



DELIVERY PROGRAM & OPERATIONAL PLAN PROGRESS REPORT

January - June 2024

Acknowledgement of Country

Woollahra Council acknowledges the Gadigal and Birrabirragal people who are the Traditional Custodians of this land and we pay our respects to Elders past, present and emerging.



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Cooper Park Community Garden open day



Unveiling of the portrait of Brenda (Dutchie) Backhouse, first female Mayor of Woollahra, by artist Sally Ryan (pictured)

Executive Summary



Welcome to the progress report for Council's Delivery Program 2022 - 2023 to 2025-2026 and Operational Plan 2023-2024, for the reporting period January – June 2024. As this is the

final report on the Operational Plan for 2023-2024, it is important that I share some highlights from this period.

At the 2024 Local Government Professionals Excellence Awards held in June 2024, Council were finalists across four projects categories as follows:

- Rose Bay Centre Connectivity Program
- Boosting Employee Wellbeing through an Early Intervention Program
- Our first Strategy for Improving the Customer Experience
- Charging the East-The Eastern Suburbs Electric Vehicle Charging Project (with our colleagues at Waverley & Randwick Councils).

Council were the winners in the category of People, Workplace & Wellbeing (for Councils with a population under 150,000) with our Boosting Employee Wellbeing through an Early Intervention Program. Our Early Intervention Program proactively addresses workplace injuries, ensuring the wellbeing of all staff, whilst minimising the impact of injuries on the organisation.

Council were also winners of the Special Project Initiative for populations over 150,000, in conjunction with our neighbouring Councils of Waverley and Randwick, for

our Charging the East - The Eastern Suburbs Elective Vehicle Charging project. Since 2019, this 3-Council team have spearheaded the ground-breaking initiative of designing and installing a network of public charging stations across the eastern suburbs. The project marked Sydney's first on-street public charging stations, representing the largest local government-backed on-street charging infrastructure in NSW.

Whilst winning awards is fantastic and much-welcomed recognition for the work the Council team does, none of this means anything unless we are able to continue to deliver for our community. In line with delivering for you, here are some other highlights from the last six months:

- Installation of 2 sets of binoculars the Jacobs Ladder viewing area and Christison Park, along with accompanying signage
- More than 70 volunteers assisted in litter collection at Rose Bay Beach as part of Clean Up Australia in March 2024
- A Seed Library was launched at the Watsons Bay Library
- Completion of the renovation of the Vaucluse Bowling Club
- Continued to clean and maintain our LGA-wide business centres every day
- 5,299 tonnes of general waste was collected during the reporting period and 2,643 tonnes of recycling was also collected
- The much anticipated upgrade of the Lyne Park, Rose Bay playground continued, with an opening due in August 2024
- The upgrade to Bay Street, Double Bay was completed, with the upgrade providing a vastly improved and inviting entrance into the heart of Double Bay

- There were 448 Development Applications and modification applications lodged with Council during the reporting period
- Adoption by Council of the Edgecliff Commercial Centre Strategy
- A Data Breach Policy & Response Plan was adopted by the General Manager and implemented across the organisation
- Council's Workforce Management Strategy was reviewed, updated and endorsed by Council
- A Youth Week event was held in May 2024
- A total of 25 exhibitions were held at the Woollahra Gallery at Redleaf
- There were 312,034 loans recorded across our Libraries for the reporting period.

As you can see from the above snapshot, there has been much achieved over this past six months, with much more still to come.

As this is the last report on our 2023-2024 Operational Plan, it also signifies the last report for the current term of Council. The current Woollahra Councillors were elected in December 2021 and their term will end in mid-September, with the local government elections taking place on Saturday 14 September 2024.

I want to take this opportunity to thank all the Councillors for their incredible efforts over this term of Council. From moving on from the impacts of the COVID-19 pandemic, to making some tough financial decisions to ensure the ongoing financial sustainability of Council; from adopting the Urban Forest Strategy through to adopting the Double Bay and Edgecliff Strategies, this Council has made a range of major decisions that will positively

impact on the lives of Woollahra residents, businesses and visitors for many years to come.

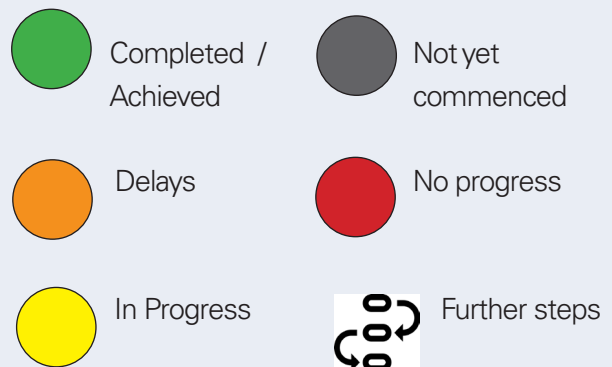
Dedicating yourself to delivering for your community as an elected Councillor is without doubt, one of the toughest jobs around and we are very fortunate as a local government area, to have had such a dedicated group of Councillors working for us every day. We thank you for all you have done and we wish you all well for the future.

Having said all of that, there is still plenty to do and to deliver and we look forward to continuing to do that throughout 2024-2025.

Craig Swift-McNair,
General Manager

Understanding this report

We have used a traffic light system to indicate the progress of our Operational Plan actions:





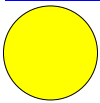
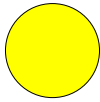
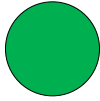
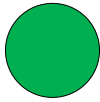
Notices of Motion

A Notice of Motion (NOM) is a request for action adopted by Council during the financial year. Councillors can raise a NOM at formal Council meetings. NOMs are not resourced in the adopted Operational Plan and related Budget at the commencement of the financial year and therefore resources with which to undertake the actions from a NOM, will normally form part of the consideration by Council prior to adopting a NOM. Where resourcing is required to deliver a NOM action/s, this may lead to delayed delivery of already adopted Operational Plan actions. Council staff will keep Councillors informed of any potential delivery impacts to existing Operational Plan action as a result of a NOM or NOMs being adopted by Council.

In the following pages, NOMs are reported in three ways: New – being those NOMs received between January – June 2024; NOMs being actioned via the Council adopted 2023/24 Operational Plan and NOMs either Completed / In Progress / Not Yet Commenced.

In the period 1 January – 30 June 2024, new NOMs as listed below were received. This list reflects the status of the report as at 19 July 2024. Where a report has been tabled to the Finance, Community & Services Committee this is referred to as FC&S; where a report has been tabled to the Environmental Planning Committee this is referred to as EP; where a report has been tabled to the Strategic & Corporate Committee this is referred to as S&C.


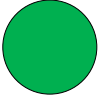
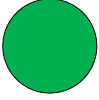
NOM Date	NOM Subject & Brief Description	Status
Parks, Trees & Recreation		
13/05/2024 	Feasibility of further measures to protect tree canopy on private land in the Woollahra LGA Prepare a report on further development controls requiring the retention of established trees on private property.	In Progress; Internal discussions are progressing with a view to present the required report back to the appropriate Committee in Q2 FY24/25.
Transport & Engineering		
12/02/2024 	Bay Street Upgrade Congratulate Staff on the upgrade to the northern end of Bay Street, Double Bay. Also notes the work done on the Double Bay Ferry Terminal and that the Mayor write to TfNSW to express our appreciation and gratitude.	Completed.

NOM Date	NOM Subject & Brief Description	Status
Strategic Planning, Heritage Conservation & Place		
11/03/2024 	Best Street in Woollahra Council investigate and report back on the feasibility and method of implementing a “Best Street in Woollahra” yearly competition.	In Progress; It is anticipated that a report on this matter will be reported to a meeting of Council in August 2024.
13/05/2024 	Celebrate Woollahra Postcode 2025 Prepare a report, for consideration by Council, setting out a plan with recommendations for celebrating Woollahra and its postcode “2025”, in 2025, together with suggestions for grant funding to assist with local business and community events in Woollahra during that calendar year.	In Progress; It is anticipated that a report on this matter will be reported to a meeting of Council in August 2024.
Corporate Services		
11/03/2024 	Integrity in Local Government Request the General Manager table a report at the 13 May 2024 Council meeting and Council resolves into the future to have Councillors publicly disclose their meetings with registered lobbyists, property developers and residents’ associations that a Residents’ Association, Lobbyist and Property Developer Register.	Completed; A subsequent Notice of Motion was presented to the Council on 13 May 2024 requesting the General Manager write to the NSW Office of Local Government (OLG) and the NSW Minister for Local Government, The Hon. Ron Hoenig affirming Council’s support for increasing integrity in local government and seeking confirmation from the OLG on when they will release for consultation a draft Lobbying Policy following consultation undertaken by the OLG previously on lobbying guidelines in 2022.
25/03/2024 	Reduction in the Number of Councillors Council request the General Manager table a report at the 24 April 2024 Council meeting regarding potential costs in holding a non-binding Council Poll of electors at the 14 September 2024 Council election and reduction in Woollahra Councillors.	Completed; A report was presented to Council on 13 May 2024. Council resolved to hold a Constitutional Referendum at the 14 September 2024 Local Government elections in order to seek a binding decision of the electors on a proposal to reduce the number of Councillors from 15 to 9.

NOM Date	NOM Subject & Brief Description	Status
Community Services, Culture & Arts		
12/02/2024 	<p>Council Sponsorship - Support for the Arts, Commerce, Events and Cultural activities which deliver a more connected, thriving and prosperous community in Woollahra</p> <p>The GM table a report to the FC&S meeting of the 02/04/2024 detailing how Council could establish mechanisms for sponsorship of organisations and/or events that meet certain criteria.</p>	<p>Completed; Council adopted the amended Donations and Sponsorship Policy and Outgoing Sponsorship Program Guidelines in June 2024. The new annual Outgoing Sponsorship program will commence in 2024/25 with a budget of \$50,000.</p>

Notices of Motion actioned via the Operational Plan 2023/24




Resourcing has been allocated to address actions arising from the following open Notices of Motion in the current Operational Plan 2023/24. Progress comments will appear in this report under the relevant priorities.





NOM Date	NOM Subject	Priority	Page
Parks, Trees & Recreation			
13-Feb-23 	<p>A Swimmable Harbour</p> <p>In Progress; refer to the action for details.</p>	5.1.1	32
Strategic & Heritage Planning & Place			
14-Feb-22 	<p>Substations & Electrical Infrastructure</p> <p>Completed; refer to the action for details.</p>	4.1.1	46
14-Feb-22 	<p>Strengthening Protections for Character Buildings</p> <p>Completed; refer to the action for details.</p>	4.2.1	47




Previous Notices of Motion Completed, In Progress or Not Yet Commenced during this reporting period






The below Notices of Motion were received prior to 1 January 2024. Resourcing has been allocated to prepare responses to the Notices of Motion during the reporting period. This list reflects the status of the report as at 19 July 2024. Where a report has been tabled to the Finance, Community & Services Committee this is referred to as FC&S; where a report has been tabled to the Environmental Planning Committee this is referred to as EP; where a report has been tabled to the Strategic & Corporate Committee this is referred to as S&C.





Note: Notices of Motion reported as completed in previous progress reports do not appear in this list.

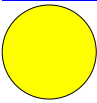
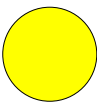
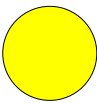
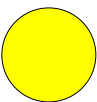
NOM Date	NOM Subject & Brief Description	Status
Environment & Climate Change		
27-Feb-23 	Solar Canopies For Car Parking Lots And Rooftop Car Parks Prepare a report, subject to funding being considered and approved as part of the Council budget process, to investigate the feasibility of installing or providing a strategy to install raised solar canopies in parking lots owned or managed by Council.	In Progress; A review of Council carpark has been undertaken. Kiaora carpark was identified as a potential site for a solar canopy, and consultants have undertaken a feasibility study. A report addressing the NOM will be provided to Council in August 2024.
Parks, Trees & Recreation		
06-Apr-20 	Street Play Initiative Report on feasibility of undertaking a 'Street Play Initiative' trial in Woollahra similar to the Waverley Council Street Play initiative.	In Progress; An action has been included in the new Play Space Strategy adopted by Council 24/07/23. A report outlining the feasibility of this initiative is planned for Q2 FY2024/25.
11-Apr-23 	Synthetic Turf Requests that staff give consideration to the findings and recommendations of the Department of Environment and Planning report of August 2021, and the Chief Scientist's progress report, when reviewing and reporting a final version of its Plans of Management for Woollahra's parks and its Recreation Strategy.	In Progress; The Chief Scientists report is finalised and currently being reviewed by staff. Consideration to the findings and recommendations will be included in any future proposals. Council staff are actively involved in the State Government Synthetic Turf in Public Open Space working party.



NOM Date	NOM Subject & Brief Description	Status
10-Jul-23 	<p>AUSGRID Aerial Bundled Cabling (ABC) Recommending that Council note its draft Urban Forest Strategy 2024-2050 and canopy cover target. Requesting the GM report on how much electricity will be converted to ABC, financial implications etc.</p>	<p>In Progress; Internal discussions are ongoing in preparation for a follow up report to Council. Staff are in consultation with the AusGrid Vegetation Management group and also consulted with SSROC regarding a joint application for funding under the AusGrid ABC program. The initial funding application was not successful and SSROC are requesting further meeting with AusGrid. Until we get further direction about funding we are unable to complete the resolution and provide the necessary information in the follow up report.</p>
27-Nov-23 	<p>Gugara Park Prepare a report on considering the need to provide toilet facilities in Gugara Park including costings and any funding requirements.</p>	<p>Completed; A report was presented to the FC&S Committee on 6 May 2024. Council resolved to proceed with community consultation on 13 May 2024. Consultation to occur in Q2 FY24/25.</p>
11-Dec-23 	<p>Landscaping and Public Seating on the Corner of Peaker Lane and Moncur Street Protect trees (other than Celtis trees) and remove hedging as required from the pocket park on the corner of Peaker Lane and Moncur Street, and install public seating in that pocket park.</p>	<p>Completed; Works are completed at Peaker Lane pocket park with the installation of public seating and landscaping.</p>
Transport & Engineering		
25-May-20 	<p>Street Inlay Audit and Rectification Undertake an audit of all 493 street inlays (set out in Annexure 1 of report to Urban Planning Committee on 23/02/2015).</p>	<p>In Progress; Information provided as part of this Audit involves detailed information from various departments across Engineering, Planning and Enforcement. It is anticipated a report will be presented to Council in Q1 FY2024/25. Staff have recently completed the successful replacement Street Name Inlay, which is an exact replica of the prior missing inlay, at Richmond Road Rose Bay. After close internal collaboration with Asset and Planning teams within Woollahra, we were able to source and work with bespoke manufacturing specialists to produce</p>

NOM Date	NOM Subject & Brief Description	Status
		new street name inlays along with a suitable and robust installation process. Staff can now co-ordinate with others such as the Developer at the new corner property on Old South Head Road and Victoria Road. New footpath is being installed mid-July 2024 (by the developer) and will include the installation of new street name inlays.
29-Sep-20 	Pedestrianisation and Traffic Calming Measures for Rose Bay Prepare a report on opportunities to promote the better pedestrianisation of the Rose Bay area; traffic movement and traffic density in the area and the possibility of introducing lower speed limits in residential roads and laneways.	In Progress; A report will be presented to the Traffic Committee on 2 July 2024, for the High Pedestrian Activity Area for Rose Bay Centre. The Study introduces 40km/hr to a number of local streets in Rose Bay. This matter will then be considered at FCS on 5 August 2024 for approval.
5-Jul-21 	Truck Staging Area for Developments Call for State Government to plan and designate Truck Staging Area for Developments in Eastern Sydney – Adopt as part of the development consent process for all development a designated truck staging area away from residential streets.	In Progress; This task is delayed as staff are seeking to develop a common position with neighbouring Councils regarding a suitable truck staging location for developments in the Eastern Suburbs. It is anticipated that a letter will be sent to the Planning Minister in Q1 of FY24/25.
29-Sep-20 & 14-Jun-22 	Hydrogeological and geotechnical study for the Rose Bay/Lower Bellevue Hill Catchment Area Undertake a hydrogeological and geotechnical study for the entire Rose Bay basin area from the Bellevue Hill ridgeline, similar to the study recently undertaken for the Double Bay region. & Geotech expert study of Bellevue Hill below the ridgeline at Drumalbyn Road to begin immediately on 1 July 2022 Prepare a scope of works for hydrogeological and geotechnical study for the entire Rose Bay basin area from the Bellevue Hill ridgeline.	In Progress; A report was presented to EPC meeting on 3 June 2024 and Council meeting 10 June 2024, however this item was deferred for further information. It is anticipated this matter will be presented again at EPC and Council meeting in August 2024.

NOM Date	NOM Subject & Brief Description	Status
25-Jul-22 	<p>Angled Rear To Kerb Car Parking In Double Bay Investigate the feasibility (including costs) of implementing angled rear to kerb car parking in Double Bay, for the purpose of addressing the loss of parking and revenue in Knox Street due to the proposed pedestrianisation including consideration of any impact on building a safe cycle network.</p>	<p>In Progress; Noting that Council's Traffic Engineering team have been under resourced (x 2 Traffic Engineers) until mid-2024, this investigation had to be placed on a hold. Council's Traffic and Transport team has recently been successful in hiring new staff, and this investigation will be undertaken in Q1 of FY24/25 and reported to LTC and FCS.</p>
31-Oct-22 	<p>Kiosk Substations Make inquiries of Ausgrid as to whether any areas in the Woollahra municipality have reached electrical grid capacity and as to why there are so many installations of kiosk substations in the municipality.</p>	<p>In Progress; Manager Engineering Services is having ongoing discussions with Ausgrid on the issue. Council staff plan to advocate through SSROC and State Government, to minimise the impact of electrical infrastructure on the public domain.</p>
12-Dec-22 	<p>No Right Hand Turn Into Knox Street From New South Head Road Liaise with Transport NSW as soon as reasonably practical to review the Knox Street intersection to improve vehicular safety by prohibiting right hand turns into Knox Street from New South Head Road, Double Bay.</p>	<p>In Progress; Council staff have written to TfNSW representatives on this matter and discussions are still ongoing. Staff anticipate an update on these discussions which will be included in a report back to Council in September.</p>
27-Feb-23 	<p>Quarry Street, Paddington Requests that a 10km/hr zone be marked at Quarry Street, Paddington.</p>	<p>Completed: Installation of new signage to enhance pedestrian and cyclist safety within Quarry Street, Paddington, is completed. New 10km/hr signs, 'slow point' signs, advisory cycling route signs and associated chevron arrow signs have been included as part of these works.</p>
10-Jul-23 	<p>Pedestrian Safety near Corner Suttie Road, Attunga Street. Manning Road and Edward Street Requesting staff identify pedestrian safety opportunities in the areas of the nominated streets.</p>	<p>Completed; A report was presented to the Traffic Committee on 4 June 2024, on the traffic investigation for this intersection. This matter was considered at FCS on 1 July 2024 and was subsequently adopted by Council. This will now progress to detail design with the intent that Council staff will seek funding opportunities through State and Federal Government Grants.</p>

NOM Date	NOM Subject & Brief Description	Status
14-Aug-23 	<p>Councils to Implement a Community Education Program on Road Rules for Bike Use</p> <p>Prepare a report detailing the likely costs and resourcing impacts of undertaking a joint community education program with Waverley and Randwick Councils around implementing a road rules for bikes program and undertake an assessment of the current NSW road rules for bike use.</p>	<p>In Progress; Discussions between neighbouring Councils are still ongoing. This task is delayed as staff are seeking to develop a common position with neighbouring Councils regarding a joint community education program which will include resourcing and cost implications. A report to Council will be presented in the first quarter of FY2024/25.</p>
28-Aug-23 	<p>Expansion of Park n Pay App to Unmetered Short Term Parking Areas</p> <p>Investigate and provide a report detailing the manner in which the Park n Pay app may be used to assist with turnover of car spaces in short term unmetered parking areas, for example areas with parking of 15 minutes or less that are often placed around childcare centres and schools, such report to consider where a trail for use of this app can be implemented as soon as possible.</p>	<p>In Progress; This matter will be further considered subject to the continuation of the use of the Park'N'Pay app, noting that in late 2023 the NSW State Govt put out a statement advising they would not continue the funding for the existing app. Until the support for this app is determined, Council cannot progress with available options for the app or alternatives that can be explored. A report on this will proceed once clarification is provided by the NSW Government on the future of the app.</p>
15-Nov-23 	<p>Parking Applications - Park n Pay or Similar</p> <p>Prepare a report on the costings of continual use of Park n Pay or similar applications in the Municipality.</p>	<p>In Progress; This matter is still being investigated in conjunction with the above outstanding NOM regarding Park n Pay.</p>
Strategic & Heritage Planning & Place		
28-Aug-23 	<p>No Net Loss of Dwellings</p> <p>Prepare a planning proposal to include objectives and controls in the Woollahra Local Environmental Plan 2014 to prevent the net reduction of dwellings on development sites; and; Amend the Woollahra Development Control Plan 2015 to require a Social Impact Statement (or similar documentation) to be provided where a reduction in dwelling numbers is proposed on a development site.</p>	<p>In Progress; A report will be provided to Council on how to proceed pending the outcome of the Sydney City and Waverley Council requests for planning proposals to address dwelling loss. Both of these requests have been "under assessment" by the DPPI for months, with Sydney City's dwelling retention planning proposal lodged in January 2024.</p>

NOM Date	NOM Subject & Brief Description	Status
Compliance		
25-Jul-22 	Impacts Of Site Contamination Prepare a report in relation to the impacts of site contamination to strengthen Council's planning controls regarding site contamination and disposal of contaminated site water during construction.	In Progress; Will be completed by September 2024.
15-Nov-23 	Compliance With Housing SEPP in Respect of Independent Living Units for Seniors Housing Compile a register of all developments approved as independent living units for seniors or those living with a disability under the State Environmental Planning Policy (Housing) 2021 (Housing SEPP) in the municipality and monitor ongoing compliance with the Positive Covenant.	In Progress; To be reported to Council August 2024.
11-Dec-23 	Air Conditioning In Heritage Conservation Areas Prepare a report on Council's enforcement regime for unauthorised air conditioning installations in heritage areas, advancements in air conditioning technology and options for updating heritage controls.	In Progress; To be reported to Council September 2024.
Governance		
26-Oct-20 	Councillor Indemnification Prepare a report for consideration by Council on the merits of reviewing Council's current Payment of Expenses and Provision of Facilities Policy so that Councillors acting in good faith in their role as a Councillor are indemnified for reasonable expenses incurred by them in defending legal proceedings and/or obtaining medical services and/or relation to any property damage.	In Progress; Council's Payment of Expenses and Provision of Facilities Policy will be presented to the new Council and further information on indemnification will be provided at this time.

NOM Date	NOM Subject & Brief Description	Status
26-Apr-21 	<p>Legal Services Panel Review Present a recommendation on a way forward to reconstitute the former Legal Services Review Panel.</p>	<p>Completed; Legal advice has been received and an update was provided to Ctrs Robertson, Shapiro and Wynne. Further discussions held in the fourth quarter of 2023/24 determined that in light of the other mechanisms Council now has in place, a reconstitution of the legal services review panel is no longer required.</p>
Customer Experience & Engagement		
15-Nov-23 	<p>Funding Portrait Painting of Brenda (Dutchie) Backhouse Commission a portrait painting of Brenda (Dutchie) Backhouse, being the first woman to become Mayor of Woollahra Council (1978-1979) with the portrait to be funded by Council's Public Art Reserve.</p>	<p>Completed; The portrait of the first female Mayor of Woollahra, Brenda (Dutchie) Backhouse, was unveiled at the IWD Event in March 2024. Mayor and Deputy Mayor officiated the event and did the portrait unveiling.</p>

Environmental

January - June 2024 highlights



Whale watching signage



Habitat hollow



Local Government Excellence Awards

Nature watch

2 sets of binoculars have been installed at Jacobs Ladder viewing area and Christison Park along with accompanying signage.

Sustainability

We have created 6 habitat hollows in a large Eucalyptus tree on the edge of Cooper Park. The wildlife in our local area that rely on hollows include possums, rainbow lorikeets, kookaburras, king parrots, sulphur-crested cockatoos, owls, microbats, skinks, frogs and more.

Winner

We were recognised at the 2024 Local Government Excellence Awards for our Charging the East - The Eastern Suburbs Electric Vehicle Charging Project (with our colleagues at Waverley & Randwick Councils).

Economic

January - June 2024 highlights



Grant-funded yoga at Gap Bluff, Watsons Bay

Grants Program

Placemaking Grant recipients for 2024/25 include Yoga at Gap Park.



Woollahra 2025

Inception meeting with small business facilitated by The Queen Street and West Woollahra Association to brainstorm event ideas to celebrate “Woollahra 2025” in 2025.



“Woollahra 2025” event



Heritage

A Thematic History of the LGA during the Inter-War period has been prepared by GML Heritage, the first step in completing the Inter-War Flat Building study.



Inter-War Flat Building example Hillside, Woollahra

Civic Leadership

January - June 2024 highlights



Local Government Excellence Awards



Winner

We were recognised at the 2024 Local Government Excellence Awards for our Early Intervention Program which proactively addresses workplace injuries.



Clean Up Australia Day event at Rose Bay Beach, 3 March 2024



Volunteers

Our Clean Up Australia Day event was focussed on litter collection at Rose Bay beach. More than 70 volunteers gathered and removed over 78kg of waste.



Staff volunteers planting trees at Cooper Park



Tree planting

Staff volunteers planting trees at Cooper Park in their lunch break.

Social

January - June 2024 highlights



Social event held for Woollahra Preschool parents 17 March 2024.



Citizenship ceremony celebrations 12 June 2024.



Seed Library event at Watsons Bay Library 23 April 2024.



Connection

In response to feedback from parents, we hosted a social event for our Preschool parents to meet and get to know each other better at Woollahra Gallery at Redleaf in March.



Celebration

We welcomed 162 new citizens over 5 Citizenship ceremonies.



Seed Library


A seed Library and associated programming was launched in collaboration with local community gardens in April with an event featuring poetry readings by local author Ailsa Piper at Watsons Bay Library.



Environment & Climate Change

Strategy 5.4: Reduce impacts of local flooding and improve floodplain risk management.



Ref	Priority	Progress Comments
5.4.1	Ensure appropriate Floodplain Risk Management Plans are in place for the various catchments in Woollahra.	<p>Floodplain Risk Management Plans are progressively being developed for various catchments within the Woollahra Municipality. Once these Floodplain Risk Management Plans are completed they are referred to the Woollahra Flood Risk Management Committee and Council's Environmental Planning Committee for adoption.</p> <p>Flood studies and plans for Vaucluse and Darling Point have remained a priority. Funding applications were submitted to Department of Planning and Environment in April 2024 to develop flood studies and plans for Vaucluse and Darling Point, subject to grant funding availability from the FY2024-25 Floodplain Management Program. Staff will also continue to commission these high priority studies through other resources and funding opportunities.</p>

Project / Deliverable	Due By	Status	Stage	Progress Comments
Complete Plans for Vaucluse and Darling Point catchments and refer to the Floodplain Risk Management Committee for Council adoption, subject to funding from the Dept. Planning & Environment.	Project is subject to successful grant funding being available from the Dept. Planning & Environment. Funding applications to be submitted once grant period is confirmed.	Delays 	Awaiting external gateway approval	Funding applications were submitted to Department of Planning and Environment in April 2024 to develop flood studies and plans for Vaucluse and Darling Point, subject to grant funding availability from the FY2024-25 Floodplain Management Program. The outcome of these applications are still pending from DPE.

Ref	Priority	Comments
5.4.2	Develop and implement a five year Capital Renewal Program for stormwater drainage infrastructure and management of stormwater pollutants.	<p>Stormwater Drainage Infrastructure Program has been developed and is based on various Council Flood Studies and Flood Risk Management Studies and Plans.</p> <p>In June 2023 Council was advised by the Independent Pricing & Regulatory Tribunal (IPART) that our application for a Special Rate Variation was successful. This will provide \$13.9m in funding over 10 years to complete priority projects to expand the capacity of our stormwater network, as well as funding an increased level of drainage and pipe repair works across the LGA to ensure the network is functioning at optimum efficiency. As part of the FY2023/24 with the inclusion of the SRV, design plans are underway for Cecil Street, Paddington, and Edgecliff Road, Woollahra, and will continue into FY2024/25.</p>

Strategy 7.1: Protect and maintain trees, streetscapes, natural landscapes and biodiversity including the protection and restoration of bushland areas.


Ref	Priority	Progress Comments
7.1.3	Educate and partner with the community on the protection of natural areas and waterways, including Bushcare.	Council has continued to partner with the community to protect natural areas through the Bushcare program, with 10 groups supported. Council has also continued to support community clean ups of our harbour areas through the HarbourCare Program. Council has also provided support to community gardens, with the renewal of the Rose Bay Community Garden Licence Agreement, and attendance at AGMs and open days.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Support and promote Council's HarbourCare Program and other community engagement activities.	Volunteer groups supported on request, annual Clean Up Australia Day community activity held March 2024.	Completed / Achieved 	Complete	<p>Council supported 28 HarbourCare Clean-up events by community and corporate groups from January to June. In addition, Council supported local schools including Kincoppal Rose Bay and The Scots College to undertake 18 beach cleans over the six month period.</p> <p>On Clean Up Australia Day (3 March) Council held a beach clean event at Rose Bay Beach, with over 70 volunteers attending and collecting over 78kg of litter.</p>
Support and promote Council's Bushcare Programs and other engagement activities, including support and coordination of Bushcare groups.	Ongoing, 30 June 2024.	Completed / Achieved 	Complete	<p>Council continued to coordinate the Bushcare program across 10 sites. Over 1,094 hours of volunteer work have been completed during this period. 8,500 plants have been potted into tubestock and a further 1,915 plants have been planted. There has also been 3 corporate Bushcare Groups working at Cooper Park and Lighthouse reserve.</p>


Ref	Priority	Progress Comments
7.1.4	Implement actions from the Biodiversity Conservation Strategy.	The Biodiversity Conservation Strategy has been reviewed and updated. A draft will be reported to Council in the next six months. Biodiversity projects in this reporting period have included: habitat planting at Woollahra Golf Course to protect the Powerful Owl, habitat planting at Cooper Park and Rose Bay Park, ongoing monitoring of the seahorse population, creation of hollows for habitat, and development of a vegetation management plan for the Vaucluse Beach Paddock area, and Council's annual Backyard Habitat workshop program.

Strategy 7.2: Support cleaner, healthier waterways including improved water quality and healthy water catchments, creeks and harbour.

Ref	Priority	Progress Comments
7.2.1	Implement a five year Capital Renewal Program for stormwater drainage infrastructure and management of stormwater pollutants.	Capital Renewal Program projects are incorporated into Council's future Capital Works program for renewal and/ or upgrade. As part of the Special Rate Variation funding, gross pollutant traps (GPTs) and water sensitive urban designs (WSUDs) will be incorporated where possible to mitigate and manage stormwater pollutants. The projects for FY2023/24 have been completed.
7.2.2	Implement a program of capital works for water quality improvement, including installation of stormwater quality improvement devices such as raingardens and Gross Pollutant Traps (GPT).	A number of capital works projects have been completed including installation of a gross pollutant trap treating stormwater from Bondi Junction, and a rooftop solar installation on the RANSA building. There have been some delays to some projects, such as the Collins Avenue stormwater harvesting and GPT due to longer than anticipated design processes. Design for these projects is now complete and they will be constructed in early 24/25.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement the \$620,000 Environmental Capital Works Program with a target of 90% of projects to be completed or under construction by end of FY23/24.	30 June 2024.	Delays 	Preparations	A number of capital works projects have been completed including installation of a gross pollutant trap treating stormwater from Bondi Junction. There have been delays to some projects, such as the Collins Avenue stormwater harvesting and GPT due to longer than anticipated design processes. Design for these projects is now complete and they will be constructed in early FY24/25. Contractors have been engaged to construct the Christison Park tank, this is expected to occur in Q1 of FY24/25.


Ref	Priority	Progress Comments
7.2.3	Collaborate with partners to develop and implement programs to improve water quality.	Collaboration with Beachwatch, Sydney Water, Transport for NSW, the Member for Vacluse and members of the local community continues through the Rose Bay Beach Working Party, which met twice during this reporting period. Other collaboration on catchment-wide water quality issues has taken place with the Sydney Coastal Councils Group. This has included lobbying the NSW Government to continue funding Beachwatch water quality testing. Staff have also collaborated with the Sydney Institute of Marine Science to include Woollahra sites in the 'Project Restore' program for Sydney Harbour.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Support the development of the Greater Sydney Harbour Coastal Management Program and other collaborative projects such as the Rose Bay Beach Working Party.	Attend quarterly Greater Sydney Harbour CMP working group meetings.	Completed / Achieved 	On schedule	Staff continue to support the development of a Coastal Management Plan (CMP) for Sydney Harbour. Due to lack of NSW Government funding for project management of the Greater Sydney Harbour CMP, the scope of the CMP has been reduced to cover the outer harbour only. A grant application is in preparation to continue the development of the CMP on this smaller scale.

Ref	Priority	Progress Comments
7.2.5	Take appropriate and timely action in response to pollution incidents.	Staff assist with pollution incident response as required. Compliance staff participated in Sydney Coastal Councils Group 'Get the Site Right' erosion and sediment control inspection and education day focusing on storm water pollution at building sites.

Strategy 8.1: Reduce greenhouse gas emissions.


Ref	Priority	Progress Comments
8.1.1	Provide programs and projects to reduce local greenhouse gas emissions.	Annual auditing of Council's carbon footprint for the FY2022/23 financial year is complete and application for our continued Climate Active certification of carbon neutral accreditation has been submitted. Programs to reduce community emissions continue to be implemented through the 3 Council Regional Environment Program, including supporting solar installations at RANSA through the Solar My Suburb program.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Expand the Electric Vehicle charging network with two additional public vehicle charging stations per annum.	30 April 2024.	Completed / Achieved 	On schedule	In the last six months seven public EV chargers have been installed on streetpoles in Paddington, Woollahra and Vacluse. This brings the total installed in 23/24 to 9.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Develop and implement initiatives aimed at achieving community carbon reduction, including providing information to assist transition to all electric homes.	Workshops held quarterly.	Completed / Achieved 	Complete	In this reporting period information about reducing emissions and transitioning to 'all electric' was included in Council's e-newsletters. Articles about going electric and EV charging were included in Council's hard-copy newsletter, and case studies added to Council's website. Community workshops were held on the following topics: electric vehicles, installing electric vehicle charging in apartment blocks, and installing rooftop solar and batteries.
Participate in and implement projects arising from the Three Council Regional Environment Program including Solar My Suburb and Energy Smart Cafes.	Ongoing, 30 June 2024.	Completed / Achieved 	On schedule	The 3 Council Regional Environment Program has continued to roll-out the Solar My Suburb and Solar My School programs. Kambala has an installation planned and Cranbrook intend to install in early 2025. With the majority of schools in the East now complete, this program will wrap up in 2024. With support from the Solar My Suburb Program, a 36kW system was installed at RANSA and the Drill Hall in February. This will reduce emissions by 45 tonnes / year.
Participate in the Resilient Sydney program.	Participate in activities as scheduled.	Completed / Achieved 	Complete	Staff attended Resilient Sydney workshops and development of the resilience strategy and other Resilient Sydney initiatives were promoted on Council's social media platforms.

Strategy 8.2: Provide support to the community to reduce their environmental impact.

Ref	Priority	Progress Comments
8.2.1	Coordinate educational events and Council's Environmental Grants Program.	Council's Environmental Grants Program opened for applications in April 2024. Eleven grants were awarded supporting a range of community and school environmental projects. Support is provided to community groups, such as the community gardens, to implement environmental initiatives and hold educational events.



Project / Deliverable	Due By	Status	Stage	Progress Comments
Deliver Council's environmental grants program.	31 May 2024.	Completed / Achieved 	Complete	Council's Environmental Grants Program opened for applications in April. Eleven grants were awarded, supporting a range of community and school environmental projects including creation of habitat gardens for pollinators, installation of solar panels, upgrading lighting with energy efficient fixtures, supporting circular economy and improvements to community gardens.

Ref	Priority	Progress Comments
8.2.2	Implement the Environmental Education Program for each year.	Over the last six months a range of education sessions have been held for the local community, schools, and Council staff, as detailed below.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Plan and implement a program of environmental education initiatives to address a range of issues relating to the natural environment and sustainability.	12 initiatives delivered by 30 June 2024.	Completed / Achieved 	Complete	Over the last six months a range of education sessions have been held for the local community, schools, and Council staff, including: Community- marine education 'rockpool rambles', whale watching tours and design of a series of educational signs, a series of three 'Backyard Habitat' workshops, native plant propagation workshop, rooftop solar workshop, Rose Bay beach catchment walking tour, composting workshops, and EV charging workshops. Monthly Environment E-Newsletters were distributed to the database of subscribers and environmental content included in the hardcopy Woollahra newsletter. Schools- Eastern Suburbs Sustainable Schools Network events focussed on marine life and bush tucker gardens, Bee Day education at Macauley Primary School and Planting Seeds event at Vacluse Public School. Staff- information session about circular economy, sustainable procurement, electric vehicles and a staff planting event at Cooper Park.

Strategy 8.3: Prepare for and adapt to the impacts of climate change.

Ref	Priority	Progress Comments
8.3.1	Develop and implement projects to enable climate change adaptation.	Climate change mitigation and adaptation is included as a Priority Action Area in Council's recently adopted Environmental Sustainability Action Plan. A Climate Change Risk Assessment and Adaptation Plan has been completed, presented to the Ecological Sustainability Taskforce and reported to Council.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement actions adopted by Council to address the climate emergency. Maintain Council's carbon neutral certification under the Climate Active Program.	Revised waste diversion targets, Carbon neutral auditing complete and submitted by 30 November 2023.	Completed / Achieved 	On schedule	Waste targets have been revised and are included in Council's Environmental Sustainability Action Plan. Auditing of Council's carbon footprint for 2022-23 has been completed, and carbon offsets have been retired to ensure that carbon neutral status is maintained. The documentation has been submitted to Climate Active for certification.
Finalise adoption of Council's Climate Change Risk Assessment and Adaptation Plan and commence planning for priority actions.	30 June 2024.	Completed / Achieved 	Complete	The Climate Change Risk Assessment and Adaptation Plan has been completed, presented to the Ecological Sustainability Taskforce and reported to Council. Actions have been included in the Environmental Sustainability Action Plan.

Strategy 8.5: Reduce potable water usage by Council and encourage reduced usage on private property.

Ref	Priority	Progress Comments
8.5.2	Implement projects to reduce Council's water usage.	Council's water use is monitored and any anomalies investigated. To assist with this sensors were installed on a number of high using sites over the last 6 months. In addition, a water conservation study is being undertaken for Rushcutters Park, Lyne Park and Yarranabbe Park.
8.5.3	Work with neighbouring Council's to implement programs aimed at reducing community water use.	The 3 Council Regional Environment Program has developed content for Council's website to promote the Sydney Water 'WaterFix' Program, which offers water saving programs for residential, strata, commercial properties and schools. The program and water saving tips have also been promoted on Council's social media platforms. In addition, information about how to save water at home has been updated on Council's website.



Waste & Cleansing

Strategy 5.2: Provide and maintain safe, clean, serviceable public infrastructure including roads, footpaths, bicycle facilities, parks, open spaces, stormwater drains and seawalls.





Ref	Priority	Progress Comments
5.2.1	Implement the infrastructure maintenance programs for all classes of public infrastructure.	During the reporting period, Council received 182 CRMs for footpath defects. Of these 179 were completed within this period. A further 195 were identified by Council inspectors, with 176 completed within this period. Many of these did not require works to be conducted, but were minor defects noted to monitor.




Strategy 7.2: Support cleaner, healthier waterways including improved water quality and healthy water catchments, creeks and harbour.

Ref	Priority	Progress Comments
7.2.4	Provide street cleaning services to minimise litter and dirt entering the stormwater drainage system.	There were 14 CRMs received and actioned for the cleaning of Business Centres during the reporting period. Scheduled cleaning and maintenance takes place 365 days a year within all Business Centres.

Strategy 8.4: Encourage and assist our community to be leaders in waste management and resource recycling.


Ref	Priority	Progress Comments
8.4.1	Encourage greater participation in waste reduction, recycling and other measures to minimise waste.	Our focus over the last 6 months has been to investigate current media, resources and website content to ensure information is up to date and redevelop materials that are out of date. Work has begun on the waste website and lack of visual content. The website is one of the main engagement tools for our community and adding an A-Z recycling content section will be a priority. Council continues to provide waste management services, events and programs. This included promotion and hosting compost workshops, continuing to provide school workshops via Keep Australia Beautiful, jointly hosting Recycle it Saturday, ongoing participation in the Compost Revolution program, E-waste recycling and promotion of services and activities via What's on, Environment and Woollahra newsletters. Investigation into expanding use for the e-waste truck for textile collection is also currently underway.



Project / Deliverable	Due By	Status	Stage	Progress Comments
Investigate alternative avenues to minimise good quality items being thrown out in the clean-up, including Red Cross and other charities. Investigation to be reported to Council when complete.	30 November 2023.	Completed / Achieved 	Complete	The red cross project has been completed. We are now looking at rescuing textiles for re-use and recycling in partnership with St Vincents.
Investigate options for potential collection of polystyrene and un-useable textiles in connection with the e-waste collection service. Investigation to be reported to Council when complete.	30 November 2023.	Delays 	Awaiting Council decision	We are investigating the possibility on partnering with City of Sydney to recycle polystyrene. They own a compaction machine and have a processor in place. The outcome of a partnership agreement is pending as we await further information from City of Sydney. There has been some progress with St Vincents and we are now looking to sign a MoU in the coming weeks. The E-waste truck and staff will be utilised for this service.
Work with selected large Multi-Unit Dwelling (MUD) complexes to trial permanent bins for on-site e-waste collection. Investigation to be reported to Council when complete.	31 March 2024.	Delays 	Preparations	Staff have investigated the possibility using our e-waste truck and existing staff, the type of e-waste that could safely be handled both by residents and staff and method of storage and collection. This proposal is still pending detailed discussion about program management before approaching selected unit blocks to trial.
Encourage greater participation in waste reduction, recycling and other measures to minimise waste via a bi-monthly stall at Double Bay market to promote Council initiatives and provide greater presence in the community.	Bi-monthly stall and regular updates to Council's website.	Completed / Achieved 	Complete	Plans have been made for two stalls in July in support of Plastic Free July. Other commercial areas are on the agenda for the latter part of the year.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Educate community and promote Food Organics Garden Organic (FOGO) waste diversion with a focus on MUDs. Education programs to relevant stakeholders to be undertaken; Encourage the recycling of organics through the 3 Council Compost revolution; Increase on the organic waste diverted from landfill.	Education programs to be scheduled quarterly and website updated with information on programs. Annual report on organic waste diversion statistics by 30 June 2024.	Completed / Achieved 	Complete	Wentworth Courier front page FOGO promotion and interviews occurred in March 2024 promoting the service. We continue to promote via our Council newsletters and website. FOGO is always featured in our end of year mailouts and a small supply of compostable bags and kitchen caddies remain. These can be collected by residents from the Council Chambers. We are also keeping an ear out for any further information from the EPA regarding FOGO program updates and legislation. At this stage we are well ahead of the mandates having provided a FOGO service for over 10 years. The compost revolution program continues and we take any opportunities for cross collaboration especially during National Composting Awareness week to enhance awareness for workshops and online activities.
Complete a review into truck signage to encourage waste reduction and recycling and other measures to minimise waste.	30 November 2023.	Completed / Achieved 	Complete	All truck art is complete. Review truck signage in 2 years time. Children's truck art competition is undertaken every two years with next planned for 2025.
Participate in regional waste avoidance/ reduction recycling projects and events, including National recycling week, Clean Up Australia Day, The Garage Sale Trail throughout the year (as scheduled).	Participate in Regional Events as scheduled throughout the year.	Completed / Achieved 	Complete	Council participated in Clean Up Australia day in March and Compost Awareness Week in May. Clean-Up Australia day was held on 3 March. More than 70 volunteers gathered at Rose Bay beach and removed over 78kg of waste. Less than a quarter of this material was recyclable. The most littered item was plastic wrappers with cigarette butts following closely behind. This year a couple of compost workshops were held both by compost revolution staff and Woollahra Council. There were 25 registered participants for our Woollahra workshop at the Rose Bay Community Garden (highest registration ever) but the weather was not on our side and we had to host the workshop in the Croquet club hall. Unfortunately less than half of the registered participants attended (mostly due to bad

Project / Deliverable	Due By	Status	Stage	Progress Comments
				weather). Council continues to engage Keep Australia Beautiful to run our waste programs in schools and early learning centres. The team visited 10 early learning centres and conducted various waste minimisation workshops across different topics. Glenmore Rd Public, Vaucluse Public and McAuley Catholic school also received workshops including composting and worm farming, Lunches unwrapped and Garbage to Garden. and the waste department.

Ref	Priority	Progress Comments
8.4.2	Conduct cost effective and efficient waste collection and recycling to residents and businesses and conduct organics recycling services.	<p>Councils waste services are conducted in accordance with set budgets and schedules. 5,299 tonnes of general was collected in the reporting period which is 109 tonnes more than the same period in the previous year.</p> <p>2,643 tonnes of recycling was collected during the reporting period which is 72 tonnes more than the previous year.</p> <p>FOGO service is provided to all residents with 2,191 tonnes of organics collected which is 74 tonnes more than the previous year.</p>




Project / Deliverable	Due By	Status	Stage	Progress Comments
Carry out the household clean-up collection service. The collection of non-recyclable bulky household items from 11 defined zones covering the Woollahra LGA, totalling 3 collections per zone annually.	Three collections per zone annually.	Completed / Achieved 	Complete	Clean-up has completed its first round this year and is at the beginning of the second round. Tonnage in the first half of the year is at 786.78 tonnes. This is up from the same time last year by 130 tonnes.


Project / Deliverable	Due By	Status	Stage	Progress Comments
<p>Promote recycling through the E-Waste service and problem waste drop off. Complete joint collections days with Waverley and City of Sydney Councils for problem waste as scheduled and promote E-waste service through Council website and other opportunities as they arise.</p>	<p>Participate in cross-council events as scheduled throughout the year and provide regular updates to Councils website.</p>	<p>Completed / Achieved</p> 	<p>Complete</p>	<p>Two events were undertaken successfully during this reporting period. Events were held in February and May. Attendees for Woollahra were up by 71% for the February event, which may be attributed to the letter sent out to all households at the end of last year and some social media videos which included our Mayor. We also had the addition of blister packs to our ever growing list of acceptable items.</p>
<p>Undertake a new recycling tender and award contract.</p>	<p>28 February 2024.</p>	<p>Completed / Achieved</p> 	<p>Complete</p>	<p>The recycling tender is complete and has been awarded to current contractor URM. The new contract will begin 1st August 2024.</p>



Parks, Trees & Recreation


Strategy 5.1: Enhance council provided community facilities to foster connections between people and place and enhance quality of life..



Project / Deliverable	Due By	Status	Stage	Progress Comments
Undertake investigation of swimming sites in the western harbour area of the LGA. [NOM 13/02/2023]	31 March 2024.	Completed / Achieved 	On schedule	A consultant has been engaged with the first draft of the site analysis and constraints being complete. The initial design sketches are being finalised and will be presented to staff in the coming weeks. A report to the relevant Council committee will be presented in Q1 FY 24/25.
Investigate and implement actions from the Recreation Strategy. Incorporate projects pending budget allocation in the Capital Works budget for reporting quarterly. Prepare a forward plan of projects for future financial years.	Report on Capital Works items quarterly. Prepare the forward project plan by January 24 for inclusion in FY2024/25 budget.	Completed / Achieved 	Complete	The objectives and actions of the Recreation Strategy are being implemented across various Capital improvement projects in our open space. Some examples of these are the new pathway at Bellevue Park and around Trumper Oval.
Subject to community consultation, construct multi use sports courts at Lough Playing Fields.	30 May 2024.	Delays 	Preparations	The Review of Environmental Factors (REF) is nearing completion. The consultant has requested an acoustics report which is now finalised. As the proposal encroaches onto a small part of Sydney Water land, we are progressing positive discussions with Sydney Water around required agreements for use of the land. Once the REF is complete and discussions with Sydney Water finalised, community consultation will commence.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Investigate and implement actions from the Play Strategy. Incorporate projects pending budget allocation in the Capital Works budget for reporting quarterly. Prepare a forward plan of projects for future financial years.	Report on Capital Works items quarterly. Prepare the forward project plan by January 24 for inclusion in FY2024/25 budget.	Completed / Achieved 	Complete	The objectives and actions of the Play Strategy are being implemented across various Capital improvement projects including the Lyne Park Playground upgrade, Spring Street Playground renewal and the Thornton Street Playground consultation (which will now be delayed due to the decision of Council to proceed with consultation and upgrade of Robertson Park in the FY 24/25).


Strategy 5.3: Provide and maintain clean, attractive, accessible, connected and safe parks, sportsgrounds, foreshore areas and other public spaces and infrastructure such as roads, footpaths, bicycle facilities, stormwater drains and seawalls.

Ref	Priority	Progress Comments
5.3.1	Ensure Plans of Management for public open spaces are updated periodically and reflect community needs and aspirations.	The 21 Crown Land Plans of Management are adopted. Works are progressing now on the Cooper Park Plan of Management and Masterplan. Initial community consultation on this project has been completed. All submissions are being reviewed and the preparation of the draft Plan of Management and Masterplan is being finalised which will be presented to Council seeking recommendation to exhibit to the public.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Investigate and implement actions from the Crown Land Plans of Management. Incorporate projects pending allocation in the Capital Works budget for reporting quarterly. Prepare a forward plan of projects for future financial years.	30 June 2024.	Completed / Achieved 	Complete	The objectives and actions of the Crown Land Plans of Management are being implemented across various Capital improvement projects and actions from the operational plan.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Development framework for Generic Plan of Management for Community Land and finalise prioritised schedule for development of site specific profiles. Prepare Plan of Management for Cooper Park.	30 June 2024.	Completed / Achieved 	On schedule	The development framework for the Generic Plan of Management is adopted. The Cooper Park Plan of Management (POM) and Masterplan is progressing. Initial community consultation on this project is completed. Council staff are preparing the draft POM and Masterplan which will be presented to Council seeking recommendation to exhibit to the public.
Commence implementation of recommendations from review of dog regulations in parks and reserves.	Within 6 months of final adoption of the review.	Completed / Achieved 	On schedule	The review of dog regulations has been undertaken including community consultation. Through the exhibition process Council staff received advice of the requirement of a Review of Environmental Effects to be undertaken for any change of use to open space. Staff are currently investigating what options are available to progress the changes and what will be required (funding and resources). A report will be presented to the relevant Committee in Q1 FY24/25.

Ref	Priority	Progress Comments
5.3.2	Implement a prioritised program of capital improvements to public open spaces and recreation facilities.	The completed Capital Works projects for this period include; Trumper oval accessible pathway, Bellevue Park pathway, park furniture rollout, Redleaf retaining wall renewal, Robertson Park landscaping and Bay Street landscaping.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement Open Space Capital Works Program for, with a target of 90% of projects to be completed or in construction by 30 June 2024.	30 June 2024.	Completed / Achieved 	On schedule	47 projects programmed; 94% (44/47) are Completed or In Progress (defined as construction having commenced). The most recent progress update is available in the April-June 2024 Capital Works report .


Strategy 7.1: Protect and maintain trees, streetscapes, natural landscapes and biodiversity including the protection and restoration of bushland areas.

Ref	Priority	Progress Comments
7.1.1	Plan and implement strategies and initiatives to enhance natural landscapes and systems and maintenance of trees.	<ul style="list-style-type: none"> In this period we achieved the following 37 street trees currently planted with another purchase of 123 trees to be planted in Q1 FY 24/25 24 park trees 195 trees in bushland 842 shrubs planted in bushland 2,054 groundcovers in bushland 73% of bushland is fully regenerated.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Continue to advocate, through Mayoral and GM Forums, including SSROC, for amendments to Ausgrid tree clearance requirements, with a view to reducing canopy loss.	Ongoing 30 June 2024.	Completed / Achieved 	On schedule	Continue to advocate, through Mayoral and GM Forums, including SSROC, for amendments to Ausgrid tree clearance requirements, with a view to reducing canopy loss. With the adoption of the UFS, this issue will again be raised with Ausgrid in the Ausgrid working party scheduled for Q1 of FY24/25.
Commence implementation of actions from the Urban Forest Strategy.	31 March 2024.	Completed / Achieved 	On schedule	The Urban Forest Strategy is now adopted. Recruitment of the Urban Forest Strategy team has progressed with the successful recruitment of the Project Manager and the Technical Officer. The recruitment of the Engagement Officer is in progress. Discussions with Nursery Companies have commenced with the intention to source tree stock for planting in the FY 24/25.
Prepare multi-year schedule of pruning for Hills Figs in streets and commence pruning program.	Ongoing 30 June 2024.	Completed / Achieved 	Complete	The Fig Management Plan is adopted and has been included as an addendum to the Tree Management Policy. The new clearances have been incorporated into our existing tree maintenance schedule. A consultant is now engaged to inspect all fig trees and prepare a tree pruning specification. Over 110 fig trees have been worked on this year.


Ref	Priority	Progress Comments
71.2	Implement a prioritised program of capital improvements to natural areas.	Capital improvements throughout our natural areas are implemented with the guidance of our asset register and Biodiversity Strategy. Examples of these works include the maintenance of the Cooper Park and Trumper Park ponds to remove sediment and plant further vegetation for improved water quality and water management. Throughout this period our Bush Regeneration staff continue to improve and revegetate Council's bushland.

Strategy 11.1: Build an efficient organisation that places customers and the community at the heart of service delivery.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Recruitment of new parks maintenance team.	Recruitment complete by 15 December 2023.	Completed / Achieved 	Complete	There has been an active recruitment drive undertaken for this new team. All 5 positions are now filled with major improvements to high profile street gardens being completed. Some of the projects the team have undertaken in this period include Edgecliff Road and Newland Street Intersection, Vaucluse Bowling Club and Bay Street upgrade garden beds and Moncur and Jersey Road intersection.

Strategy 11.2: Secure Council's financial position.


Ref	Priority	Progress Comments
11.2.2	Achieve sustainable asset management through the integration of strategic asset planning with financial planning.	The reviewed Asset Management Plan for Open Spaces (playgrounds, fencing, multipurpose facilities) was adopted by Council on 28 November 2022 and continue to be updated.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Commence implementation of actions from Open Space & Trees service review.	30 September 2023.	Completed / Achieved 	Complete	The Open Space & Service Review was adopted by Council in November 2023. Funding to facilitate various actions was included in the September Budget review. Further expansionary items are included in the draft FY2024/25 Operational Budget. Items that have progressed this reporting period include the implementation of the Urban Forest Strategy and the investigation of the new tree database software.




Land & Building Services


Strategy 5.1: Enhance council provided community facilities to foster connections between people and place and enhance quality of life.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Undertake feasibility study for potential rebuild of Holdsworth Centre.	31 March 2024.	Delays 	In Draft	Initial meeting with Holdsworth Centre completed. Brief for quotations being prepared.

Ref	Priority	Progress Comments
5.1.2	Implement a prioritised program of capital improvements to community facilities.	Capital works delivery is detailed in the April-June 2024 Capital Works report where detailed progress updates of individual projects is provided.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement Property & Projects Capital Works Program, with a target of 90% of projects to be completed or in construction by 30 June 2024.	30 June 2024.	Completed / Achieved 	Complete	41 projects programmed; 88% (36/41) are Completed or In Progress (defined as construction having commenced). The most recent progress update is available in the April- June 2024 Capital Works report .


Strategy 9.1: Collaborating to achieve great placemaking outcomes in our local centres which are hubs for jobs, shopping, dining, entertainment, and community activities.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Cross Street Carpark Project- Attain Public Private Partnership (PPP) approval and finalise Project Development Agreement for the project.	28 February 2024.	Delays 	Preparations	A report was presented to Strategic & Corporate Committee in April 2024, confirming the withdrawal of the Consortium partner from the project. In accordance with Part D of the Council resolution, a consultant has been procured to undertake a Feasibility review of the project, which is expected to be reported back to Council in Q3 FY24/25.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Redevelopment of Wilberforce Avenue Car Park Rose Bay - Subject to approval of DA, undertake tender for engagement of construction contractor.	28 February 2024.	Delays 	Preparations	Tenders for the construction works have closed and are being assessed. The outcome will be reported to Council in Q1 of 2024/25.

Strategy 11.2: Secure Council's financial position.

Ref	Priority	Progress Comments
11.2.3	Maximise return from Council's commercial premises.	Review of commercial properties underway to identify potential opportunities for further development and/or income generating opportunities


Project / Deliverable	Due By	Status	Stage	Progress Comments
Complete tenders for car park management services and Kiaora Place management and enter new contracts for each.	30 April 2024.	Delays 	Preparations	Tenders for car parks management have closed and are being evaluated.

Ref	Priority	Progress Comments
11.2.4	Explore opportunities to leverage Council assets for commercial return.	As part of Council's review to maximise return from Council's commercial premises, opportunities to leverage Council assets for commercial return is being incorporated.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Complete the property holdings review commenced in 2022/23 and commence implementation of recommended actions.	29 February 2024.	Delays 	Preparations	Some Council properties are being assessed currently for development and / or income generating opportunities. Any development proposals identified will be submitted to the Assets Working Party for consideration & recommendation.


Transport & Engineering

Strategy 4.1: Encourage and plan for sustainable, high quality planning and urban design outcomes and place and enhance quality of life.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Continue to work with Ausgrid, and advocate through SSROC and State Government, to minimise the impact of electrical infrastructure on the public domain.	Ongoing, 30 June 2024.	Completed / Achieved 	On schedule	Manager Engineering Services is having ongoing discussions with Ausgrid on the issue. Council staff plan to advocate through SSROC and State Government, to minimise the impact of electrical infrastructure on the public domain.


Strategy 5.5: Renew and upgrade ageing infrastructure including roads, footpaths, stormwater drains and seawalls..

Ref	Priority	Progress Comments
5.5.1	Prepare and implement asset management plans for all classes of public infrastructure.	In 2024, Council's Infrastructure Assets have been revaluated to advise updated information on assets to assist in developing Council's five year Infrastructure Renewal Capital Works Forward Program. The program is reviewed annually and informs the annual Delivery Program and Operational Plan (DPOP).
5.5.2	Implement the Infrastructure Capital Works Programs for renewal for all classes of public infrastructure.	Capital works delivery is detailed in the April-June 2024 Capital Works report where detailed progress updates of infrastructure projects is provided.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement the Infrastructure Capital Works Program for renewal of all classes of public infrastructure with a target of 90% of projects to be completed or in construction by 30 June 2024.	30 June 2024.	Completed / Achieved 	On schedule	77 projects programmed; 94% (72/77) are Completed or In Progress (defined as construction having commenced). The most recent progress update is available in the April- June 2024 Capital Works report .

Strategy 6.1: Facilitate an improved network of accessible and safe active transport options.

Ref	Priority	Progress Comments
6.1.1	Provide for sustainable, safe, convenient and efficient local movement of pedestrians, other alternative active transport and vehicles and support improved and accessible public transport.	The Woollahra Active Transport Plan is a visionary long term document which will guide investment and design decisions for the next 10-15 years for both walking and cycling, and includes designs for 10 high quality cycling and pedestrian projects. Individual projects adopted from the Woollahra ATP will be incorporated into the forward Capital Works Program.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Complete construction of Open Space Legacy Project – Bay Street Pedestrian Plaza.	31 December 2023.	Completed / Achieved 	Complete	The major project for FY23/24, Bay Street Pedestrian Plaza, is completed.

Strategy 6.3: Reduce traffic congestion, noise and speeding.

Ref	Priority	Progress Comments
6.3.1	Maintain public parking infrastructure, manage parking across the municipality and reduce vehicle speed and traffic congestion through the introduction of traffic management facilities.	Parking is reviewed by Council's Traffic & Transport Section on an on-going basis. Parking reports are prepared for the consideration of the Woollahra Traffic Committee and Council's Finance, Community and Services Committee. A review of the Resident Permit Parking area in Watsons Bay was undertaken in 2023 and was reported to Woollahra Local Traffic Committee in August 2023. Council then endorsed a trial permit parking scheme on 15 November 2023 and was implemented for the summer months. This trial permit parking scheme is now under review and Council staff are taking into consideration the new TfNSW Permit Parking Guidelines before reporting the matter to Traffic Committee in July 2024.

Strategy 11.2: Secure Council's financial position.


Ref	Priority	Progress Comments
11.2.2	Achieve sustainable asset management through the integration of strategic asset planning with financial planning.	A review of the Land Improvement (Retaining walls, Seawalls and Harbourside Structures), Transport, and Stormwater Asset Management Plans was undertaken to update the latest information, accordingly. This continuing process assists with the ability to effectively program the renewal of assets based on their condition ratings and then are incorporated into our future capital works program.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Asset revaluation for infrastructure and open space assets completed.	30 April 2024.	Completed / Achieved 	On schedule	A review of the Land Improvement (Retaining walls, Seawalls and Harbourside Structures), Transport, and Stormwater Asset Management Plans was undertaken to update the latest information, accordingly. This continuing process assists with the ability to effectively program the renewal of assets based on their condition ratings and then are incorporated into our future capital works program. An audit on all condition ratings to these assets was completed in June 2024. This report will now guide the revaluations for these assets and this process is expected to be completed in July 2024.
Review Asset Management Plans structure and methodology in preparation for development of new Asset Management Plans in FY2024/25.	30 April 2024.	Delays 	In draft	An audit on all condition ratings to retaining walls, seawalls and harbourside structures, transport, and stormwater assets was completed in June 2024. This report will now guide the revaluations for these assets and this process is expected to be completed in July 2024. All updated information will then be incorporated into each of the Asset Management Plans, accordingly.
Rollout bus shelter advertising in accordance with new contract.	29 February 2024.	Completed / Achieved 	On schedule	Civil works for the bus shelter rollout program is well underway with 50% of the sites completed, and the remaining sites in progress. It is anticipated that works will be completed by October 2024.

Development Assessment

Strategy 4.1: Encourage and plan for sustainable, high quality planning and urban design outcomes and place and enhance quality of life.

Ref	Priority	Progress Comments
4.1.2	Deliver high quality and timely development assessment.	The principal performance indicator for the Development Assessment Department is that we continue to provide an effective and efficient development control service. The performance of Development Assessment is outlined below.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Deliver development assessment processing times of 95 days and 117 days (net and gross mean) <i>Note: Net Mean is the total processing time which excludes the number of days the applicant is given to provide further information (Stop the Clock letter). Gross Mean is the overall processing time with no deductions.</i>	Ongoing, 30 June 2024.	Delays 	Under review	Q3 processing times not achieved (149 net mean days and 155 gross mean days). Q4 processing times not achieved (129 net mean days and 138 gross mean days). The average for the full FY23-24 was 156 net mean days and 164 gross mean days. The overall net and mean processing times in the 3rd and 4th quarters of FY23-24 have not met the benchmark requirement. The recommendations put forward in the DA Review process undertaken by Morrison Low have been adopted and put in place (i.e. new delegations model, face-to-face DARC meetings). It is anticipated that the benefit of these new recommendations will continue to improve overall processing times.

Workload and Productivity

The following table shows the number of DAs and s.4.55 applications lodged compared to the number of DAs determined during this reporting period. A Section 4.55 Modification Application is an application to modify an approved Development Application.

Quarter	# DAs Lodged	# DAs Determined	# s4.55 Lodged	# s4.55 Determined
1st 2023/24	133	105	107	98
2nd 2023/24	121	147	102	110
3rd 2023/24	89	146	104	95
4th 2023/24	124	108	131	119

The following table shows both DAs and modification applications lodged and determined during the 3rd and 4th quarters of 2023/2024.

Quarter	Total Applications Received	Total Applications Determined
1st 2023/24	240	203
2nd 2023/24	223	257
3rd 2023/24	193	241
4th 2023/24	255	227

Decision makers

The following table shows where decisions on DAs (excludes s.4.55 applications) were made during the 3rd quarter.

Level of Delegation	Total # of DAs	% of Total	Approved	Refused
Staff	100	73.00%	80	20
Application Review Panel	25	18.25%	25	0
Application Assessment Panel	5	3.65%	5	0
Local Planning Panel	7	5.10%	7	0
Sydney Eastern City Planning Panel	0	0%	0	0
Total	137	100%	117	20

Note: The above figures do not include DAs which were rejected within 7 days of lodgement or withdrawn. In total **9** DAs were rejected or withdrawn.

The following table shows where decisions on DAs (excludes s.4.55 applications) were made during the 4th quarter.

Level of Delegation	Total # of DAs	% of Total	Approved	Refused
Staff	70	72.20%	60	10
Application Review Panel	7	7.20%	7	0
Application Assessment Panel	2	2.00%	1	1
Local Planning Panel	18	18.60%	12	6
Sydney Eastern City Planning Panel	0	0%	0	0
Total	97	100%	80	17

Note: The above figures do not include DAs which were rejected within 7 days of lodgement or withdrawn. In total **11** DAs were rejected or withdrawn.

Appeals

The following table shows the number of appeals lodged during the following quarters. Specific details of all appeals, are tabled and reported quarterly to the EPC.

Quarter	Appeals Lodged
1st 2023/24	19
2nd 2023/24	14
3rd 2023/24	9
4th 2023/24	13

Given the current number of appeals being dealt with is extremely high, the level of legal activity and staff resourcing (preparation of Statement of Facts and Contentions, Statements of Evidence and Court attendance) is also high. This has a direct influence on Council's DA processing times.

Turnaround Times

The following tables provides a summary of the net and gross mean processing times in days for Development Application (excludes s.4.55 applications) determinations:

Measure	Avg. FY 2021/22	1st Qtr 2022/23	2nd Qtr 2022/23	3rd Qtr 2022/23	4th Qtr 2022/23	Avg. FY 2022/23	1st Qtr 2023/24	2nd Qtr 2023/24	3rd Qtr 2023/24	4th Qtr 2023/24	YTD Avg. FY 2023/24
Overall											
Net Mean	108	106	105	115	117	111	169	162	149	129	156
Gross Mean	124	124	129	140	144	135	177	167	155	138	164
Staff Delegated											
Net Mean	65	62	68	71	81	71	88	104	114	86	102
Gross Mean	81	76	86	97	100	90	90	109	118	92	107
ARP											
Net Mean	123	111	105	149	134	126	232	267	242	250	249
Gross Mean	151	131	151	182	173	159	242	277	249	256	258
AAP											
Net Mean	238	203	224	219	198	211	320	270	294	464	316
Gross Mean	288	267	238	266	288	265	327	286	342	464	331
LPP											
Net Mean	193	178	216	183	180	189	275	218	259	238	242
Gross Mean	223	229	248	225	227	232	288	231	270	260	257

The overall net and mean processing times in the 3rd and 4th Quarters of 2023-2024 have not met the benchmark requirement of a 15% reduction in net and gross mean processing times based over the past three years of activity. This benchmark equates to 95 and 117 days, respectively.

This can be attributed to the following factors:

1. Referral turnaround times remain high, directly affecting processing times.
2. While the proportion of applications determined under Staff delegation has been increased over the 3rd and 4th Quarters to 73% and 72.2%, a large number of applications determined were the backlog of overdue referrals. These have a direct influence on the overall processing times.
3. Although the proportion of applications being determined via LPP has been reduced over the 3rd and 4th Quarters to 5.1% and 18.6%, more than one third (8 out of 25) of the applications determined were aged applications in that period.
4. A significant number of determined applications, totalling 111, were aged applications (>250 days) over the financial year period, with the oldest being 1,410 days. These have a direct influence on the overall processing times.
5. The number of Class 1 appeals remains high. The handling of appeal cases has taken up significant time from assessment officers as well as referral officers dealing with DA assessment.

Outcomes

The following positive outcomes were achieved in the reporting period:




- The productivity of Development Assessment in terms of processing DAs and related applications including case handling of Class 1 appeals has been high.
- Successful planning outcomes have been achieved in Class 1 appeals either by amended plans in s34 conciliation or the appeal being dismissed by the Court.
- The DA processing times for applications determined via staff delegation and LPP have improved over the 4th quarter when compared to the 3rd quarter. This results in an overall improvement within the same period.
- A significant number of aged applications (>250 days), have been cleared.
- The recommendations put forward in the DA Review process undertaken by Morrison Low have been adopted and put in place (i.e. new delegations model, face-to-face DARC meetings). It is anticipated that the benefit of these new recommendations will continue to improve overall processing times.







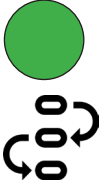


Strategic Planning, Heritage Conservation & Place

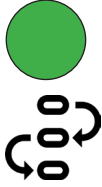
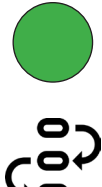
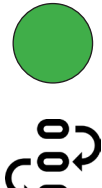
Strategy 4.1: Encourage and plan for sustainable, high quality planning and urban design outcomes and place and enhance quality of life.



Ref	Priority	Progress Comments
4.1.1	Ensure that Council's strategic planning framework, Local Environmental Plans and Development Control Plans are regularly reviewed, are consistent with relevant Metropolitan plans and provide a planning and compliance framework which will result in appropriate high quality development and incorporates community concerns and ideals.	<p>During this reporting period, our priorities were to:</p> <ol style="list-style-type: none"> 1. Finalise both the Edgecliff Commercial Centre and Double Bay Centre planning and urban design strategies, and report them to Council late 2023 / early 2024. 2. Progress planning proposals to enact the Edgecliff Commercial Centre and Double Bay Centre planning and urban design strategies. 3. Advocate to the NSW Government against the proposed package of reforms contained in the low and mid-rise housing policy. 4. Assess and progress proponent-led planning proposals, including 136-148 New South Head Road, Edgecliff and Old South Head Road / Abermarle Avenue, Rose Bay. 5. Prepare amendments to the Woollahra DCP 2015 e.g. for excavation, and basketball/sports courts and site specific amendments e.g. 252-254 New South Head Road. 6. Progress the Paddington Public Domain Strategy.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Assessment of all Proponent Initiated Planning Proposals in accordance with Statutory requirements	Ongoing, 30 June 2024.	Complete / Achieved 	Complete	Consistent with the specifications in the DPHIs Local Environmental Plan Making Guideline, Council staff endeavour to progress planning proposals in accordance with the identified timelines.
Establish development controls for Substations & Electrical Infrastructure. [NOM 14/02/22]	31 December 2023.	Complete / Achieved 	Complete	On 14 August 2023, Council resolved to exhibit amendments for Substations and Electrical Infrastructure. These were on exhibition from 5 September to 8 October 2023, and endorsed by Council on 15 November 2023. These came into effect on 8 December 2023.
Establish development controls for private Basketball Courts in residential zones.	30 June 2024.	Complete / Achieved 	Awaiting commencement date	The exhibition of the proposed amendments to the Woollahra DCP 2015 closed on 2 June 2024. A post exhibition report was tabled at a Council meeting in July 2024, and the amended controls will come into force on 26 July 2024.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Report to Council on the Implementation strategy for the Edgecliff Commercial Centre , including planning proposal development control plan and public domain plan. (UPC delegated 16/11/2015)	30 September 2023.	Complete / Achieved 	Post-exhibition review; next step is a report to a meeting of Council	At its meeting on 29 April 2024, Council resolved to adopt the Edgecliff Commercial Centre Strategy, subject to modifications. The amended Strategy is available on Councils website. Council staff are currently assessing the implications of the NSW Government's recently proposed reforms prior to progressing the planning proposal that implements the Edgecliff Strategy.
Prepare a site specific Development Control Plan to strengthen Protections for Character Buildings [NOM 14/02/2022]	30 June 2024.	Complete / Achieved 	Complete	A report on this matter was considered by EPC on 4 September 2023, and on 11 September 2023 Council resolved to remove controls for character buildings in the Double Bay Centre, and initiate a heritage study for the Rose Bay Centre.
Exhibit amended planning controls to increase the minimum lot size to construct an attached dual occupancy development in the R2 Low Density Residential Zone to 800m ² , (which on 22/02/2021 Council Resolved to increase the minimum lot size from 800m ² to 1200m ²).	31 March 2024.	Delays 	Preparations; next step is a report to Council when response received from DPHI	The DPHI are currently progressing reforms to low and mid rise housing, which will set minimum lot sizes for dual occupancies in the R2 Low Density Residential zone. We anticipate that this will be a minimum lot size of 450sqm. Staff will report to Council on this matter when the reforms are finalised, as they will inform the outcome of this project.
Prepare site specific development controls for 252-254 New South Head Road, Double Bay	30 September 2023.	Complete / Achieved 	Complete	A Draft site specific DCP was considered by EPC on 5 June 2023 and Council resolved to place the draft DCP on exhibition on 26 June 2023. The exhibition took place from 19 July to 18 August 2023. The submissions were considered by the EPC meeting of 3 October 2023, and on 9 October Council resolved to approve the DCP. The new controls commenced on 27 October 2023.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Finalise Planning Proposal and amendments to the Development Control Plan (post-exhibition) for 136-148 New South Head Road, Edgecliff	31 March 2024.	Complete / Achieved 	Post-exhibition review; next step is a report to a meeting of Council	On 17 May 2024, the planning proposal was finalised and the amendment to the Woollahra LEP 2014 is now in force. It is anticipated that a report on the site specific DCP will be reported to a meeting of Council in August 2024.
Report to Council on the Paddington Public Domain Strategy outcomes.	30 June 2024.	Delays 	In draft	In November 2023, Council staff appointed consultants Spackman Mossop Michaels to progress this project. Since that time, staff have carried out a range of key stakeholder meetings and circulated an initial draft. This draft was presented to the Paddington HCA Working Party on 13 June 2024 for review. A number of matters were discussed and a further meeting will take place with the Paddington HCA Working Party to progress the document.
Implement amendments to planning controls as a consequence of excavation, Subterranean building and dewatering in Double Bay (CR 25/02/2019) & Prepare a further report to limit excavation and dewatering in the most impacted zones in the Double Bay Floodplain (CR 25 October 2021)	30 June 2024.	Delays 	Awaiting decision of Council	On 3 June 2024 the EPC considered a report on the hydrogeological and geotechnical study of the Rose Bay area undertaken by GHD, and on 11 June Council resolved to defer the matter to a future meeting of Council.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Local Planning Panel excavation report [NOM from EPC of 07/08/23]	30 June 2024.	Complete / Achieved 	Preparations; next step is a post-exhibition report to a meeting of Council	This matter was reported to Council in June 2024, where the staff recommendation for amendments to the Woollahra DCP 2015 was supported for exhibition. A post exhibition report will be tabled to a meeting of Council in August 2024.
Write to the Minister & DPIE (with supporting planning evidence) seeking an exemption from the provision of SEPP Housing for Seniors or People with a Disability 2004, and provide an update report.	30 June 2024.	Complete / Achieved 	Preparations; next step is a post-exhibition report to a meeting of Council	A report was considered by Council in July 2024 which proposed amendments to the Woollahra DCP 2015 to strengthen controls relating to seniors housing development. This matter will be placed on exhibition in July/August 2024, and a post exhibition report will be considered by Council in the second half of 2024.
Planning Proposal for 488-492 Old South Head Road & 30 Albemarle Avenue, Rose Bay	30 June 2024.	Complete / Achieved 	Awaiting external gateway approval	A Gateway determination was issued on 23 February 2024 stating that the planning proposal should proceed for exhibition, subject to conditions. The planning proposal was exhibited from 2 April 2024 to 7 May 2024. The Sydney Eastern City Planning Panel is considering public submissions on the planning proposal prior to making a decision about whether the planning proposal should proceed to finalisation. If supported, the planning proposal will be finalised by the DPHI. To support the controls contained in the planning proposal, Council staff prepared a site specific DCP. This was on exhibition in May/June 2024 and a post exhibition report was considered by Council in July 2024 where Council resolved to endorsed the site specific DCP (with amendments).

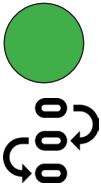

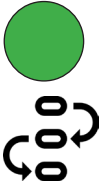

Project / Deliverable	Due By	Status	Stage	Progress Comments
Planning Proposal for 8-10 New McLean Street, Edgecliff	30 June 2024.	Complete / Achieved 	Awaiting external gateway approval; possible next steps pending that decision	<p>This proponent initiated planning proposal was lodged on 11 August 2023. It seeks consent for revised building height, floor space ratio and additional permitted use controls at 8-10 New McLean Street, Edgecliff. The matter was considered at the Council meeting of 11 March 2024, where Council resolved not to support the planning proposal.</p> <p>In January 2024, the proponent lodged a rezoning review, which was heard by the Sydney Eastern City Planning Panel on 28 February 2024. They resolved to commission an independent planning and urban design study to determine an appropriate built form scale on the site. This study will be returned to the panel in August 2024. Subject to the outcomes of this process, Council staff will prepare a site specific DCP.</p>
Employment Zone reforms	30 June 2024.	Complete / Achieved 	Complete	Draft Woollahra DCP (Amendment No. 24) Employment Zones Reforms was on exhibition from 13 March 2024 to 14 April 2024. Council resolved to approve the draft DCP on 13 May 2024 and on 31 May 2024 the amendment took effect.





Strategy 4.2: Conserving our rich and diverse heritage.





Ref	Priority	Progress Comments
4.2.1	Implementation of the Heritage Gap Analysis which includes maintaining a program of heritage research and potential new conservation areas and heritage items.	<p>During this reporting period, our priorities were to:</p> <ol style="list-style-type: none"> 1. Progress the Edgecliff Commercial Centre Heritage Study and Rose Bay Schools study and forward these to the DPHI to facilitate public exhibition. 2. Finalise the Double Bay Heritage Study, Leslie Wilkinson Study and Lapin House Study. 3. Finalise the places of worship planning proposals. 4. Progress with consultants the Modern study, Interwar flat buildings study, Rose Bay Centre study, Oxford Street study and Significant Architects study. 5. Prepare an RFQ for the arts and craft study. 6. Review the heritage significance of the Cooper Park Garage.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Finalise Planning Proposal for places of worship in the Woollahra Local Government Area [NOM 8/04/19]	31 March 2024.	Complete / Achieved 	Complete	A planning proposal to list four places of worship was endorsed by Council on 27 March 2023 (The Sydney Chevra Kadisha, Paddington Church of Christ, St Andrews Scots Presbyterian Church, and Vacluse Uniting Church). The planning proposal was exhibited between 19 July 2023 and 18 August 2023. On 11 September 2023 Council considered a post exhibition report, and resolved to approve the proposed heritage listings. Woollahra LEP 2014 Amendment No. 35 to list four Places of Worship on Schedule 5 of the Woollahra LEP 2014 was finalised and implemented on 24 May 2024.
Investigate the potential heritage significance of the St George Church, Rose Bay	30 June 2024.	Complete / Achieved 	Complete	A planning proposal to list the St George Greek Orthodox Church was endorsed by Council in August 2023 and Gateway Approval was received on 18 October 2023. The planning proposal was on exhibition from 15 November to 17 December 2023, and Council considered a post exhibition report in February 2024. The St George Greek Orthodox Church was listed as a heritage item in the Woollahra LEP 2014 on 28 June 2024.
Report to Council on an assessment of heritage significance for Old School Hall, Rose Bay Public School, Albemarle Ave, Rose Bay, and McAuley Catholic School and outbuildings (formerly Christian Brothers College Rose Bay) (CR 8/04/19)	31 March 2024.	Complete / Achieved 	Awaiting external gateway approval; next step is public exhibition	In June 2023 heritage consultants Artefact were engaged to progress this study. The recommendations were to list two buildings (Building E at Rose Bay PS, and the former Christian Brothers College building at McAuley Catholic Primary School) as heritage items on the Woollahra LEP 2014 Schedule 5. A planning proposal was presented to the WLPP on 18 April 2024, and on 13 May 2024. Council resolved to support the planning proposal being submitted to the DPHI for Gateway determination to allow public exhibition. Subject to the conditions of the Gateway determination, it is anticipated that the planning proposal will commence exhibition in August 2024.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Finalise Planning Proposal for the heritage listing of Wilkinson buildings. (CR 24/11/14)	30 September 2023.	Complete / Achieved 	Complete	A planning proposal to list five Wilkinson buildings as local heritage items was reported to the Woollahra LPP in September 2022, and Council resolved to proceed with the planning proposal in October 2022. A Gateway determination was issued on 12 December 2022 to allow public exhibition which took place from 8 February to 10 March 2023. A post exhibition report was considered by the EPC on 1 May 2023, and on 8 May 2023 Council resolved to finalise the planning proposal. The five sites were gazetted as local heritage items in the Woollahra LEP 2014 on 22 March 2024.
Finalise Planning Proposal for new heritage items in the Double Bay Centre (CR 26/04/2021)	31 March 2024.	Complete / Achieved 	Complete	In February 2022 Council staff engaged heritage consultants LSJ to undertake a Heritage Significance Assessment of buildings in the Double Bay Centre. The assessment report and accompanying planning proposal were presented to the WLPP on 13 December 2022 for advice. The WLPP advised Council to proceed with the planning proposal and the planning proposal was endorsed by Council on 27 March 23. The planning proposal was on exhibition from 16 August to 5 September 2023. A post exhibition report was considered by Council in November 2023, where Council resolved to finalise the planning proposal. The finalisation of the planning proposal took place on 19 July 2024.
Heritage Listing of Lapin House, Rose Bay	31 March 2024.	Complete / Achieved 	Complete	At the meeting of 11 September 2023, Council resolved to proceed with a planning proposal to list Lapin House as a heritage item. The planning proposal was on exhibition from 24 October to 21 November 2023. In December 2023, Council resolved to finalise the LEP. The finalisation of the planning proposal took place on 19 July 2024.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Preparation of Edgecliff Centre heritage study and planning proposal for implementation.	31 December 2024.	Complete / Achieved 	Awaiting external gateway approval; next step is public exhibition	In 2022, GML were appointed to prepare the Edgecliff Commercial Centre Heritage Study. The planning proposal was presented to the WLPP on 20 October 2024, and in April 2024 Council resolved to support the planning proposal (in part) and submit for a Gateway determination to allow public exhibition. It is anticipated that the planning proposal will be placed on exhibition in August 2024. With regards to 4 Oswald Street ('Gruzman House), Council resolved to consider listing this property following a site inspection. Council staff are in the process of facilitating a site inspection.
Report to Council on the assessment of heritage significance of 543-549 Glenmore Road, Edgecliff. (CR 5 July 2021)	30 September 2023.	Complete / Achieved 	Awaiting external gateway approval; next step is public exhibition	This project was rolled into the broader Edgecliff Commercial Centre Heritage Study which was endorsed by Council in April 2024 to submit to the DPHI requesting a Gateway determination. It is anticipated that the planning proposal to list these properties as heritage items will be placed on exhibition in August 2024.
Modern Heritage Study	Commence by 30 June 2024.	Complete / Achieved 	Preparations	In November 2023, Council staff appointed heritage consultants GML to progress the Modern Study which is being addressed in different stages across 2024 and 2025 as part of the program identified in the Heritage Gap Analysis. Site visits have occurred (where possible). It is anticipated that further consultation with the relevant landowners will occur in the second half of 2024, before progressing a report to a meeting of the WLPP and/or Council.
Inter-War Flat Buildings Heritage Study.	Commence by 30 June 2024.	Complete / Achieved 	In draft	In November 2023, Council staff appointed heritage consultants GML to prepare a Thematic Study of Interwar Flat buildings in the Woollahra LGA which would act as a foundation for studies of Inter-War Flat Buildings. The complete study is now finalised and will soon be uploaded to Council's website.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Significant Architects study [NOM 09/12/2019]	Commence by 30 June 2024.	Complete / Achieved 	Preparations	In November 2023, Council staff appointed heritage consultants Robertson & Hindmarsh to progress one element of the Significant Architects Study which is being addressed in a series of projects across 2024 and 2025 as part of the program identified in the Heritage Gap Analysis. The consultants are reviewing an initial list of sites which was prepared by Council staff, based on a number of resources. Subject to the recommendations of the Study, it is anticipated that consultation with the relevant landowners will occur in the second half of 2024, before progressing a report to a meeting of the WLPP or EPC. Further briefs are currently being prepared for additional projects in this series, and it is expected that these briefs will be circulated by the end of 2024.
Report on future heritage listing of arts and crafts buildings . (CR 11/11/2019)	Commence by 30 June 2024.	Delays 	Preparations	Council staff received consultant fee proposals in response to an RFQ. Staff are anticipating appointing a consultant to progress the arts and crafts study in July 2024. Depending on the recommendation of the study, is anticipated that the results of this study will be reported to the WLPP and/or Council in the first half of 2025.
Heritage Listing of Cooper Park Garage [NOM 14/06/2022]	Commence by 30 June 2024.	Complete / Achieved 	Complete	The heritage significance assessment of the site was prepared by council staff and presented to a meeting of the EPC on 2 April 2024 with a recommendation not to progress with heritage listing. Council resolved on 8 April 2024 not to progress with the listing and to close the NOM.
Oxford Street Heritage Study [NOM 23/08/2021] & 2a-14a Queen Street, Woollahra Heritage Study (Centennial flat building) [NOM 25/10/2021].	Commence by 30 June 2024.	Complete / Achieved 	Preparations	Lisa Trueman Heritage Consultant has been appointed to undertake this heritage study in conjunction with 2A Queen Street (Centennial Flats). Depending on the recommendation of the study, is anticipated that the results of this study will be reported to the WLPP and/or EPC in the second half of 2024.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Rose Bay Centre Heritage Study	Commence by 30 June 2024.	Complete / Achieved 	Prep- arations	In March 2024, TKD Architects were engaged to undertake the Rose Bay Centre Heritage Study. Depending on the recommendation of the study, is anticipated that the results of this study will be reported to the WLPP and/or Council in the second half of 2024.
Provide a report on the further protection of secondary wings on contributory and heritage items in the Darling Point HCA (CR 25 October 2021)	30 June 2024.	Not Yet Commenced 	Awaiting commence- ment date	Subject to other priorities, project will occur in the second half of 2024 as part of the program identified in the Heritage Gap Analysis.
Progress a single chapter of the WDCP 2015 dedicated to heritage conservation (including contributory items) (CR 1/10/2022)	30 June 2024.	Not Yet Commenced 	Awaiting commence- ment date	A report outlining options to Council to enhance Woollahra's planning instruments with respect to the demolition of contributory items was reported to the EPC meeting of 4 October 2022, and on 31 October 2022 Council resolved to progress a single chapter of the WDCP 2015 dedicated to heritage conservation (including contributory items). Subject to other priorities, this project will progress as a medium priority action under the Heritage Gap Analysis.
Heritage assessment of 3 Eastbourne Road, Darling Point (CR 8/5/2023)	30 June 2024.	Complete / Achieved 	Complete	On 8 May 2023, Council resolved that staff investigate the heritage significance of Moorgate in Darling Point. This was completed by Robertson and Hindmarsh, which concluded that the building did not meet the criteria for heritage listing. On 10 July 2023 Council resolved to take no further action on this matter.




Strategy 4.3: Sustaining diverse housing choices in planned locations that enhance our lifestyles and fit in with our local character and scenic landscapes.

Ref	Priority	Progress Comments
4.3.1	Ensure Council's planning documents and strategies support high quality housing and housing diversity which is consistent with the strategic thinking of Council in relation to planned infrastructure, services and locational issues.	During the reporting period, this priority was addressed by finalising the Edgecliff Planning & Urban Design review, and progressing the planning proposals.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Preparation of a sub- regional approach to affordable housing (with Waverley and Randwick Councils)	31 March 2024.	Delays 	Preparations	A report on this matter was considered by EPC on 3 April 2023, and endorsed by Council on 11 April 2023. Since this time, Council staff have been working with staff from Waverley and Randwick Councils to progress a joint discussion paper. It is anticipated that a report on this matter will be reported to a Council meeting in the second half of 2024.
Report to Council on the Implementation strategy for the Double Bay Urban Design Strategy Planning Proposal, development control plan and public domain plan.	30 September 2023	Complete / Achieved  	Preparations	At its meeting on 27 November 2023, Council resolved to adopt the Double Bay Strategy, subject to modifications. In December 2023 the Strategy was finalised and available on Councils website. The planning proposal implementing the Double Bay Strategy will be reported to a meeting of the WLPP. Subsequently, the advice of the WLPP will be reported to a meeting of Council. However, prior to finalising a date of the WLPP, Council staff are considering the implications of the package of reforms being proposed as part of the Low-and mid-rise housing policy.



Strategy 4.4: Facilitate safe and active local centres which increase local activity, balance tourism demands with the impact on the community and are in line with local character.

Ref	Priority	Progress Comments
4.4.1	Ensure Council's planning strategies and controls support and promote appropriate development and activities in business centres.	During the reporting period, this priority was addressed by the finalising the Edgecliff Strategy. It was endorsed, subject to amendments, at Council in April 2024. Both the adopted Double Bay Strategy and Edgecliff Strategy will guide appropriate development in two of our business centres.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Finalise the Double Bay Centre Planning Proposal and Development Control Plan	30 April 2024.	Delays 	Preliminary investigation / Scope of works	At its meeting on 27 November 2023, Council resolved to adopt the Double Bay Strategy, subject to modifications. In December 2023 the Strategy was finalised and available on Council's website. The planning proposal implementing the Double Bay Strategy will be reported to a meeting of the WLPP. Subsequently, the advice of the WLPP will be reported to a meeting of Council. However, prior to finalising a date of the WLPP, Council staff are considering the implications of the package of reforms being proposed as part of the Low-and mid-rise housing policy.
Finalise the Edgecliff Centre Planning Proposal and Development Control Plan	30 April 2024.	Delays 	Awaiting commencement date	At its meeting of 29 April 2024, Council resolved to adopt the Edgecliff Strategy, subject to modifications. Council staff are currently preparing a planning proposal and draft DCP to enact the endorsed Edgecliff Commercial Centre Planning and Urban Design Strategy. Prior to finalising a date of the WLPP, Council staff are considering the implications of the package of reforms being proposed as part of the Low-and mid-rise housing policy.
Prepare and adopt an Affordable Housing Scheme for Edgecliff Commercial Centre .	30 April 2024.	Delays 	Preparations	Council staff are working with our nominated consultant to prepare a scheme that will accompany the planning proposal for the Edgecliff Commercial Centre.

Strategy 9.1: Collaborating to achieve great placemaking outcomes in our local centres which are hubs for jobs, shopping, dining, entertainment, and community activities.

Ref	Priority	Progress Comments
9.1.1	Encourage economic development in business and retail centres and implement Council’s adopted Place Plans.	<p>During this reporting period, our priorities were to:</p> <ol style="list-style-type: none"> 1. Investigating a Local Approvals Policy. 2. Ongoing management of our placemaking and business sector grants program. 3. Meeting with businesses along Queen Street to progress ideas for Woollahra 2025. 4. Appointing contractor to manage the Christmas decorations for 2024/2025 and 2025/2026.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Prepare and adopt a Woollahra Local Approvals Policy .	31 December 2023.	Delays 	Preliminary investigation / Scope of works	During this reporting period Council staff researched a range of other Councils policy in relation to A Frames and prepared a draft for further internal consultation meetings with Open Streets, Property and Projects, Compliance and Regulations. It is anticipated that a report will be presented to a meeting of Council in the second half of 2024.
Improve the amenity in Peaker Lane, Woollahra between Spicer Street and Holdsworth Street including consulting with affected property owners in Peaker Lane for a contribution toward the total costs improvements, noting the \$30,000 allocated by Council in the 2023/24 budget.	31 December 2024.	Delays 	Preparations	Council staff have undertaken a preliminary assessment and will commence liaising with affected businesses in the second half of 2024. Necessary improvements to business properties will need to be undertaken before public works can commence.

Strategy 11.2.1 Effective management of Council’s finances.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Prepare and adopt a s7.12 Development Contributions Plan.	30 April 2024.	Complete / Achieved 	Complete	<p>Following Council’s resolution on 11 October 2023, staff implemented the revised condition of consent for section 7.12 development contributions. This has allowed us to collect increased 7.12 contributions from 4.55 modifications and consecutive applications which have increased the cost of works.</p> <p>In addition, Council staff exhibited changes to the Woollahra Section 7.12 Development Contributions Plan 2022 from 8 May- 9 June 2024 to provide for an annual update to the works schedule and improve the calculation of contributions. The plan was finalised on 5 July 2024, and is now in force. All outstanding actions have been addressed.</p>



Compliance

Strategy 4.5: Ensure that planning and building requirements are promoted and complied with.

Ref	Priority	Progress Comments
4.5.1	Council provides cost effective and timely building certification service	<p>Council provided the following building certification services for the half year to 30 June 2024;</p> <ul style="list-style-type: none"> • 3 construction certificate applications (CC) were received with 2 being determined, representing a market share of 1 %; • 2 complying development certificate applications (CDC) were received with 2 being determined; • Council was appointed the Principal Certifier for 4 projects, representing a market share of 4%.
4.5.2	Council provides an effective response to unauthorised uses and works.	<p>For the half year to 30 June 2024 Council's Building Control staff;</p> <ul style="list-style-type: none"> • Received 274 customer requests and finalised 286; • Served 19 'Notices of intention to give an Order'; • Served 20 Orders;

Strategy 5.3: Provide and maintain clean, attractive, accessible, connected and safe parks, sportsgrounds, foreshore areas and other public spaces and infrastructure such as roads, footpaths, bicycle facilities, stormwater drains and seawalls.

Ref	Priority	Progress Comments
5.3.3	Provide seasonal lifeguard services to Camp Cove Beach.	Council provides a casual lifeguard service at Camp Cove Beach between October and April. The service operates on an as needs basis and may be closed due to inclement weather.

Strategy 6.2: Management of public parking on-street and off-street.

Ref	Priority	Progress Comments
6.2.1	Provide parking enforcement services.	<p>Routine proactive parking patrols are undertaken across the LGA daily, as well as responding to customers' specific requests and proactive patrols of illegal parking at schools.</p> <p>During the half year to 30 June 2024;</p> <ul style="list-style-type: none"> • 22,272 street parking infringements were issued for various offences • 2,510 infringements were issued in Council carparks.

Strategy 72: Support cleaner, healthier waterways including improved water quality and healthy water catchments, creeks and harbour.

Ref	Priority	Progress Comments
72.5	Take appropriate and timely action in response to pollution incidents.	<p>During the reporting period Council's Rangers investigated the following customer requests with regard to building sites;</p> <ul style="list-style-type: none"> • 16 requests for air pollution issues, including dust related matters; and • 28 requests for sediment control / water pollution issues including building site discharges, wash-downs and spills.

Strategy 73: Monitor and respond appropriately to environmental and public health matters that impact community health and safety.


Ref	Priority	Progress Comments
73.1	Ensure compliance with food, animal and pool safety and environmental health matters	<p>At the end of the half year to 30 June 2024 there were 377 recorded food premises in the LGA. The following food control activities were completed during the half year;</p> <ul style="list-style-type: none"> • 198 primary inspections were carried out; • 9 re-inspections were carried out; • 2 food notices/orders were issued; • 21 customer requests were investigated; and • 0 penalty infringement notice was issued. <p>For the half year to 30 June 2024 Council's Health Premises and Fire Safety registers confirmed the following;</p> <ul style="list-style-type: none"> • 131 health premises were recorded; • 4 health premises inspections were carried out; • 65 regulated cooling tower/warm-water systems were recorded; and; • 688 complete annual fire safety statements were lodged with Council. <p>For the half year to 30 June 2024 the following activities were carried out pursuant to Council's swimming pool safety program;</p> <ul style="list-style-type: none"> • 41 swimming pool inspection requests were determined; • 4 swimming pool exemption applications were determined; • 1 swimming pool fencing customer request was logged; and • 0 swimming pool fencing notices/orders were issued.



Governance


Strategy 2.1: Build strong and respectful connections with partners so that we can enhance and protect our local area and quality of life.

Ref	Priority	Progress Comments
2.1.2	Respond to calls for Office of Local Government submissions and collaborate with different levels of the government to help us achieve our community's aspirations for the LGA	Submissions are prepared as required in response to the Office of Local Government and/or industry wide calls for submissions. This included: <i>Standing Committee on State Development - Inquiry into the ability of local governments to fund infrastructure and services March 2024</i> : Whilst Woollahra Council did not make its own submission to this inquiry, it did take part in the development of two submissions, one being from the Southern Sydney Regional Organisation of Councils and one from Local Government Professionals NSW. The General Manager, (in his capacity as Vice President of LG Professionals), was invited to give evidence at a hearing for this inquiry, which was held on Wednesday 29 May 2024. The General Manager provided evidence at the hearing alongside the President of LG Pro and the Director City Performance at Bayside Council.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Council is informed of submission opportunities and makes timely submissions.	Ongoing throughout the year, 30 June 2024.	Completed/ Achieved 	Complete	Submissions were made on: <ul style="list-style-type: none"> <i>House of Representatives Standing Committee on Regional Development, Infrastructure and Transport – Inquiry – Australia's Local Government Sustainability – May 2024.</i> <i>Low & Mid-Rise Housing Planning Reforms & New Housing Targets.</i> One of the most dramatic planning changes to impact NSW in recent decades (being the low and mid-rise housing reforms), Council's submission was presented to Council's Environmental & Planning Committee (EPC) on 3 June 2024 and was then subsequently reported to Council on 11 June 2024.


Strategy 10.1: Encourage inclusive community participation and build respectful relationships through engagement and input into decision making.

Ref	Priority	Progress Comments
10.1.2	Ensure our suite of integrated planning and reporting documents are in plain language, meet legislative requirements and enable us to report on Council's performance to the community.	The draft Long Term Financial Plan 2024/25- 2033/34 and draft Operational Plan 2024/25 were placed on public exhibition from 30 April to 29 May 2024, with 3 community pop-ups held in Rose Bay, Paddington and Double Bay. The Plans were considered by Council and adopted 24 June 2024 for implementation from 1 July 2024.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Council's Operational Plan for 2024/25 is developed and adopted by Council.	30 June 2024.	Completed/ Achieved 	Complete	The Operational Plan 2024/25 was adopted by Council on 24 June 2024 for implementation from 1 July 2024.

Strategy 11.3: Ensure effective and efficient governance and risk management.

Ref	Priority	Progress Comments
11.3.1	Maintain a strong governance framework that facilitates transparent and democratic decision-making and provide effective support to manage the efficient operation of Council and other Committee meetings in an open, transparent and accountable manner.	Council, Committee and Panel meetings continue to be held as per the meeting schedule and promote openness, transparency and accountability in Council decision making processes.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Preparation for Councillor Candidate Information Sessions and Councillor Induction Program for the 2024 Local Government Elections are completed.	30 June 2024.	Completed/ Achieved 	Complete	Councillor Induction Program planning is well advanced, with dates and programming having been scheduled and external presenters booked for sessions. Completed other than final agreement as to dates and timing.


Ref	Priority	Progress Comments
11.3.2	Ensure corporate risks are managed appropriately to reduce the likelihood of any adverse impacts to Council or the community.	Following an external independent assessment of Council's Risk Management a Risk Improvement Roadmap was developed. As part of this, a full review and refresh of Council's operational risk register was undertaken. Further, Council's Executive Leadership Team have developed Council's Strategic risk Register which will be reviewed with Councillors at a workshop in the third quarter of the 2023/24 Financial Year prior to presentation to Council for adoption.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Internal Audit of Council's Workplace Health & Safety Management System completed and presented to Council's Audit, Risk & Improvement Committee (ARIC)	31 December 2023.	Completed/ Achieved 	Complete	Procurement activity completed and external provider selected in late June 2024 for the completion of the first internal audit. Expecting completion of the first internal audit by the end of August 2024 and the other by the end of December 2024.
Internal Audit of Council's Cyber Security measures and controls are completed and presented to Council's Audit, Risk & Improvement Committee (ARIC)	31 March 2024.	Delays 	Preparations	Delayed at the AO Report on released on 26 March 2024. Data Breach Policy approved by GM on 1 March 2024. Education to be provided at Executive Managers Meeting in first quarter of 2024-25.
Finalise Council's Enterprise risk registers and present to Council.	30 September 2023.	Delays 	Preparations	Meetings to occur with Directors and Managers in July 2024, then to Council for adoption when the new Council is elected. This is likely to be in late 2024 or early 2025.







Corporate Services

Strategy 10.1: Encourage inclusive community participation and build respectful relationships through engagement and input into decision making.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement reporting of expenditure for the Special Rate Variation funded projects of \$48million in Council's Annual Report.	30 June 2024.	Completed/ Achieved 	Complete	Council has commenced work on a number of projects funded by Council's Special Rate variation. Expenditure on these will be included in Council's Annual Report which will be finalised by 30 November 2024.

Strategy 11.1: Build an efficient organisation that places customers and the community at the heart of service delivery.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Complete Council's Information Technology Architecture Strategy to support Council's digital transformation and support the best customer experience.	30 June 2024.	Delays 	Preliminary investigation / Scope of works	Delivery delayed due to priority IT projects and resourcing constraints with the vacancy of a key IT position. Creation of an Enterprise Architecture Strategy remains a priority for urgent development and adoption.
Rollout Council's key ICT Strategy project of the Office 365 operating system.	31 March 2024.	Completed/ Achieved  	Complete; rollout of additional apps due in Q1 FY2024-25	Microsoft 365 Applications and Services have been delivered across Council to great success, driving transformative change from legacy on-premise applications to modern, cloud-first systems. This project has seen the introduction of Microsoft Entra for Cloud Identity, Exchange Online for Email, Authenticator for Multi-Factor Authentication, Teams for Telephony and Collaboration, and OneDrive for Storage and Collaboration. Microsoft Intune & Autopilot, and the desktop applications Microsoft Word, Office, Outlook, and Powerpoint are in active testing with release scheduled by September 2024 to conclude the project.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Undertake system penetration testing to support Council's Cyber Security program.	28 February 2024.	Completed/ Achieved 	Complete	Tesserent Pty Ltd was engaged in February 2024 and completed penetration testing of Council's external facing systems in March 2024. Their final report was tabled at the May Digital Transformation Steering Committee and the June meeting of the ARIC.

Ref	Priority	Progress Comments
11.1.3	Maintain a high performing workforce that is responsive to the needs of the community and the organisation	Council focused on strengthening leadership capabilities, enhancing resilience and conflict resolution skills with a number development activities. Rewards and benefits are being reviewed to support Council's recruitment strategies and to attract top talent. Training participation was high with 450 staff attending face to face training and further 94 online. Financial year to date turnover was 13.3%

Project / Deliverable	Due By	Status	Stage	Progress Comments
Council's Workforce Management Strategy is reviewed, updated and presented to Council for noting.	30 June 2024.	Completed/ Achieved 	Complete	The draft Workforce Management Strategy 2024/25- 2028/29 was considered by Council and endorsed 24 June 2024 for implementation from 1 July 2024.

Strategy 11.2: Secure Council's financial position.


Ref	Priority	Progress Comments
11.2.1	Effective management of Council's finances.	Council's Long Term Financial Plan (LTFP) will next be updated to incorporate the December 2024 Quarterly Budget Review and the Draft 2025/26 Budget. The updated draft LTFP will be presented to Council in March/April 2025 for consideration prior to being placed on public exhibition for community feedback.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Council's Long Term Financial Plan is updated and adopted by Council.	30 June 2024.	Completed/ Achieved 	Complete	Complete. LTFP updated and presented to Council after finalisation of the December 2023/24 Quarterly Budget Review and the 2024/25 Draft Budget.

Ref	Priority	Progress Comments
11.2.2	Achieve sustainable asset management through the integration of strategic asset planning with financial planning.	Complete. All Asset Management Plans were adopted by Council on 28 November 2022 and continue to inform the Long Term Financial Plan.

Strategy 11.3: Ensure effective and efficient governance and risk management.

Ref	Priority	Progress Comments
11.3.3	Manage, coordinate and deliver Workplace, Health and Safety measures to ensure a safe and healthy work environment.	<p>At the NSW Local Government Awards held 6 June 2024, our Workplace, Health and Safety and Injury Management staff were celebrated, winning the Award for the People, Workplace, Wellbeing- Under 150,000 category for boosting employee wellbeing through our Early Intervention Program. The Program helps our staff with niggling minor injuries prevents their escalation into more serious issues.</p> <p>In this reporting period, audiometric testing was offered to 120 at risk staff with a 73% uptake. Between 16 November 2023 to 24 April 2024 a further 82 skin cancer checks were conducted for at risk staff.</p>



Project / Deliverable	Due By	Status	Stage	Progress Comments
Develop a corporate plan to achieve greater understanding of psychosocial intervention strategies to enhance workplace responses.	31 March 2024.	Complete / Achieved 	On schedule	<p>In consultation with Health & Wellbeing Group & WHS Committee working from data collected from October 2023 psychosocial assessment for areas identified as higher risk develop and implement action plan towards achieving level 4 (effective action) or better compliance, with level 5 (integrated and sustained) being the highest.</p> <p>An action plan has been developed including content for training and information sessions. Training is currently being programmed.</p>



Community Services, Culture & Arts

Strategy 1.1: Provide, promote and facilitate a range of community projects, programs and events that support an inclusive, thriving and sustainable community.




Ref	Priority	Progress Comments
1.1.1	Provide opportunities to connect people and ideas to encourage lifelong learning and quality of life.	Over the January to June 2024 period, Council continued to provide opportunities for social connection through events and programs. Highlights included the ongoing Philosophy Club held in the Cultural Hub, over Terms 1 and 2, the launch of the successful Seniors Festival, now known as the Festival of Fun New Experiences, held in February as well as a new YouthWeek event, 'Redleaf Social', with approx. 25 young people.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Plan, promote and deliver 7 diverse and inclusive events, activities and programs to the community. Including but not limited to: NAIDOC Week July 2023 Mental Health Week October 2023 International Day of People with a Disability December 2023 Seniors Festival February 2024 YouthWeek April 2024 Dementia Awareness Week May 2024 National Reconciliation Week May 2024 (Dates subject to agency change).	3 events by 31 December 2023, 4 events by 30 June 2024.	Complete / Achieved 	Complete	In partnership with a range of community organisations and across Council divisions, Council promoted and led the following events – YouthWeek activities for FY23/24 completed (WAVES Festival with WAYS/ Waverley Council and Redleaf Social) delivered in May. National Reconciliation Week (NRW) Internal and external events delivered. NRW staff event held on 29 May, 2024 and NRW Screening of Countryman Documentary held on 30 May, 2024 at Woollahra Library at Double Bay. Festival of Fun New Experiences (Seniors Festival) held in March 2024. Woollahra Dementia Alliance & Carer Gateway Forum held in March 2024.
Diversity strategy developed to inform Council's policies, programs and services.	30 June 2024.	Delays 	Deferred to FY2024/25	Diversity Strategy completion is progressing with new timeline, to be completed in FY2024/25.



Strategy 2.1: Build strong and respectful connections with partners so that we can enhance and protect our local area and quality of life.

Ref	Priority	Progress Comments
2.1.1	Respond to calls for Office of Local Government submissions and collaborate with different levels of the government to help us achieve our community's aspirations for the LGA.	In June, 2024, Council adopted a new annual Outgoing Sponsorship Program aimed at providing further support for new and long-standing initiatives as well as proven events and programs that enable Woollahra to thrive. This will further support Council's existing Grants program.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Conduct a Community needs assessment study to inform Councils planning, programs and services	31 March 2024.	Complete / Achieved 	Complete	Community needs assessment report presented to ELT in November 2023 outlining all Community and Customer Experience key strategic documents and key community needs identified.
Distribute up to \$110 000 in grant funding to support Community and Cultural development as determined by Council.	30 September 2023.	Complete / Achieved 	Complete	Grant funded projects for the 2023/24 round continued to roll out in the January to June period supported by Council. Publicity & promotion provided to increase awareness within the community and maximise engagement. In preparation for the 2024/25 round a community information session was held online on 19 March and a face to face grant application workshop was held on 21 March 2024. The round opened for application for 5 weeks (1 April to 5 May) with 52 projects approved for funding.


Project / Deliverable	Due By	Status	Stage	Progress Comments
<p>Deliver services to Woollahra residents as per contract with, Holdsworth Community (\$900,368) to deliver the following projects: Navigating My Aged Care System Aged Care Wellness Hub trial Woollahra Dementia Alliance Action Plan Woollahra Connect Program Family Services.</p>	30 June 2024.	Complete / Achieved 	Complete	Holdsworth is meeting identified service deliverables as per the funding agreement. Council also participates in Woollahra Dementia Alliance (WDA) and promotes WDA activities and events.
<p>Deliver services to Woollahra residents as per contract with Womens Housing Association (\$330,000) 6 x 2 bedroom plus 4 x 3 bedroom units for local women and their families escaping abuse.</p>	30 June 2024.	Complete / Achieved 	Complete	Women's Housing is meeting identified service deliverables as per the funding agreement.
<p>Work with other Government agencies to develop programs and projects to respond to community needs: seniors, diversity, mental health, housing, family services, youth, and children as they arise.</p>	30 June 2024.	Complete / Achieved 	Complete	<p>Youth Week event held in partnership with Waverley Council and WAYS on 19 May 2024.</p> <p>Starting School Forum (a Woollahra and Waverley Council partnership) held on 13 May 2024.</p> <p>Currently partnering with Waverley Council, Randwick Council, and local organisations to implement 'Safe & Together' domestic violence model training after receiving grant funding. Seniors Festival delivered in March 2024 with the support of a Department of Communities and Justice Grant from the NSW Government.</p>

Ref	Priority	Progress Comments
2.1.3	Following adoption, administer Council's Reflect Reconciliation Action Plan 2022-2023.	A draft Innovate Reconciliation Action Plan (RAP) has been developed in consultation with Reconciliation Australia, La Perouse Local Aboriginal Land Council, the Gujaga Foundation and Council's staff Working Group. We are currently progressing the first round of feedback from Reconciliation Australia. The Innovate RAP follows Council's initial and successful Reflect RAP.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Develop an Innovate RAP to support Council to progress activities of reconciliation.	30 June 2024.	Complete / Achieved 	Complete	The innovate RAP working group is developing the actions for Wollahra Councils Innovate RAP. Wollahra Councils Aboriginal and Torres Strait Islander Protocol and Guidelines currently under review by the Gujaga Foundation with review scheduled to be completed July 2024.
Deliver outcomes for reconciliation by finalising outcomes of Reflect RAP.	31 December 2023.	Complete / Achieved 	Complete	No action required for the period with the completion and submission of Councils Reflect RAP to Reconciliation Australia in November, 2023.

Strategy 2.2: Understand needs of our community so that we can facilitate access to support and services.

Ref	Priority	Progress Comments
2.2.1	Collaborate with a range of services to provide support for vulnerable members of our community.	Community and Culture Staff are networking with community organisations in order to identify ways to continue to support vulnerable individuals. The Homelessness in Public Space Policy and Procedure has been reviewed and finalised during this reporting period.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Support homeless persons in our community by: (a) continuing partnerships in homelessness network, (b) review of Homeless People Policy (c) Continuing referral of homeless persons when identified to support agencies (d) provision of advocacy as required and (e) participation in annual homeless count. (f) Supporting other vulnerable groups as identified when required (g) Training of internal and external stakeholders.	(a) Ongoing (b) By September 2023 (c) Ongoing (d) Ongoing (e) February 2024 (f) Ongoing (g) 30 June 2024.	Complete / Achieved 	Complete	A total of 3 referrals were made to Missionbeat during the period of January to June 2024. These referrals were made as requests for welfare checks for people sleeping rough in the local Woollahra LGA. Regular attendance at monthly Eastern Suburbs Homeless Assertive Committee (ESHAC) meetings discuss homelessness referrals and supports in the Eastern suburbs. Homelessness in Public Space Policy and Procedure currently being reviewed.


Ref	Priority	Progress Comments
2.2.2	Encourage and promote services and support for families, youth and children.	Council adopted the Children, Youth & Families Strategy and 4 Year Action Plan, for public exhibition, on 11 June 2024. A report following public exhibition, will be presented for final adoption in August 2024.
2.2.3	Following adoption, administer Council's Disability Inclusion Action Plan.	Council adopted the 2022-2026 Disability Inclusion Plan (DIAP) on 27 June 2022, in accordance with NSW legislation. Strong progress has been made over the past 6 months to implement the DIAP across Council and where appropriate consulting with the Inclusion (Disability, Aged and Carers) Advisory Committee for advice from residents with lived experience.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement 50% of DIAP actions as documented in the DIAP 2022-2026.	Six monthly updates on progress.	Complete / Achieved 	Complete	<p>The period of January to June has once again seen significant progress in the completion and development of actions as part of the Disability Inclusion Action Plan 2022- 2026. Community representatives of the Inclusion Advisory Committee attended the bi-annual working group presentation to hear and comment on the progress of Council DIAP 2022-2026.</p> <p>Highlights during this period included Bellevue Road (Bellevue Hill) Footpath renewal works saw the upgrade of 4 intersections which included both renewing existing ramps and providing new kerb ramps for pedestrians, Delivery of Disability Awareness training by the National Disability Recruitment Service for staff in March 2024, Trumper Oval Pathway; accessible pathway around the oval with informal seating, planning approved 18 new bus shelters to be rolled out which will be compliant with the Disability Discrimination Act 1999 (DDA) and with the relevant Australian standards.</p> <p>Woollahra Preschool received funding for 8 children in 2024 as part of the Department of NSW Education Inclusion Support Funding. This allowed for the employment of a full time Special Inclusion Support Teacher and additional support staff to effectively implement individual learning plans for each child.</p> <p>The 2023/24 Grants program saw 11 successful applicants providing services / activities for people living with disability, mental health and dementia. These include Social Buddy (\$3,000), Inala (\$5,813), Woollahra Dementia Alliance (\$2,490) and Sailability (\$7,500).</p>

Strategy 3.1: Promote opportunities for innovative, creative and cultural initiatives that support the community.

Ref	Priority	Progress Comments
3.1.2	Promote opportunities for innovative, creative and cultural initiatives that support the community.	Council has funded 8 Cultural Grant Projects in the 2024/2025 round. The draft Woollahra Arts and Culture Strategy and 4 Year Action plan has been developed. It will be presented to Council in August, 2024 to go on public exhibition.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Activate the Cultural Hub at Woollahra Gallery at Redleaf by delivering up to 3 cultural programs p.a. eg. Poetica petit, plein air painting workshops (delivered monthly).	30 June 2024.	Complete / Achieved 	Complete	The Partnership with Workers Educational Association Sydney continued and two, ten week terms of Philosophy Club were delivered. Woollahra Dementia Alliance also utilised grant funding to implement an intergenerational art event on 5 June 2024.
Provide a diverse range of monthly art exhibitions at the Woollahra Gallery, including up to 4 exhibitions hosting community groups (depending on EOI response) and programs that focus on cultural and social issues.	30 June 2024.	Complete / Achieved 	Complete	Between Jan-July 2024 Woollahra Gallery at Redleaf hosted a total of 25 exhibitions, which were a combination of fee-hire EOI exhibitions and community EOI exhibitions. A total of 6,983 visitors have been received between 1 January 2024 to 11 July 2024. The exhibitions have covered a wide range of social, cultural and environmental themes. The Gallery has also hosted artists in residence Sammy Hawker, Caroline Kronenberg, The Little Umbrella Collective and Hal Witney over this period.
Maintain and expand the Public Art Collection by a minimum of 1 artwork p.a to improve accessibility of art to the local community.	30 June 2024.	Complete / Achieved 	Complete	The digital public art screen 'Double Vision' in Kiaora Place, Double Bay continued with its curated program. Deborah Kelly was displayed for the 4 month period February - May 2024, and Todd Fuller is currently programmed June 2024- September 2024. During this period an EOI was launched for the Double Vision Exhibition period October 2024-October 2025.

Project / Deliverable	Due By	Status	Stage	Progress Comments
(a) Develop a Arts and Culture Strategy	(a) 31 December 2023	Delays 	In draft	Arts & Culture Strategy developed and Draft Strategy and Action Plan going to Council in August 2024 to be placed on public exhibition.
(b) Implement actions identified in the Arts and Culture strategy.	(b) 30 June 2024.			

Strategy 5.1: Enhance council provided community facilities to foster connections between people and place and enhance quality of life.

Ref	Priority	Progress Comments
5.1.1	Plan for community, cultural and recreational facilities to ensure they reflect community needs and aspirations.	Council's 10 Community Venues continue to be well utilised. One of the key achievements over the January to June 2024 period was the DA approval for wider community use of the Vaucluse Bowling Club & Community Facility in May 2024, with the official celebration of the renovations to occur on Saturday 17 August, 2024.







Vaucluse Bowling Club & Community Facility



Library Services

Strategy 1.1: Provide, promote and facilitate a range of community projects, programs and events that support an inclusive, thriving and sustainable community.

Ref	Priority	Progress Comments
1.1.1	Provide opportunities to connect people and ideas to encourage lifelong learning and quality of life.	<p>The Libraries Program and Events team delivered programs for a wide variety of audiences. Featured highlights were a Chris Flynn author talk delivered as part of the Sydney Writers Festival and 4 Spark in the Park events each recording close to 200 registrations.</p> <p>A seed Library and associated programming was launched in collaboration with local community gardens in April with an event featuring poetry readings by local author Ailsa Piper at Watsons Bay Library.</p> <p>A total of 312,034 loans were recorded in the reporting period.</p>




Project / Deliverable	Due By	Status	Stage	Progress Comments
Integrate the digital library within new and existing Library spaces by undertaking a hardware upgrade to facilitate increased awareness and patronage of the digital library.	30 June 2024.	Complete / Achieved 	Complete	<p>Several projects to better integrate the digital collection into library spaces have been undertaken this period. This includes:</p> <ol style="list-style-type: none"> 1. Repurposing a digital display screen to become a kiosk displaying e-audio and e-books. 2. Introducing QR codes as 'shelftalkers' to promote e-newspapers, e-magazines 3. Purchase of a Hublet, Digital content sharing and tablet loan management platform. This device allows for curated ipads to be loaned to the public while in the library to enable easy access to e-resources 4. A new supplier for Library Self-Check Kiosks has been selected following a successful RFQ process. These Kiosks are on order and installation is scheduled for Q1 2024/25.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Community access model developed and implemented so that access hours are increased at Watsons Bay library for the community.	31 March 2024.	Complete / Achieved 	Complete	Following community consultation, approval to increase access hours for Watsons Bay Library using an unstaffed model was granted in April 24. An additional 19 hours per week of community access hours will be added to existing opening hours. Orders for access infrastructure has been placed and installation is expected in Q1. Associated security upgrades are in progress.
Plan, promote and deliver a minimum of 6 diverse and inclusive events, activities and programs which respond to community needs eg. Ideas exchange, author talks, history events, Sunset session at Watsons Bay, Library bites business events, community outreach (some events are delivered monthly and others on a one off basis).	3 activities by 31 December 2023, 3 activities by 30 June 2024.	Complete / Achieved 	Complete	Woollahra Libraries continued to position itself as a Writers Centre offering three author talks with Sandie Docker, Helen Signy and Louise Milligan along with three fully subscribed writing workshops. Our Business bites series were delivered in partnership with social enterprise Sydney School of Entrepreneurship while monthly Tea topics remained popular and featured sessions from photo organising to writers of local history. Library talks are filmed and uploaded to the website, where they are auto captioned.
Deliver ongoing support and social inclusion opportunities for Seniors including fortnightly delivery of Home Library Service and two targeted programs eg. Tech Savvy Seniors and Bus to Books.	Fortnightly delivery to housebound clients and two programs delivered 30 June 2024.	Complete / Achieved 	Complete	Once again grant funding was received to deliver Tech Savvy Seniors, with 6 sessions covering smart phones to cyber safety delivered this period. Tech at Ascham delivered intergenerational tech support and through a partnership with ALIA, Woollahra Libraries delivered an Aged Care Information Hub. The Home Library Service has 93 members and offers easy to use devices to deliver e-audiobooks for those who are vision impaired. The reporting period recorded 4112 HLS loans and 315 loans to Bus to Books members.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Plan, promote and deliver a minimum of 3 programs fostering digital and technology literacy eg. Tech Connect, 3D Printing workshops, STEM workshops (some events are delivered monthly and others on a one off basis).	3 activities by 31 December 2023.	Complete / Achieved 	Complete	8 x 3D printing workshops have been held this reporting period including workshops focussed on jewellery and architecture. Virtual Reality sessions for youth and seniors have been fully booked with 15 participants at each session and Tech Connect continues to provide weekly tech assistance across the three libraries.
Plan, promote and deliver a minimum of 6 diverse and inclusive children's and youth programs which are positively received by the community eg. School holiday program, STEM activities, HSC workshops, children's literacy programs, children's writers and readers, Youth Week events	3 activities by 31 December 2023, 3 activities by 30 June 2024.	Complete / Achieved 	Complete	Mini Makers has been offered across the libraries this year, with children completing themed STEM challenges while a 8 week robotics and coding course allowed the 12 registered participants the opportunity to learn the fundamentals. Simultaneous storytime attendance was high with 270 joining in with others across the State to read Bowerbird Blue. Youth programming included Dungeons and Dragons, Zine Making and life skills workshops including Career planning and Health Habits.

Strategy 3.1: Promote opportunities for innovative, creative and cultural initiatives that support the community.

Ref	Priority	Progress Comments
3.1.1	Provide innovative and high quality library and local history services.	Woollahra Libraries currently has 26, 684 active Library members who are regularly accessing library services. There were 295,760 visits this six month period equating to 5.5 visits per capita and a total of 312,034 loans measuring 5.8 per capita for this period. Fortnightly newsletters were sent to 14,175 subscribers, 2,878 facebook followers and 1,400 instagram followers. Woollahra Libraries has 103 active volunteers engaged in assisting with various tasks including the Tech Connect program and monitoring the slide. The Local history team installed a plaque honouring Leslie Wilkinson OBE under the Woollahra Plaques Scheme.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Refresh of most referenced content for library web page to meet customer experience and satisfaction.	31 October 2023.	Complete / Achieved 	Complete	Following the launch of the new library website further re-organisation and improvements have been made to the Digital Events pages including additional search functionality.
(a) Deliver a local history research service including increased digitally accessible content and (b) Celebration of heritage through the Woollahra Plaques scheme.	(a) Ongoing, 30 June 2024. (b) 4 plaques installed by 30 June 2024.	Complete / Achieved 	Complete	Transcriptions of Woollahra Council's handwritten minute books have now been made publicly available on the Digital Archive while a further 3,000 images were digitised. This included the 'significant streetscapes of Woollahra' series. A plaque for Architect, Leslie Wilkinson OBE was unveiled while 11 new nominations were received for consideration in the Woollahra Council Plaques scheme.
Deliver a vibrant, relevant and creative digital and physical collection that meets community demand measured by circulation per capita exceeding state median (4.63).	30 June 2024.	Complete / Achieved 	Complete	Woollahra Libraries continues to provide a relevant collection for the community. The collection recorded a total of 312,034 loans this six month period resulting in 5.8 loans per capita. Recently the Library introduced Press Reader. This is a service that provides access to local and international newspapers and magazines. Engagement with the platform has reached 26,462 since launch in May.



Customer Experience & Engagement





Strategy 3.1: Promote opportunities for innovative, creative and cultural initiatives that support the community.

Ref	Priority	Progress Comments
3.1.2	Promote opportunities for innovative, creative and cultural initiatives that support the community.	We have actioned recommendations from the 2023 adopted Events Services Review, to further improve event management and a diverse events program for our community.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Agreed deliverables of event service review implemented for year one: (a) Employment of event specialist	(a) 30 September 2023	Complete / Achieved 	Complete	We have completed a review of our Events Policy and prepared a draft Events Strategy for consideration by Council in August 2024. The draft Policy and Strategy will be placed on public exhibition, before adoption. Our website features an events calendar to assist organisations with event planning and promotion. Event planning resources and relevant links to Council approvals and grants programs are available online.
(b) Review of policies and procedures	(b) 31 March 2024			
(c) Include event management resources for community events on Council's website	(c) 30 June 2024			
(d) Development of Event Strategy.	(d) 30 June 2024.			




Strategy 10.1: Encourage inclusive community participation and build respectful relationships through engagement and input into decision making.



Ref	Priority	Progress Comments
10.1.1	Support council through provision of resources, education and tools and communicate opportunities for engagement.	We have continued to see an increase in the use of our online engagement platform "Your Say". Our most popular engagements over this period were: Community engagement opportunities have been promoted through all of Council's communication channels (e-news, social media, print, advertising, digital signage etc).

Project / Deliverable	Due By	Status	Stage	Progress Comments
Community and Engagement team facilitate IAP2 Training of 5 staff by an accredited trainer to increase skills and confidence with engagement strategy and delivery.	30 June 2024.	Complete / Achieved 	Complete	14 members of staff attended community engagement training, facilitated by a local government engagement specialist in March 2024.
Consultation with departments on key engagement projects to include in an annual Calendar to be shared with ELT and with teams.	Reviewed and updated every 6 months by December 2023.	Complete / Achieved 	Complete	Council's community engagement calendar has been regularly updated. Planning ahead has been reinforced for all key engagement projects. Larger engagement projects (have included Cooper Park POM and Masterplan, Spring St Reserve, Children, Youth and Families Strategy, Arts & Culture Strategy, and Yarranabbe Fitness Station.
Implementation of Communication and Engagement strategy.	31 December 2023.	Complete / Achieved 	Complete	The Strategy continues to inform planning, promotion, delivery and training outcomes to encourage public participation. The most popular engagement projects for this period: Cooper Park POM and Masterplan, Arts & Culture Strategy, Improving customer experience for trade waste customers.
Promote community engagement opportunities through Your Say Woollahra and other Calendar of Engagement to ensure planning and resource allocation and best experience for customers. (New engagement projects are posted monthly).	Ongoing, 30 June 2024.	Complete / Achieved 	Complete	From January- June 2024 there were 17 projects published Your Say. Total number of submissions 483 and total number of site visits 19 069 (44% increase in 6 months) New users:235 Total number of registered users:4146 Open rate for Your Say e-news is 57.3% and industry average is 19.4% (CM,2024)


Strategy 11.1: Build an efficient organisation that places customers and the community at the heart of service delivery.


Ref	Priority	Progress Comments
11.1.1	Drive customer design throughout council to improve customer experience	Customer Design training skills workshops were conducted and 25 staff attended the sessions.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Undertake Customer experience performance measures including (a) Customer Satisfaction Score to inform service improvements throughout Council. (b) Net Promotor Score, (c) Customer Effort Score	(a) July 2023 (b) April 2024 (c) February 2024	Complete / Achieved 	Complete	A community wide survey was conducted by Micromex. A Net promoter score was undertaken at the Libraries in conjunction with the yearly survey.
Up to 30 staff to attend a one day workshop on tools and engagement mechanisms to improve Customer Experience across Council services.	31 March 2024.	Complete / Achieved 	Complete	30 staff attended two half day workshops.
Undertake a customer effort score assessment on iConcierge to further drive the development of the app to improve customer experience.	31 December 2023.	Complete / Achieved 	Complete	Continued to be conducted on the finalisation of all CRM's and is reported to the executive every month.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Implement a Customer Experience Strategy to drive a customer first approach across council	31 December 2023.	Complete / Achieved 	Complete	The Customer Experience Strategy continues to be delivered according to the action plan: major deliverables have included: automation of online payments for parking permits, training and development of staff, inclusion of projects to drive customer experience improvements by all managers across council, ongoing data collection and feedback from customers used to improve customer interactions.
Develop Customer experience dashboard by automating data collection to enable data to be used real time to inform service improvements.	31 December 2023.	Delays 	Awaiting commencement date	Information for CX Dashboards has been formulated.

Ref	Priority	Progress Comments
11.1.2	Transform Council's business, by optimising the use of technology to support effective business processes and customer journeys.	Delays with systems and testing have delayed the launch of the online parking permits. They will be launched on July 1 2024. Work is continuing on the next 5 highest volume forms that are currently not able to be paid for online.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Website is rebuilt and redesigned to improve functionality and quality of content to increase customer satisfaction and engagement.	31 October 2023.	Complete / Achieved 	Complete	Following the successful launch of the new website in late 2023 we trialled two widgets for a 6 month trial (one an accessibility tool and the other a customer feedback prompt for users) to improve our customer experience in areas of priority. Areas of improvement have been guided by user feedback and will continue across our websites to provide accessibility options for users and continue to receive user feedback to inform further website improvements.. We have seen an increase in the use of the clean up zone information and pages on our website and the section is now one of the most popular segments of the website. For the period of Jan-June we had 238,724 site visits and 846,593 page visits- demonstrate high use of the site.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Successful implementation of 6 priority online forms including payments.	3 by 31 December 2023, 3 by June 2024.	Delays 	Preparations	Online parking permits have now been launched. Council is exploring systems to integrate receipting before launching the next 5 forms.

Workload and Productivity

The following table shows the Service results for the reporting period.




Service	FY 2021/22 (av.)	1st Qtr 2022/23	2nd Qtr 2022/23	3rd Qtr 2022/23	4th Qtr 2022/23	FY 2022/23 (av.)	1st Qtr 2023/24	2nd Qtr 2023/24	3rd Qtr 2023/24	4th Qtr 2023/24	FY 2023/24 (av.)
DAs and CDCs processed by Customer Service staff	302	331	335	245	321	308	281	293	228	294	274
Calls answered by Customer Service staff	18,498	16,675	16,665	17,495	15,314	16,537	16,173	16,412	16,358	15,375	16,080
Service standard for call answered	96%	95%	94%	93%	92%	94%	96%	95%	95%	94%	95%
Visitor permits and Daily permits issued by Customer Service staff	4,159	5,300	5,870	6,005	5,270	5,611	5,680	6,560	6,945	4,900	6,021
Parking permits issued by Customer Service staff	1,271	1,255	1,375	1,482	1,026	1,285	1,349	1,328	1,432	1,071	1,295



Woollahra Preschool

Strategy 2.2: Understand needs of our community so that we can facilitate access to support and services.

Ref	Priority	Progress Comments
2.2.2	Encourage and promote services and support for families, youth and children.	Woollahra Preschool provides an 80 place centre for children aged 3-5 years and provides an exceeding standard of care. The Preschool continues to support children with special needs with a dedicated Special Inclusion Support Teacher.

Project / Deliverable	Due By	Status	Stage	Progress Comments
A quarterly intergenerational program delivered between Woollahra Preschool and Holdsworth Community.	30 June 2024.	Complete / Achieved 	Complete	In partnership with Holdsworth Community, two intergenerational activities were held in February and June 2024 at Woollahra Preschool with elderly clients of Holdsworth interacting with the preschool children.
Continue working in partnership with the Gujaga Foundation to deliver a weekly community language program to children in Woollahra Preschool.	Ongoing, 30 June 2024.	Delays 	Awaiting commencement date	Council has been unable to restart the Dharawal Language Program due to insufficient number of educators available from provider.
Support children with special needs as funded by State Government, so that they are appropriately cared for and resourced by Woollahra Preschool.	30 June 2024.	Complete / Achieved 	Complete	10 children with additional needs attended Woollahra Preschool in 2024. Funding was received for 8 of the children from Dept of NSW Education – Inclusion Support Funding in term 1, which allows for employment of a full time Special Inclusion Support teacher. Meetings are held each quarter with parents of these children and Allied health professionals to review progress and set goals.

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