



OUR WOLLONGONG 2028

QUARTERLY REVIEW STATEMENT June 2022

From the mountains to the sea



Adopted 29 August 2022





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Message from THE GENERAL MANAGER, Greg Doyle



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

Highlights and significant progress with key projects from the Operational Plan 2021-2022 are reported by the six Community Goals from the Our Wollongong 2028 Community Strategic Plan.

The Operational Plan 2021-2022 includes significant investment in cycleways, footpaths, roadworks and lighting to make our favourite places more accessible, while upgrades to community buildings, cultural and sporting facilities, pools and playgrounds will ensure we continue to be a vibrant and liveable city.

Highlights from this quarter and the 2021-2022 year include:

- 1 Council adoption of the Our Wollongong Our Future 2032 suite, including a new Community Strategic Plan, Resourcing Strategy, Delivery Program and Operational Plan;
- 2 Opening of the Cringila Hills Recreation Park, Mountain Bike Park and BMX Pump Track;
- 3 Completion of the Stewart Street carpark solar panel project;
- 4 The Innovate Reconciliation Action Plan 2021-2023 endorsed by Council and Reconciliation Australia;
- 5 Council adoption of the Climate Change Adaption Plan;
- 6 Delivery of Council's COVID-19 Community Assistance Program;
- 7 First Comic Gong festival successfully delivered since 2019.

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

The ongoing COVID-19 pandemic continues to present significant challenges to Council both operationally and financially. While we have made service modifications we will continue to monitor and respond to updated advice and measures, Council has not been devoid of the impacts of COVID-19. Our COVID-19 assistance package, outlined in the Delivery Program 2018-2022 and reported in this Quarterly Review Statement, includes a range of measures to assist residential and business ratepayers as well as the broader community.

During the year, we've supported projects to reduce isolation and improve community cohesion with the Connecting Neighbours Grants and delivered social support services to check-in with clients and carers in a COVID-Safe way. We've also adapted our services to engage and support our young people through online platforms and activities and expanded the range of multimedia and digital services delivered through our libraries.

We continue to focus on improving our customer service to best serve our community and are committed to be the best possible local government authority we can be.

I would like to thank all staff and the community for their contributions to the achievements identified in this Quarterly Review Statement.

Greg Doyle
General Manager

Strategic Priorities Progress Report

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

Activating Our Suburbs

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

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

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

Strategic Priority Progress



On Track

Program Achievements

Throughout 2021-2022 a range of activities and initiatives were delivered within our suburbs to support connected and liveable spaces for our community. The Connecting Neighbours Grant program continued throughout the year has enabled Council to support projects being delivered by community members in their local suburbs. The grant program funds ideas generated by the community to bring people together and make neighbourhoods a better place. Projects are currently underway or were delivered by community across the local government area.

The landmark Cringila Hills Recreation Park was opened during the year. The Recreation Park includes mountain bike trails, a new playground, bike skills playground, an asphalt pump track and more than 3.4 kilometres of shared-use walking trails. The Mountain Bike Park has an exciting mix of approximately 12 kilometres of trails for riders from beginners to advanced. The tracks have a mix of gradients, surfaces and obstacles.

Following the success of the *Carve a New Trail* pilot project, three new bike pump tracks were built at Dapto, Fairy Meadow and Bulli. Planning also continued for the Lindsay Maynes Criterium Track and Precinct Plan in Unanderra which will provide a dedicated space for bike riders of all abilities.

Other initiatives delivered this year include the Bellambi neighbourhood wayfinding signage sculpture; new murals in Fairy Meadow and Towradgi; installation of the Guest Park skate mural; finalisation of Unanderra Community Centre and Library mural and installation of *Eye on the Horizon* sculpture at Hill 60 Port Kembla (as part of the Ngaraba-aan Trail

Trail). The *Reflections* public art works by Col Henry, to be installed at Moranga Park, Clifton as part of the Grand Pacific Walk are nearing completion. These works are part of the *Art in the Suburbs* program, designed to provide local Artists a commissioned project, as a placemaking activity as well as promoting anti-graffiti outcomes.

Port Kembla Festival, presented by Holy Pavlova, was held in April 2022. The cultural development project featured a free live community performance *Standing on the Ceiling* to showcase local talent.

Activating Our Suburbs Continued...

The free festival took place across six venues in Port Kembla and was funded by Council. Social enterprise workshops were also provided in Port Kembla throughout the year.

During the June 2022 quarter, a range of initiatives were undertaken to activate our suburbs, including:

- Birthday celebration for the *Paint the Gong REaD* mascot *Bright Spark* were held at Dapto Mall including a range of literacy and interactive activities;
- Sport and art workshops were held at three High Schools during school holidays as part of the *Schools as Shared Spaces* initiative;
- Programs for young people continued to be delivered in Dapto, Bundaleer and Bellambi, activating community and outdoor spaces, providing social connectedness and skill development opportunities;
- A community film festival was held at the Gala Cinema Warrawong;
- Two new projects, Artist Mentorship/Professional Development Bursary and Artist in Residence programs, supported through Council's COVID-19 Community Assistance Package were developed. These programs see Council engage with local creative businesses/Artists across the suburbs to develop their creative and business skills. *ARTSELLERATE*, provides business mentoring for local creatives and *ARTWARD: Art in Unexpected Places*, brings Artists working in diverse practices and disciplines to some of Council's facilities and unexpected spaces to develop a new creative works.

Council's four-year Infrastructure Delivery Program includes a suite of programs and projects that directly respond to our strategies and priorities to activate and enhance our community centres, public domain and open spaces. During the June 2022 quarter, refurbishments were completed at Kembla Heights Community Hall kitchen: Corrimal Preschool kitchen/laundry and roof replacement at Bulli Senior Citizens Centre. In addition to the many footpaths, cycleways and open space upgrades, these initiatives include streetscape and public domain improvements in Warrawong, Corrimal, Dapto and Helensburgh town centres.

Urban Greening

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

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

Strategic Priority Progress



On Track

Program Achievements

2021-2022 saw more than 500 additional resident requests for trees on the verge fronting their property following last financial year's targeted tree planting program in Dapto. The Urban Greening Program continued during the quarter servicing street tree requests, coordinated with civil construction projects, playground installations and installing transitional landscapes to reduce mowing. The Urban Greening Program continues to see targeted tree planting activities occurring in high need suburbs with our current program exceeding the tree planting versus removal ratio target of 2:1 with 927 street trees planted and 384 removed.

We continue to work with the community on promoting the Verge Garden Guidelines and support via the Connecting Neighbours Grants Program. Urban Greening will see three 'Tiny Forests' planted in high need suburbs in partnership with local Schools be used to promote urban greening, our Greenplan Nursery and climate change adaptation actions. One of our 'Tiny Forests' has been completed at Harrigan Park, Tarrawanna.

We saw the planning for a second round of Connecting Neighbours Grants undertaken which will see the successful Verge Garden Program offered again to the community. The Crown Street Mall Tree Replacement Project which commenced in 2018 is now completed with the installation of protective grates and removal of the tree guards. These Japanese Elm trees are growing extremely well and support community activation in this important civic space.

The transitional Landscape Program continues to roll out with the successful greening of Tom Thumb Reserve in Windang and significant tree planting activities commenced at Cringila Hills Recreation Park to support a restored native landscape surrounding the mountain bike trails. Fourteen Town and Village precincts have been planted out with planter boxes as part of our approach to enhance our city's presentation.

Work is progressing on a review of three Management Policies to ensure our approach to public tree management, tree permits for private land, and our response to tree and vegetation vandalism are consistent and aimed at achieving tree canopy targets for our community. Council has an agreement with Symbio Wildlife Park, Helensburgh to provide a space for a post bushfire recovery Koala Conservation plantation that will see 5,000 eucalypts planted. These trees will be used to harvest as a food source and enhance Council's commitment to urban greening.

West Dapto Urban Release Area

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

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

Strategic Priority Progress



On Track

Program Achievements

During 2021-2022, Council continued planning, designing and constructing infrastructure for West Dapto with significant progress achieved on the Wongawilli Road upgrade project. The final application and supporting documentation toward Biodiversity Certification of the release area also made good progress this year with an expected lodgement with the Department of Planning and Environment and public exhibition during early 2022-2023. This is a large project that will be subject to Independent Pricing and Regulatory Tribunal (IPART) assessment and is due for completion in December 2023. The review is likely to be influenced by the NSW Government's proposed contributions reform. Staff continue to monitor the effects of reforms on local contributions planning. The State reforms are expected to be in place by 1 July 2022.

Council continued to work closely with the NSW Geographical Names Board (GNB) during the year and in this quarter to formally implement the 1 November 2021 Council Resolution to introduce a new suburb 'Stream Hill' to West Dapto. The GNB undertook their own exhibition of the proposed suburb between 27 April 2022 and 27 May 2022. Council staff are currently reviewing submissions received by GNB, with a Council Resolution expected during the September 2022 quarter. During the year, progress has been made on a draft West Dapto Open Space, Recreation, Community and Cultural Facilities Needs Assessment which will inform the next review of the West Dapto Contributions Plan.

Council continues to assess Planning Proposals, Neighbourhood Plans and Subdivision Development Applications to facilitate urban development. To date, Neighbourhood Plans have been adopted within Stages 1, 2, and part Stages 3 and 4 which will facilitate land for over 5,202 lots. Neighbourhood Plans to support a further 7,313 lots are currently being assessed. Council has granted Development Consent for 2,542 new lots.

In addition, during the June 2022 quarter, Council commenced the Green Network (Landscape) Masterplan project for the release area.

Active Transport and Connectivity

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

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

Strategic Priority Progress



On Track

Program Achievements

In 2021-2022 Council continues to invest in the delivery of key action items from Town Centre and Village Plans, Wollongong City Centre Access and Movement Strategy 2023, Wollongong Cycling Strategy 2030 and Wollongong Pedestrian Plan through both the Infrastructure Delivery Program and Operational Plans.

Council continues to plan and build momentum towards the 2022 UCI Road World Championships to stimulate cycling related tourism, community participation in cycling and invest in legacy infrastructure to improve pedestrian and cyclist access at key locations across the city. The location of this prestige event in Wollongong was influenced not only by the beauty of the city and its ability to provide a challenging course, being nestled between the mountains and the sea, but also by the comprehensive Cycling Strategy being delivered.

Council will continue to seek Grant Funding through a range of NSW State and Commonwealth initiatives to support active transport and connectivity improvements. Council has engaged heavily with Transport for NSW (TfNSW) to advocate and encourage improved public transport services in the form of both bus and heavy rail service improvements to enhance amenity and reduce congestion. Council has also actively participated in the planning of three local interchanges to ensure the provision of connected infrastructure and enhanced accessibility and mobility.

During the June 2022 quarter, the following actions were commenced or completed to support the Wollongong Pedestrian Plan and Wollongong Cycling Strategy including:

- New footpaths – eight construction projects completed and five projects have commenced;
- Footpath renewals – two construction renewals are underway;
- New shared paths – eight constructions completed and seven are underway;
- Pop-up cycleways were constructed across the Wollongong Central Business District, also in Port Kembla, Thirroul and Towradgi;
- Consultation for the location of Bike Racks were completed, with locations to be included in future online mapping tools;
- Commenced participation in a research project with the University of Wollongong (UoW), Wollongong 2022 and government agencies to develop an interactive planning tool to optimise cycling infrastructure;
- An application was submitted to Round eight of the NSW Government's Resources for Regions program seeking \$750,000 towards the construction of Lindsay Maynes Park Criterium Track Precinct Unanderra.

Active Transport and Connectivity Continued...

During 2021-2022, Council committed \$3.7M in new footpaths and \$4M worth of new cycleways. This level of spending is reflective of increased Commonwealth and NSW State grants funding and increased funding from Council to deliver the Wollongong Cycling Strategy 2030.

Council has recently appointed a Road Safety Officer to take the lead in delivering the *Safer Routes to Schools* Program. This Program will review the existing transport network and facilities in the vicinity of the schools and develop a vision for safe school frontage and access both to and from Schools. The program will also identify short, medium and long-term actions to realise this vision, including infrastructure investments. This program includes representation from the School's Parent and Citizens Association (P&C) members and School Principals.

Council has submitted nine grant applications totalling \$7.5M worth of funding to the NSW Government's *Get Active Program* seeking funding towards key footpath and cycle/shared path projects across the city.

Other active transport investments being constructed throughout the year include the Helensburgh Town Centre (Stage 2) and Fairy Creek Shared Path; Gilmore Street to Vickery St (West Wollongong and Gwynneville).

Business and Investment

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

Project Sponsor: Director Community Services

Project Manager: Manager Community Cultural and Economic Development

Strategic Priority Progress



On Track

Program Achievements

During 2021-2022, business and investor enquiries remained strong with Council facilitating 81 enquiries throughout the year and 31 during the June 2022 quarter. Staff continue to facilitate several longer-term ongoing projects, via Council's Major Project process. These projects in total have a combined estimated jobs impact of several thousand roles/positions.

Council has continued to work with government and the business community to respond to the impacts of COVID-19 pandemic through the continuation of the 'buy local' awareness campaign *We Shop the Gong*. The campaign aims to drive spending at local businesses and support the local economy. Over the past 12 months, online spending and spending outside the Local Government Area by Wollongong residents totalled \$2.5B. A 10% change in Wollongong residents spending habits would see an extra \$250M enter our local economy, supporting 3,200 new local jobs. The campaign included a range of advertising materials, including a new webpage, dedicated social media campaign and a range of merchandise and marketing to support local businesses and encourage residents to *Shop the Gong*.

A 'Doing Business with Wollongong City Council' event was hosted in October 2021 to assist the local business community with understanding Council's procurement activities and processes. The event also raised awareness of the opportunities presented within Council's Infrastructure Delivery Program for local businesses. Over 80 local business representatives attended this session.

As part of the ongoing recovery program, COVID-Safe outdoor dining continued with 30 businesses being approved for outdoor dining options in the last six months. Council also continued its coordination of the post-COVID-19 Peak Bodies Taskforce, working together to address both the economic opportunities and challenges the region has faced in a post pandemic economy.

Council undertook a range of existing and new initiatives to support and attract business, and therefore grow jobs, in Wollongong Local Government Area (LGA). Support for businesses within the LGA has included the *Thrive* and *Primed to Thrive* programs delivered by *Investible*. The programs attracted 171 Applications with 95 attendees in total, 60% of participants indicated they are looking to employ more staff over the next 12 months.

The *Investible* and *We Shop the Gong* initiatives, among others, were supported by new economic datasets acquired by Council including Spendmapp and Monitor CRMS, which allows Council to engage with targeted sectors and business types within the LGA via aggregated Australian Business Register data. Latest data shows positive signs of economic rebound from COVID-19 restrictions.

Business and Investment Continued...

The Invest Wollongong partnership continued its business attraction activities. Its integrated Marketing Strategy was anchored by digital advertising, positioning Wollongong as an alternative CBD location in a post-COVID-19 environment. Highlights of the completed digital campaign include over 330 downloads of the Wollongong Office Market Prospectus and over 53,000 clicks to the *Invest Wollongong* website.

Clean energy investment continues to maintain momentum with the Squadron Energy proposal on Port Kembla Power Station receiving Critical State Significant Infrastructure status by the NSW Government. Australian Industrial Power (AIP), part of Squadron Energy, are continuing to advance their proposal to develop a 635-megawatt (MW) capacity power station at Port Kembla, planned to be operational by 2024-2025 (subject to approval and final investment decision). The power plant will be dual-fuel capable from its first day of operation (50% green hydrogen/50% natural gas) and aims to be 100% green hydrogen fuelled by 2030.

A submission was provided to the inquiry into the Offshore Electricity Infrastructure Bill 2021, welcoming the introduction of legislation and acknowledging the importance of offshore wind for Wollongong. Australian Industrial Energy announced in November 2021 the signing of a long-term Agreement with energy infrastructure and transport provider Höegh Galleon to supply the first Floating Storage and Regasification Unit (FSRU) to operate at the Port Kembla Energy Terminal. Under the agreement, the Höegh Galleon will serve the terminal which has commenced construction of its berth facilities at Port Kembla and is expected to be operational by mid-2023, making it the first project of its kind in Australia.

On 30 March, *Invest Wollongong* coordinated an event which saw over 80 Government and business leaders attend NSW Parliament House to hear about the 2022 UCI Road World Championships, the revised *Invest Wollongong* Office Market Prospectus, and Destination Wollongong's UCI Bike City business program.

Supporting our Community During the COVID-19 Pandemic

Significant challenges arising from the global health and economic challenge of the COVID-19 pandemic have continued throughout the 2021-2022 year. This impacted on what Council has been able to deliver and the way we serve and support our community. The application of a community-orientated, risk-based approach to the delivery of our services as well as responding to advice from government authorities, has meant some services and key facilities were temporarily altered or ceased. As always, our focus is on protecting vulnerable members of our community and protecting the health, safety and wellbeing of our staff and volunteers, their families and our community.

Council's workforce remains fully engaged during this time to support ongoing service requirements and deliver the Infrastructure Delivery Program as planned. Beyond the management of assets, Council's annual infrastructure investment is significant and will continue to support local contractors, businesses and suppliers. The organisation is also undertaking a review of how we deliver our services in line with the National Health Guidelines, of importance is how we can continue to effectively engage with our community during this time.

Council's online engagement opportunities remained open via the website and alternate engagement methods were developed. Council provided a COVID-19 Assistance Package in 2020-2021 to support our community and businesses. With the continued effect of the pandemic evident across our community, Council has adopted additional, comprehensive range of assistance measures for impacted ratepayers, businesses, community organisations, creative community and tenants of Council owned properties. Further details of these assistance measures and Council's progress with delivering this support is outlined below.

The following section outlines Council's progress with implementing community assistance packages previously adopted by Council.

Rates Relief; Deployment of Council's Debt Recovery and Hardship Assistance Policy			
Initiative	Responsibility	Status	Progress Update
Rates Relief program: Freeze on interest and recovery action on overdue rates and charges that relate to the current year rates	Chief Financial Officer	Complete	This component of the rates assistance program was concluded at 30 November 2021 in accordance with planned action.
Requests for Deferred Payment Arrangements for all ratepayers experiencing financial difficulty due to COVID-19 impacts under its Debt Recovery and Hardship Assistance Policy for the 2021-2022 financial year	Chief Financial Officer	Complete	The extension of the Hardship Policy to all ratepayers including commercial properties applied to the financial year. There were three applications as a result of this policy.
Cease Legal Debt Recovery on 2021-2022 Rates otherwise required under Council's Debt Recovery and Hardship Assistance Policy until 30 November 2021	Chief Financial Officer	Complete	This initiative has now concluded although a continuation of supportive application of Council's Recovery Policy will continue.

Supporting our Community During the COVID-19 Pandemic

Fees and Charges Relief 2021-2022

Initiative	Responsibility	Status	Progress Update
Waiver of Casual Off-Street Parking Fees at targeted off-street parking locations until 31 December 2021	Manager Property and Recreation	Complete	Action has been implemented for MacCabe Park Carpark and 2 hour free parking at Market Street Carpark.
Supporting our Local Sporting Groups - Waiver of Training and Competition Fees	Manager Property and Recreation	On-Track	The availability of the waiver on fees was distributed to sports clubs, interruptions to sport associated with NSW Public Health Orders saw only two requests received, Ultimate Frisbee and Touch Football these have yet to be progressed as invoices have not been raised as their summer sport continues.
Support for Fitness Trainers; Swim Schools and Surf Schools	Manager Property and Recreation	Complete	Action has been implemented and debtor accounts adjusted.
Supporting Hospitality Businesses: <ul style="list-style-type: none"> Waiver of Outdoor Dining Fees [existing] Extension of Outdoor Dining Incentives to our Suburbs 	Manager Community, Cultural and Economic Development	On-Track	<p>Waiver of Outdoor Dining Fees have been implemented.</p> <p>A number of additional Outdoor Dining Licences/extensions to Outdoor Dining space have progressed. Council staff are progressing a strategy around using road/road reserve to expand available Outdoor Dining Space to be implemented as soon as possible.</p> <p>Globe Lane, Crown Lane and The Hotel Illawarra have been some initial examples of additional outdoor expansion. A parklet at Port Kembla is also underway to be implemented mid-January.</p>
Supporting our Business Community - Food and Personal Grooming Inspection and Administration Fees Waiver	Manager Regulation and Enforcement	Complete	Fees for these premises have been waived for the full 2021-2022 year. Inspections of premises continue but were impacted at the end of this period by the increasing Omicron cases. Only 're-inspections' of premises will be invoiced this financial year.

Supporting our Community During the COVID-19 Pandemic

Supporting Community Service Providers and Facilities Licensees

Initiative	Responsibility	Status	Progress Update
Supporting Local Not-For-Profits: Emergency Food and Care Support for Residents	Manager Community Cultural and Economic Development	Complete	The COVID-19 Emergency Food and Care Package Grant program provided \$115,205 funding and delivered 1,689 food packages to the value of \$62,250 and 3641 care packages to the value of \$52,955 to our community during a time of need. The funding was provided across two rounds to 11 organisations including Green Connect Illawarra, Need a Feed Australia, Warrawong Residents Forum, CareWays Community, Unanderra Community Centre, Wollongong Emergency Family Housing, Good 360, Rapid Relief Team, Healthy Cities Illawarra, Wollongong homeless Hub and Women Illawarra.
Supporting Community Facilities: Financial Assistance for Essential Outgoings.	Manager Library and Community Services	On-Track	<p>15 applications from licensees received and approved for financial assistance with \$75,000 support provided to date in 2021-2022. The assistance has enabled licensees to cover expenses of the centres while in lockdown and during extended period of COVID-19 restrictions. These factors reduced licensee ability to generate income through facility hire.</p> <p>Risks still exist that some licensees may not be able to meet financial obligations due to slow reactivation of facility hire post lockdown.</p> <p>Council cleaners have been utilised to assist with cleaning licensed centres to reduce licensee costs and improve cleanliness of the centres. Additionally assistance has been provided with lawn and garden maintenance, minor property improvements and ongoing maintenance.</p>

Supporting our Community During the COVID-19 Pandemic

Supporting Our Local Economy – Deployment of a Buy Local Campaign

Initiative	Responsibility	Status	Progress Update
<p>To support economic recovery and stimulate local economic activity, Council will fund the development of a 'buy local' campaign.</p>	<p>Economic Development Manager</p>	<p>On-Track</p>	<p>The 'buy local' awareness campaign, 'We Shop the Gong', continued with its rollout of collateral and advertising over the past quarter. There are 154 businesses participating across the LGA and results of advertising and toolkits over the last quarter have been positive. Using digital advertising, the campaign achieved 649,974 impressions and 4,245 clicks. Campaign videos received 8,436 YouTube views and the campaign website received 6,717 page views. Radio and Bus advertisements were successfully implemented, and 11,200 pieces of merchandise were distributed. Through business engagement there were 106 clicks to download graphics, 45 stories submitted and 1,230 uses of #weshopthegong.</p>

Supporting our Community During the COVID-19 Pandemic

Supporting Our Local Economy – Enhanced City Centre Marketing and Activation

Initiative	Responsibility	Status	Progress Update
<p>To support economic recovery and stimulate local economic activity, Council will increase our investment in city centre activation and marketing activities to support economic recovery of both the region and our local community.</p>	<p>Manager Community, Cultural and Economic Development</p>	<p>On-Track</p>	<p>The Outdoor Dining Internal Working Group was successful in assisting with the activation of The Illawarra Hotel, Globe and Crown Lane outdoor dining areas in the CBD. The Crown Lane Road closure was piloted, and has been extended until end September, when further assessment will take place. Outdoor dining decks to minimise the steep grade in Crown Lane, to enable Outdoor Dining for adjacent businesses were installed in May 2022.</p> <p>Precinct-based business communication groups were established for both Globe and Crown Lanes, facilitating improved communication and support for new ideas generation for the CBD. At the same time, the Wollongong CBD business newsletter provided regular updates and information for businesses operating in the CBD. More than 60 x Live@Lunch concerts were held in Crown Street Mall in partnership with Wollongong’s Conservatorium of Music and the Illawarra Folk Club, employing more than 50 local artists and contributing to a more vibrant and welcoming CBD. In addition, more than 20 local artists and music industry professionals were engaged for the Lovers Lane event and Laneway for Days DJ program across the year. Laneways Live held between 26 – 29 May 2022, focussed on three key interlinked areas – Globe Lane, Crown Lane and Upper Crown Street Mall Wollongong.</p> <p>The precinct-based approach, saw unique programming tailored to each area such as live performance (music, circus, roaming, dance), live art (murals, visual projections), lighting, and business engagement, with unique briefs for each of the precincts. Creative Central Business District (CBD) dressing and branding were used across all three precincts to create vibrancy in the CBD and create connectivity between the precincts. The event programme included live performances and art curated by a range of local companies and organisations including Yours and Owls, Illawarra Folk Club, Verb Syndicate, Circus Monoxide and Wollongong Conservatorium of Music, as well as markets and performances by a range of other</p>

Supporting our Community During the COVID-19 Pandemic

			<p>professional and community entertainers. More than 100 music artists were engaged for the event including more than 50 local music artists. The event also delivered two new outdoor dining decks, four live mural artwork locations, one creative window and wayfinding sign display and new festoon and fairy lighting across Globe Lane, Crown Lane and Upper Crown St Mall.</p> <p>The Wollongong CBD Marketing Strategy had a two-pronged approach during 2021-2022. During COVID-19 restrictions, the primary focus was on supporting businesses and providing them with relevant business assistance information. Upon easing of COVID-19 restrictions, the focus was on inviting visitors and community to rediscover our CBD and explore the business offering including food, beverage, and entertainment. Marketing campaigns were developed to support and promote each of the Crown Street Mall activations. Key campaigns included Laneways Live, Wollongong Live, Christmas, exhibition projects, Winter in the CBD and the Showtime Carnival event. Overall social media followers and engagement have continued to grow with social content reaching at least 193,000 Facebook users, and 35,000 Instagram users. The CBD website traffic saw an increase in visitation to 100,000 users over the year and an approximate organic search rate of 74,000 searches. Our content resulted in over 10,000 instances of consumer interests and/or enquiries in relation to the CBD businesses.</p>
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Supporting our Community During the COVID-19 Pandemic

Supporting Council's Tenants – Rent Waivers and Deferrals

Initiative	Responsibility	Status	Progress Update
Provide support to Council's commercial Tenants by adhering to the Regulations introduced on 14 July 2021 and, in addition, providing rental waivers and deferrals to eligible Tenants for the period of 1 July 2021 to 31 December 2021	Manager Property and Recreation	On-Track	Rent waivers and deferrals underway. Online application process has been set up. Council has been requesting these be submitted quarterly and has already submitted and processed a number of these applications during this period. Correspondence has been sent to Council's commercial tenants outlining the process and providing guidance to apply and the website has been updated to reflect application process and eligibility criteria.

Supporting our Community During the COVID-19 Pandemic

Supporting our Local Creative Industries			
Initiative	Responsibility	Status	Progress Update
<p>A program of support to our local creative industries to provide meaningful employment and/or business development. Includes:</p> <ul style="list-style-type: none"> • Quick response grants (\$60,000) • Events re-emergence (\$200,000) • Arts professional mentorship program (\$60,000) • Artist-in-residences (\$120,000) 	<p>Manager Community Cultural and Economic Development</p>	<p>On-Track</p>	<p>Creative Wollongong -Quick Response Grants – were delivered in October-November 2021. \$76,328.00 in Grants were awarded to approx. 25 Applicants. Grants were made available for eligible individual artists or small arts organisations across all art forms, for costs associated with creative projects or to develop a suite of digital marketing assets. Over 50 Applications were received, with approximately one third from new Applicants, and half applying for the new category of 'digital marketing'. These grants have been awarded and projects are underway, with acquittals due in August 2022. Arts professional mentorship program comprised two discrete streams of activity. The <i>Artsellerate</i> program, delivered by Creative Business Plus, focused on arts business mentoring. The professional development bursary stream focused on professional training, conference fees and mentoring to assist with individual professional creative development. Both programs are currently underway.</p> <p>The Artist in Residence program known as ARTWARD: Art in Unexpected Places, brings 6 artists with diverse creative practices and disciplines to some of Council's facilities and unexpected spaces to develop a new creative work. The new works will be an expression of place, people, and/or spaces. Two residencies have been awarded in each Local Government Area (LGA) ward. One as a direct artist creative site-specific response and one community arts engagement project. Six sites across three Council Wards have been chosen for the artists including Helensburgh Cemetery, Dapto Ribbonwood Community Centre, Wollongong Lawn Cemetery, Bushcare sites and Corrimal Library and Community Centre.</p>

Operational Plan 2021-2022 Progress

The following section provides an overview of Council's progress with delivering Our Wollongong 2028. It provides a summary of progress for 2021-2022 Annual Deliverables [Council's programs, projects and activities] and highlights significant progress with annual projects as outlined in Our Wollongong 2028 - Community Goals. This exception-based reporting provides an overview of achievements for the June 2022 Quarter. The organisation's performance is also reported by the Key Performance Indicators.

The Operational Plan 2021-2022 contains 340 annual deliverables across the six Community Goals. Table 1 below outlines how Council is tracking in the June 2022 Quarter to achieve the annual deliverables for each Community Goal.

1: Annual Deliverable Progress by Community Goal

Goal	On track	Not Scheduled to Commence	Delayed	Deferred	Ongoing / Complete
1. We value and protect our natural environment	97.26%	0%	1.37%	1.37%	0%
2. We have an innovative and sustainable economy	93.02%	0%	0%	6.98%	0%
3. Wollongong is a creative, vibrant city	89.66%	0%	3.45%	6.9%	0%
4. We are a connected and engaged community	88.89%	0%	1.85%	0%	9.26%
5. We have a healthy community in a liveable city	91.23%	0%	4.39%	1.75%	0.88%
6. We have sustainable, affordable and accessible transport	100%	0%	0%	0%	0%
Total Annual Deliverable Progress	93.0%	0%	2.5%	2.5%	2.0%

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

Operational Plan 2021-2022 Progress continued

Overall, 2.5% of Annual Deliverables were reported to be delayed and 2.5% were deferred. Table 2 below outlines all Annual Deliverables reported as delayed or deferred at the end of June 2022.

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
1. We value and protect our natural environment	Prepare a new Local Strategic Planning Statement for the Local Government Area		y	<p>Under the requirements of the Environmental Planning and Assessment Act, the review of the Wollongong Local Strategic Planning Statement (LSPS) is required to be completed no later than 2027. However, LSPS's are able to be updated more regularly and Council had intended to review the Wollongong LSPS concurrently with and informed by the Our Wollongong Our Future 2032 Community Strategic Plan.</p> <p>During the year, the State progressed a number of strategic reforms that have relevance for the review of our LSPS including in relation to Employment Zones, Design and Place and Planning Proposal processes. A range of new Regulations, State Environmental Planning Policies, Ministerial Directions and guidelines were also introduced during the year.</p> <p>In December 2021, the State announced the formation of the Greater Cities Commission to incorporate Illawarra Shoalhaven, Central Coast and Lower Hunter/Newcastle into the Commission. The new Greater Cities Commission came into effect in April 2022 and the Commission has commenced work on the new strategic settings for the expanded Greater Cities area with a discussion paper expended to be released early in 2022/23. This discussion paper will provide important context for the review of Wollongong LSPS.</p> <p>It was considered appropriate to defer the commencement of the review of the Wollongong LSPS to later in 2022/23 to provide the opportunity to understand implications from the new planning context for our local planning framework</p>

Operational Plan 2021-2022 Progress continued

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
	Prepare a new Local Strategic Planning Statement for the Local Government Area (continued)		Y	While the formal review of the Wollongong LSPS was not commenced last year, work progressed on important informing strategies such as the draft Housing Strategy, Retail and Business Centres Study, South Western Sydney Growth Impact Project and Industrial Lands Review.
2. We have an innovative and sustainable economy	Undertake the City Centre Planning Review and Design Review arising from the Wollongong City Centre – Public Spaces Public Life Implementation Plan		Y	In December 2020, Council deferred the draft City Centre Planning Strategy to enable a range of supporting studies to be completed. Those studies are still being undertaken. In particular, the LGA Retail and Business Centres Study is nearing completion and the integrated transport study is progressing.
4. We are a connected and engaged community	Commence the review of the rating structure to align to legislative change	Y		While legislative changes have been made, the necessary Regulation changes that will allow review of new categories and subcategories of rates is yet to be enacted. Progress for this task will require a clear understanding of the Regulations once approved to assess options and impacts.

Operational Plan 2021-2022 Progress continued

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
5. We have a healthy community in a liveable city	Reinstate Waterfall (Garrawarra) Cemetery	Y		<p>Land surrounding Waterfall General Cemetery (Garrawarra) was formally transferred to the NSW National Parks and Wildlife Service this year with our current Licence over the land also being transferred. This Licence allows for access to the cemetery which is landlocked.</p> <p>A Development Application was required for the site due to the Heritage nature of the cemetery. Following a Pre-Lodgement meeting, further works were identified as being required prior to Development Application submission. These works have yet to progress due to discussions being held with Crown Lands regarding transferring the site to the National Parks and Wildlife Service. Crown Land has advised an outcome will be provided once resolution of current Aboriginal Land Claims is decided. This is anticipated in the second quarter next year.</p>
	Develop a concept plan for the Beaton Park Regional Precinct	Y		The concept plan for Beaton Park Regional Precinct is currently 80% complete after being placed on hold to prioritise work on the Regional Tennis Facility. The finalisation of the Precinct Plan will recommence once works on the tennis facility commence.
	Finalise the review of the Botanic Garden Plan of Management and Masterplan	Y		The Masterplan is complete and awaiting Heritage NSW approval of the conservation management plan for Gleniffer Brae. Council will undertake consultation on the Masterplan amendments with identified major stakeholders prior to going back to Council.

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
5. We have a healthy community in a liveable city	Design and construct a boat storage shed for North Wollongong Surf Life Saving Club		Y	<p>During the year Council progressed the design of the boat storage shelter adjacent to the SES Building on Montague Street, Fairy Meadow. The design was further refined with stakeholder engagement during the year and construction drawings were completed.</p> <p>During the June quarter the project scope was further refined to unpack optional items to deliver the basic functional requirements of the storage shed for the Surf Club and the accompanying SES requirements.</p> <p>The project is currently under review.</p>
	Undertake programmed renewal works at Council's rock pools in accordance with the Infrastructure Delivery Program	Y		<p>Council has an ongoing program of works to maintain our rock pools which are located in extremely aggressive environments. Construction opportunities are limited due to the impact of seas, tide and swells.</p> <p>The replacement of the intake pipeline and raising of the abutment at the eastern end of the Austinmer Pool were not completed during the reporting period due to unprecedented extreme weather events and unsuitable tides and swells. These works are now scheduled to commence in August subject to conditions permitting.</p>

Operational Plan 2021-2022 Progress continued

<i>Community Goal</i>	<i>Annual Deliverable</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Comment</i>
5. We have a healthy community in a liveable city	Implement and design the North Wollongong Beach Seawall Renewal	Y		<p>The North Wollongong Surf Life Saving Club (SLSC) is located within the Coastal Erosion Impact Zone and will be protected from coastal wave erosion when the North Wollongong Beach Seawall project is complete. The design includes a series of bleachers to allow users to sit and overview the beach while also providing a boat ramp at the northern end. Stage 1 (immediately in front of the SLSC) has commenced while design is underway for the southern link to the existing seawall in front of the Bathers Pavilion.</p> <p>The construction of the North Beach Seawall has been delayed due to the need to carry out some additional piling works to meet specified requirements on this site. Further delays have also occurred due to supply chain disruptions, COVID-19 impacts, and unprecedented extreme weather events. These additional works are now underway.</p>

Delayed, deferred or cancelled due to COVID-19

The following Annual Deliverables were delayed, deferred or cancelled due to COVID-19 impacts:

Goal 1: We value and protect our natural environment

- Develop options for a Food Organics Garden Organics (FOGO) trial for multi-unit dwellings

Goal 2: We have an innovative and sustainable economy

- Provide funds to support Wollongong's ability to attract and retain a tourist ship visitor economy through on shore day visits;
- Support relevant agencies, business and industry to advocate for the establishment of a cruise ship terminal in the port of Port Kembla.

Goal 3: Wollongong is a creative, vibrant city

- Implement the 'Made in Wollongong' concept;
- Deliver the annual Viva La Gong Festival;
- Promote Heritage sites and Museums

Goal 5: We have a healthy community in a liveable city

- Design and construct the Longyan Friendship Garden

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

Deliver priority actions from the Urban Greening Strategy Implementation Plan 2017-2021

Throughout the year The Urban Greening Program continued servicing street tree requests, coordinating with civil construction projects, playground installations, installing transition landscape to reduce mowing and planning for priority areas with lower tree canopy. Planter boxes were installed around Woonona and Windang as part of the rolling program of townscape beautification and the completion of one of our three - Tiny Forests at Harrigan Park, Tarrawanna.

During the quarter, the Tiny Forest trial commenced to make better use of some of our outdoor spaces. Students from Tarrawanna Public School were the first to take steps toward planting our Tiny Forest at Harrigan Park Tarrawanna.

There were 600 new trees and shrubs planted on grounds the size of half a tennis court, with 50 different plant species commonly found around Tarrawanna. This will create a diverse and dense mix of native plants, chosen to replicate the layers of a forest.

The climate action benefits from creating the tiny forest include more shade, cooler air, homes and food for wildlife, a buffer to reduce noise, restoration of local biodiversity, educational benefit to the children and a way to absorb harmful carbon emissions to create a more liveable future.

Preparation for each site includes using our own premium and nutrient boosted Food Organics Garden Organics (FOGO) compost. Our food waste turns into compost which was used to grow this tiny forest.

The next stop for our tiny forest will be Dimond Bros Park at Dapto and the Wollongong Botanic Garden.



[IMAGE: Tarrawanna Public School students at the Tiny Forest project at Harrigan Park]

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

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

The June quarter saw our International Compost Week on 1 May through to 7 May 2022. A free event included workshops celebrating the Food Organic Garden Organic (FOGO). The events were held at Dapto Ribbonwood Centre where the community learned about worms and their important role within gardens. Free worm farms were also given away.

A compost inspired movie screening, home composting workshops and a FOGO school poster competition was held, enabling participants opportunities to get involved and learn something new. The prize winner received a visit to their school from Eton Gorge Theatre Company to present the environmental play, the *Fogone Conclusion*.

Compost is a gift back to soil, where food scraps and garden waste are turned into a valuable natural fertiliser returning nitrogen and vital nutrients to the soil. Here in Wollongong, we can see this action as the food scraps and garden waste we put into our FOGO (green-lidded bins) turns into premium compost.

Despite COVID-19 restrictions placing some community environment programs put on hold, events which were conducted included cloth nappies workshops (four), worm farming (one), composting (one) and the Christmas all wrapped up event

In March 2022 Council's work to help keep Australia beautiful was recognised by the collection of four major Awards as part of the NSW Sustainable Communities – Tiny Towns Awards. The Awards recognise projects around litter, waste management, recycling, heritage, community spirit and other environment areas. Wollongong was the winner in four categories for populations over 23,000 taking out the 'Communication and Engagement Award' for *Operation Nappy* program focusing on renewable nappies; 'Response to Climate Change Award' for Council's work towards Net Zero; 'Community Spirit and Inclusion Award' which was awarded to Green Connect for their COVID-19 care packages and the 'overall population' winner for our category.

Some of the many programs Council is working on to create a sustainable environment include recommencements of online nappy workshops across early childhood centres (on 1 March), the ramping up FOGO education and promotions, and cross promotion with summer cleansing program when engaging with local residents. 'Clean up Australia Day' activities were held, although these were heavily impacted by severe weather.



[IMAGE: Council FOGO bin]

GOAL 1: WE VALUE AND PROTECT OUR NATURAL ENVIRONMENT

Implement planning controls to mitigate the impact of development on the natural environment and visual amenity of our spaces and urban areas

A number of key reviews and plans were worked on throughout 2021-2022, including a review of the Development Control Plan (DCP) Chapter E23 Riparian Land Management.

During the June 2022 quarter, Council endorsed the Boarding House chapter and the Duck Creek-Marshall Vale Neighbourhood Plan to be exhibited and the chapters for Corrimal Coke Works.

To deliver Council's commitment to protecting our environment, a review of the Local Planning and Assessment Framework is being undertaken. With Council's target of a net-zero greenhouse gas emissions by 2050 for the city and net-zero emissions for Council operations by 2030, it is important homes and infrastructure are built that are energy efficient and can withstand the challenges of climate change. A Climate Friendly Planning Framework Discussion Paper was drafted to present to the community, outlining ideas on how developments throughout the city can be more climate friendly. The Discussion Paper identifies five focus areas for potential changes to the Local Planning Framework:

- Landscaping and urban greening;
- Solar and energy efficiency;
- Materials, building form and waste;
- Transport and car parking;
- Policies and incentives.

Community consultation commenced in June 2022 with feedback being sought to inform the future Local Planning and Assessment Framework.



Wollongong City Council

Climate Friendly
Planning Framework
Review Discussion
Paper



[IMAGE: Climate Friendly Planning Framework Discussion Paper]

Develop and implement the Floodplain Risk Management Plans

During the year, Council was awarded the 2022 Floodplain Management Award by Floodplain Management Australia. The Award recognised the work in planning for flooding and taking steps to reduce the impact on people, property and environment. Council has also been planning for the future as severe weather events increase.

During the June 2022 quarter, a review of the following Floodplain Risk Management Studies and Plans were underway:

- Allans Creek
- Collins Creek
- Fairy and Cabbage Tree Creeks
- Mullet Creek
- Wollongong City
- Towradgi Creek
- Hewitts Creek

It is anticipated the draft Hewitts and Towradgi Creek Floodplain Risk Management Studies and Plans will be placed on public exhibition and recommended for adoption by Council in the first half of 2022-2023.

During the year, Council received funding through the NSW Floodplain Management Grants for the following catchments:

- Brooks Creek
- Kully Bay, Minnegang and Hospital Creeks

Council is planning to partner with Shellharbour City Council and apply for joint funding to undertake the review of Lake Illawarra Floodplain Risk Management Study and Plan as part of the next round of NSW Government funding (2022-2023).

Implementation of Floodplain Risk Management Plans also continued; the Debris Control Structure detailed signage has been completed and is ready for construction during 2022-2023 for four sites across the Local Government Area.

Other key designs currently progressing include:

- Ursula Road Flood Mitigation scheme – concept design
- McMahon Street Detention Basin – detailed design
- Bellambi Gully Flood Mitigation scheme – detailed design
- Uralba Street Channel Remediation – concept design

Coordinate natural area restoration works at priority sites

Throughout the year, natural area management works continued at 159 sites across the Local Government Area. During the June 2022 quarter, 22 site inspections and 89 natural area maintenance requests were completed.

With recent wet weather and subsequent damage to waterways and natural areas, a significant increase in requests were received. Volunteer programs were heavily affected by COVID-19 restrictions throughout the year. A new tender panel has been approved for up to five years.



[IMAGE: Towradgi Creek]

Develop and implement proactive education program relating to the minimisation of air water and noise pollution

Council has engaged the services of an industry registered organisation to provide erosion and sediment control training for developers, builders, trades and Council staff to provide a presence in the efforts to continue to minimise and/or remove the result of pollution matters.

Council continues to work within the parameters of the *Get the Site Right* program as well as attending to the increased concerns raised by the community regarding water pollution matters which was manifested by the torrential rain events experienced during the June 2022 quarter. *Get the Site Right* is a campaign which targets erosion and sediment control on commercial and residential building sites across NSW, and also addresses compliance with conditions of consent with respect to noise and air pollution. *Get the Site Right* is a joint program between the Wollongong City Council, Parramatta River Catchment Group, Cooks River Alliance, Georges River Combined Councils Committee, Sydney Coastal Councils Group, Lake Macquarie Council, NSW Environment Protection Authority (EPA), and Department of Planning, Industry and Environment, and a growing number of local councils.

A Fact Sheet relating to the keeping of poultry at residential premises was produced during the June 2022 quarter to educate the community on the requirements to manage air, noise, and water pollution. Throughout the year, Council has expanded its capacity to proactively educate the community and development industry relating to air, noise and water pollution by participating in the *Get the Site Right* campaign to proactively investigate sites and educate industry to minimise pollution. Pollution matters are provided immediate attendance to minimise air, water and noise pollution.

Implement and review annual water and energy saving actions

Council continues to integrate water and energy saving actions into projects as a matter of business as usual. A significant highlight of the year is the completion of Council's Administration Building solar car park structure. The structure is reducing the Administration Building's emissions footprint by approximately 25%. The structure will also demonstrate leadership and commitment to attaining the Net Zero operations target. Furthermore, the Sustainable Building Strategy has undergone a comprehensive review. It is proposed the strategy will be presented to Council in August 2022.

Council continued to provide technical support to lease and licence holders with regards to sustainability improvements including the installation of proposed photovoltaic system and value/performance, structural suitability/permissibly, life expectancy, electrical and mounting methodology. Council's engagement with industry leaders such as the Green Building Council of Australia and research institutions such as the University of Wollongong (UoW) allows for cross organisational knowledge sharing and capacity building. Council is also working with the UoW to support the delivery of the Integrated Design Studio subject.



[IMAGE: Council's Administration Car Park Solar Project, Stewart Street Wollongong]

Performance Measures Q4 2021-2022

- Participation rate in environmental programs ^{**} | 21, 526 (Q4 2020-2021 – 85,574¹)
- Number of volunteers for Environmental Programs - Greenhouse Park[#] | 276 (Q4 2020-2021 – 94)
- Plants Propagated[#] | 69,545 (Q4 2020-2021 – 70,735)
- Plants Distributed[#] | 46,772 (Q4 2020-2021 – 55,927)
- Tonnes of Rubbish collected from clean-up activities[#] | 60 (Q4 2020-2021 – 35)
- Number of volunteers worked at Bushcare and FIReady sites^{**} | 374 (Q4 2020-2021 – 1,655)

¹ 2020-2021 participation rate in environmental programs included 67, 953 who attended Sunset Cinema and Sculpture in the Garden at the Wollongong Botanic Garden

* Impacted by COVID-19 restrictions

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

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Work with other levels of government and the business community to respond to COVID-19 impacts on the economy

Throughout 2021-2022, Council worked in collaboration with other levels of government and the business community to respond to COVID-19 impacts. The start of the year saw Council roll deliver its business support program for local businesses, in partnership with *Investible*. This program was developed to empower local businesses by providing the education, support and tools they need to grow their business into the future, as an important element of Council's broader COVID-19 Community Assistance Program adopted at its meeting of 2 August 2021. Also at this meeting, Council endorsed a 'buy local' campaign for the Wollongong Local Government Area (LGA). The campaign aimed to drive spending at local businesses in lead up to festive season to support LGA economy and employment, as the community emerged from lockdown.

As part of the ongoing recovery program throughout the first half of the year, the promotion of outdoor dining continued. In total, 30 businesses were approved for outdoor dining in the last six months. Of these, 20 were new businesses seeking to start outdoor dining, and 10 were existing businesses seeking to renew or expand their existing outdoor dining footprint.

During the September 2021 quarter, Council rolled out its Business Support Program for local business, in partnership with *Investible*. The support programs included two separate ten-week programs, *Primed to Thrive* and *Thrive* both commenced in late September and ran through to the end of November 2021. The programs focused on empowering small business owners and providing them with the tools to remain competitive despite the COVID-19 restrictions and grow to take their business to the next level. *Primed to Thrive* and *Thrive* attracted 95 attendees and 171 applications. 60% of participants indicated they are looking to employ more staff over the next 12 months.

The buy local awareness campaign, *We Shop the Gong*, launched in December 2021 as part of Council's COVID-19 Assistance Program. 154 businesses participated across the LGA, and results of advertising and toolkits were positive. Using digital advertising, the campaign achieved 649,974 impressions and 4,245 clicks. Campaign videos received 8,436 YouTube views and the campaign website received 6,717 page views. Radio and bus advertisements were successfully endorsed, and 11,200 pieces of merchandise were distributed. Through business engagement there were 106 clicks to download graphics, 45 stories submitted and 1,230 uses of #weshopthegong.

In continuation of the campaign, *We Shop the Gong* also launched its new advertising campaign for June in alignment with the expiration of the NSW 'Dine and Discover Vouchers.' The advertising campaign included digital marketing, radio advertisements and a landing page on Council's website that provided information about how to use the Dine and Discover Vouchers in the local economy. The campaign achieved 209,480 impressions and 1,608 clicks through to the landing page. The campaign also received 109 reactions, 20 shares and 5 comments to social media posts, driving increased community engagement. According to Service NSW, during the June campaign voucher redemption increased 837% compared to the previous month.

In addition to these initiatives, Council has continued its coordination of the post-COVID Peak Bodies Taskforce to work together to address both the economic opportunities and challenges that the region has faced in a post pandemic economy. The Taskforce has identified six major themes that signify priority areas for economic recovery. These themes are skills; clean energy; investment attraction; cycling; affordable housing and transport connectivity.

Investigate the development of Wollongong as a learning community, based on UNESCO framework and principles

The June 2022 quarter saw the launch of community engagement activities for the Learning City Project. Part of our community vision is for Wollongong to be a city where everyone has the opportunity to learn, to be creative and to become connected. That's why, by 2024 we are aiming to become a learning city. A community engagement plan for the Learning City Project was developed in consultation with approximately 40 lifelong learning stakeholders across city. These community engagement activities and tools were designed in consultation with community organisations and groups to increase access to participation for diverse members of the community. Engagement activity has included briefings, interviews, facilitated group discussions and focus groups.

During the year, Council demonstrated its commitment to becoming a UNESCO Learning City by retaining Goal 4 'We are connected and engaged community' in the new Community Strategic Plan 2032. Other highlights from the project included:

- All objectives in Phase 1 - Internal engagement, governance and commitment completed. Learning City Project Working Group and Project Control Group with 30 representatives from across Council;
- Mapping of Council's broad range of community education offerings were carried out;
- Development of a community education evaluation framework that measures the impact of our work in a coordinated way;
- Extended learning opportunities for the community through local and global learning festivals;
- Actively participated in local, national and international learning city and library networks including *GLAMawarra* (Galleries, Libraries, Archives and Museums in the Illawarra), the Australian Learning Communities Network, the Australian Library and Information Association, Adult Learning Australia and UNESCO Institute for Lifelong Learning;
- Developed a community engagement plan which fosters a collective impact approach to the development of a learning city strategy/plan for Wollongong in Phase 2 of the Learning City Project;
- Developed an internal action plan to support the implementation of Phase 1 outcomes and establish a more coordinated, collaborative approach to community education across business units;
- Embedded learning city objectives into the Community Strategic Plan 2032 and Delivery Program 2022-2026.



[IMAGE: Calling for involvement to build Wollongong as a learning city]

Implement the Economic Development Strategy 2021-2029

During the year, Council continued to work towards the goals of the Economic Development Strategy 2021-2029. The Strategy sets a jobs target of 10,500 new jobs by 2028. Through 2021-2022, according to the latest data from EconomyID, the Local Government Area (LGA) has grown 1,115 jobs. However, Wollongong is 578 jobs below our baseline set in 2017-2018. This indicates the local job market is continuing to recover but has not returned to pre-COVID-19 levels. Therefore, accelerating job growth has been a key focus this year across the organisation and the city.

Council facilitated 31 new enquiries during the June 2022 quarter, ranging from business support/information to facilitating larger projects through Invest Wollongong. This makes the total number of facilitated enquiries for the year 81. Council continues to facilitate many longer-term ongoing projects during the June quarter, via Council's Major Project process.

This year saw Council staff develop knowledge capabilities through the investment in innovative economic software. A key new tool is Spendmapp, which is used to analyse spending patterns in the LGA. In addition, Monitor CRMS was launched, which enables Council to engage with over 8,000 business and provides information on 15,000 business in the LGA. Property Daily is another service that has been acquired as part of our knowledge hub program. The platform assists staff to identify potential businesses that could be interested in relocating to Wollongong.

The 'Doing Business with Wollongong City Council' event has held in late October 2021 which raised understanding about the opportunities of being a supplier or contractor to Council's Infrastructure Delivery Program as well as Council's procurement processes. Over 80 local business representatives attended this session.

To help ignite new job growth, Council staff began mapping the innovation ecosystem to understand local performance and processes of commercialisation within the LGA. Mapping the ecosystem is a significant step in more robustly supporting the start-up community and tech sector within Wollongong.

Implement a range of pilot projects and activation strategies across the city centre precincts

Emerging from COVID-19 restrictions, the focus for the 2021-2022 year has been to create colourful creative places that create a cause to pause in the CBD alongside a program of activation, spearheaded by local live music. Various seasonal dressing has been applied to the CBD precincts, with a particular focus on Crown Street Mall and surrounds and live music programming from DJs to multi-person ensembles. Support was provided to Globe Lane's summer DJ music program and continued through Autumn 2022. *Live@Lunch* continued in Crown Street Mall twice weekly in partnership with Wollongong Conservatorium of Music and the Illawarra Folk Club. The outdoor dining working group continued to test a range of opportunities for CBD businesses for alfresco dining, with a particular focus on precinct planning for Globe and Crown Lanes. The Crown Lane temporary road closure has been extended until September 2022, following the success of the three-month pilot trial. New outdoor dining decks' have been provided to support alfresco dining in the Crown Lane precinct.

During the June 2022 quarter, *Laneways Live* festival returned to Crown Lane, Globe Lane and the Crown Street Mall Wollongong in late May. The free four-day event featured live music, live street art, live performances, live circus acts and a wide variety of food and drinks. As part of the festival, streets came to life with painted murals in both Crown Lane and Crown Street Mall by local artist and crated by Verb Syndicate of Wonderwalls fame. *Laneways Live* is an initiative to boost local businesses and give local performers a chance to showcase their talent. The event is funded by the NSW Government's CBDs Revitalisation Program and produced by Council.

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Vibrant and locally inspired nature artwork by artist Karla Hayes was also installed during the June 2022 quarter on the former Integral Building (corner of Church and Burelli Streets).

Planning continued throughout the June quarter for CBD activations to form part of the *Spinfest* cultural festival, coinciding with the 2022 UCI Road World Championships in September 2022. Council is also working to finalise design and progress fabrication for CBD creative wayfinding works in Globe Lane.



[IMAGE: Activation of Globe Lane, Wollongong]

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

During 2021-2022, Council welcomed and inducted 18 new Cadets, Apprentices and Trainees in February and March 2022. Planning for the 2023 intake is currently underway with the view to initiate recruitment during the September 2022 quarter. Council is currently supporting 58 Cadets, Apprentices, Trainees and School-Based Trainees across the organisation. Seven civil engineering undergraduates interned at Council during summer 2021-2022.

Council reintroduced the School Work Experience and Vocational Education and Training (VET) Placement program in 2022 after being on hold due COVID-19 restrictions. 45 placements are on offer to Year 10, 11 and 12 Illawarra High School students across the organisation.

In Spring 2021, Council awarded the 'Work Integrated Learning Scholarship', in conjunction with the University of Wollongong, for the field of 'Visualising Science' derived emissions to support the achievement of towards net zero. Planning for the Spring 2022 Scholarship is currently underway.

GOAL 2: WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Seek out opportunities to incorporate green technology in Council's projects and contracts

During 2021-2022, Council delivered a range of projects incorporating green technology. A significant highlight was the construction of the Administration Building solar car park, generating up to 1.3 megawatt hours per day and has capacity to reduce the building's emissions footprint by approximately 25%. Other projects currently programmed or scoped include:

- High efficiency pool treatment and filtration plant upgrades;
- Several large air conditioning projects;
- Replacement of the Botanic Garden nursery heating system;
- Development of all electric tourist park cabin specifications and demand management battery systems;
- Several solar shade structures designed to offset pool energy consumption at public swimming pools;
- Comprehensive review of the Sustainable Building Strategy has been completed.

Contribute to the promotion of tourism in Wollongong through the management of Council's 3 tourist parks at Bulli, Corrimal and Windang

Despite being closed due to COVID-19 restrictions for over three months, the parks welcomed over 90 families who had no fixed address or required accommodation for essential purposes. The Tourist Parks have since recovered well following forced closure. A re-opening Marketing Plan was established and implemented focusing on local stays in a safe environment. Recovery of local Council's Tourist Parks continued during the June 2022 quarter with ongoing promotions targeting the use of the NSW Governments Stay and Parents NSW Vouchers. So far, \$140,000 of these have been redeemed across the three parks.

Performance Measures Q4 2021-2022

- Number of visitations to the tourism information centres*# | 23,045 (Q4 2020-2021 – 32,537)
- Tourist Park occupancy rate of cabins * | 68% (Q4 2020-2021 – 62%)
- Occupancy rates of paid on street parking* | 69% (Q4 2020-2021 – 77%)
- Tourist parks occupancy rate of unpowered sites* | 18% (Q4 2020-2021 – 29%)
- Tourist parks occupancy rate of powered sites* | 39% (Q4 2020-2021 – 42%)

* Impacted by COVID-19

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

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Facilitate events occurring for NAIDOC Week, Reconciliation Week and Sorry Day

During the year, Council completed a range of projects promoting reconciliation and harmony. During the June 2022 quarter, the community was invited to help celebrate National Reconciliation Week (27 May to 3 June) at the Wollongong Youth Centre. This event formally launched Council's Innovate Reconciliation Action Plan (RAP) 2021-2023. At the end of 2021, Council formalised our commitment to reconciliation with Council endorsing the RAP 2021-2023, which provides meaningful actions Council can take over the next two years that focus on relationships, respect, opportunities and governance. The day was filled with traditional performances, school workshops, weaving activities, poetry and storytelling, live music, DJ sets and food.

Council's vision for reconciliation is a shared future where Aboriginal culture is celebrated and thrives. Council acknowledges our past and recognises the deep connection the Traditional custodians of Dharawal Country with these lands and waters.

During the year, Council's NAIDOC week grants were advertised in February and closed in May 2022. These grants are available to community groups to assist with strengthening community wellbeing through participation in events/activities celebrating the achievements and cultures of the local Aboriginal and Torres Strait Islanders community. Council hosted the NAIDOC Regional Awards Dinner in July 2022, which will include local Aboriginal and Torres Strait Islander performers.



[IMAGE: Acknowledgement of Country signage installed at Council-run facilities]

Deliver the annual Comic Gong Festival

During the June 2022 quarter, Comic Gong was held on 14 May. The city came to life in the colourful celebration of everything comic for the annual Comic Gong Festival. The event attracted thousands, celebrating a shared love of comics, graphic novels and pop culture. This year's Comic Gong was particularly special, as the event has been unable to delivered for the past two years due to COVID-19 restrictions. To manage large crowds, the event was spread over five different locations for the first time: Wollongong Library, Wollongong Town Hall, Wollongong Art Gallery, the Arts Precinct and lower Crown Street Mall. The Crown Street Mall featured as a new location for the exhibitors. While this was due to social distancing requirements within Town Hall, it added another element to the festival. Local businesses welcomed the additional foot traffic in the area and new community members who happened to be in Crown Street Mall at the time were introduced to the Festival. A quiet space was also established under the Town Hall for those needing respite from the day, further enhancing the accessibility of the event.

The familiar cosplay competitions, face painters, arcade alley, board games, children's activities and local Lego robotics group, *Project Bucephalus*, were welcomed by Comic Gong regulars. A new legion of fans were entertained by the Superman Stunt show in the Arts Precinct, *Battle Cry* LARP (Live Action Role Playing) and later at the after party, the Steampunk Vagabonds with their pirate dancing. Over 12,000 people attended Comic Gong.



[IMAGE: Battle Cry Live Action Role Players demonstrate swordplay at Comic Gong 2022]

Deliver the Public Art Strategy

Despite delays due to COVID-19 restrictions, 2021-2022 saw a number of new public art works installed throughout the year. Installations included: *Eye on the Horizon at Hill 60*, as part of the Ngaraba-aan Trail Port Kembla; the Bellambi entry statement; painted shared cycleway in MacCabe Park; a photographic exhibition celebrating the Country Women's Association centenary; and new art panels being renewed at Port Kembla Pool.

The renewed Public Art Strategy (2022-2032) is in draft and being prepared for public exhibition, providing an opportunity to strengthen Council's commitment to its public art collection. The Strategy provides a framework to support Council's commitment to public art, articulating why and how Council engages with public art in our city.

Highlights from the Public Art Maintenance Program included mosaic repair in Burelli Street, Belmore Basin and pavement art at Thirroul Library. An assessment has been made on Green Box Park in Bellambi with regards to repair of totem poles and graffiti removal. Cleaning and checking of artworks in Unanderra required a replacement art panel for the Sports Facility. Graffiti removal and new murals as part of Anti-Graffiti Program have been completed at sites in Wollongong, Fairy Meadow and Tarrawanna.

During the June 2022 quarter, there have been a number of programs and operations in the public art portfolio. These include a new heritage photographic exhibition celebrating the Country Women's Association centenary in the Bonacina Walkway Wollongong; new panels printed and ready for install at the Port Kembla Pool; Col Henry's work *Reflect*, is ready for installation at Moranga Park, Clifton and a new pilot project of a painted shared cycleway in MacCabe Park was completed.



[IMAGES: Mural painting on a traffic light signal box as part of an anti-graffiti program]

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Deliver key funded strategies from Creative Wollongong

The cultural development projects relating to Creative Wollongong continued to be rolled out throughout 2021–2022. Projects previously impacted by COVID-19 are now back on track for face-to-face delivery.

Viva Engine Room delivered three major projects in 2021-2022. A live community performance element of *Standing on the Ceiling* was showcased at the Council grant funded Port Kembla Festival, presented by Holy Pavlova on 23 April. The free festival took place across six venues in Port Kembla, requiring a RSVP only and included art exhibitions, light installations and featured over 20 artists.

A community film festival as the next iteration of the youth film festival held in 2021 was delivered at the Gala Cinema Warrawong in April 2022.

Upsurge, a visual arts event/exhibition, was cancelled due to weather impacts in May 2022 rescheduled to the Arts Precinct from 15 July, with 13 local Wollongong artists exhibiting and a range of workshops held.

Two new projects supported through Council's COVID-19 Community Assistance Program were implemented throughout the year: Artist Mentorship/professional development and Artist in Residence programs. These projects see Council engage with local creative business/artists to develop their creative and business skills.

ARTWARD: Art in Unexpected Places, brings artists working in diverse practices and disciplines to some of Council's facilities and unexpected spaces to develop a new creative work. The new works will be an expression of place, people, and/or spaces. Two residencies have been awarded in each Council Ward. One as a direct, creative artist site-specific response and one community arts engagement project.

Quick Response Grants with a new marketing support category were delivered in November 2021. *WEAVE* artist online network is continuing to build in partnership with Shellharbour, Kiama and Wingecarribee Councils. A Survey was developed and distributed to this network during the December 2021 quarter to gain feedback on *WEAVE's* impact and future direction.

Council staff have also been involved in the preliminary needs assessment for cultural opportunities in West Dapto and worked to upgrade facilities for dance and circus at two Community Halls.



[IMAGE: Port Kembla Festival Promotion banner]

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Deliver library programs that recognise and reflect the cultural diversity of our community

During the June 2022 quarter, the library has fulfilled 25 requests for items in 15 different community languages through the State Library of NSW Multicultural Bulk Loans Service.

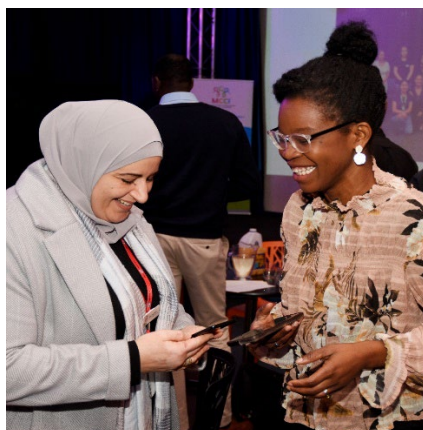
The June quarter also saw the celebration of Refugee Week (19-25 June 2022). The event was marked through a series of videos featuring interviews with former refugees, posted on social media and Council's website. This was a collaborative project with Council and Strategic Community Assistance to Refugee Families (SCARF) who assisted with recruitment of speakers. An interactive Refugee Week webpage was developed for the library's website featuring information, library resources and educational games. Links to this page were shared with Culturally and Linguistically Diverse (CALD) organisations and multicultural communities. There was also a speaker event featuring a facilitated discussion with three former refugees was held in Wollongong library. This event was very popular with 42 people in attendance who were actively and empathically engaged. Food for the event was catered by individuals with a refugee background.

As part of Refugee Week, Wollongong library featured a thought-provoking display in the library posing the question "If you had to leave your home in 15 minutes what would you take with you in your backpack?" The display featured actual lists of what some refugees took with them as they fled their homes.

The Tech Savvy Elders pilot program commenced during the June quarter, with the first group training session at Coomaditchie United Aboriginal Corporation. The program included five sessions were with a total of 26 people attending. The program was well received by the community who appreciated the opportunity to participate. Funding for this program was provided by NSW Seniors Card Training (Family and Community Services).

Other events from the 2021-2022 included Harmony Week (21-27 March 2022), celebrated with an animated video campaign on social media. A series of short, engaging videos featuring Library staff (and their children) demonstrating how to count from 1 to 10 in different community languages including Dutch, Sinhalese, German, Japanese, Farsi, Auslan, English, French, Italian and Turkish were created. These videos were posted on Facebook throughout Harmony Week.

Council celebrated Multicultural March with a speaker event called 'Insights into the Refugee Experience' featuring Sophie-May Kerr from SCARF and Elie Butoto, a former refugee from the Democratic Republic of the Congo. This event took the form of a question/answer style discussion. A display in partnership with Multicultural Communities Illawarra (MCCI) featuring a banner created by local women from different backgrounds uniting through knitting and crocheting was displayed as part of a MCCI wellbeing project. Council participated in the inaugural Aboriginal Art Trail as one of the eight venues to showcase artworks by local Aboriginal artists. The artworks were on display at Wollongong Library from 11-27 March 2022.



[IMAGE: Kholoud Sultan and (right) Elizabeth Boachie at the Refugee Week Morning Tea at Wollongong Town Hall]

GOAL 3: WOLLONGONG IS A CREATIVE, VIBRANT CITY

Deliver Council's Annual community events

Throughout 2021-2022 Council events were heavily impacted by COVID-19 restrictions and significant weather events. Despite these challenges, there were several community events delivered in various alternate modes. The Lord Mayor's Giving Tree and Biker's Toy Run events were delivered in an alternative format due to COVID-19 restrictions. New Year's Eve celebrations were delivered in a COVID-Safe format with 9pm Fireworks being held at Belmore Basin, activation of the accessible area and a photographic projection on Wollongong Flagstaff Hill Lighthouse from 8.30pm to 10.30pm for passers-by to enjoy. Australia Day 2022 was acknowledged, with the announcement of the Australia Day Award winners, Citizenship Ceremony and fireworks at Belmore Basin.

Council continued the coordination and planning for community events in the June Quarter with the Wollongong Seniors' Festival delivered in late March and early April 2022. A free community event, Pedal in the Park event was held on 10 April at Lang Park, Wollongong.

Planning for a Cultural Program to be delivered during the 2022 UCI Road World Championships in September 2022 progressed during the June 2022 quarter and is well underway.

Performance Measures Q4 2021-2022

- Library visitations^{*^#} | 947,207 (Q4 2020-2021 – 832,415)
- Library – total number of loans^{*#} | 744,327 (Q4 2020-2021 – 1,235,761)
- Library programs: number of programs^{**} | 758 (Q4 2020-2021 – 714)
- Library programs: number of participants^{*^#} | 16,529 (Q4 2020-2021 – 34,401)

* Impacted by COVID-19

^ Includes online participants

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

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Deliver the Volunteering Illawarra service

The June 2022 quarter showcased volunteering as the lifeblood to many important social, environment and community programs that take place across the city. The Volunteering Expo was held at Wollongong Town Hall on 19 May, bringing together a range of volunteering opportunities for the community to be part of. The event was hosted by Council's Volunteering Illawarra service which provides support, referral and training opportunities in the Wollongong, Shellharbour, and Kiama Local Government Areas. A wide variety of opportunities from delivering library books, planting trees, assisting students with homework and supporting community events, were showcased along with the UCI Road World Cycling Championships volunteer opportunities.

With Volunteering Illawarra operating within COVID-19 constraints throughout the first part of the year, many services were delivered online including volunteer interviews and referrals, interagency meetings and contact support.

The future of the Volunteering Illawarra service has been under review due to uncertainty of ongoing funding and support from the NSW and Commonwealth Governments. For some time, Council has covered funding shortfalls to support continuity of the service. Changes to the Commonwealth's funding and policy agenda for volunteering, has resulted in Council resolving to close the service by 26 August 2022.



[IMAGE: The Volunteering Expo at Wollongong Town Hall, May 2022]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

In consultation with the community, develop a new a Community Strategic Plan, Delivery Program and Operational Plan

This year saw the update of the Community Strategic Plan, Resourcing Strategy, four year Delivery Program and a one year Operational Plan as part of the Our Wollongong Our Future 2032 Integrated Planning and Reporting document suite. The Community Strategic Plan is a 10-year plan that identifies the community's vision, aspirations and goals for the future. The development of this key document, Our Wollongong Our Future 2032, was achieved through a three phased engagement approach.

Phase 1 of the Community Strategic Plan engagement ran from 12 July to 23 August and involved asking people to share what they love about Wollongong by submitting a photo or comment. The 'I Love Wollongong Because...' project received 155 submissions from community members.

Phase 2 then saw a focus on listening to the community with the following activities running from 6 September to 18 October including a representative Community Survey, Discussion Paper, Survey on Council's website, community circle kits and using our internal networks to reach key groups, Postcards to every household, Engagement through art, traditional methods, targeted workshops – online were all utilised to gather the community's input in to this important document.

Community feedback was collected and presented to the new Councillors in several workshops at the start of 2021. These workshops informed the development of the draft suite of plans which were presented to Council to be placed on exhibition in May 2022 for community feedback as part of Phase 3. The suite of documents were endorsed by Council to be exhibited for public exhibition, for 28 days from 4 May to 31 May 2022. During this time, Council received 356 submissions.

During the June 2022 quarter, finalisation of the Our Wollongong Our Future 2032 Integrated Planning and Reporting document suite was completed and adopted by Council. This significant project included the development of a new Community Strategic Plan, four year Delivery Program 2022-2026 and one year Operational Plan 2022-2023 and the Resourcing Strategy.



IMAGE: Our Wollongong Our Future 2032 Integrated Planning and Reporting Document Suite

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

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

Throughout the year, Council continued to use a range of methods to reach our diverse community. As Public Health Orders changed and COVID-19 restrictions eased, face-to-face methods of engagement were re-established.

For our online presence, Council's engagement team ran accessibility audits on Council's engagement website, Our Wollongong Our Future 2032, and other key engagement documents.

This has seen improvements in the accessibility of our public content over the year. A new online engagement platform was also introduced for young people. The site provides the opportunity for young people to share their ideas for events, programs and activities at any time as well as provide feedback about Council services.

For identified projects, including the Community Strategic Plan, Stuart Park Master Plan and Rock Fishing Safety initiative, information was translated into different community languages. This helps people from non-English speaking backgrounds to understand key information and be able to share their feedback and ideas.

Council developed an Easy English version of the Community Strategic Plan, which helps people with low-literacy levels understand key elements of the Plan. Across the year, Quick Response (QR) codes have been successfully deployed at project signage locations across the Wollongong Local Government Area to connect people to our engagement activities. These initiatives included a Pop-up Cycleway User Survey, where riders scanned the QR codes at stop signs and crossing points to share their feedback. The Hooka Creek Bridge project saw almost 50% of community responses come via the QR code from signage located on-site.

Council also utilised Short Message Service (SMS) text-message updates for engagement projects for the first time this year, in the Stuart Park Master Plan and Emma McKeon Recognition Projects. This allowed people to text in their ideas and remain updated as projects progressed through Council's decision-making process.

During the June 2022 quarter, the Port Kembla temporary skate facility project saw Council deploying a diverse range of methods, including face-to-face discussions. In this project, Council sent letters to thousands of local residents, included large signage on-site with QR codes linking to people to the engagement website and on-site information sessions. There were over 230 submissions to the engagement and 40 attendees at the information sessions.



[IMAGE: Signage translated in multiple languages for the Stuart Park Master Plan engagement project]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Identify additional opportunities for working in partnership with the local Aboriginal community

The June 2022 quarter saw a significant milestone reached in our commitment to working alongside Aboriginal and Torres Strait Islander communities to create an inclusive and connected Wollongong. On 3 June 2022 the Innovate Reconciliation Action Plan 2021-2023 (RAP) was launched. The RAP was endorsed by Reconciliation Australia and subsequently adopted by Council.

Throughout the June quarter, Council supported a Reconciliation Week walk event, led by CareWays in Koonawarra which had approximately 500 participants including school and community members. Council has been working with the local Aboriginal community to inform programming for *Spin Fest* a cultural program to be delivered alongside the 2022 UCI Road World Championship event. Including performances, ceremonies and children's activities run by various Aboriginal community members and organisations.

Throughout the year, the RAP Working Group met to discuss, share information, and receive an update on Council's progress on implementing the RAP. The group includes representatives from Illawarra Aboriginal Land Council, Illawarra Medical Services, Illawarra Aboriginal Corporation, and Council's Aboriginal Reference Group. Council worked with members of the Coomaditchie United Aboriginal Corporation to develop artwork and the dreaming story for the book installation, ceramic coolamons and frog (concrete) at Cringila Hills Playground. The works were installed in December 2021 with stories showing the connection between the frog and coolamons in an illustrative and sensory way. The 'Aboriginal People, Places and Stories' video project is nearing completion. Videos are being developed to increase understanding, value and recognition of local Aboriginal and Torres Strait Islander cultures, histories, and peoples through cultural learning. The local Aboriginal community have been involved in the development of the video content and some will feature in the videos. The videos will be used as tool to build awareness and understanding with Council staff as well as be shown during Spin Fest and UCI events.



[IMAGE: Welcome to Country Smoking Ceremony at the Wollongong Youth Centre, as part of NAIDOC Week, 2022]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Deliver a diverse range of community engagement opportunities to inform and guide development and delivery of council business

Throughout the year, Council have run a wide range of community engagement initiatives, sharing information with our community and listening to people's thoughts and ideas to inform decisions. To review and revise the Community Strategic Plan, Our Wollongong 2032, Council undertook a 12-month community engagement process across three phases.

A wide range of other engagement have been undertaken throughout the year, such as: Sportsgrounds and Sporting Facilities Strategy (Phase one); West Dapto Suburb Naming; Mobile Food Vending Policy; Pioneers Rest Park; Warrawong Community Centre and Library; Lindsay Maynes Park Criterium Track, Unanderra; Beaton Park Tennis Court upgrades, Retail and Business Centre Study (Phase one) and many others.

The three-phased approach used for the Community Strategic Plan project provided the community a range of ways to share their ideas and ensure the final Plan reflected our community's vision, aspirations and goals. Through surveys, workshops, postcard responses and responses to previous relevant engagement activities, over 8,900 community voices contributed to the Plan, which was adopted by Council in June 2022.

The Stuart Park Master Plan engagement has been a collaborative process, as we work towards a draft plan to share for additional community feedback. In the first phase of engagement, we heard from 860 people ranging in age from early education and care services through to those in their 90's, and several organisations. Since then, we've been working closely with local Aboriginal communities to explore and understand the cultural significance of the area. The draft Master Plan will be shared for comment during the September 2022 quarter.

Council rolled out community engagement activities as part of the *Carve a New Trail* project in Bulli, Dapto and Fairy Meadow. We invited children, young people and families to share their feedback on the trail designs and sought community feedback on three locations in Bulli. Following community feedback, the trails were constructed, and ongoing improvements continue to be made across the sites to ensure the trails meet community needs.

Manage the Merrigong function agreement for IPAC and the Town Hall

Throughout 2021-2022 Merrigong faced challenges with COVID-19 restrictions in place. Service delivery was modified in response and delivery of a live streamed event, *Made from Scratch* occurred in September 2022. Hosted online, the event was a digital presentation of new and experimental performance works from local artists, as part of the *MERRIGONGX2021* program. Our *Made from Scratch* evenings continue, connecting local artists of comedy, music, theatre and dance with a supportive audience to test new materials and build connections.

As the restrictions eased, venues were made available to support a small number of local artists to continue development of new work, under strict COVID-19 protocols. This included filming of Ali Gordon's *The Clown is Sad*, presented in association with Riverside Theatres Spot on Children's Festival. Digital audience engagement also included social media content, blog posts and regular email updates. The lockdown period presented an opportunity for Merrigong to partner with a local not-for-profit social enterprise, Green Connect. The Merrigong's chef prepared healthy meals, which were donated to those in our community most in need and struggling to make ends meet, via the Green Connect *Give One, Get One* program. The IPAC team coordinated deliveries with a number of staff, including casuals, volunteering to deliver the meals to the most vulnerable in our community.

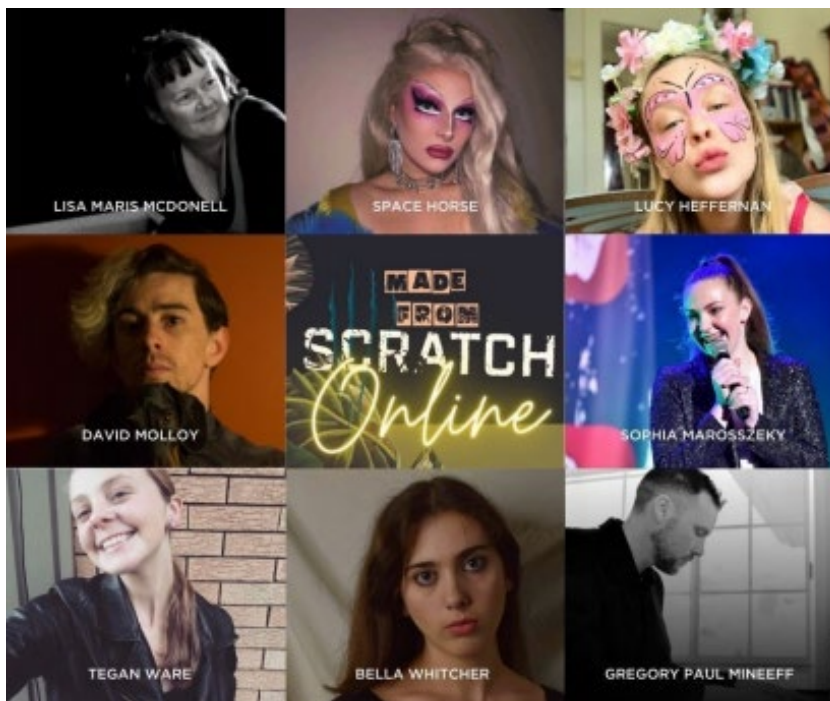
GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Later in the year Merrigong's mainstage season continued some exciting productions: an international work from London's Donmar Warehouse, *Blindness*, was a new immersive theatre experience for our audiences delivered predominantly in darkness using audio technology. *Double Delicious*, a Contemporary Asian Australian Performance (CAAP) production featuring five of Australia's famous Asian-Australian names telling personal stories of food while the audience ate the very dishes which had inspired the performers. This provided an opportunity to strengthen relationships with and support local catering businesses.

The continuation of our program saw delivery four local artist fantastic shows. Each one unique and showcasing different artforms including circus, choreography and stop-motion animation.

During the year, The Music Lounge has been busy with a full program including local folk band *We Mavericks* (2 April 2022) programmed as part of Great Southern Nights, the ARIA, NSW Government and Destination NSW initiative to fund live music events in NSW. The Merrigong Strategic Plan has a strong focus on diversity, inclusion and improving our community engagement. Merrigong is working with Deakin University on a sector-wide research project 'Diversification of Audiences' which will explore how organisational systems and processes can be adapted and updated to encourage greater engagement with diverse communities.

Council is participating as pilot presenter partner for the *ENGAGE* program being administered by CAAP. We continue to build improved services for our audiences with disability; communication (access) boards were finalised in conjunction with Access Ability Australia and circulated to visitor departments. These boards are used as communications support in any interaction between staff and patrons if there are barriers to speech or understanding. We are also working with Council teams to develop training for staff to support an exceptional visitor experience for patrons with disability who enjoy engaging with the arts.



[IMAGE: 'Made From Scratch' Promotion]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Deliver civic activities which recognise and celebrate the city's people

During 2021-2022 Council delivered a number of civic events which recognise the contribution of our community. One of our annual events held was The Australia Day Citizenship Ceremony. The Australia Day Citizenship Ceremony is the largest Ceremony on Wollongong's calendar, usually held at the Wollongong Town Hall and includes the ceremony, presentation of certificates and gifts for our new citizens, entertainment, speeches and a special acknowledgement of the Wollongong Australia Day Award winners.

This annual event highlights efforts in a range of categories including Citizen of the Year, Arts and Cultural, Sports, Innovation, Diversity and Inclusion among others. Due to COVID-19 restrictions, the award ceremony was delivered as a hybrid online event. The ceremony was delivered with MC Jeremy Lasek and Lord Mayor Gordon Bradbery AM at the Music Lounge in Wollongong Town Hall and engaged a local TV production company to film and live stream the ceremony and announcement of the awards. At the event, Council acknowledged the outstanding achievements of local Olympic champion swimmer, Emma McKeon. The event saw 180 people in attendance online using streaming software. Attendees included the nominees, the Australia Day Committee, Council's senior management, Councillors, Members of Parliament and the Australia Day Ambassador, Brian Goorjian.

Council worked with Illawarra Academy of Sport in the delivery of the Illawarra Academy of Sport Scholarship Reception which was attended by 180 guests on 22 June 2022. After two years of hybrid events this reception was able to resume in a face-to-face format.



[IMAGE: 2022 Wollongong Citizen of the Year and Olympic Gold Medallist, Emma McKeon]

GOAL 4: WE ARE A CONNECTED AND ENGAGED COMMUNITY

Performance Measures Q4 2021-2022

- Sick Leave | 6.71 Days (Q4 2020-2021 -7.24 days)
- Carers Leave | 0.46 Days (Q4 2020-2021 – 0.57 days)
- Lost Time Injury Frequency Rate | 13.73 (Q4 2020-2021 – 14.68)
- Workers compensation costs as a percentage of payroll | 2% (Q4 2020-2021– 1.8%)
- Number of media releases issued | 300 (Q4 2020-2021– 288)
- Number of Council Facebook page 'likes' | 38,039 (Q4 2020-2021 – 2,836)
- Number of Twitter followers for Council | 7,060 (Q4 2020-2021 – 6,731)
- Telephone calls are answered within 30 seconds | 87% (Q4 2020-2021 – 93%)
- Enquiries made in person are welcomed and attended to within 5 minutes* | 90% (Q4 2020-2021 – 96%)

* Impacted by COVID-19

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

Continue to work and support the investigation and business case development for formal sport, educational and recreational cycling facilities such as learn to ride facilities, pump tracks and BMX facilities

During the year and in accordance with the with the Cycling Strategy 2030, a number of major initiatives were delivered. The December 2021 quarter saw the completion of the Cringila Hills Mountain bike trail and construction plans for the Cringila pump cycling track finalised. Community consultation commenced on the Lyndsay Maynes Park, Unanderra Criterium Track with a detailed design phase. The project is anticipated to be complete during August 2022.

In October, the Cringila Hills Mountain Bike Trail opened. This was a major milestone in the implementation of the Cringila Hills Recreation Masterplan located within Cringila Community Park and is Council's first Mountain Bike Park. The Mountain Bike Park has an exciting mix of almost 12 kilometres of trails for riders to explore, catering to beginner and intermediate riders. The tracks have a mix of gradients, surfaces and obstacles.

The summer holiday period delivered fun for the kids with new bike tracks popping up across the Local Government Area as part of the *Carve a New Trail* project. Throughout the summer holidays and in partnership with companies like Dirt Art and Iconic Trails, Council developed and built a number of tracks near existing illegal bike trails, offering young riders the chance to improve their riding skills in their local community while preventing environmental damage. The tracks in Bulli, Fairy Meadow, West Wollongong and Horsley are designed to suit riders of different levels, with information on the track's skill requirements available on Council's website. Local trails and tracks are a key part of our cycling focus as a Union Cycliste Internationale (UCI) Bike City.

The June 2022 quarter saw the formal opening of the Cringila Hills Pump Track by NSW Minister for Planning and Homes Hon. Anthony Roberts MP and Wollongong Lord Mayor, Councillor Gordon Bradbery AM. The asphalt track is suitable for bicycles, skateboards, scooters, roller skates and blades and provides an opportunity to build skills and confidence. The approximately 225m-long looped track features rollers, doubles, dragon backs and berms that can be enjoyed by riders of all skill levels and is a welcome addition to the riding attractions at Cringila Hills. The new pump track will be joined shortly by a bike skills park, which remains under construction with an anticipated opening during the September 2022 quarter.



[Image: Opening of the Cringila Hills Pump Track, June 2022]

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

Throughout the year, Council continued to offer and maintain diverse and engaging play spaces across the city to create a healthy and safe living environment for the community. Playground renewals completed throughout the year include Cringila Hills Playground, Barina Park (Primbee), Wisemans Park Gwynneville and Central Park Reserve (Haywards Bay). The start of the year saw contracts for renewal works awarded for Rae Crescent (Balgownie), Bulli Beach Reserve, Rube Hargrave Park (Clifton), Guest Park (Fairy Meadow), Cawley Park (Russell Vale) and Wongawilli Playground.

These works are in line with Council's Infrastructure Delivery Program saw the investment of more than \$1M during the year to replace current playgrounds with contemporary play equipment including accessible soft fall surfacing. Upgrades to all playgrounds are part of our Strategy to make play a priority by investing in and upgrading our existing playgrounds.

During the June 2022 quarter, three playgrounds were opened at Bulli Beach Reserve, Rae Crescent Reserve, Balgownie and Rube Hargrave Park in Clifton. Work on a further two playgrounds in Cawley Park, Russell Vale and Wongawilli Community Hall are due for completion in July 2022.

Preparations and onsite works to renew these playgrounds commenced in April, and included \$450,000 of upgrades to the improve the play experience including:

- At Bulli Beach Reserve – a higher tower slide, accessible trampoline and mini bike path
- Rae Crescent Reserve, Balgownie – new play equipment featuring a climbing theme
- Rube Hargrave Park, Clifton – a variety of new equipment to cater for all ages.

People of all ages and abilities enjoy play and these spaces are valued by all members of our community, especially children.



[IMAGE: Bulli Beach Reserve Playground]

Manage Council's commercial businesses to maximise return at Corrimal, Bulli and Windang Tourist parks, Beaton Park Leisure Centre and Wollongong Memorial Gardens

While the start of the year saw Council's Leisure Centres and Tourist Parks remain closed due COVID-19 restrictions, this time was well utilised to ensure winter maintenance tasks were completed, supported by the addition of re-deployed staff from other areas. Tourist Parks and Leisure Centres reopened to the public in October 2021, with increasing numbers across both services leading into the Christmas period.

Throughout the year, renewal of amenities at Corrimal Tourist Park was completed, new equipment purchases made for the Leisure Centres and the implementation of live streaming of Memorial Services commenced to adapt to COVID-19 restrictions.

Bringing people back to our businesses was focus during the June 2022 quarter, with a Parents and Stay NSW promotion vouchers within the Tourist Parks that has seen \$140,000 in vouchers redeemed. Within the Leisure Centres a *Bring a Friend* campaign attracted 110 new visitors.

The June quarter also saw Wollongong Memorial Gardens partner with four incredible guest speakers: Margaret Rice, author of *A Good Death* and convenor of Good Grief; Wollongong Memorial Gardens Operations Manager John Chilby; Bianka Eifler, Bereavement Coordinator/Counsellor; Illawarra Shoalhaven Local Health District Acting Manager Margot Kennedy and; NSW Trustee and Guardian Wollongong, Wills and Estate Planning on how to begin a conversation around death and dying with our loved ones. The speakers shared their stories, knowledge, and experience on legal considerations, roles and responsibilities, managing grief and bereavement, the benefits of memorialisation, and how to have these challenging conversations. This event was supported by Council staff who provided insight into why planning and talking to your family about your final wishes is so important.



[IMAGE: Council staff and guest speakers at Wollongong Memorial Garden's conversations about death event]

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

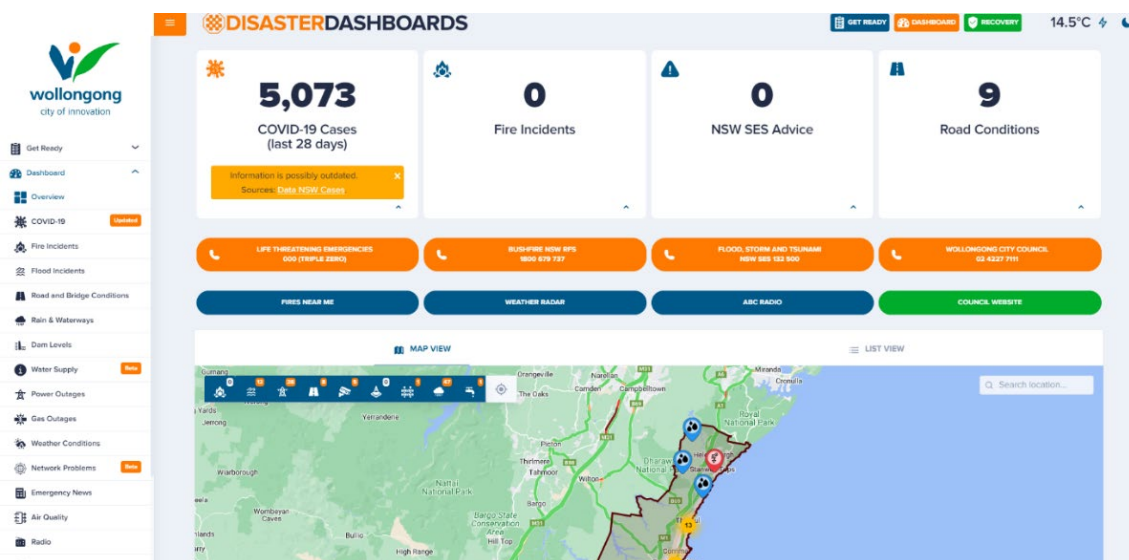
Meet obligations required under the Emergency Services interagency service level agreements

Council has Service Level Agreements with multiple agencies including the Rural Fire Service and State Emergency Service (SES). These agencies liaise directly with the relevant Council staff to ensure service levels are maintained.

Wollongong Council's Emergency Management Officer (EMO) continues to provide executive support to the Local Emergency Management Committee (LEMC). In the June quarter, Council's EMO provided executive support for the Emergency Operations Centre (EOC) which was activated twice to coordinate the response to the flood event of April 2022, and to coordinate response to a landslip impacting on Mount Ousley Road.

The 2021-22 year saw substantial emergency events unfold throughout the Wollongong Local Government Area. At the beginning of the year, an EOC was opened virtually to provide a coordinated response to the COVID-19 pandemic in the Illawarra region. This EOC was open until March 2022 when restrictions and legislation within NSW eased. During February, March and April 2022 the EOC was activated in support of the SES for two East Coast Lows and severe storms which resulted in flash flooding events.

In April, Council launched the newly created Disaster Dashboard available on our website. The live tool contains content maintained by a variety of agencies and functional areas. It contains information about the latest COVID-19 case numbers, fires and floods, road conditions, school closures, beach conditions, all the necessary phone numbers for every kind of emergency. The dashboard is designed as a 'one stop shop' for all emergency management information to improve access to critical information to our community.



[IMAGE: The Disaster Dashboard on Council's Website]

Support newly arrived and refugee communities through sector development and coordination, community awareness and education.

During the 2021–2022-year, Council partnered with Multicultural Health and community organisations to deliver key COVID-19 related health messages to the Culturally and Linguistically Diverse (CALD) community. Illawarra Refugee Issues Forum (IRIF) convened by Council met regularly and over the year has provided a regular focal point to discuss key issues and how to seek support, including vaccination promotion to refugee communities, housing advocacy and the resumption of refugee migration in 2022. We continue to welcome new staff members and organisations offering a way to meet others in the sector and build a profile.

This year the chairing of the meeting has been shared amongst different organisations to maintain a sense of collective ownership of the interagency. Council staff continue to be active in the NSW CALD Water Safety Committee. The Committee provides an important networking opportunity across NSW on beach and river safety and education.

Support was provided to the Illawarra Interfaith Women's Network to seek grant funding through the Multicultural NSW Event and Festival Grant program. Funding is being sought to run a 'Celebrating Resilience in Diversity' event in November 2022 to re-launch the Network after the disruption and difficulties of the past two years. As part of Refugee Week 2022 a celebration morning tea for 150 members of refugee background was held at the Wollongong Town Hall in partnership with SCARF and the Red Cross. The event included performers and MC's from refugee background and was catered for by refugee-led food businesses. A question and answers session was held at Wollongong Library with three former refugees sharing their settlement experiences. 35 people attended the event which included a shared afternoon tea. Local ABC radio interviewed two former refugees on their experiences as part of the event.

Specific highlights throughout the year include:

- Presentations provided by leading experts to Illawarra Refugee Issues Forum (IRIF) in August 2021 on the latest health advice, issues and engaging Culturally and Linguistically Diverse (CALD) communities;
- Daily sharing of key COVID-19 related messages, translations and resources for Illawarra Refugee Issues Forum members, multicultural services, community leaders and Council staff;
- Regular updates to the COVID-19 Multilingual Resources and Support Services Directory on Council's website;
- Discussions with key multicultural services and government agencies to identify issues, information gaps and strategies to engage newly arrived communities with key COVID-19 messaging and to debrief sector workers on exhaustion, frustration and despair related to demand on services and lack of support;
- Supporting the NSW Department of Education production of video messages for families in five languages. The messages clarify guidelines for school attendance, how to access devices and support home learning;
- Initiating a collaboration with NSW Multicultural Health Communication Service (MHCS), Local Health District and local multicultural service providers to film key messages regarding vaccines and lockdown information in Wollongong's two minority languages: Kinyamulenge and Karenni for adults and young people.
- Supporting Multicultural Health, Grand Pacific Health and Karenni community leaders to deliver an online community information session on vaccines and lockdown and safety information on 11 August.
- Promoting an online community session for Arabic speaking communities in September 2021.
- Assistance provided to Multicultural Health and local services to develop a strategy to target vaccine hesitancy in African communities;

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

- Supporting ongoing collaboration with TAFE, Strategic Community Assistance to Refugee Families (SCARF), Green Connect and Council to address lack of digital devices for adult learners.



[IMAGE: Refugee Week 2022 Promotion]

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

During 2021-2022 Council delivered a range of youth development opportunities with a focus on engagement, capacity building, inclusion, belonging and support. Weekly programs and events at Wollongong Youth Centre included:

- *Rainbow League*, a safe space for same sex attracted, gender diverse or questioning young people to make social connections and have access to information and support;
- *Acting Up*, a theatre and performance program providing young people the opportunity to gain skills and confidence in the performing arts in a fun environment;
- *Team Ignite*, a youth led event organising group, supported music events for young people as part of the 'On Stage' program including, live music, open mic nights and *ThursGAYS*;
- *Painting and Planting*, a creative opportunity to revamp spaces at Wollongong Youth Centre with artwork and plants;
- *Circus Series* was held in the Youth Centre forecourt and provided opportunities to learn circus skills;
- *Youth in Fashion* allowed young people to design and create their own clothes;
- *Create*, a program using arts-based methods exploring a range of mediums and creative activities for social wellbeing and connection.
- *Hang Out* – a space for young people to meet, connect and socialise in a safe supervised environment;
- Illawarra Multicultural Youth Conference delivered online in partnership with Department of Education and Multicultural Communities Council Illawarra (MCCI).

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

Throughout the year, weekly structured programs and events were also provided for young people across the Local Government Area in our suburbs. *Teenz Connect* was expanded to be delivered at both Warrawong and Corrimal Libraries. This program included interactive and skills-based activities providing a safe place for young people to build relationships and connection.

Bundaleer Connect and *2518 Connect* were delivered in Bundaleer Estate and Bellambi, providing a range of activities. *Dapto Youth Connect* was launched to provide a safe place for young people in Dapto to hang out and participate in activities at 'The Lair, Dapto Ribbonwood Centre.

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

Wollongong Youth Services social media platforms have been used to provide young people with program and event information. Daily posts have featured service providers and details about programs offered by Council. The platforms have also promoted the information and referral service. A competition was held to increase followers on Instagram and Facebook. During the June 2022 quarter, 4414 young people participated in programs and services.



[IMAGE: Live Music at the Wollongong Youth Centre]

Implement the key recommendation of the Strategic Plan for Council's swimming pools in accordance with Council's capital program

Throughout the year, Council continues to plan key upgrades of facilities including investigations for the new filtration system for Helensburgh and Western Suburbs-Unanderra Pools.

In September 2021, the Port Kembla Pool and Beach adult change and lift facilities were commissioned and well received by the community.

During the June 2022 quarter the Tender of the new accessible water play area at Western Suburbs-Unanderra Pool was advertised with construction to be undertaken during 2022-2023.

Performance Measures Q4 2021-2022

Community Transport trips*^ | 18,594 (Q4 2020-2021 –23,041)

Direct-Run District Level Community Facilities visitation*^ | 124,753 (Q4 2020-2021 – 90,992)

Utilisation of Direct-Run District Level Community Facilities*^ | 22,332 Hours (Q4 2020-2021 – 21,029]

Social Support hours of service*^ | 11,853 Hours (Q4 2020-2021 – 10,170)

Total Visits commercial heated pools: Corrimal*^ | 101,299 (Q4 2020-2021 – 110,236)

Total Visits commercial heated pools: Dapto*^ | 47,924 (Q4 2020-2021 – 56,206)

Utilisation/visitation at pools*^ | 629,922 (Q4 2020-2021 – 423,964)

Utilisation/visitation at beaches^ | 1,132,293 (Q4 2020-2021 – 1,120,143)

* Impacted by COVID-19

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

GOAL 6: WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Develop and implement a best-practice active transport data collection and evaluation program

During the June 2022 quarter, an additional three permanent counters were installed at the pilot Pop-up Cycleway (Smith and Kembla Street's, Wollongong) and at key locations on the coastline cycleway. Counters will collect data which helps guide key priorities outlined in the Wollongong Cycling Strategy 2030. This data will also support the evaluation of performance against the Strategy. Key priorities for the Cycling Strategy include safety, convenient, planned, business, tourism, events and innovation.

The trial for an Artificial Intelligence (AI) driven video survey continued at the Blue Mile, Puckey's Reserve and foreshore area at Bulli. Data captured shows the number of walkers and bike riders, as well as the direction they're travelling in. This information will be used by Council to plan future improvements to our coastal pathways, without capture of personal information. Fixed counters were installed to measure the use of the trial Pop-up cycleways in Thirroul, Towradgi, Port Kembla and Wollongong. There are existing counters in Smith and Kembla Streets Wollongong, collecting the number of cycling trips, direction travelled and speeds. Recent data shows there were close to 250 trips a week along Kembla Street in the last two weeks of 2021 and the first week of 2022 and more than 600 trips a week on Smith Street in the same period.

Council has also deployed three smart Variable Message Sign (VMS) trailers to support the rollout of our VMS and tube count data collection program. The use of Mobile data technology to inform transport planning is actively being explored to support future service planning and delivery.



[IMAGE: Local Footpaths and Cycleways]

GOAL 6: WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Collaborate with partners to fund and deliver a suite of education, information and infrastructure programs that improve cycling participation through improvements to infrastructure, amenity and safety

During 2021-2022, Council has partnered with *Ride Nation* to undertake the delivery of cycling education programs and events. During the year, we have seen a significant increase in the investment for cycling and active transport infrastructure. With the support of the NSW State Government, Council has received \$800,000 under the NSW Active Transport Program towards the Grand Pacific Walk shared pathway at Clifton. In addition, Council has successfully delivered over \$540,000 of Commonwealth Local Road and Community Infrastructure (LCRI) program funded shared user path (SUP) projects at Ursula Road Bulli and Cordeaux Road Unanderra.

There has been \$1.2M of NSW Public Spaces grant assigned to the Fairy Creek Masterplans network.

Council also successfully secured Union Cycliste Internationale (UCI) legacy grant funding for its wayfinding signage project. Council is partnering with the Illawarra Bicycle Users Groups (IBUG) to deliver this project prior to the UCI Road World Championships in September 2022. The Pop-up Cycleways program is nearing completion under respective grant programs.

Council is collaborating with the University of NSW (UNSW) 'City Futures - ARC Bikeability' project. The project will involve testing and simulations of bike infrastructure at locations across the Wollongong Local Government Area.

Council will also partner with the Ride to University of Wollongong project, which has received UCI legacy grant funding. The main objective for this project is to encourage more students to ride to university.

\$2M in NSW Government funding for the Princes Highway, Memorial Drive to Bourke Street, Fairy Meadow and similar *Share the Path* projects has been applied for. To support future funding applications, Council is developing a suite of ready to construct shared user paths in collaboration with Transport for NSW. Work will also commence on a review of the *Share the Path* user behaviour campaign, in collaboration with riding partners and Illawarra-Shoalhaven Councils.

GOAL 6: WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

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

Throughout the year, Community Transport (Wollongong – Shellharbour) has provided a range of services to support frail older people and those who are transport disadvantaged to continue living independent, active community members and to access essential services. The service used a marketing campaign developed by Transport for NSW to promote the service to the community through social media. A range of printed materials was also distributed for service providers to use.

The goal of this campaign was to increase our community's awareness about the programs on offer and to rebuild customer confidence in a COVID-19 normal environment. Throughout the COVID-19 restrictions, we continued to provide essential services to our vulnerable community who needed them most. Service demand has remained steady despite service modifications and reduced capacity due to COVID-19 restrictions.

The marketing approach was placed on hold due to COVID-19 restrictions, however the Community Transport website and Council's social media channels continued to be utilised. Community Transport has continued to explore options to identify ways to promote access to services. As COVID-19 restrictions eased, customer confidence in utilising the services on offer has continued to increase. During the June 2022 quarter, the service received 871 new referrals, with 457 deemed eligible.



[IMAGE: A Community Transport volunteer bus driver]

Performance Measures Q4 2021-2022

- Delivery of Council's Capital Program | 94% (Q4 2020-2021 – 91%)

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
1.1.1.1 Implement programs and events which facilitate community participation to improve natural areas	100%	0%	0%	0%	0%
1.1.1.2 Projects and programs that achieve enhancement of the natural environment and escarpment are developed and implemented	100%	0%	0%	0%	0%
1.1.2.1 Protect and conserve the health and biodiversity of our waterways and coast	100%	0%	0%	0%	0%
1.1.2.2 The impacts of the increasing number of visitors to the coast and Lake Illawarra is managed effectively	100%	0%	0%	0%	0%
1.1.3.1 Manage vegetation to reduce bushfire risk in Asset Protection Zones on natural areas under Council care and control	100%	0%	0%	0%	0%
1.1.3.2 Establish effective urban stormwater and floodplain management programs	100%	0%	0%	0%	0%
1.2.1.1 Develop and implement a range of programs that encourage community participation in reducing Wollongong's ecological footprint	89%	0%	11%	0%	0%
1.2.1.2 Promote and enforce compliance with litter reduction	100%	0%	0%	0%	0%
1.2.1.3 Methods to reduce emissions are investigated and utilised	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
1.2.2.1 Our community is proactively engaged in a range of initiatives that improve the sustainability of our environments	100%	0%	0%	0%	0%
1.3.1.1 Impacts from development on the environment are assessed, monitored and mitigated	100%	0%	0%	0%	0%
1.3.1.2 Develop planning controls and Town Centre and Neighbourhood Plans with regard to the economic, social and environmental impacts	100%	0%	0%	0%	0%
1.3.2.1 Carry out best practise assessment for urban development proposals and applications	100%	0%	0%	0%	0%
1.3.2.2 Mitigate the impact of development on the natural environment and visual amenity of our open spaces and urban areas	50%	0%	0%	50%	0%
1.4.1.1 Work in partnership with others to promote a diverse range of heritage education and promotion programs	100%	0%	0%	0%	0%
1.4.2.1 Work with the local Aboriginal community in the management of Indigenous heritage	100%	0%	0%	0%	0%
1.5.1.1 Set an emissions reduction target and carry out actions to reduce greenhouse gas emissions through the Global Covenant of Mayors	100%	0%	0%	0%	0%
2.1.1.1 Build on partnerships which enable the retention of local talent	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
2.1.2.1 Ensure that Wollongong is attractive for business expansion, establishment and relocation.	100%	0%	0%	0%	0%
2.1.2.2 Progress implementation of the City for People and its accompanying Implementation Plan	67%	0%	0%	33%	0%
2.1.3.1 Support regional activities and partnerships that promote business investment and jobs growth	100%	0%	0%	0%	0%
2.1.4.1 Develop and maintain partnerships with the business sector to fund and contribute to a broader range of community projects and activities	100%	0%	0%	0%	0%
2.1.5.1 In collaboration with key agencies, facilitate the West Dapto Taskforce to deliver the first stages of the West Dapto Urban Release Area	100%	0%	0%	0%	0%
2.2.1.1 The development of renewable energy products and services is supported	100%	0%	0%	0%	0%
2.2.1.2 Partnership opportunities in research and development are expanded	100%	0%	0%	0%	0%
2.2.2.1 In conjunction with partner organisations support the development of innovative industries	100%	0%	0%	0%	0%
2.2.3.1 Undertake major refurbishment works in the city centre	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
2.3.1.1 Pursue initiatives that promote the region as a place to holiday to domestic and international markets	75%	0%	0%	25%	0%
2.3.1.2 Support projects that investigate opportunities for the provision of tourism infrastructure	75%	0%	0%	25%	0%
2.3.2.1 Market and promote events in the city centre	100%	0%	0%	0%	0%
2.3.2.3 Improve policies and systems to support the revitalisation of the city centre	100%	0%	0%	0%	0%
2.3.3.1 Continue to grow Wollongong's attractiveness to attract signature events and festivals	100%	0%	0%	0%	0%
2.4.1.1 Ensure Wollongong is attractive to research and development companies and organisations	100%	0%	0%	0%	0%
2.4.1.2 Implement a range of programs that incorporate learning and development	100%	0%	0%	0%	0%
2.4.2.1 Implement programs to ensure Wollongong becomes a Smart City	100%	0%	0%	0%	0%
3.1.1.1 Promote Made in Wollongong to become a well-known brand	0%	0%	0%	100%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
3.1.1.2 The visibility of our cultural diversity is increased	100%	0%	0%	0%	0%
3.1.1.3 Encourage the integration of urban design and public art	100%	0%	0%	0%	0%
3.1.1.4 Deliver sustainable and successful events and festivals through Council investment and delivery of the Events Strategy	100%	0%	0%	0%	0%
3.1.1.5 Encourage Sports Associations to conduct regional, state and national events in the city	100%	0%	0%	0%	0%
3.1.2.1 Provide opportunities for local artists and performers to exhibit, promote and perform at Council venues and events	80%	0%	0%	20%	0%
3.2.1.1 Provide support to existing and emerging artists and performers	100%	0%	0%	0%	0%
3.2.1.2 Seek funding for the promotion of heritage sites, museums and galleries to the community and visitors	67%	0%	33%	0%	0%
3.2.2.1 Coordinate an integrated approach to infrastructure improvement and service delivery in the Arts Precinct	100%	0%	0%	0%	0%
3.2.3.1 Support the coordination of an externally funded calendar of activities delivered across the city	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
3.3.2.1 Deliver and support a range of projects and programs which build harmony, understanding and cultural awareness	100%	0%	0%	0%	0%
4.1.1.1 Ensure an effective community engagement framework that connects the community to Council decision making	100%	0%	0%	0%	0%
4.1.1.2 Improve community understanding and awareness of Council decisions	100%	0%	0%	0%	0%
4.1.3.1 Council continue to partner with our local Aboriginal community	100%	0%	0%	0%	0%
4.2.1.1 Increase opportunities for the community to connect with volunteering organisations	100%	0%	0%	0%	0%
4.2.1.2 Support community participation in community activities	100%	0%	0%	0%	0%
4.2.1.3 Build the capability of community based organisations in managing, developing and sustaining their volunteers	100%	0%	0%	0%	0%
4.2.2.1 Continue to participate and contribute to an integrated community service network	100%	0%	0%	0%	0%
4.2.3.1 Support a range of projects and programs in the city	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
4.3.1.1 Ensure appropriate strategies and systems are in place that support good corporate governance	87%	0%	0%	0%	13%
4.3.1.2 Build a workplace culture that is safe, engaged, responsive and professional	57%	0%	0%	0%	43%
4.3.2.1 Effective and transparent financial management systems are in place	100%	0%	0%	0%	0%
4.3.2.2 Continue to pursue alternative funding options to deliver financially sustainable services and facilities	80%	0%	20%	0%	0%
4.3.2.4 Deliver the Asset Management Strategy and Improvement Plan 2012-17	100%	0%	0%	0%	0%
4.3.3.1 Coordinate a service review program with a focus on business development and improvement	100%	0%	0%	0%	0%
4.3.3.2 Working together, levels of service are established and service continuously improve and offer best value for money	100%	0%	0%	0%	0%
5.1.1.1 Partner with community based organisations in the provision of services	100%	0%	0%	0%	0%
5.1.1.2 Continue to undertake social, land use and environmental planning activities that assists in service planning	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
5.1.2.1 Partner with agencies and health authorities to support improvements to the region's medical services	100%	0%	0%	0%	0%
5.1.3.1 Deliver a diverse suite of projects to the community that foster and enhance community strengths and participation	100%	0%	0%	0%	0%
5.1.3.2 Carry out commercial business management of Council's operational lands	75%	0%	25%	0%	0%
5.1.4.1 Provide an appropriate and sustainable range of quality passive and active open spaces and facilities	94%	0%	6%	0%	0%
5.1.4.2 Review planning controls for priority locations	100%	0%	0%	0%	0%
5.1.4.3 Policies and plans are developed, reviewed and implemented to encourage physical activity	100%	0%	0%	0%	0%
5.1.4.4 Develop and implement public health, amenity and safety regulatory programs and reviews that assist in improving compliance with legislative requirements	100%	0%	0%	0%	0%
5.1.5.1 Increase opportunities to enhance library multimedia and online services	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
5.1.5.2 Renew community facilities and consider rationalisation, replacement or refurbishment to achieve facilities that are strategically located, good quality and meet identified community need	100%	0%	0%	0%	0%
5.2.1.1 Investigate provision of Leisure Services in the greater Dapto area, taking into account expansion of West Dapto, and determine Council's role in the market	100%	0%	0%	0%	0%
5.2.1.2 Investigate the future provision of Aquatic Services across the local government area and implement improvements	67%	0%	33%	0%	0%
5.2.1.3 Use data to assess the current community infrastructure available, community demand and develop a strategic framework and policies to either rationalise, enhance or expand to meet community needs	100%	0%	0%	0%	0%
5.2.1.4 Develop a Regional Botanic Garden of Excellence	60%	0%	20%	20%	0%
5.2.1.5 Provide statutory services to appropriately manage and maintain our public spaces	100%	0%	0%	0%	0%
5.2.1.6 Implement Council's Planning, People, Places Strategy	100%	0%	0%	0%	0%
5.2.2.1 Deliver a range of programs and recreational pursuits for older people	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
5.3.1.1 Prepare a Housing Study and Strategy incorporating Affordable Housing Issues	100%	0%	0%	0%	0%
5.3.2.1 In partnership with relevant agencies and networks lobby and advocate for improved service levels and quality enhanced access to services	100%	0%	0%	0%	0%
5.4.1.1 Provide lifeguarding services at beaches (in partnership with Surf Life Saving Illawarra) and Council pools	100%	0%	0%	0%	0%
5.4.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives	100%	0%	0%	0%	0%
5.4.2.1 Delivery projects and programs to reduce crime in the Wollongong Local Government Area	100%	0%	0%	0%	0%
5.5.1.1 Well maintained assets are provided that meet the needs of the current and future communities	75%	0%	8%	8%	9%
5.5.1.2 Manage and maintain community infrastructure portfolio with a focus on asset renewal	100%	0%	0%	0%	0%
5.5.1.3 Coordinate an access improvement program through pre-planning and renewal activities	100%	0%	0%	0%	0%
6.1.1.1 Support the delivery of the Gong Shuttle Bus as an affordable transport option	100%	0%	0%	0%	0%

APPENDIX 1: Annual Deliverables Progress by 4 Year Action Delivery Program 2018-2022

<i>Goal</i>	<i>On track</i>	<i>Not Scheduled to Commence</i>	<i>Delayed</i>	<i>Deferred</i>	<i>Ongoing / Complete</i>
6.1.2.1 Implement a variety of projects and programs to encourage sustainable transport throughout the LGA	100%	0%	0%	0%	0%
6.1.3.1 Plan and implement an integrated and sustainable transport network	100%	0%	0%	0%	0%
6.1.4.1 Facilitate the integration of public amenities and transport with local communities	100%	0%	0%	0%	0%
6.2.1.1 Work with partners to reduce travel time between Sydney and Western Sydney with Wollongong	100%	0%	0%	0%	0%
6.3.1.1 Plan and implement projects to improve connectivity	100%	0%	0%	0%	0%
6.3.2.1 Deliver sustainable transport asset renewal programs and projects	100%	0%	0%	0%	0%
6.3.3.1 Investigate the option for disruptive transport technologies and the impact on the future transport network	100%	0%	0%	0%	0%
6.3.4.1 Work with key agencies and partners to continue and improve late night transport options	100%	0%	0%	0%	0%
6.3.5.1 Develop an alternative service delivery, governance model and auspice for Community Transport in response to the Federal Government's Aged Care reform legislation	100%	0%	0%	0%	0%
Total Annual Deliverable Progress	93%	0%	2.5%	2.5%	2%