section 428(4)(c)(d) the report must contain a statement detailing the action taken by the council in relation to any issue raised by the Anti-slavery Commissioner and steps taken to ensure that goods and services procured by and for the council during the year were not the product of modern slavery within the meaning of the Modern Slavery Act 2018

PART A. GENERAL INFORMATION

A.1 Reporting Details	
Reporting entity	Wollongong City Council
Reporting period – start date	1 July 2024
Reporting period – end date	30 June 2025

A.2 Procurement Spend Details		
A.2.1 What was your entity's total procurement spend in this reporting period, to the best of your knowledge?		\$183,552,234.00
A.2.2 GRS Due Diligence Level	Identified procurement spend	Categories procured
Heightened	\$9,413,028	Cleaning, Cleaning Supplies, General Fleet Vehicles, End user computing and Peripherals, Computer accessories, Medical Supplies and Consumables, Food Catering and Consumables, Copiers and Printers, Security Services, Flooring and Carpeting, Uniform and Workwear

A.2 Procurement Spend Details		
Standard	\$35,924,802	Contingent Labour, Couriers, Electrical Services, Tier 2, General Retail, Bridgeworks, Roadworks, Interior decorating, reconfiguration and repair, Plumbing Repairs and Maintenance, Damage Repair and Flooding, Telecommunications
Light	\$138,214,404	Accommodation, Advertising Agency, Magazine Newspaper, Radio TV Cable and Internet, Air Travel, Financial Services - Advisory and Accounting, Audit, Quality Assurance, Probity and Risk, Government and Business Strategy, Business Related, Demolition, Rails and Fencing, Traffic Management, Funeral Services, Community Services, Body Transportation, External Building Materials, Concrete, Steel, Educational Equipment, Educational, Sports and Recreation, Heating, Ventilation, Air Conditioning, HVAC, Elevators and Escalators, Employee Related, Environmental Services, Weed Control, Exempt Other, Public Enterprises Management or Financial Services, Debt Recovery, Liability Insurances, Workers Compensation Insurance, Fire Service and Maintenance, Freight Carriers, Fuels and Lubes, Furniture, Government Agencies, Community Grants, Landscaping and Arborists, Building and Grounds, Support Services, Data Provision Services, End User Devices, Architecture, Design Specialist, Civil Engineering, Planning Advisory Consulting, Land Surveying, Spatial, Property Acquisition and Valuation, Indoor Plants, Flowers, Legal Services, Marketing Agencies, Marketing, Promotional Gifts, Event Management - Non Educational, Interpreters and Transcript Services, Non Vendor/Staff Reimbursement, Not for Profit / NGO, Safety, Records Management, Office Equipment General and Accessories, General Office Supplies, Office Equipment General and Accessories, Painting, Pest Control, Industrial Equipment and Construction Equipment Hire, General Plant and Equipment Repair, Earthmoving and Excavations, Postage, Commercial Print, Real Estate Management Services, Lease and rental of property or building, Scientific, Services and Maintenance, Speciality Building Maintenance and Repairs, Inspections and Other Remedial, Locksmiths and Non Electric Locks and Keys, Roofing and Siding, Specialized tools and trade items, Tools and trade items-, Talent Search, Internet, Temporary Allocation - Laundry, Traffic Control Services, Conferences, Seminars, Events and Special Meetings, Training Expenses, Oil And Gas Utilities, Utilities, Vehicle Registration, Vehicle Repairs and Maintenance, Council Waste Services
Minimal	\$ -	

PART B. ANNUAL MODERN SLAVERY REPORTING

B.1 Significant Operational Issues (section 31(1)(a) of the <i>Modern Slavery Act 2018</i> (NSW))	
Identify any 'significant operational issue' that has been identified as such to your entity, during the reporting period, by the NSW Anti-slavery Commissioner, and explain the steps taken to address this issue.	None

B.2 Reasonable Steps		
Reasonable Steps taken	Form of response for annual reporting	Wollongong City Council response
1 Commit		
1.1 Stakeholder Engagement		
What steps did your entity take to engage with stakeholders during this reporting period in relation to modern slavery?	Describe steps taken	Engaged suppliers in completing Modern Slavery information in appropriate heightened risk tenders.
Did you engage with external stakeholders on modern slavery risks in this reporting period?	Yes/No	Yes
1.2 Identify salient risks at the organisational level		
What steps did your entity take to identify salient modern slavery risks at the organisational level (i.e. across all operational and procurement activities) during this reporting period?	Describe steps taken	Cross identified heightened risk Modern Slavery categories with internal categorisation, Procurement ensuring that high risk Tender and Formal Quotes have appropriate Modern Slavery awareness.
Did you conduct or update a Salient Modern Slavery Risk Assessment in this reporting period?	Yes / No	No
1.3 Modern Slavery Policy		
What steps did your entity take to adopt a Modern Slavery Policy during this reporting period?	Describe steps taken	Modern Slavery is mentioned within Council Code of Business Ethics, Council's Purchasing Terms and Conditions, and Contract Management Framework.
Do you have a modern slavery policy, approved by your senior governing body (e.g. Agency Head / Secretary), in place?	Yes / No	Yes (as part of the above approved policies and procedures).
1.4 Modern Slavery Risk Management Plan		

B.2 Reasonable Steps		
What steps did your entity take to adopt a Modern Slavery Risk Management Plan during this reporting period?	Describe steps taken	None
Do you have a modern slavery risk management plan, approved by your senior management, in place?	Yes / No	No
2 Plan		
2.1 Identify and map your supply-chain risks for each procurement		
What steps did your entity take to identify and map your modern slavery risks at the supply-chain level during this reporting period?	Describe steps taken	New suppliers are added to categories which relate to their Modern Slavery Risk, Council also asks as part of our third-party contract verification procedures for information on if a business needs to report and part of Modern Slavery legislation.
2.2 Develop a risk-reducing sourcing strategy		
What steps did your entity take to develop a modern slavery risk-reducing sourcing strategy during this reporting period?	Describe steps taken	Created a modern Slavery questionnaire to add to heightened risk tenders as a mandatory assessment criteria
3 Source		
3.1 Select appropriate suppliers		
What steps did your entity take to address modern slavery risks when selecting suppliers during this reporting period?	Describe steps taken	New Suppliers commencing work with Council need to state if they are required to report on Modern Slavery under the Modern Slavery Act (Cth) 2018. Some suppliers on established contracts are badged with their Modern Slavery risk rating on our regularly used procurement platform. Investigating Modern Slavery training and education as part of Council procurement and contract management training for internal buyers.
3.2 Adopt a shared responsibility approach to contracting		
What steps did your entity take to adopt a shared responsibility approach to modern slavery risks, in contracting during this reporting period?	Describe steps taken	None
4 Manage		
4.1 Monitor and evaluate supplier performance		

B.2 Reasonable Steps		
What steps did your entity take to monitor and evaluate supplier performance relating to modern slavery, during this reporting period?	Describe steps taken	Modern Slavery information added to draft Contract Management Framework, explaining Modern Slavery and expected outcomes to Councils contract managers. This information has been included in the Contract Management Framework, Guidelines and associated training.
Has your entity required any of your Tier 1 suppliers to undergo an audit addressing modern slavery risks in this reporting period?	Yes / No	No
4.2 Develop supplier capabilities		
What steps did your entity take to develop supplier capabilities relating to modern slavery risks during this reporting period?	Describe steps taken	Provided links to the Modern Slavery - information for businesses as part of the "Doing Business with Council" package.
5 Remedy		
5.1 Provide or enable access to effective grievance mechanisms		
What steps did your entity take to provide or enable access to effective modern slavery grievance mechanisms during this reporting period?	Describe steps taken	None
5.2 Take safe immediate steps to remedy harm		
What steps did your entity take to safely and immediately remedy modern slavery harms to which you were connected during this reporting period?	Describe steps taken	None
5.3 Use leverage to remediate deficient practices		
What steps did your entity take to use leverage to remediate deficient modern slavery risk management practices during this reporting period?	Describe steps taken	Included information on Modern Slavery and best practices for staffing were included within the Cleaning of Council Facilities Tender to ensure compliance and best practice.
5.4 Withdraw responsibly		
What steps did your entity take to withdraw responsibly during this reporting period, in connection to modern slavery risks?	Describe steps taken	None
6 Report		
6.1 Establish a victim-centred reporting protocol		

B.2 Reasonable Steps		
What steps did your entity take to establish a victim-centred modern slavery reporting protocol during this reporting period?	Describe steps taken	None
Do you have a modern slavery reporting protocol in place that prioritises the interests of the victim/survivor?	Yes / No	No
6.2 Report on your modern slavery risk management efforts		
What steps did your entity take to report on your modern slavery risk management efforts during this reporting period?	Describe steps taken	Codified new suppliers based on the Inherent Risk tool within Councils Procurement Categories to ensure accurate reporting within the annual report. Approved Modern Slavery contract management information within the new Contract Management Framework.
Did your entity report on modern slavery in its prior Annual Report?	Yes / No	Yes
During the period, did your entity comply with its obligations to report heightened modern slavery due diligence procurements valued at \$150,000 (inc. GST) or more within 45 days?	Yes / No	Yes - this is not yet a requirement.
7 Improve		
7.1 Learn lessons from your performance and others'		
What steps did your entity take to learn lessons from your modern slavery performance and others' during this reporting period?	Describe steps taken	More information is required within our internal system to record the due diligence level of suppliers.
Has your entity updated its modern slavery policies or procedures based on stakeholder feedback or lessons from a grievance mechanism during this period?	Yes / No	No
7.2 Train your workforce		
What steps did your entity take to train your workforce during this reporting period?	Describe steps taken	Yes, introductory information on Modern Slavery is included in initial procurement training activities.
What percentage of your workforce received modern slavery training in the period?	Percentage	2-3%
7.3 Cooperate with the Anti-slavery Commissioner		

B.2 Reasonable Steps		
What steps did your entity take to cooperate with the Anti-slavery Commissioner during this reporting period?	Describe steps taken	Undertook the training modules created by and promoted by the Anti-Slavery Commissioner to see if these can be incorporated within the organisation.

Recovery and Threat Abatement Plans

Under the Fisheries Management Act 1994, section 220ZT(2), councils identified in a recovery and threat abatement plan as responsible for implementation of measures included in the plan, must report on actions taken to implement measures as to the state of the environment in its area.

Council is not identified as responsible for implementation of measures in any recovery and threat abatement plans under the Fisheries Management Act.

Environmental Planning and Assessment Regulations

In accordance with the Environmental Planning and Assessment Regulation 2021 (EP&A Reg) cl 218A(1), (2)(a),(b),(c),(d),(e),(f),(g), (3)(a),(b) the report must include particulars of development contributions and levies.

West Dapto Developer Contributions

Project Number	Project Description	Contributions Plan Reference	Amount Spent	Percentage funded from Contributions	Cross Borrowing	Monetary contributions used for project	Status of Project
Transport							
126636	Cleveland Rd Upgrade	TR13 - C1-C12, B45-B51, IN36-IN40	793,118	100%		793,118	In Design
126643	Northcliffe Drive Concept Design	TR18 - NR1 - NR12, R2, R3, B1, B3 - B9, IN1 - IN5 and TR19 - NR13 - NR19, B11-B14, IN8, IN9.	206,662	100%		206,662	In Design
126646	Stage 2-4 - West Dapto Rd Upgrade	TR01 - WD10,12-17, IN10,15,17, B19,21-23	2,265,922	60%		1,359,553	In Design
126649	Marshall Mount Road and Connecting Roads Upgrade	TR16 - Y1-Y4, B63,B64, IN62. TR17 - MM1-MM6, B65-B67, IN55-IN57. TR25 - NR40-NR44, B61, B62, IN46, IN53-IN55. TR29 - NR56-NR58, B68,B69,IN61	536,776	100%		536,776	In Design
126656	Bus Shelters - West Dapto		30,298	100%		30,298	In Design
127450	Bong Bong Rd - Station St Traffic Lights	TR10 - IN27, BB1	51,320	100%		51,320	In Design
128466	Shone Ave Shared Path missing link	TR08 - S4	248,597	100%		248,597	Complete
129157	Stage 1A - West Dapto Rd Upgrade	TR08 - IN19	1,150,810	60%		690,486	In Design

Project Number	Project Description	Contributions Plan Reference	Amount Spent	Percentage funded from Contributions	Cross Borrowing	Monetary contributions used for project	Status of Project
Transport							
129158	West Dapto Rd - Stage 1B	TR01 - WD17	606,023	60%		363,614	Practically Complete
129606	Bong Bong Rd/Shone Ave Intersection Concept Design	IN30	32,854	100%		32,854	In Design
129897	Acquisition of part 480 West Dapto Rd, Kembla Grange (Nobbs)	TR25 - NR17-NR19, B14, B13, IN10	(95,455)	77%		(73,181)	Scoped
129928	Lots 301 and 302 DP1265107 - Wongawilli Rd/West D Rd/Shone Ave	TR08 - IN19	58,949	100%		58,949	Recurrent
131007	Cleveland Rd Upgrade Stage 1	TR27 - NR50-NR51, B39. TR22 - IN32. TR13 - IN36.	1,209,009	50%		604,504	In Construction
	Total Transport		7,094,883			4,903,549	
Administration							
123910	Developer Contributions Officer	AD01	38,396	100%		38,396	Recurrent
128974	Review Riparian Corridor Management Study and Policy	AD01	68,319	74%		50,510	In progress
129074	West Dapto Support for Additional Resources	AD01	581,427	24%		139,490	Recurrent
124823	LIRS 3- Interest subsidy-principal repayment WD	AD01	467,565	100%		467,565	Recurrent
124824	LIRS 3 Part 2- Interest subsidy-principal repayment WD	AD01	189,411	99%		188,070	Recurrent
	Total Administration		1,345,118			884,030	

City Centre/City Wide Developer Contributions

Project Number	Project Description	Contributions Plan Reference	Asset Class (i.e. Category)	Amount Spent	Percentage funded from Contributions	Monetary contributions used for project	Status of Project
City Wide							
122085	Developer Contributions Admin Support - Finance	122085	Not Applicable	1,009,795	1%	12,252	No Project Status
123907	Developer Contributions Planner	123907	Not Applicable	204,379	59%	120,990	No Project Status
125126	Lakelands Oval Drainage	125126	Parks Gardens And Sportfields	488,218	20%	100,000	Practically Complete
128034	Swan St; east of Corrimal St	128034	Carparks	264,845	100%	264,845	In Construction
128653	216 Princes Highway Dapto LOT B DP156856	128653	Land Acquisitions	4,300	100%	4,300	In Scoping
129028	Northern Suburbs Skate Park	129028	Parks Gardens And Sportfields	18,939	100%	18,939	In Scoping
	Total City Wide			1,990,475		521,325	
City Centre							
127575	Wollongong City Centre Wayfinding Signage - Stage 3	127575	Roads And Related Assets	33,060	100%	33,060	
	Total City Centre			33,060		33,060	

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Our Wollongong Our Future

From the mountains to the sea, we value and protect our natural environment and will be leaders in building an educated, creative, sustainable and connected community.

We value and protect our environment

We have an innovative and sustainable economy

Wollongong is a creative, vibrant city

We are a connected and engaged community

We have a healthy community in a liveable city

We have affordable and accessible transport



Wollongong City Council

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