



# **DELIVERY PROGRAM & OPERATIONAL PLAN PROGRESS REPORT**

**July - December 2023**

## **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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Landscaping works and pathway extension at Bellevue Park



Feature poet Dai Moret at Poetica Petit event 14 September 2023

# 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 July - December 2023. As we are now

half way through our planned works for this financial year, I'd like to share a few highlights from this period below.

At the NSW Public Libraries Association Annual Conference held in November, Woollahra Libraries won the Innovation in Outreach Services Award for populations serving 30,000 – 100,000. This award provides recognition for the high-quality outreach programs and services provided by public libraries across New South Wales and we won this award for our WorldPride 2023 program. The goal of this program was to cement Woollahra Libraries as a place that welcomes, celebrates, recognises and supports our LGBTQIA+ community.

Our Libraries were also recognised with the Excellence in Innovation Award at the Knosys Libero User Group annual conference from a field of 112 organisations worldwide in September. The award was for implementing a service that has helped the library to improve the discoverability of and ease of access to our library collection, noting that we were one of the first libraries in Australia to do this work.

We acknowledge our shared responsibility to protect and grow our tree canopy so future generations can also enjoy the unique, leafy character of our area and the environmental and health benefits which trees bring. Our trees and landscaped areas – or urban forest – on public and private land clean our air, keep our streets cool and shade our schools, parks, playgrounds, homes and commercial areas in summer, and provide habitat for local wildlife. In November 2023, Council committed to a canopy cover target of 30% by 2050 through the adoption of our Urban Forest Strategy.

We have joined with Waverley and Randwick Councils in adopting a shared initiative, *Leading the Charge – Electric Vehicle Infrastructure Strategy*. For those with an EV, between July and December, we installed a new charger at Cooper Park Community Hall, Bellevue Hill; a 75kW fast charger at Dorhauer Lane, Woollahra; as well as seven streetpole EV chargers in Paddington, Woollahra and Vaucluse.

Among the capital projects recently completed and enhancing the amenity around the LGA are an extension to the pathway and other landscaping improvements at Bellevue Park, and a relocated and upgraded basketball and netball mini court installed at Harbourview Park, Woollahra.

In October we celebrated NSW Small Business Month 2023 with a Wellbeing Workshop and Business Networking Breakfast, with over 20 guests to talk about all things health and wellbeing.

It's been a busy time for our gallery with a total of 6,705 visitors between 1 July and 31 December 2023, including 200 people attending the September launch of the 2023 Woollahra Small Sculpture Prize which was won by Anita Johnson, for her work *Tenderness*. Celebrating its 30 year anniversary in 2023, Woollahra Council's Youth Photographic Award and Short Film Prize showcased the talent of young aspiring photographers and filmmakers with more than 180 photos and short film entries submitted by students from 13 different high schools for the annual competition in November.

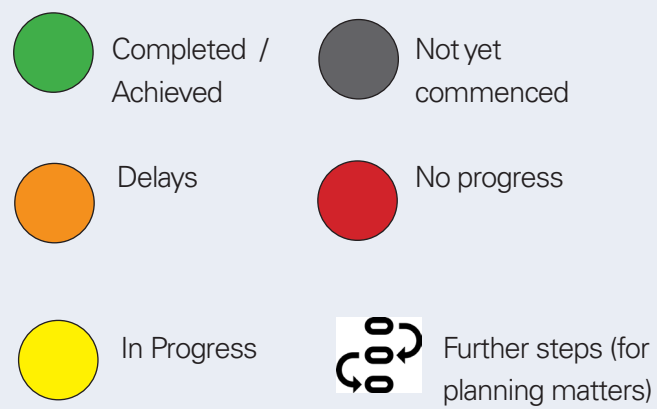
On 9 November 2023, the Sydney Eastern City Planning Panel approved our Development Application (DA) for the Wilberforce Ave Rose Bay Car Park redevelopment project. This project has been many years in the making and includes the demolition of the existing car park at Wilberforce Ave Rose Bay, to be replaced by a mixed use building incorporating a new multi-storey car park, ground floor retail premises, a community centre, public toilets and landscaping works. This will be a transformative project for the heart of Rose Bay. Not only will we see an increased parking capacity, but the community centre is very likely to become a hub for all manner of community activities in the years to come and is a much needed addition for the Rose Bay community.

So, lots to celebrate at this half-way point, and a lot more to come before 30 June 2024.

**Craig Swift-McNair,**  
**General Manager**

**Understanding this report**

We have used a traffic light system to indicate the






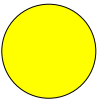
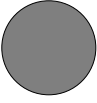
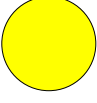
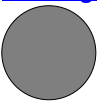
# Notices of Motion

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 July- December 2023; NOMs being actioned via the Council adopted 2023/24 Operational Plan and NOMs either Completed / In Progress / Not Yet Commenced.

In the period 1 July to 31 December 2023, new NOMs as listed below were received. This list reflects the status of the report as at 25 January 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.

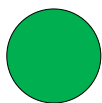
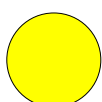
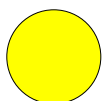
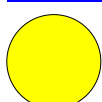
NOM Date	NOM Subject & Brief Description	Status
<b>Parks, Trees &amp; Recreation</b>		
<a href="#">10-Jul-23</a> 	<b>AUSGRID Aerial Bundled Cabling (ABC)</b> Recommending that Council note its draft Urban Forest Strategy 2024-2050 and canopy cover target. Requesting the GM report on how much electricity will be converted to ABC, financial implications etc.	In Progress; Discussions with AusGrid have commenced with a future report detailing all items in Part B of the resolution to be presented in the Q4 of FY23/24.
<a href="#">27-Nov-23</a> 	<b>Marine Ladder at Yarranabbe Park Wharf</b> Prepare a report on the feasibility of attaching a marine grade ladder or stair to the public wharf at Yarranabbe Park, Darling Point.	Completed; Report presented to Council on 11 December 2023. Risk assessment for the installation has been undertaken. Once approved, procurement and installation will proceed in Q3 FY23/24.
<a href="#">27-Nov-23</a> 	<b>Dillon Street Reserve aka Gugara Park</b> Prepare a report on considering the need to provide toilet facilities in Gugara Park including costings and any funding requirements.	Not Yet Commenced; Initial investigation is underway with anticipated report in Q4 FY23/24.

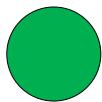
NOM Date	NOM Subject & Brief Description	Status
<a href="#">11-Dec-23</a> 	<b>Landscaping and Public Seating on the Corner of Peaker Lane and Moncur Street</b> Protect trees (other than Celtis trees) and remove hedging as required from the pocket park on the corner of Peaker Lane and Moncur Street, and install public seating in that pocket park.	In Progress; Park seating has been ordered and removal of hedge and celtis trees to be scheduled in February - March 2024.
<b>Transport &amp; Engineering</b>		
<a href="#">10-Jul-23</a> 	<b>Pedestrian Safety near Corner Suttie Road, Attunga Street. Manning Road and Edward Street</b> Requesting staff identify pedestrian safety opportunities in the areas of the nominated streets.	Not Yet Commenced; Council's Traffic Engineers will undertake an investigation in 2024 to identify the appropriate road safety measures for this intersection. Following investigation, a report will be presented to the Local Traffic Committee and Finance, Community and Services Committee for consideration before the end of FY2023/24.
<a href="#">14-Aug-23</a> 	<b>Councils to Implement a Community Education Program on Road Rules for Bike Use</b> 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.	In Progress; Discussions between neighbouring Councils have commenced. 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 Q3-Q4 of FY2023/24.
<a href="#">28-Aug-23</a> 	<b>Expansion of Park n Pay App to Unmetered Short Term Parking Areas</b> 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.	Not Yet Commenced; A report outlining the feasibility of this initiative will be addressed before the end of FY2023/24 with the hope that the State Government will formally announce an end date to the scheme.



NOM Date	NOM Subject & Brief Description	Status
<a href="#">15-Nov-23</a> 	<b>Parking Applications - Park n Pay or Similar</b> Prepare a report on the costings of continual use of Park n Pay or similar applications in the Municipality.	Not Yet Commenced; A report outlining the feasibility of this initiative will be addressed before the end of FY2023/24 with the hope that the State Government will formally announce an end date to the scheme.
<b>Strategic Planning, Heritage Conservation &amp; Place</b>		
<a href="#">14-Aug-23</a> 	<b>Paddington Pub Project</b> Expedite the Paddington Pub Project giving consideration to exploring mechanisms available to ensure existing controls and protections that currently apply to pubs continue regardless of change of use. Write to the Minister for the Environment, Local Government and Heritage to raise community concerns over the loss of historic pubs and explore legislative changes and social value assessment to consider the significance of historic pubs to the community.	Completed; Resolution (as a consequence of a NOM) was rescinded by a decision of Council from <a href="#">11 September 2023</a> .
<a href="#">28-Aug-23</a> 	<b>No Net Loss of Dwellings</b> 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.	In Progress; After consulting with adjoining Councils and staff at the DPHI, Council staff will prepare a report with recommendations on potential controls to manage the loss of dwellings. This will be tabled at a meeting of Council in the first half of 2024.

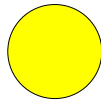
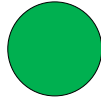
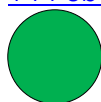


NOM Date	NOM Subject & Brief Description	Status
<a href="#">6-Nov-23</a> 	<b>Proposed Changes to the Housing SEPP and Planning System</b> Submit this NOM to the Local Government Conference to welcome the State Government's renewed focus on affordable housing and that the GM prepare the necessary documentation and correspondence from this NOM along with correspondence for the Mayor to send to the NSW Premier, Minister of Planning and Alex Greenwich MP with concerns over the proposed reforms.	Completed; The NOM was lodged and supported at the Local Government Conference. Letters has been sent to the NSW Premier, Minister of Planning and Alex Greenwich MP.
<b>Compliance</b>		
<a href="#">15-Nov-23</a> 	<b>Compliance With Housing SEPP in Respect of Independent Living Units for Seniors Housing</b> 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; will be completed by 30 June 2024.
<a href="#">11-Dec-23</a> 	<b>Air Conditioning In Heritage Conservation Areas</b> 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; will be completed by 30 June 2024.
<b>Community Services, Culture &amp; Arts</b>		
<a href="#">15-Nov-23</a> 	<b>Funding Portrait Painting of Brenda (Dutchie) Backhouse</b> 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.	In Progress; Due to be unveiled at Council's International Women's Day event in March 2024.

NOM Date	NOM Subject & Brief Description	Status
<a href="#">27-Nov-23</a> 	<b>The Voice Referendum</b> Requests the GM engage with the La Perouse Local Aboriginal Land Council, the Gujaga Foundation and the Gamay Rangers and any other relevant organisations: i. about ways Council could support the mental health of those affected by the Referendum campaign and result; and ii. on how best Council can listen to and be guided by Aboriginal and Torres Strait Islander people on matters relating to them. Requests that the Mayor write to the NSW Premier requesting that when he consults with First Nations communities on a Treaty process for NSW that he will ensure it involves local government.	Completed; i. A meeting was held with the La Perouse LALC and Gujaga Foundation on 11 December 2023 to discuss their involvement and guidance in the development of Woollahra's Innovate RAP. As part of this discussion, Council offered support to both organisations post the Yes referendum result and identify partnership opportunities for 2024. ii. A social media campaign commenced the week beginning 11 December 2023. A letter has been sent to the NSW Premier on 29 January 2024.

### 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
<b>Parks, Trees &amp; Recreation</b>			
<a href="#">13-Feb-23</a> 	<b>A Swimmable Harbour</b> In Progress; refer to the action for details.	5.1.1	34
<b>Strategic &amp; Heritage Planning &amp; Place</b>			
<a href="#">14-Feb-22</a> 	<b>Substations &amp; Electrical Infrastructure</b> Completed; refer to the action for details.	4.1.1	50
<a href="#">14-Feb-22</a> 	<b>Strengthening Protections for Character Buildings</b> Completed; refer to the action for details.	4.2.1	51

## 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 July 2023. 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 25 January 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
<b>Environment &amp; Climate Change</b>		
<a href="#">27-Feb-23</a> 	<b>Solar Canopies For Car Parking Lots And Rooftop Car Parks</b> 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 car parks has been undertaken, there is limited opportunity to install solar canopies. Further investigation will be undertaken to determine whether this is possible at Kiaora Place.
<b>Waste &amp; Cleansing</b>		
<a href="#">28-Nov-22</a> 	<b>Soft Plastics</b> Writes to Woolworths, Coles and the Federal and State Environment Ministers expressing disappointment that the REDcycle Service has been suspended and urge that all stakeholders.	Completed; Letters from the Mayor covering parts 1.i. ii. & iii of the NOM were sent to the relevant parties on 19 December 2022. Resolved at Council Meeting on the <a href="#">13 March 2023</a> to table the NOM at the Australian Local Government Association Assembly in 2023. Reported to Council <a href="#">11 September 2023</a> .
<b>Parks, Trees &amp; Recreation</b>		
<a href="#">06-Apr-20</a> 	<b>Street Play Initiative</b> 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 July 2023. A report outlining the feasibility of this initiative is planned for Q3 FY23/24.

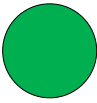
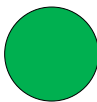
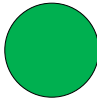
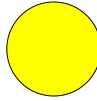
NOM Date	NOM Subject & Brief Description	Status
<a href="#">22-Jun-20</a> 	<b>Street Tree Management Plan for Figs in Municipality</b> Prepare a report setting out a detailed plan of management for the proper preservation, care and management of Council owned/public Fig trees.	Completed; A report was presented to the EP Committee on <a href="#">4 September 2023</a> endorsing public exhibition of the draft fig tree management plan. Following public exhibition, the plan was endorsed by Council <a href="#">11 December 2023</a> .
<a href="#">28-Nov-22</a> 	<b>Urban Forest Strategy</b> Undertake a broad strategic review of Council's overall Open Space and Trees section of Council as part of the service review program for 2022-2023 (incorporating any work already undertaken with regard to maintenance operations of the Open Space & Trees section) and that this review include a focus on consideration of how Council will best implement the objectives of its urban forest strategy. Provide a briefing to Councillors on the draft urban forest strategy in February/March 2023 with a view of tabling the Urban Forest Strategy to the Environmental Planning Committee. Give urgent consideration to remedying the high proportion of vacant street tree pits or dead trees in the Cooper Ward, and along Old South Head Road and New South Head Road.	Completed; A strategic review of Council's Open Space and Trees section was tabled to the Strategic & Corporate Committee 15 November 2023 and noted by Council <a href="#">15 November 2023</a> . A Councillor Briefing on the Urban Forest Strategy was held on 20 March 2023. The Urban Forest Strategy was placed on public exhibition from 19/07/23 - 31/08/23 and adopted by Council on <a href="#">27 November 2023</a> .
<a href="#">13-Mar-23</a> 	<b>Review Woollahra Street Tree Masterplan 2014</b> Review the Woollahra Street Tree Masterplan 2014 to consider opportunities and locations for the planting of Jacarandas both as avenue planting on street verges and on traffic islands and prepare a report to Council to identify locations where Jacaranda planting can take place and how the Woollahra Street Tree Masterplan 2014 can be amended to include this new street enhancement.	Completed; This NOM is included in the Urban Forest Strategy recommendation adopted <a href="#">27 November 2023</a> .







NOM Date	NOM Subject & Brief Description	Status
<a href="#">11-Apr-23</a> 	<b>Synthetic Turf</b> 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 Scientist has provided a summary report and is finalising findings. Once this report is made public staff will give consideration to the findings and recommendations.
<b>Transport &amp; Engineering</b>		
<a href="#">25-May-20</a> 	<b>Street Inlay Audit and Rectification</b> Undertake an audit of all 493 street inlays (set out in Annexure 1 of report to Urban Planning Committee on 23/02/2015).	In Progress; Audit and survey is complete. Internal staff discussions are ongoing in regard to the best method of remediating damaged/missing inlays. A report will be presented to Council in Q3-Q4 of FY2023/24.
<a href="#">27-Jul-20</a> 	<b>30km Speed Zone</b> Investigate and prepare a report regarding the potential to implement 30km/h zones or 40km/h zones in certain areas of the Woollahra Municipality.	Completed; A report on the Woollahra Active Transport Plan (ATP) post-public exhibition was presented to Council on <a href="#">15 November 2023</a> , where it was resolved to endorse the ATP, subject to any reference to 30km/h in the Walking Priority Projects be amended to 40km/h.
<a href="#">29-Sep-20</a> 	<b>Pedestrianisation and Traffic Calming Measures for Rose Bay</b> 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; Study is well underway and it is anticipated that a report on the draft study will be presented to the Local Traffic Committee and Finance, Community and Services Committee for consideration in Q4 FY2023/24.
<a href="#">5-Jul-21</a> 	<b>Truck Staging Area for Developments</b> 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 Q3 of FY2023/24.

NOM Date	NOM Subject & Brief Description	Status
<a href="#">28-Mar-22</a> 	<b>Timed Parking in Watsons Bay</b> Investigate the introduction of timed parking for all or some streets in Watsons Bay to the north of Military Road.	Completed; Study has been undertaken and was reported to Woollahra Local Traffic Committee in August 2023. Council then endorsed a trial permit parking scheme on <a href="#">15 November 2023</a> and was implemented for the summer months.
<a href="#">29-Sep-20</a> & <a href="#">14-Jun-22</a> 	<b>Hydrogeological and geotechnical study for the Rose Bay/Lower Bellevue Hill Catchment Area</b> 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.  &  <b>Geotech expert study of Bellevue Hill below the ridgeline at Drumalbyn Road to begin immediately on 1 July 2022</b> Prepare a scope of works for hydrogeological and geotechnical study for the entire Rose Bay basin are from the Bellevue Hill ridgeline.	In Progress; GHD consultants have completed the study. A draft report is currently being reviewed with anticipation to present the report to Council in Q3-Q4 of FY2023/24.
<a href="#">25-Jul-22</a> 	<b>Angled Rear To Kerb Car Parking In Double Bay</b> 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.	Not Yet Commenced; Noting that Knox Street project is deferred and instead pedestrian upgrade works in Bay Street are in progress and on-street parking is temporarily impacted due to construction activity, the investigation into angle parking will be undertaken in Q4 of FY2023/24.
<a href="#">31-Oct-22</a> 	<b>Kiosk Substations</b> 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.	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.

NOM Date	NOM Subject & Brief Description	Status
<a href="#">12-Dec-22</a> 	<b>No Right Hand Turn Into Knox Street From New South Head Road</b> 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.	In Progress; A Traffic Management Plan together with a design plan to restrict right turn movements from New South Head Road into Knox Street was approved by Transport for NSW in October 2022 as part of the proposed Knox Street Pedestrian Project. Noting that the Knox Street project is not proceeding at this time, Council's Engineers have commenced discussions with Transport for NSW (TfNSW) to seek their views on the proposal to proceed to restrict right turn movements from New South Head Road into Knox Street. Should TfNSW support in principle the proposed right turn restriction, Council's Engineers will then prepare a Traffic Management Plan and present a report to TfNSW for consideration and approval, before reporting to the Woollahra Local Traffic Committee meeting and Finance, Community Services committee meeting for endorsement.
<a href="#">27-Feb-23</a> 	<b>Quarry Street, Paddington</b> Requests that a 10km/hr zone be marked at Quarry Street, Paddington.	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.
<a href="#">26-Jun-23</a> 	<b>Road Safety New South Head Road</b> Requesting Council approach Transport for NSW to make New South Head Road consistent 50km/h speed limit.	Completed; Council's Traffic Engineers made formal representation to TfNSW via the Woollahra Local Traffic Committee on 1 August 2023, requesting that TfNSW reduce the speed limit on New South Head Road from 60km/hr to 50km/hr in Double Bay. TfNSW have advised that this matter is under investigation and a further update will provided when completed. The minutes of this meeting was tabled at Council's Finance, Community and Services Committee on <a href="#">4 September 2023</a> .

NOM Date	NOM Subject & Brief Description	Status
<b>Development Assessment</b>		
<a href="#">26-Jul-21</a> 	<b>Enforceable DA Conditions relating to footpaths</b> Prepare a report to investigate the feasibility of additional enforceable conditions of any Development Application (DA) which requires all footpaths to be maintained in a manner that provides a safe path.	Completed; Reported to Council on <a href="#">11 September 2023</a> .
<a href="#">6-Oct-21</a> 	<b>Protected wash areas</b> Prepare a report on the review our standard conditions of consent to determine how they can be strengthened with regards to managing run off from slurry and the requirements around Protected wash off areas and education can be done to educate builders and renovators on the importance of essential erosion and sediment controls to prevent run off from their building sites entering our waterways.	Completed; Reported to Council on <a href="#">11 September 2023</a> .
<b>Compliance</b>		
<a href="#">14-Feb-22</a> 	<b>Determination of Building Information Certificates by Council</b> Prepare a report that details proposed methods and processes (including any procedure for notification of a Building Information Certificates (BIC) to Councillors) for the calling of a BIC by a Councillor to Council, with a view to amending the Code of Meeting Practice to reflect this.	Completed; Reported to Council on <a href="#">11 September 2023</a> .
<a href="#">25-Jul-22</a> 	<b>Impacts Of Site Contamination</b> 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 30 June 2024.



NOM Date	NOM Subject & Brief Description	Status
<a href="#">26-Jun-23</a> 	<b>The Royal Hotel Paddington - Building Information Certificate</b> Requesting the GM prepare a report on the BIC to be presented to Council - The Royal Hotel Paddington - Building Information Certificate BIC 46/2022.	Completed; Resolved at Council meeting of <a href="#">9 October 2023</a> to approve the Building Information Certificate.
<b>Governance</b>		
<a href="#">26-Oct-20</a> 	<b>Councillor Indemnification</b> 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; A report on the Payment of Expenses & Provision of Facilities Policy is to be prepared and will include reference to Councillor Indemnification. The report is scheduled to be presented to Council's Finance, Community & Services Committee in March 2024.
<a href="#">26-Apr-21</a> 	<b>Legal Services Panel Review</b> Present a recommendation on a way forward to reconstitute the former Legal Services Review Panel.	In Progress; Legal advice has been received and an update provided to Cllrs Robertson, Shapiro and Wynne. Further discussions to be held in the third quarter of 2023/24.
<b>Customer Experience &amp; Engagement</b>		
<a href="#">27-Mar-23</a> 	<b>DA Advertising In Wentworth Courier</b> Ensure that Council no longer advertises Development Applications (DAs) in the Wentworth Courier and that the Woollahra Community Participation Plan be amended to reflect this change.	Completed; Council ceased advertising DAs in the Wentworth Courier in August 2023. Our Mayoral Column page now contains a blurb which directs people to the website for DAs, including a QR code back to the page <a href="http://www.woollahra.nsw.gov.au/da-notifications">www.woollahra.nsw.gov.au/da-notifications</a>

# Environmental

July- December 2023 highlights



Harbourview Park mini multi use court



## Multi use court

Relocated and upgraded basketball and netball mini court installed at Harbourview Park, Woollahra.



Vaucluse Bowling Club is getting a sustainability upgrade



## Sustainability

Vaucluse Bowling Club renovations include sustainability features of rooftop solar, rainwater tanks and will be a fully electric building.



Fast EV Charger at Queen Street Carpark at Dorhauer Lane, Woollahra



## EV chargers

Installation of Dorhauer Lane 75kW fast charger and 7 new streetpole chargers. For location information visit: <https://www.woollahra.nsw.gov.au/Environment/sustainable-transport/electric-vehicle-charging-stations>

# Economic

July- December 2023 highlights



Artists' impression of the Double Bay Centre



## Double Bay Strategy

After considering the issues raised in over 200 submissions, at the meeting of 27 November 2023 Council resolved to adopt the Double Bay Strategy which sets a vision to guide the future development of the Double Bay Centre.



## Small Business Month

Wellbeing Workshop & Networking Breakfast held 31 October 2023 for NSW Small Business Month 2023.



Keynote speaker Carli Phillips



## Heritage

Following public exhibition, Council resolved to finalise the heritage listings for the Sydney Chevra Kadisha, Paddington Church of Christ, St Andrews Scots Presbyterian Church, and Vaucluse Uniting Church.



Historic image of the Sydney Chevra Kadisha



# Civic Leadership

July- December 2023 highlights



Kauri Pine at Redleaf, Double Bay



## Urban Forest

On 27 November 2023 Council adopted an *Urban Forest Strategy* with the target of planting 13,410 new trees across our local area over 25 years to create 30% tree canopy cover by 2050.



EV Charger at Cooper Park Community Hall, Bellevue Hill



## Partnerships

*Leading the Charge – Electric Vehicle Infrastructure Strategy* adopted by Woollahra, Waverley and Randwick Councils.



Staff uniform recycling collection



## Recycling

Staff uniform recycling program has collected 197kg of uniforms from Waverley and Woollahra staff at our shared Depot for recycling.



# Social

July- December 2023 highlights



Digital Literary Award ceremony held at Woollahra Library at Double Bay on 23 November 2023. Photo credit: Edoardo Capriotti



Heart In Art exhibition at Woollahra Gallery at Redleaf ran from 28 June to 23 July 2023



Home Library Service members enjoyed a morning tea with a performance by Woollahra Preschool students on 24 November 2023



## Recommended reading

Congratulations to the 2023 winners of our Digital Literary Award across fiction, non-fiction, poetry and digital innovation. Read the winning works here: <https://www.woollahra.nsw.gov.au/Library/Digital-literary-award>



## Collaboration

The Heart in Art exhibition collaboration between Woollahra Council and First Hand Solutions Aboriginal Corporation featured 40 works by artists representing the Ampilatwatja, Pirlangimpi, Wingellina, Kaltukatjara, Yuendumu, Yawuru Country, Gunbalanya and Angurugu communities.



## Connection


Some of our 81 Home Library Service members enjoyed a morning tea with a performance by Woollahra Preschool students at Woollahra Library at Double Bay. Council provides a monthly 'Bus to Books' service for more mobile Home Library Service customers.



# 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.	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. Floodplain risk management studies and plans have been completed for Rushcutters Bay, Double Bay, Rose Bay and Watsons Bay and Paddington. Funding applications have been made to the Department of Planning and Environment to develop flood studies and plans for Vaucluse, and Darling Point. These applications were not successful. The Flood studies and plans for Vaucluse and Darling Point are still the priorities. Staff will also commission these high priority studies through other resources and funding opportunities.

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.	In Progress 	Preliminary investigation / Scope of works	Flood studies and plans for Vaucluse and Darling Point remain priorities. Funding applications will be submitted to Department of Planning and Environment to develop flood studies and plans for Vaucluse and Darling Point, subject to grant funding availability. Staff will also commission these high priority studies through other resources and funding opportunities.


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 &amp; 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 this financial year program and the inclusion of the SRV, design plans will be prepared for Cecil Street, Paddington, and Edgecliff Road, Woollahra</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 worked closely with community volunteers to protect a number of juvenile Powerful Owls over the spring period.


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.	In Progress 	On schedule	Council supported 17 HarbourCare Clean-up events by community and corporate groups from July to December. In addition, Council supported local schools including The Scots College and Cranbrook School to undertake regular beach cleans over the six month period.
Support and promote Council's Bushcare Programs and other engagement activities, including support and coordination of Bushcare groups.	Ongoing, 30 June 2024.	In Progress 	On schedule	Council continued to coordinate the Bushcare program across 10 sites, including plant propagation at Council's Paddington nursery. Council held a community tree planting event at Christison Park for National Tree Day, which was attended by over 300 people who planted over 2,200 plants.

Ref	Priority	Progress Comments
7.1.4	Implement actions from the Biodiversity Conservation Strategy.	Consultants completed a review of Council's Biodiversity Conservation Strategy. Staff will now finalise the update of the Strategy and prepare a report to Council in the next quarter. A 'Habitat Gardening Guide' was developed to accompany the Backyard Habitat workshop series, and is available on Council's website.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Undertake biennial biodiversity and environmental monitoring program, with data collected and reported on Council's website.	30 June 2024.	Delays 	Deferred until FY24/25	A request for quote was distributed however no suitable quotes were received. As no ecological consultants were available to undertake the work at the required time of year, the monitoring will need to be postponed until the spring / summer period of 24/25.


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

Ref	Priority	Progress Comments
72.1	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. This financial year we will be installing GPTs in Bay Street, Double Bay, and Edgecliff Road, Woollahra.
72.2	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).	Capital Works projects are underway, including a gross pollutant trap to be installed in January 2024, and soil testing investigations for the Christison Park stormwater harvesting tank.

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.	In Progress 	On schedule	Eight capital works projects are programmed and are in various stages of investigation and design, as per the capital works report presented to Council in November. A lighting upgrade has been completed at Redleaf Council Chambers to improve energy efficiency. An electric vehicle charger has been installed at Redleaf Council chambers to enable charging of Council fleet vehicles.







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 Vaucluse and members of the local community continues through the Rose Bay Beach Working Party. Staff briefed the Member for Vaucluse and community representatives were appointed following an expressions of interest process. Other collaboration on catchment-wide water quality issues has taken place with the Sydney Coastal Councils Group. This has included the development of the Greater Sydney Harbour Litter Prevention Roadmap and completion of an 'Own it and Act' checklist to enable application for an EPA litter prevention grant.

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.	In Progress 	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 Sydney Coastal Councils Group is working with member Councils to reduce the scope of the CMP to 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 in October. Nine construction sites were inspected across the LGA and no compliance issues were observed.


### 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 has commenced, and application for our continued Climate Active certification of carbon neutral accreditation will be submitted in January. Programs to reduce community emissions continue to be implemented through the 3 Council Regional Environment Program, including supporting solar installations at the 18 Footers Club and CYCA through the Solar My Suburb program. A flyer was included in the last rates notice mail-out educating the community about the top 5 actions they can take to reduce emissions. A number of social media posts have been made with the same theme.


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 public electric vehicle chargers have been installed at Dorhauer Lane, Woollahra, and Cooper Park Community Hall, Bellevue Hill. In addition, the installation of seven streetpole EV chargers in Paddington, Woollahra and Vaucluse has commenced.
Develop and implement initiatives aimed at achieving community carbon reduction, including providing information to assist transition to all electric homes.	Workshops held quarterly.	In Progress 	On schedule	Community workshops were held about energy efficient hot water systems and Council supported the Jewish Sustainability Initiative (JewSI) to run a 'Go Solar' community workshop. A flyer was sent to all rate-payers with information about reducing carbon emissions, including transitioning to all electric homes. A new web page was created to provide information to the community. Consultations were held to provide advice to apartment owners and strata bodies about EV charging and installing solar.
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.	In Progress 	On schedule	The 3 Council Regional Environment Program has continued to roll-out the Solar My Suburb and Solar My School programs. Feasibility reports were prepared for The Scots College (176-267kW), Cranbrook School Junior and Senrio campuses (168-387kW). 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, the 18 Footers Sailing Club has installed a 75kW solar system and the CYCA has installed an additional 20kW. A number of community building partnership grants have been applied for to assist other community organisations to install solar. A regional electric vehicle charging strategy was adopted by all three Councils in November 2023.
Participate in the Resilient Sydney program.	Participate in activities as scheduled.	In Progress 	On schedule	Staff attended Resilient Sydney workshops, including the Resilient Sydney 2025-30 Agenda Setting Workshop to commence development of the second Resilient Sydney Strategy.

## 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 July. Nine grants were awarded, supporting a range of community and school environmental projects including creation of habitat gardens for pollinators, frogs and small birds, installation of solar panels, and improvements to community gardens.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Deliver Council's environmental grants program.	31 May 2024.	In Progress 	On schedule	Council's Environmental Grants Program opened for applications in July. Nine grants were awarded, supporting a range of community and school environmental projects including creation of habitat gardens for pollinators, frogs and small birds, installation of solar panels, 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.	In Progress 	On schedule	<p>Community education: National Tree Day, whale watching tours, a series of three 'Backyard Habitat' workshops, energy efficient hot water workshop, Double bay Tree Trail walking tour, composting workshops, frog identification walk, bird identification walk, and a bike education day. Monthly Environment E-Newsletters were distributed to the database of subscribers and environmental content included in the hardcopy Woollahra newsletter.</p> <p>Schools education: Nature Connection training for staff at Vacluse Public School, supporting Glenmore Road Public School with the EcoSchools framework, water quality workshop for The Scots College, provision of native habitat plants for local school gardens.</p> <p>Staff education: information session about Phytopthera, Double Bay tree trail walk, and internal workshops to improve whole of Council sustainability.</p>

### 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 has been included as a Priority Action Area in Council's draft Environmental Sustainability Action Plan. The most appropriate method of integrating climate risks into Council's operational risk register is under consideration.

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.	In Progress 	Preparations	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 will be submitted to Climate Active for certification in January 2024.
Finalise adoption of Council's Climate Change Risk Assessment and Adaptation Plan and commence planning for priority actions.	30 June 2024.	In Progress 	Preparations	Consultants have completed the Climate Change Risk Assessment and Adaptation Plan. Priority actions are being investigated, including the integration of climate risks into Council's operational risk register.

### 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. Rainwater tanks were installed as part of the upgrade of Vaucluse Bowling Club.
8.5.3	Work with neighbouring Council's to implement programs aimed at reducing community water use.	The 3 Council Regional Environment Program is developing content for Council's website to promote the Sydney Water 'WaterFix' Program, which offers water saving programs for residential, strata, commercial properties and schools.



# 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 363 CRMs for footpath defects. Of these 307 were completed within this period. A further 238 were identified by Council inspectors, with 24 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 9 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.
7.2.5	Take appropriate and timely action in response to pollution incidents.	There were no pollution incidents during the reporting period.



**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 diversion rate for kerbside waste, recycling and FOGO over the 6 months was 53%. 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, Council uniform recycling program, Letter box drop to all unit blocks regarding Kitchen to Compost Service, E-waste recycling and promotion of services and activities via What's on, Environment and Woollahra newsletters. A new truck art competition was completed with primary schools in Woollahra and planning begun for Clothing Drop off donation day in partnership with the Red Cross for second half of the year.






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 	On schedule	Council partnered with Red Cross to host a donation day mainly to receive good quality clothing and accessories that could be re-sold in Red Cross stores. Despite efforts for maximised promotion, the event was not as successful as we'd hoped with a much smaller attendance by residents than anticipated. Should this type of collection be attempted again, it might be done on a much smaller scale at localised community hubs. Bicycles and scooters have been added to our Recycle it Saturday collections. Bikes and scooters in good and bad condition accepted to be refurbished and donated to children and others in need by Revolve Recycling.
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	While the collection of polystyrene will prove difficult to collect and provide in a form that can be recycled (compacted via specialised machine), textile collection could be viable as we can work with St Vincents who will accept any type of textile. We are still looking into how this can be strategically implemented using current staff and allocation of resourcing/work plans etc.
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 still needs input from management before approaching selected unit blocks to trial.





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 	On schedule	Council continues to work with SSROC and the 3 Council program to educates residents and schools. We received a FOGO update from SSROC detailing EPA's mandates which will extend to business in 2025 with Council being the Regulatory Authority. We published a news article in November to promote our waste diversion statistics and provide information on how we can improve on this. FOGO was featured with some more in depth information about the do's and don'ts and how to obtain a kitchen caddy to assist with collection. An audit of our waste services was also undertaken with results provided during this period. Our FOGO results have remained consistent and the audit has shown a significant increase in organics by 1.1kg per household per week. However, there is still a lot of food waste going into garbage bins at 30%. A couple of pop-up stalls were held at Double Bay market where we spoke to residents about FOGO and handed out kitchen caddies. There seemed to be knowledge in the community about the service, but some still completely unaware that Council provides this service. The compost revolution continues to provide heavily discounted compost bins and worm farms as well as workshops. The last workshop was held at Paddington community garden on the 3rd of December.
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 	On schedule	Three stalls were held over the course of this reporting period. We promoted Plastic Free July at our first stall and provided re-usable shopping bags and re-usable coffee cups. We also promoted FOGO and our recycling service at subsequent stalls which was well received by residents. It is definitely a great opportunity to provided face to face education. We will continue to do this bi-monthly with potential to move around to other busy commercial areas such as Kiaora Lane and Rose Bay shops.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Complete a review into truck signage to encourage waste reduction and recycling and other measures to minimise waste.	30 November 2023.	Completed / Achieved 	On schedule	The decision was made to go with childrens truck art which provides primary aged children with educational opportunity to create and learn about an environmental theme. This time we chose "Caring for our Environment" as the theme which had broad scope for environmental education. Four trucks were stickered with eight decals. The budget allowed for one further truck to be stickered and the decision was made to promote the "no plastic bags" message which is still one of the top contaminants in our recycling bins as well as promotion for the Woollahra App. Signage should be updated every 2 years depending on relevance and any new messages that might require promotion as decided by communications and the waste department.
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 	On schedule	This year for National Recycling week in November we focused on promoting our recycling diversion rates with an article called "How much are we recycling in Woollahra" We wanted to celebrate successes but also identify areas we can do better and reinforce recycling messages. We also ran a stall at Double Bay market and promoted all of our services. The Garage Sale Trail event took place over two weekends in November. Total garage sales were 46 with projected 23,460kg to be re-used. Council continues to engage Clean-up Australia to run schools sustainable waste management workshops. This period we focused on preschool and daycare. The program visited 10 different organisations and conducted 27 classes to children ages 3 and up. Vaucluse Primary School also had comprehensive education for all grades and focused on Nude Food where they will be introducing nude food days to decrease lunchtime waste.

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.	Councils waste services are conducted in accordance with set budgets and schedules. 5,065 tonnes of general was collected in the reporting period which is 102 tonnes less than the same period in the previous year. 2,556 tonnes of recycling was collected during the reporting period which is 138 tonnes less than the previous year. FOGO service is provided to all residents with 2,050 tonnes of organics collected which is 7 tonnes less than the previous year.

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 	On schedule	Clean-up is complete for the year and waste calendars were sent out via post to all residents. A letter from the Mayor promoting our Recycle it Saturday events was also included to help provide awareness and boost numbers at these events.
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.	Participate in cross-council events as scheduled throughout the year and provide regular updates to Councils website.	Completed / Achieved 	On schedule	Both events were undertaken successfully during this reporting period. The August event saw 834 cars driving through making it the second most attended event with 17.71 tonnes collected.
Undertake a new recycling tender and award contract.	28 February 2024.	Completed / Achieved 	On schedule	Recycling contract has met all milestones to date. The final stage will be a report to the General Manager in early 2024. Notification to winning tenderer and completion of associated documentation and contract will be undertaken in February as planned.



## 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.	In Progress 	On schedule	Harbour water testing has been undertaken to determine suitable sites for swimming in the western area of the LGA, being Yarranabbe Park, McKell Park and Steyne Park. These results will be examined and dependent on the results progress with the feasibility report.
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.	In Progress 	On schedule	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 half court basketball improvements at Spicer Reserve and Harbourview Park.
Subject to community consultation, construct multi use sports courts at Lough Playing Fields.	30 May 2024.	Delays 	Preliminary investigation / Scope of works	The construction method of the multi courts at Lough Playing fields has had to be re-designed due to geo technical issues which has increased the cost of the project. Further funding has been approved in the FY2023/24 Capital Works budget. Community consultation on the project will commence Q3 FY2023/24.
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.	In Progress 	On schedule	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.




**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 will run from Friday 17 November 2023 – Sunday 4 February 2024. Council staff will then review the feedback received and prepare a draft Plan of Management and Masterplan 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.	In Progress 	On schedule	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.
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.	In Progress 	Preparations	The development framework for the Generic Plan of Management is adopted. The Cooper Park Plan of Management and Masterplan is progressing. Initial community consultation on this project will run from Friday 17 November 2023 – Sunday 4 February 2024. Council staff will then review the feedback received and prepare a draft Plan of Management and Masterplan which will be presented to Council seeking recommendation to exhibit to the public.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Commence implementation of recommendations from review of dog regulations in parks and reserves.	Within 6 months of final adoption of the review.	Delays 	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).

Ref	Priority	Progress Comments
5.3.2	Implement a prioritised program of capital improvements to public open spaces and recreation facilities.	The adopted Capital Works program continues to be implemented. Completed projects this quarter include; Trumper Park accessible pathway (Quarry Street section), Spicer Lane half-court basketball court, Robertson Park landscaping, Figtree Reserve embankment works, landscaped garden beds at Vaulcuse Bowling Club and Bay Street upgrade.

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.	In Progress 	On schedule	48 projects programmed; 58% (28/48) are Completed or In Progress (defined as construction having commenced). The most recent progress update is available in the October-December 2023 <a href="#">Capital Works report</a> .


### 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.	<p>In this period we achieved the following;</p> <ul style="list-style-type: none"> <li>• 108 street trees</li> <li>• 24 park trees</li> <li>• 636 trees in bushland</li> <li>• 2,660 shrubs planted in bushland</li> <li>• 5,200 groundcovers in bushland</li> <li>• 93% of bushland in under regeneration</li> <li>• 69% of bushland is fully regenerated.</li> </ul>

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.	In Progress 	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 Q3 of FY2023/24.
Commence implementation of actions from the Urban Forest Strategy.	31 March 2024.	In Progress 	On schedule	The Urban Forest Strategy is now adopted. Recruitment of the Urban Forest Strategy team is a priority which is progressing. It is intended to commence the recruitment process in February 2024.
Prepare multi-year schedule of pruning for Hills Figs in streets and commence pruning program.	Ongoing 30 June 2024.	In Progress 	On schedule	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. In Q3 23/24 staff will look to engage a suitable Consultant to prepare the multi-year pruning schedule.


Ref	Priority	Progress Comments
7.1.2	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 pond to remove sediment and plant further vegetation for improved water quality and water management.

### 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.	Delays 	On schedule	There has been an active recruitment drive undertaken for this new team. 4 out of the 5 positions have been filled. Some of the initial projects the team have undertaken are the Vacluse Bowling Club and Bay Street upgrade garden beds.

## 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.	In Progress 	On schedule	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. One item from the review includes the implementation of the Urban Forest Strategy which has commenced.


## 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 October-December 2023 <b>Capital Works report</b> 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.	In Progress 	On schedule	46 projects programmed; 57% (27/46) are Completed or In Progress (defined as construction having commenced). The most recent progress update is available in the October-December 2023 <b>Capital Works report</b> .

## 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	Negotiations toward a non-binding Heads of Agreement are continuing with the preferred development partner, Pallas Group/Fortis Consortium. A report on the status of negotiations was tabled in Q2. A further report will be tabled in February 2024.




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.	In Progress 	On schedule	Development consent was granted in November 2023. Tenders for construction to be called in Q3/Q4 FY23/24. Loan facility for construction costs (as per SRV) currently being procured.

### 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.	In Progress 	On schedule	Tender documents for car parks management being finalised and will be advertised in February 2024.

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.	In Progress 	On schedule	A review of Council's commercial premises is underway to then assess potential for further development and / or income generating opportunities.


# 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.	In Progress 	On schedule	Council staff continue to have ongoing discussions with Ausgrid on the issue. Council staff will also seek support from SSROC to minimise these impacts.


## 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.	Council's Infrastructure Assets are reviewed every five years and this information is used to develop 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 October-December 2023 <b>Capital Works report</b> 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.	In Progress 	On schedule	76 projects programmed; 76% (58/76) are Completed or In Progress (defined as construction having commenced). The most recent progress update is available in the October-December 2023 <b>Capital Works report</b> .

### 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. The Woollahra Active Transport Plan was adopted by Council on 15 November 2023.




Project / Deliverable	Due By	Status	Stage	Progress Comments
Complete construction of Open Space Legacy Project – Bay Street Pedestrian Plaza.	31 December 2023.	In Progress 	On schedule	Construction is well underway and all civil works are expected to be completed by the end of January 2024.

### 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.

### 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.	In Progress 	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 the assets is well underway with anticipation to be completed in April 2024.
Review Asset Management Plans structure and methodology in preparation for development of new Asset Management Plans in FY2024/25.	30 April 2024.	In Progress 	On schedule	A review of the Asset Management Plans will be undertaken once the audit on condition ratings for assets is completed.
Rollout bus shelter advertising in accordance with new contract.	29 February 2024.	In Progress 	On schedule	Roll-out for Bus Shelter advertising and new bus shelters have commenced late 2023. Civil works will begin late January 2024 and it is anticipated that all sites will be completed by April 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.	<p>The principal performance indicator for the Development Assessment Department is that we continue to provide an effective and efficient development control service.</p> <p>The performance of Development Assessment is outlined below.</p>

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	<p>Q1 processing times not achieved (169 net mean days and 177 gross mean days); Q2 processing times not achieved (162 net mean days and 167 gross mean days). The average for the full FY22/23 was 111 net mean days and 135 gross mean days.</p> <p>The overall net and mean processing times in the 1st and 2nd quarters of FY23-24, have not met the benchmark requirement.</p> <p>The recommendations put forward in the DA Review process undertaken by Morrison Low have been adopted and a number have now been implemented including the new delegations model and face-to-face DARC meetings. It is anticipated that the benefit of these new recommendations will assist in improving overall processing times.</p>

### 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
3rd 2022/23	102	149	86	91
4th 2022/23	127	138	108	97
1st 2023/24	133	105	107	98
2nd 2023/24	121	147	102	110

The following table shows both DAs and modification applications lodged and determined during the 1st and 2nd quarters of 2023/2024.

Quarter	Total Applications Received	Total Applications Determined
3rd 2022/23	188	240
4th 2022/23	235	235
1st 2023/24	240	203
2nd 2023/24	223	257

### Decision makers

The following table shows where decisions on DAs (excludes s.4.55 applications) were made during the 1st quarter.

Level of Delegation	Total # of DAs	% of Total	Approved	Refused
Staff	44	46.8%	40	4
Application Review Panel	17	18.1%	17	0
Application Assessment Panel	17	18.1%	17	0
Local Planning Panel	16	17%	9	7
Sydney Eastern City Planning Panel	0	0	0	0
<b>Total</b>	<b>94</b>	<b>100%</b>	<b>83</b>	<b>11</b>

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.

The following table shows where decisions on DAs (excludes s.4.55 applications) were made during the 2nd quarter.

Level of Delegation	Total # of DAs	% of Total	Approved	Refused
Staff	73	53.3%	67	6
Application Review Panel	26	19%	26	0
Application Assessment Panel	7	5.1%	7	0
Local Planning Panel	30	21.9%	14	16
Sydney Eastern City Planning Panel	1	0.7%	1	0
<b>Total</b>	<b>137</b>	<b>100%</b>	<b>115</b>	<b>22</b>

Note: The above figures do not include DAs which were rejected within 7 days of lodgement or withdrawn. In total **10** 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
3rd 2022/23	13
4th 2022/23	19
1st 2023/24	18
2nd 2023/24	15

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	YTD Avg. FY 2023/24
<b>Overall</b>									
Net Mean	<b>108</b>	106	105	115	117	<b>111</b>	169	162	<b>166</b>
Gross Mean	<b>124</b>	124	129	140	144	<b>135</b>	177	167	<b>172</b>
<b>Staff Delegated</b>									
Net Mean	<b>65</b>	62	68	71	81	<b>71</b>	88	104	<b>96</b>
Gross Mean	<b>81</b>	76	86	97	100	<b>90</b>	90	109	<b>100</b>
<b>ARP</b>									
Net Mean	<b>123</b>	111	105	149	134	<b>126</b>	232	267	<b>250</b>
Gross Mean	<b>151</b>	131	151	182	173	<b>159</b>	242	277	<b>260</b>
<b>AAP</b>									
Net Mean	<b>238</b>	203	224	219	198	<b>211</b>	320	270	<b>295</b>
Gross Mean	<b>288</b>	267	238	266	288	<b>265</b>	327	286	<b>307</b>
<b>LPP</b>									
Net Mean	<b>193</b>	178	216	183	180	<b>189</b>	275	218	<b>247</b>
Gross Mean	<b>223</b>	229	248	225	227	<b>232</b>	288	231	<b>260</b>

The overall net and mean processing times in the 1st and 2nd 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 are too high, directly affecting processing times.
2. The proportion of applications determined under Staff delegation was relatively low 46.8% and 53.3% for the respective quarters when compared to the average proportion of previous quarters (60%). This has a direct influence on the overall processing times.
3. A greater proportion of applications being determined via LPP.
4. A significant number of determined applications, in total 47, were aged applications (>300 days). These have a direct influence on the overall processing times.
5. The high number of Class 1 appeals.

## **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.
- The DA processing times for applications determined via ARP, AAP and LPP have improved over the 2nd quarter when compared to the 1st quarter.
- A significant number of aged applications (>300 days), have been cleared.
- The recommendations put forward in the DA Review process undertaken by Morrison Low have been adopted and a number have now been implemented including the new delegations model and face-to-face DARC meetings. It is anticipated that the benefit of these new recommendations will assist in improving overall processing times.

## **Service review implementation update**

At its meeting of 15 November 2023, Council noted a recommendation for implementation of 14 of 17 proposed actions following a service review into the DA process. The following progress has been in the reporting period:

Ref	Recommendation	Progress Comments
S13	Review the delegations policy to ensure that applications are determined by the most efficient process. If a value-based approach is maintained, consider indexing the value or scheduling a periodic review	<p>As per the recommendation made to the S&amp;C Committee and resolved by Council (refer part D) 15 November 2023, the following cost of works thresholds and staff delegation changes implemented from 1 December 2023:</p> <ul style="list-style-type: none"> <li>• The cost of works threshold for staff (Team Leader) level being increased from \$500K to &lt; \$1M</li> <li>• The cost of works threshold for ARP being increased from \$500K to between \$1M or greater to &lt; \$5M</li> <li>• The cost of works threshold for AAP being increased from \$2M to \$5M or greater.</li> </ul> <p>The determination times in this current progress report will be the baseline to measure the impact of the 1 December 2023 changes in the next January – June 2024 progress report.</p>
H7	Review resource requirements to ensure sufficient resources exist to meet required response timeframes	<p>Additional external contractor resources were approved as part of the September 2023 QBR for use by referral teams until 30/06/24.</p> <p>The impact of these temporary resources are being monitored to inform ongoing operational resource needs.</p>
S10	Review the DARC process to ensure that all participants engage fully in the process and apply consistent criteria to requesting further information, requesting referrals, applying standard conditions and making no comments on applications	<p>DARC process changes have been implemented from 17/1/24. The impact of these changes will be reported in the January – June 2024 progress report.</p>
S11	Design and implement prioritisation processes to facilitate faster processing of simple or uncomplicated DAs	<p>DARC process changes have been implemented from 17/1/24. The impact of these changes will be reported in the January – June 2024 progress report.</p>





Ref	Recommendation	Progress Comments
S9	As part of systems review, place more information on council's website	<p>Council resolved 15 November 2023:</p> <p>*E. Request staff to investigate and report on:</p> <p>(a) The viability of lodgement via a digital platform integrated with the NSW Planning Portal which:</p> <ul style="list-style-type: none"> <li>i. Automatically identifies missing parts of any application prior to being provided to an Assessment Officer; and</li> <li>ii. Provides better notification and communication processes to applicants and staff, identifying questions and an indicative timeline for each DA</li> <li>iii. Explains how Woollahra Council systems can be more efficiently integrated given the various IT systems that are in use by Woollahra Council.</li> </ul> <p>(b) Prioritisation of referrals in the application process with a view to separate applicants deemed 'simple' and those deemed 'complex' with each stream to remain in the 'first come, first-served basis'.</p> <p>Regarding part (a), the NSW Government has announced \$5.6 million in the Budget for an AI pilot project to support councils in faster decision-making, compliance checking, and to create workflow efficiencies in the development assessment process. Council is participating in the 'AI in NSW Planning' project with the Department of Planning and Environment which aims to identify existing, fit for purpose AI and digital solutions that will create DA workflow efficiencies, with a focus on the pre-lodgement phase. The project aims to provide solutions that would be available for council procurement via a panel arrangement through a competitive process led by the Department.</p> <p>Council staff attended an AI workshop held by the Department of Planning and Environment in December 2023 and are participating in the pilot program.</p> <p>Additionally, an expansionary request has been included in the draft 2024/25 operational budget for third party vendor costs to improve the functionality of Development Assessment information on Council's website.</p> <p>Regarding part (b), please refer to recommendation S11 update above.</p>











# 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"> <li>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.</li> <li>2. Advocate to the NSW Government on the Housing and Productivity Contribution, affordable housing density bonuses and issues around no net loss.</li> <li>3. Assess and progress proponent-led planning proposals, including 136-148 New South Head Road and Old South Head Rd / Abermarle Avenue.</li> <li>4. Prepare amendments to the Woollahra DCP 2015 e.g. for substations and electrical infrastructure and progress site specific amendments e.g. 252-254 New South Head Road.</li> <li>5. Appoint consultants to progress the Paddington Public Domain Strategy.</li> </ol>


Project / Deliverable	Due By	Status	Stage	Progress Comments
Assessment of all <b>Proponent Initiated Planning Proposals</b> in accordance with Statutory requirements	Ongoing, 30 June 2024.	In Progress 	Ongoing	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 <b>development controls for Substations &amp; Electrical Infrastructure.</b> [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.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Establish <b>development controls for private Basketball Courts</b> in residential zones.	30 June 2024.	Not Yet Commenced 	Awaiting commencement date	A report on this matter is intended to be tabled in the first half of 2024.
Report to Council on the Implementation strategy for the <b>Edgecliff Commercial Centre</b> , including planning proposal development control plan and public domain plan. (UPC delegated 16/11/2015)	30 September 2023.	In Progress  	Post-exhibition review	On 29 March 2021, a report on the draft strategy and supporting documents was presented to a meeting of the Strategic and Corporate Committee requesting public exhibition. On 26 April 2021, Council resolved to publicly exhibit the draft strategy and supporting documents. Exhibition commenced on 31 May 2021 and the exhibition period was extended until 30 September 2021. Since this time, Council staff have commissioned a heritage study, which is being prepared by GML which will inform the scope of the Strategy. In response to the issues raised in the submissions and the heritage study, a Councillor briefing was held on 17 July 2023. Further to this briefing, Council staff have commissioned additional studies in relation to an Affordable Housing Scheme to further inform the Strategy. A post-exhibition report including the updated ECC Strategy, the Public Domain Plan and the Transport Study, is anticipated to be presented to the Strategic and Corporate Committee in the first half of 2024.
Prepare a site specific Development Control Plan to <b>strengthen Protections for Character Buildings</b> [NOM 14/02/2022]	30 June 2024.	Complete / Achieved  	Complete; next step is a heritage study (refer to action in 4.2.1)	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.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Exhibit amended planning controls to increase the <b>minimum lot size to construct an attached dual occupancy development in the R2 Low Density Residential Zone</b> to 800m2, (which on 22/02/2021 Council Resolved to increase the minimum lot size from 800m2 to 1200m2).	31 March 2024.	Delays 	Preparations; next step is a report to Council when response received from DPHI	Council staff wrote to the DPHI on 8 November 2023 seeking advice on a way forward for dual occupancy minimum lot sizes. At the time of preparing this report, staff were waiting on a formal response. However, we note that the current reforms for R2 zone housing may permit a 450sqm lot size for dual occupancies if progressed. Staff are separately preparing a submission on the proposed reforms, and will report this to a future meeting of Council.
Prepare site specific development controls for <b>252-254 New South Head Road, Double Bay</b>	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.
Finalise Planning Proposal and amendments to the Development Control Plan (post-exhibition) for <b>136-148 New South Head Road, Edgecliff</b>	31 March 2024.	In Progress 	Post-exhibition review	The applicant lodged a request for a planning proposal on 13 October 2022, which was referred to the WLPP on 22 April 2022. The WLPP advised Council that it did not support the planning proposal as a standalone (as it did not have sufficient strategic or site specific merit) and that consideration of uplift on the site should be incorporated in the draft Edgecliff Planning and Urban Design Strategy. The WLPP advice was reported to a meeting of the Council in July 2022 where Council resolved not to support the planning proposal.  The Sydney Eastern District Planning Panel considered the applicant's rezoning review request on 18 August 2022 and resolved that the planning proposal had strategic


Project / Deliverable	Due By	Status	Stage	Progress Comments
Report to Council on the <b>Paddington Public Domain Strategy</b> outcomes.	30 June 2024.	In Progress 	On Schedule	<p>and site specific merit and that it should be submitted to the DPE with a request for a Gateway Determination. At the meeting of Council on 12 September 2022 Council accepted the role of Planning Proposal Authority and staff submitted the gateway request on 28 November 2022.</p> <p>The then DPE issued a Gateway determination on 23 April 2023. Council requested an alteration to the Gateway determination which was approved in September.</p> <p>The planning proposal was on exhibition from 26 September 2023 – 5 November 2023. A post-exhibition report is scheduled for a meeting of Council in the first quarter of 2024. The site specific DCP will then be prepared.</p> <p>In November 2023 Council staff appointed consultants Spackman Mossop Michaels to progress this project. Since that time staff have carried out key stakeholders meetings. A Draft strategy is being prepared for further review and consultation.</p>
Implement amendments to planning controls as a consequence of <b>excavation, Subterranean building and dewatering in Double Bay</b> (CR 25/02/2019) & Prepare a further report to limit excavation and dewatering in the <b>most impacted zones in the Double Bay Floodplain</b> (CR 25 October 2021)	30 June 2024.	In Progress  	On Schedule; next step is a report to Council	<p>On 12 April 2021, the EPC considered a report on the Double Bay hydrogeological and geotechnical impacts prepared by GHD. On 26 April 2021, Council resolved to prepare a planning proposal and draft DCP provisions. This planning proposal was reported to the LPP on 20 May 2021. A further Council resolution dated 25 October 2021 approved the draft amendments to the DCP and the planning proposal to the DPE.</p> <p>The planning proposal was exhibited from 16 February 2022 to 18 March 2022, and a post exhibition report was presented to the EPC on 4 April 2022.</p> <p>On 2 September 2022, Amendment 25 to the Woollahra LEP 2014 came into force and was published on the NSW Legislation website. The amendments require the consent authority to consider the potential impacts of construction dewatering, including any effects on the structural integrity of surrounding properties.</p>



Project / Deliverable	Due By	Status	Stage	Progress Comments
Local Planning Panel <b>excavation report</b> [NOM from EPC of 07/08/23]	30 June 2024.	In Progress 	On Schedule	<p>Having made amendments to both the LEP and DCP in response to the Double Bay hydrogeological and geotechnical study prepared by GHD, on 11 April 2023 Council considered a report and recommendations from the EPC meeting of 3 April 2023, and resolved to make minor amendments to the Woollahra DCP 2015 to improve the nexus between the excavation provisions and the groundwater (hydrogeology) provisions and to enhance the prominence of the groundwater (hydrogeology) provisions in Chapter E2. Because these are minor administrative amendments, it was resolved that these would be undertaken concurrently with another DCP amendment. A hydrogeological and geotechnical assessment of the Rose Bay basin area has commenced and is expected to be reported to Council in April/ May 2024.</p> <p>The amendments to the Woollahra DCP (in response to the issues raised for Double Bay) will be prepared and exhibited concurrently with changes which will arise from the Rose Bay basin study.</p> <p>A review of recent DA determinations to determine the level of volume of excavation non-compliance is currently being undertaken. In December 2023 legal advice was sought in relation to the effectiveness of Council's current excavation controls, and what opportunities for improvement there are. A report on this matter is expected to be tabled at a meeting of Council in the first half of 2024.</p>



Project / Deliverable	Due By	Status	Stage	Progress Comments
Write to the Minister & DPIE (with supporting planning evidence) seeking an exemption from the provision of <b>SEPP Housing for Seniors or People with a Disability</b> 2004, and provide an update report.	30 June 2024.	In Progress 	Preparations	<p>A report on this matter was endorsed by Council on 26 July 2021. On 30 August 2021, a submission was made to the Minister and an action was included in the Woollahra Local Housing Strategy. On 25 September 2021, Council received a response from the Minister indicating that this issue would be considered as part of the consultation of the draft Housing SEPP. Subsequent to this correspondence, the Housing SEPP commenced on 26 November 2021 and a key change is that “residential care facilities” are no longer permitted in the R2 Low Density Zone (with minor exemptions). However, on 1 July 2022 via Departmental Media Release, Council was notified that the Housing SEPP was amended to permit independent living units (ILUs) in the R2 zone to be carried out by ANY person. The Mayor subsequently wrote to the Minister expressing Council’s concern and disappointment with this amendment, and requesting that ILUs are not permitted in the R2 zone in the Woollahra LGA.</p> <p>Also, in May 2022 Council made a submission to the DPE requesting that land within HCAs in the Woollahra LGA is permanently excluded from seniors housing. This request was made consistent with previous advice from the DPE outlining that councils may seek to permanently exclude seniors housing from applying to HCAs where it can be demonstrated that suitable housing has been adequately provided in other areas of the LGA. However, in July 2022 the DPE advised that it would not support any requests to permanently exclude seniors housing from land identified as a HCA, i.e. contrary to their previous position, and that the potential impacts</p>

Project / Deliverable	Due By	Status	Stage	Progress Comments
<b>Employment Zone reforms</b>	30 June 2024.	In Progress 	Preparations	<p>of seniors housing on HCAs needs to be managed through the DA process like other forms of development. The DPE also advised it was revising its design guidance for seniors housing to help inform the design and assessment of new seniors housing under the Housing SEPP. In November 2022 proposed amendments to the Housing SEPP were exhibited, and staff made a submission requesting that ILU are not permitted in the R2 Low Density Residential Zone. The Seniors Housing Design Guide was approved by the Minister in November 2023 and published by the DPE in December 2023. The Guide replaces the Seniors Living: Urban Design Guidelines for Infill Development (2004) for seniors housing development. Staff are reviewing the new Guide to identify potential amendments to Council's local planning controls, having regard to the need that any proposed changes should not be inconsistent or duplicate the State planning provisions which apply to seniors (ie Housing SEPP &amp; Seniors Housing Design Guide, and SEPP 65 &amp; Apartment Design Guide). An update with advice will be reported to Council in the first half of 2024.</p> <p>In April 2023 the DPHI made changes to business and industrial land use zones in all LEPs across NSW. As a consequence of this, Council staff are required to update the DCP, consistent with these amendments. A report was tabled to the EPC meeting of 3 October 2023, and on 9 October 2023 Council resolved to prepare and exhibit a draft DCP. Exhibition will commence in the first quarter of 2024, and a post exhibition report will be presented to a future meeting of Council.</p>




Project / Deliverable	Due By	Status	Stage	Progress Comments
Planning Proposal for <b>488-492 Old South Head Road &amp; 30 Albemarle Avenue, Rose Bay</b>	30 June 2024.	Delays 	Awaiting external gateway approval; next step is public exhibition	The applicant lodged a request for a planning proposal on 5 May 2022 to facilitate a four storey mixed use development on the site. Following discussions between the proponent and staff, the applicant lodged a revised planning proposal on 12 April 2023. The planning proposal was considered by the WLPP on 6 July 2023 for advice. In response to the advice of the WLPP, the proponent submitted a revised planning proposal on 31 July 2023. This matter was considered by the EPC on 7 August 2023 and on 14 August 2023, Council resolved to refuse the planning proposal. On 6 September 2023, the applicant lodged a rezoning review with the DPE (RR-2023-20). On 9 November 2023, the Sydney Eastern City Planning Panel determined that the planning proposal should be submitted for Gateway determination and has appointed itself as the planning proposal authority to finalise the matter. The planning proposal has been submitted for Gateway determination with the DPE and is currently under assessment. Subject to a Gateway determination being issued, it is anticipated that exhibition will occur in the first half 2024.




#### 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.	During this reporting period, our priorities were to: <ol style="list-style-type: none"> <li>1. Progress the Edgecliff Commercial Centre Heritage Study to a meeting of the WLPP.</li> <li>2. Finalise the Double Bay Heritage Study.</li> <li>3. Finalise the places of worship planning proposal.</li> <li>4. Appoint consultants to progress the following studies: Rose Bay schools, Modern, Interwar flat buildings and significant architects.</li> </ol>







Project / Deliverable	Due By	Status	Stage	Progress Comments
Finalise Planning Proposal for <b>places of worship</b> in the Woollahra Local Government Area [NOM 8/04/19]	31 March 2024.	In Progress 	Post-exhibition review	<p>A planning proposal to list 5 places of worship was reported to the WLPP on 13 December 2022, who advised Council to proceed with the planning proposal.</p> <p>The advice of the WLPP was reported to a meeting of the Council on 27 March 2023, where Council resolved to support the heritage listing of four (of the five) places of worship. The St George Greek Orthodox Church was removed from the planning proposal at this time, with Council requesting that further community engagement be undertaken to further understand the significance of the place.</p> <p>The revised Places of Worship Planning Proposal consisting of four sites (The Sydney Chevra Kadisha, Paddington Church of Christ, St Andrews Scots Presbyterian Church, and Vaucluse Uniting Church) was submitted to DPE in May 2023 for a Gateway determination.</p> <p>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. Staff are currently working with the DPHI to finalise the LEP amendment.</p>
Investigate the potential heritage significance of the <b>St George Church, Rose Bay</b>	30 June 2024.	In Progress 	Post-exhibition review	<p>A planning proposal to list the St George Greek Orthodox Church was endorsed by Council on 14 August 2023 and Gateway Approval was received on 18 October 2023.</p> <p>The planning proposal was on exhibition from 15 November to 17 December 2023, and it is anticipated that a post exhibition report will be presented to a meeting of Council in the first quarter of 2024.</p>



Project / Deliverable	Due By	Status	Stage	Progress Comments
Report to Council on an assessment of heritage significance for <b>Old School Hall, Rose Bay Public School, Albemarle Ave, Rose Bay, and McAuley Catholic School and outbuildings</b> (formerly Christian Brothers College Rose Bay) (CR 8/04/19)	31 March 2024.	In Progress 	Preparations	In June 2023 heritage consultants Artefact were engaged to progress this study. Subject to the recommendations of the heritage study, consultation with the relevant landowners will occur in early 2024.
Finalise Planning Proposal for the heritage listing of <b>Wilkinson buildings</b> . (CR 24/11/14)	30 September 2023.	Delays 	Post-exhibition review	A planning proposal to list 5 additional Wilkinson buildings as local heritage items was reported to the WLPP meeting of 1 September 2022, where the WLPP provided advice to proceed with the planning proposal. This advice was considered by the EPC on 4 October 2022 and Council resolved to proceed with the planning proposal on 31 October 2022. Public exhibition was undertaken 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. As at December 2023, the planning proposal was being finalised with the DPHI.
Finalise Planning Proposal for new heritage items in the <b>Double Bay Centre</b> (CR 26/04/2021)	31 March 2024.	In Progress 	Post-exhibition review	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 advice of the Panel was presented to the EPC meeting of 6 March 23 and the planning proposal endorsed by Council on 27 March 2023.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Heritage Listing of <b>Lapin House, Rose Bay</b>	31 March 2024.	In Progress 	Post-exhibition review	<p>The planning proposal was on exhibition from 16 August to 5 September 2023. A post exhibition was considered by EPC on 6 November 2023 and on 15 November Council resolved to finalise the planning proposal. The finalisation of the planning proposal to list the four properties as heritage items is underway.</p> <p>At the meeting of 11 September 2023, Council resolve 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, and a post exhibition report was considered at the EPC meeting of 4 December 2023. On 11 December 2023, Council resolved to finalise the LEP. Council staff will liaise with the DPHI in the first quarter of 2024 to have the matter finalised.</p>
Preparation of <b>Edgecliff Centre heritage study</b> and planning proposal for implementation	31 December 2024.	In Progress 	On Schedule	<p>In 2022, GML were appointed to prepare the Edgecliff Commercial Centre Heritage Study. Having produced a draft study, consultation with the owners of affected buildings took place in the second half of 2023. The Edgecliff Commercial Centre Heritage Study (and accompanying planning proposal) was reported to a meeting of the WLPP on 20 October 2023 and the study and its recommendations are being revised by the consultant based on feedback from the WLPP. The Study and planning proposal will be reported to a Council meeting in the first half of 2024.</p>
Report to Council on the assessment of heritage significance of <b>543-549 Glenmore Road, Edgecliff.</b> (CR 5 July 2021)	30 September 2023.	Delays 	Awaiting Council decision	<p>An assessment of the heritage significance of these buildings was undertaken as part of the wider Edgecliff Commercial Centre Heritage Study being prepared by GML Heritage. The Edgecliff Commercial Centre Heritage Study (and accompanying planning proposal) was reported to a meeting of the WLPP on 20 October 2023 and the study and its recommendations are being revised by the consultant based on feedback from the WLPP. The Study and planning proposal will be reported to meeting of Council in the first half of 2024.</p>



Project / Deliverable	Due By	Status	Stage	Progress Comments
<b>Modern</b> Heritage Study	Commence by 30 June 2024.	In Progress 	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. 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 2024, before progressing a report to a meeting of the WLPP or EPC.
<b>Inter-War Flat Buildings</b> Heritage Study.	Commence by 30 June 2024.	In Progress 	Preparations	In November 2023, Council staff appointed heritage consultants GML to prepare a Thematic Study of Interwar Flat buildings in the Woollahra LGA. It is anticipated that this study will be reported to a meeting of Council in the first half of 2024, and will provide a comprehensive resource to inform future detailed heritage studies.
<b>Significant Architects</b> study [NOM 09/12/2019]	Commence by 30 June 2024.	In Progress 	Preparations	In November 2023, Council staff appointed heritage consultants Robertson & Hindmarks to progress the Significant Architects Study which is being addressed in different stages 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 2024, before progressing a report to a meeting of the WLPP or EPC.
Report on future heritage listing of <b>arts and crafts buildings</b> . (CR 11/11/2019)	Commence by 30 June 2024.	Not Yet Commenced 	Preparations	Council staff are in the process of preparing a methodology to identify how this project will commence. Subject to other priorities, it is identified that this project will occur in stages over 2024 and 2025 as part of the program identified in the Heritage Gap Analysis.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Heritage Listing of <b>Cooper Park Garage</b> [NOM 14/06/2022]	Commence by 30 June 2024.	In Progress 	Preliminary investigation / Scope of works	Investigation of heritage significance is underway using internal resources. Subject to the recommendation, it is anticipated that a report on this matter will be presented to a meeting of either the WLPP or EPC in the first half of 2024.
<b>Oxford Street</b> Heritage Study [NOM 23/08/2021]	Commence by 30 June 2024.	In Progress 	Preparations	During this reporting period, staff were preparing a brief to engage an external consultant to complete the heritage assessment. It is anticipated that a heritage consultant will be appointed to carry out this study in the first quarter of 2024.
<b>2a-14a Queen Street, Woollahra</b> Heritage Study (Centennial flat building) [NOM 25/10/2021].	Commence by 30 June 2024.	In Progress 	Preparations	During this reporting period, staff were preparing a brief to engage an external consultant to complete the heritage assessment. It is anticipated that a heritage consultant will be appointed to carry out this study in the first quarter of 2024.
<b>Rose Bay Centre</b> Heritage Study	Commence by 30 June 2024.	In Progress 	Preparations	On 11 September 2023, Council endorsed the preparation of a Heritage Study for the Rose Bay Centre. During this reporting period, staff were preparing a brief to engage an external consultant to complete the heritage assessment. It is anticipated that a heritage consultant will be appointed to carry out this study in the first quarter of 2024.
Provide a report on the further protection of secondary wings on contributory and heritage items in the <b>Darling Point HCA</b> (CR 25 October 2021)	30 June 2024.	Not Yet Commenced 	Awaiting commencement date	Subject to other priorities, project will occur in the first half of 2024 as part of the program identified in the Heritage Gap Analysis.
Progress a <b>single chapter of the WDCP 2015</b> dedicated to heritage conservation (including contributory items) (CR 1/10/2022)	30 June 2024.	Not Yet Commenced 	Awaiting commencement 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

Project / Deliverable	Due By	Status	Stage	Progress Comments
				(including contributory items). Subject to other priorities, this project will progress as a medium priority action under the Heritage Gap Analysis.

### 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 progressing the sub-regional approach to affordable housing and considering submissions to the Draft Double Bay Planning & Urban Design review and the Draft Edgecliff Planning & Urban Design review, and making consequential amendments.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Preparation of a sub- <b>regional approach to affordable housing</b> (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 first quarter of 2024.
Report to Council on the Implementation strategy for the <b>Double Bay Urban Design Strategy</b> Planning Proposal, development control plan and public domain plan.	30 September 2023	Delays 	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. Council staff are currently preparing a planning proposal and anticipate reporting this to a meeting of the WLPP in the first quarter of 2024.





**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 Double Bay Strategy. It was endorsed, subject to amendments, at Council in November 2023. The Edgecliff Strategy being further refined, before Council staff can finalise the recommended post-exhibition amendments. We expect it will be considered by Council in the first half of 2024. Both these strategies will guide appropriate development in our business centres.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Finalise the <b>Double Bay Centre</b> Planning Proposal and Development Control Plan	30 April 2024.	In Progress 	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 is available on Council's website. Council staff are currently preparing a planning proposal and amending DCP, and anticipate reporting the planning proposal to a meeting of the WLPP in the first half of 2024.
Finalise the <b>Edgecliff Centre</b> Planning Proposal and Development Control Plan	30 April 2024.	Not Yet Commenced 	Awaiting commencement date	This action will commence once the Edgecliff Strategy has been endorsed by Council. A post-exhibition report including the updated ECC Strategy, the Public Domain Plan and the Transport Study, is anticipated to be presented to a meeting of Council in the first half of 2024.
Prepare and adopt an <b>Affordable Housing Scheme for Edgecliff Commercial Centre</b> .	30 April 2024.	In Progress 	On Schedule	Consultants SGS have been engaged to prepare an affordable housing scheme which will inform the Edgecliff Commercial Centre Strategy. It is anticipated that this will be reported to a meeting of Council in the first half of 2024.

**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.	During this reporting period, our priorities were to: 1. 1. Progress a Local Approvals Policy 2. 2.Ongoing management of our business grants program.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Prepare and adopt a Woollahra <b>Local Approvals Policy</b> .	31 December 2023.	Delays 	Preliminary investigation / Scope of works	During this reporting period Council staff conducted initial consultation meetings with relevant departments (such as staff from Property and Projects, Compliance and Engineering Services teams) to discuss current processes associated with various actions that will be included in the Local Approvals Policy. Subject to other priorities it is anticipated that a report will be presented to a meeting of Council in the first half of 2024.
Improve the amenity in <b>Peaker Lane, Woollahra</b> 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 of the site and have commenced preparations to liaise with all affected property owners in Peaker Lane to discuss the proposed upgrades and necessary improvements to their private properties 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 <b>s7.12 Development Contributions Plan</b> .	30 April 2024.	In Progress 	On Schedule	<p>As a consequence of resolutions from 27 June 2022 and 26 June 2023, staff were investigating the treatment of 4.55 modifications, consecutive applications and cost summary reports with respect to charging 7.12 contributions.</p> <p>On 4 September 2023, the EPC considered a report on this matter and on 11 October 2023 Council resolved to update requirements for cost estimates and adopt a new standard condition of consent. During this reporting period, Council staff have been liaising internally to facilitate the implementation of this new condition.</p> <p>Separately, staff will prepare a report to update the current Woollahra Section 7.12 Development Contributions Plan to incorporate a list of infrastructure projects that reflects the DPOP for the 2024/2025 financial year. This will be reported to a meeting of Council in the first half of 2024.</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 31 December 2023;</p> <ul style="list-style-type: none"> <li>3 construction certificate applications (CC) were received with 1 being determined, representing a market share of 1 %;</li> <li>0 complying development certificate applications (CDC) were received with 0 being determined;</li> <li>Council was appointed the Principal Certifier for 1 projects, representing a market share of 2%; and</li> <li>1 occupation certificate certificates (OCs) were received with 1 being determined, representing a market share of 2%.</li> </ul>
4.5.2	Council provides an effective response to unauthorised uses and works.	<p>For the half year to 31 December 2023 Council's Building Control staff;</p> <ul style="list-style-type: none"> <li>Received 216 customer requests and finalised 166;</li> <li>Served 29 'Notices of intention to give an Order';</li> <li>Served 14 Orders;</li> </ul>

## 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.	<p>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.</p>

## 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. Council's parking patrol services continue to be impacted by COVID-19 through staff leave.</p> <p>During the half year to 31 December 2023;</p> <ul style="list-style-type: none"> <li>22,815 street parking infringements were issued for various offences</li> <li>2,537 infringements were issued in Council carparks.</li> </ul>

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


Ref	Priority	Progress Comments
7.2.5	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"> <li>• 26 requests for air pollution issues, including dust related matters; and</li> <li>• 24 requests for sediment control / water pollution issues including</li> <li>• building site discharges, wash-downs and spills.</li> </ul>

**Strategy 7.3: Monitor and respond appropriately to environmental and public health matters that impact community health and safety.**

Ref	Priority	Progress Comments
7.3.1	Ensure compliance with food, animal and pool safety and environmental health matters	<p>At the end of the half year to 31 December 2023 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"> <li>• 128 primary inspections were carried out;</li> <li>• 6 re-inspections were carried out;</li> <li>• 3 food notices/orders were issued;</li> <li>• 17 customer requests were investigated; and</li> <li>• 1 penalty infringement notice was issued.</li> </ul> <p>For the half year to 31 December 2023 Council's Health Premises and Fire Safety registers confirmed the following;</p> <ul style="list-style-type: none"> <li>• 131 health premises were recorded;</li> <li>• 2 health premises inspections were carried out;</li> <li>• 66 regulated cooling tower/warm-water systems were recorded; and;</li> <li>• 846 complete annual fire safety statements were lodged with Council.</li> </ul> <p>For the half year to 31 December 2023 the following activities were carried out pursuant to Council's swimming pool safety program;</p> <ul style="list-style-type: none"> <li>• 24 swimming pool inspection requests were determined;</li> <li>• 5 swimming pool exemption applications were determined;</li> <li>• 5 swimming pool fencing customer requests were logged; and</li> <li>• 0 swimming pool fencing notices/orders were issued.</li> </ul>


## 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.

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.	In Progress 	On schedule	In the reporting period there was a submission made to the Legislative Inquiry into the Planning System and the Impacts of Climate Change on the Environment & Community (submission endorsed by Council on 9 October 2023).

## 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.	Council's Annual Report 2022/23, including our audited Financial Statements, was adopted by Council 15 November 2023.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Council's Operational Plan for 2024/25 is developed and adopted by Council.	30 June 2024.	In Progress 	On schedule	The draft 2024/25 Operational Plan is currently being developed and it is anticipated that it will be presented to Council in April 2024 prior to seeking community feedback during April/May 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.	In Progress 	On schedule	Councillor Induction Program and Councillor Candidate Information Sessions planning has commenced and will continue to be developed during the third and fourth quarter of 2023/24 Financial Year.


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.

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.	In Progress 	On schedule	The Work Health & Safety Management System Draft Internal Audit Scope was presented and endorsed by the Audit, Risk & Improvement Committee in December 2023. The Internal Audit Scope proposed two parts being, Working at Heights (for completion prior to 30 June 2024) and Working with Hazardous Substances selected for completion (prior to 31 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.	In Progress 	On schedule	The Cyber Security Internal Audit Scope was presented and endorsed by the Audit, Risk & Improvement Committee in December 2023. The Internal Audit is to be progressed in the 3rd quarter of 2023/24 Financial Year.
Finalise Council's Enterprise risk registers and present to Council.	30 September 2023.	Delays 	Preparations	Council's Strategic Risk Register was presented and reviewed by the Audit, Risk and Improvement Committee and will be reviewed with Councillors at a workshop to be held in the third quarter of the 2023/24 financial year.






# 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.	In Progress 	On schedule	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 	Preparations	Delivery delayed due to priority IT projects. Development of the strategy will be prioritised with a revised due date of 30 June 2024.
Rollout Council's key ICT Strategy project of the Office 365 operating system.	31 March 2024.	In Progress 	Preparations	Exchange Online complete- OneDrive in beta release- Teams in Testing- Intune in planning stage
Undertake system penetration testing to support Council's Cyber Security program.	28 February 2024.	Not Yet Commenced 	Awaiting commencement date	Engage with Cyber Security partner to complete Penetration testing in February 2024.

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 delivered its first End of Year celebration on 29 November under the relaunched Reward and Recognition framework. It was very well received and attended by 300 staff. Departmental Workforce Planning has been completed and the results will inform the Workforce Management Strategy. "Average days to recruit" has increased by 10 days. FY to date voluntary turnover is at 4.8%. Training participation is high at 41 % for face to face and 51 % for online training. 70 supervisors completed our leadership development program.


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.	In Progress 	On schedule	Departmental Workforce Planning with has been completed and the results will inform the Workforce Management Strategy which will be tabled to Council for noting in June 2024.

Ref	Priority	Progress Comments
11.1.4	Implement and conduct a Service Delivery Review Program to identify improvements to services delivery.	Two Service Review reports with recommended improvements to service delivery into the Development Assessment process and Open Space and Trees services were tabled to the Strategic and Corporate Committee and adopted by Council 15 November 2023.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Undertake Service reviews for <ul style="list-style-type: none"> <li>Traffic, Transport &amp; Parking Management</li> <li>Governance</li> <li>Regulatory Services and</li> <li>Strategic &amp; Land-use Planning</li> </ul> (full scopes yet to be determined).	30 June 2024.	Delays 	Deferred until FY24/25	The Development Assessment and Open Space & Trees Service Reviews finalised in November 2023 have resulted in a number of initiatives designed to improve service levels and Development Assessment turnaround time. As these initiatives require additional resources and expenditure the service reviews originally anticipated to be completed in the 2023/24 year will be deferred to a future year. It will be recommended to Council in the March 2024 quarterly budget review that the existing budget of \$100,000 for service reviews be redirected to fund the initiatives.

## Strategy 11.2: Secure Council's financial position.

Ref	Priority	Progress Comments
11.2.1	Effective management of Council's finances.	LTFP will be updated and presented to Council after finalisation of the December 2023/24 Quarterly Budget Review and the 2024/25 Draft Budget.


Project / Deliverable	Due By	Status	Stage	Progress Comments
Council's Long Term Financial Plan is updated and adopted by Council.	30 June 2024.	In Progress 	On schedule	Council's Long Term Financial Plan (LTFP) is currently being updated to incorporate the December 2023 Quarterly Budget Review and the Draft 2024/25 Budget. The updated draft LTFP will be presented to Council in April 2024 for consideration prior to being placed on public exhibition for community feedback.

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

Project / Deliverable	Due By	Status	Stage	Progress Comments
Asset Management Plan financial information is integrated into Council's Long Term Financial Plan.	31 March 2024.	In Progress 	On schedule	The current update of Council's Long Term Financial Plan will incorporate updated Asset Management Plan information.

### 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.	There has been strong focus on raising the profile of WHS through implementation of Safety Month initiatives, enhancement of Work Instructions and Safe Operating Procedures, Health Surveillance Program, and the early intervention program. Injury rates fell by 34%.


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	Psychosocial Health & Wellbeing Survey was undertaken for high risk areas in late 2023. Report generated for two areas (Library and Officers/Managers) and action plans are being drafted for implementation.




# 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.	A Partnership Agreement with Workers Educational Association Sydney is in place to continue to deliver Philosophy Club in 10 week blocks in the Cultural Hub with plans to run 2 x 10 week blocks annually.



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 Youth Week 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.	In Progress 	On Schedule	In partnership with a range of community organisations and across Council divisions, Council promoted and led the following events – During July a number of NAIDOC Week events were held including Ursula Yovich concert, Community Open Day and Dance Workshop; coordination of an internal campaign for Wear It Purple Day in August; provision of Mental Health Week First Aid Training for 15 community members with 12 completing the course in November; hosting an International Day of People with Disabilities 'Let's Get Creative' community day on 30 November 2023.






Project / Deliverable	Due By	Status	Stage	Progress Comments
Diversity strategy developed to inform Council's policies, programs and services.	30 June 2024.	In Progress 	Preparations	A Diversity Strategy Working Group consisting of internal staff members was established in November 2023 with a Project Brief prepared in December 2023. it is anticipated that this Strategy will be finalised in 2024/2025 financial year.



## 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.	The theme for the next Community and Cultural Grants Round will be formulated from the updated needs analysis

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 	On Schedule	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 	On Schedule	The Mayor hosted a Grants Presentation Ceremony on 18 October for all successful grant recipients across the four grant streams. Under the Community and Cultural grants stream 28 applications were approved for funding consisting of 18 community projects: \$75,014.77 and 10 cultural projects \$32,459.38, to a total value of \$107,474.15. One cultural project was withdrawn by Citizen of the World Music to the value of \$1,000 due to partial funding making the project not financially viable (staffing expenses not approved for inclusion). Each successful grant recipient has been allocated a Council staff member to ensure a positive outcome for all projects.

Project / Deliverable	Due By	Status	Stage	Progress Comments
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.	30 June 2024.	In Progress 	On Schedule	As per the funding agreement quarterly meetings were held with Holdsworth Community on 25 July and 18 October 2023. Holdsworth is meeting identified service deliverables as per the funding agreement. It should be noted that Council also participates in bi-monthly Woollahra Dementia Alliance (WDA) meetings and promoted WDA activities and events.
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.	30 June 2024.	In Progress 	On Schedule	Bi-annual meetings are continuing to be held with Women's Housing Company. Meetings were held on 24 July and 13 November 2023. Both organisations are meeting identified service deliverables as per the funding agreements.
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.	30 June 2024.	In Progress 	On Schedule	On 5 December, 2023, in partnership with Bayside, Randwick and Waverley Councils, Woollahra staff coordinated a Coercive Control Forum during the 16 Days of Activism against gender based violence. It was a cross-Council collaborative project in conjunction with Eastern Sydney Domestic Violence Network, Moving Forward and Lokahi. Approximately 150 people attended.


Ref	Priority	Progress Comments
2.1.3	Following adoption, administer Council's Reflect Reconciliation Action Plan 2022-2023.	An annual progress report on the Reflect Reconciliation Action Plan was reported to Council in September 2023 which demonstrated that the majority of listed actions had been completed and that Council was ready to move to the next level of Reconciliation Action Plan.- an Innovate RAP. This report along with the Annual RAP impact survey was submitted to Reconciliation Australia by 30 September, 2023. A new internal working party has been appointed and Council has commenced discussions with our cultural partners, the La Perouse LALC and the Gujaga Foundation to develop the new Innovate RAP, ready for Council adoption in June 2024.

Project / Deliverable	Due By	Status	Stage	Progress Comments
Develop an Innovate RAP to support Council to progress activities of reconciliation.	30 June 2024.	In Progress 	On Schedule	To move to the Innovate RAP, a new internal working group was required. An EOI calling for representation from each Council division and all Aboriginal and Torres Strait Islander staff were encouraged to apply by 10 November. 7 applications were received and accepted. The first meeting of the new working group was held on 22 November 2023. A meeting was held with Reconciliation Australia on 25 October to discuss the requirements of the Innovate RAP. A meeting was also held with the La Perouse LALC and Gujaga Foundation on 11 December to discuss their involvement and guidance in the development of Woollahra's Innovate RAP and the review of Woollahra's Aboriginal and Torres Strait Islander protocols and guidelines. As part of this discussion, Council offered support to both organisations post the Yes referendum result and identify partnership opportunities for 2024.
Deliver outcomes for reconciliation by finalising outcomes of Reflect RAP.	31 December 2023.	Complete / Achieved 	On Schedule	Council adopted the annual progress report on Council's Reflect Reconciliation Action Plan in September 2023 which demonstrated that the majority of listed actions had been completed and that Council was ready to move to the next level of Reconciliation Action Plan.- an Innovate RAP. This report along with the Annual RAP impact survey was submitted to Reconciliation Australia by 30 September, 2023.


Project / Deliverable	Due By	Status	Stage	Progress Comments
				A highlight of the period was the installation at each Council work site of a Welcome plaque consisting of Dharawal language and Jordan Ardler artwork as well as the display of Aboriginal and Torres Starait Islander flags.

## 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 support vulnerable individuals. For example, people experiencing loneliness are connected to support organisations such as Holdsworth or Grant programs such as Social Buddy or Yoga Walks. The team is also in the process of updating information on the website to ensure the accuracy of information and easy accessibility.

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.	In Progress  	On Schedule	A total of 7 referrals were made to Missionbeat during the period of July to December 2023. These referrals were made as requests for welfare checks for people sleeping rough in the local Woollahra LGA. A Community and Cultural Development Officer regularly attended the monthly Eastern Suburbs Homeless Assertive Committee (ESHAC) meetings to discuss homelessness referrals and supports in the Eastern suburbs as well as participating. Homeless Street Count for Eastern Suburbs is scheduled for 19 and 20 February 2024 . Meetings have also been held in July 2023 with staff from Libraries, Customer Experience, Open Space and Trees and Regulatory Services to assist in the review of Council's Woollahra Homeless policy and procedures which are planned to be adopted in early 2024.


Ref	Priority	Progress Comments
2.2.2	Encourage and promote services and support for families, youth and children.	Council appointed Spark Strategy to assist with the development of the draft Childrens, Youth and Families Strategy and 4 year Action Plan. Extensive community consultation was undertaken from August to November 2023 with six key issues and opportunities emerging to inform the draft strategic pillars and action plan. The draft Strategy and Action Plan will be reported to Council in March 2024 for public exhibition and adoption.
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 those 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.	In Progress 	On Schedule	Significant progress has been made with the implementation of the Disability Inclusion Plan, 2022- 2026. Representation by the peak body, Disability Council of NSW at the DIAP bi- annual working group meeting on 23 November 2023, commended progress with Woollahra's DIAP. Highlights during this period included Mental Health First Aid Training held on 17 and 24 November for 15 community members and a similar course was held for Council staff with 15 attending; Path upgrade completed with access now achievable from Quarry St. to Edgecliff Centre; installation of an external ramp at Vaucluse Bowling Club & Community Facility connecting the building with external public toilets and tennis courts; Bay St. upgrade with a new wide pedestrian footpath reconstruction between Double Bay Wharf and Cross St.; 8 Woollahra Preschool children with high Support Needs are enrolled for 2024 with staff receiving training to support existing and new enrolments; Council 4 Health care permits for full time health carers were distributed;



Project / Deliverable	Due By	Status	Stage	Progress Comments
				Woollahra Libraries have incorporated AUSLAN sign language and sensory experiences into its early literacy programs and supplies Envoy devices for those with visual impairment (31 devices loaned containing 193 eaudiobooks) and Council launched its new website in October 2023, which features updated accessibility information for parks and venues.


### 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 10 Cultural Grant Projects in the 2023/2024 round.

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 	On schedule	The Cultural Hub continues to be used as a venue for hire. Poetica Petit continues to be held between the Cultural Hub and the Gallery, depending on attendee numbers and theme of event. the Youth Photographic Award workshop was partly held in the Cultural Hub in October 2023, resulting in a small exhibition of images on display in the corridor of the Cultural Hub throughout November 2023. 2 community exhibitions were also on view to celebrate a Ukrainian Independence exhibition in July and artworks by a local school student in November 2023. A 10 week Philosophy Course was held in partnership with Workers Educational Association (WEA) Sydney, over July to September. A Partnership Agreement has been put in place to continue to provide a Philosophy Club in 10 week blocks, on a bi-annual basis. Woollahra Dementia Alliance also utilised grant funding to implement an intergenerational art event on 30 November.



Project / Deliverable	Due By	Status	Stage	Progress Comments
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.	In Progress 	On Schedule	Between July to December 2023 Woollahra Gallery at Redleaf hosted a total of 13 exhibitions, including the Woollahra Small Sculpture Prize, the Youth Photographic and Film Award, 9 EOI artist exhibitions, and 2 exhibitions supported by the Community Exhibitions program – 'Heart in Art' and 'After the Rain'. 'Heart in Art' was presented in partnership with First Hand Solutions and a number of remote aboriginal art centres, and 'After the Rain' was presented in partnership with Inala Disability Services. These exhibitions coincided with NAIDOC week and International Day for People with Disabilities, respectively. A total of 6,705 visitors were received between 1 July and 31 December. An expanded Artist in Residence program was devised for 2024/25, with a call out for Expressions of Interest staged between 13 December 2023 and 31 January 2024.
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.	In Progress 	On Schedule	The digital public art screen 'Double Vision' in Kiaora Place, Double Bay, commenced a new curated 12 month programming from 1 October 2023. The inaugural artist to be displayed for a 4-month period was James McGrath (on view until end January 2024). The state grant-funded pedestrian upgrade to Bay Street, Double Bay, allocated \$275,000 towards public art. The public art commission process was commenced in September 2023 with Curator and Project Management team appointed in December 2023. The artwork will be designed, delivered and installed by mid-2024. Maintenance of existing artworks was planned in the end of 2023 to be executed throughout 2024.

Project / Deliverable	Due By	Status	Stage	Progress Comments
(a) Develop a Arts and Culture Strategy	(a) 31 December 2023	In Progress	On Schedule	A report was presented to the inaugural meeting of Council's Arts and Culture Advisory committee on the development of the Art and Culture Strategy when it met on 21 November, 2023. A project brief and RFQ for Consultancies Services to develop the Strategy has been prepared for circulation in January 2024. The RFQ closes on 7 February 2024. It is anticipated that the draft Strategy will be presented to Council by June 2024.
(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 with key improvements undertaken over the July to December 2023 period including building upgrades including Vaocluse 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. This featured:</p> <ul style="list-style-type: none"> <li>• 48 Adult programs</li> <li>• 44 Seniors programs</li> <li>• 345 Children's programs</li> <li>• 32 Young Adult programs</li> </ul> <p>Highlights include two Ideas Exchange on Gender Bias in Research and Design and an Indigenous Voice the Parliament, HSC programing, the announcement of winners of the 2023 Woollahra Digital Literary Award at an Awards Ceremony on 22 November, and a sold out evening with author and broadcaster Richard Glover.</p> <p>Collection usage continues to recover post-covid with 222,482 loans 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.	In Progress 	On Schedule	<p>In September Woollahra Libraries Staff visited Newcastle Libraries to investigate use of screens and interactive technology in library spaces to highlight digital collections. An RFQ has been developed to go to market for solutions. In addition to physical changes to library spaces, the new Woollahra Libraries website launched in October features improved connections to the library catalogue and digital library. A new library catalogue features carousels and other visual features to highlight collections and a combined eLibrary multi-platform search. Woollahra Libraries promotional plan was developed between October-December and will guide strategy for library digital signage, new self-check-out machines and promotion of online collections through QR coded book lists.</p>

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.	In Progress 	On Schedule	Model developed for Community Access to Watsons Bay Library, with site visits to other libraries (Newcastle and Yarra) with similar community access services and quotes obtained for improvements to Watsons Bay Library building: CCTV, outdoor lighting and new integrated locks for library doors. Community Consultation undertaken in November-December relating to change to Watsons Bay Hours and service model, with many conversations within the community about the project and 50 written responses received by community members.
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.	In Progress 	On Schedule	Woollahra Libraries (in partnership with Woollahra Council Community Development) hosted an evening of music and conversation with Ursula Yovich in July during Naidoc Week. In September Woollahra Libraries delivered an Indigenous Voice to Parliament Ideas Exchange with constitutional law expert Shireen Morris and Wiradjuri man Gary Field. A new youth queer book club was launched at Double Bay Library in September. Monthly sensory workshops were delivered as part of regular Book Babies programming between August and December.
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.	In Progress 	On Schedule	A range of programs that reflect community need were delivered. Morning Tai Chi sessions have expanded and are offered weekly at both Paddington and Double Bay Libraries. The Home Library Service has 81 members who each receive a monthly delivery. A monthly Bus to Books service for more mobile Home Library Service customers continues to be popular.

Project / Deliverable	Due By	Status	Stage	Progress Comments
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.	In Progress 	On Schedule	A range of programs were delivered for children and young people. HSC Workshops were delivered leading up to the HSC period and study enrichment and wellness promotion during HSC extended opening hours. The 1000 Books Before School program was launched on 20 August 2023 to encourage early reading literacy. Other programs including Mini Makers Club and Code Club have expanded, with the introduction of a new Code Club for more advanced students. There was a focus on writing in the Summer School Holiday Program
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.	In Progress 	On Schedule	A range of programs that reflect community need were delivered. Morning Tai Chi sessions have expanded and are offered weekly at both Paddington and Double Bay Libraries. The Home Library Service has 81 members who each receive a monthly delivery. A monthly Bus to Books service for more mobile Home Library Service customers continues to be popular.

### 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 26,129 active Library members who are regularly accessing library services. There were 279, 432 visits this period equating to 5.2 visits per capita and a total of 222,482 loans measuring 4.1 per capita. Fortnightly newsletters were sent to 14,608 subscribers, 2,845 facebook followers and 1,269 instagram followers. Woollahra Libraries has 100 active volunteers engaged in assisting with various tasks including the Tech Connect program and monitoring the slide. The Local history team researched 7 community nominations for the Woollahra Council plaques scheme and during this period installed three plaques honouring Cora Gooseberry, Mark Sheldon and Gisella Scheinberg OAM.

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.	In Progress 	On Schedule	Between August and October, Woollahra Libraries staff worked on redesign and content review of new Woollahra Libraries website, launched in October. Further revision and redesign of Children's and Youth Programs pages and Local History forthcoming in 2024 (both will be projects for new recruits).
(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.	In Progress 	On Schedule	A Local History research service continues to be delivered, with a total of 74 Local History enquiries completed between July and December. The Local history team researched 7 community nominations for the Woollahra Council plaques scheme and during this period and installed three plaques honouring Cora Gooseberry, Mark Sheldon and Gisella Scheinberg OAM. Recruitment commenced in December for a new Digital Innovation Officer, with a preferred candidate due to commence in January 2024. The focus of this new role is to optimise integration of digital collections for better discoverability, including a strategic focus on the Local History Collection.
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.	In Progress 	On Schedule	Woollahra Libraries continues to provide a relevant collection for the community. The online collection recorded 82,079 loans from July –Dec 2023 compared to 555,93 loans for the same period the previous year, showing a significant increase in usage of 48%. Hoopla was added to an expanding collection of digital resources in November. Hoopla is an all in one digital platform offering a wide range of eBooks, eAudiobooks, films, TV series, music, comics and magazines. Hoopla has recorded a total of 175 checkouts in November and December, with ongoing promotion planned for the new year.





# 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 welcomed a new Events Coordinator position in October and new events policies, procedures and strategy are on track for delivery later this year.


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	In Progress 	On Schedule	(a) Event Coordinator role commenced in October 2023. (b) Review of event policies and procedures is underway, in consultation with other business areas (c) Plans are underway to create an events calendar on our website (d) Event Strategy is on track for delivery by June 2024.
(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 launched our new website in October 2023, welcoming a fresh new design, additional features and enhanced accessibility features. Website visitation grew by 32%. Social media growth has been steady with Facebook reach up 11 % and our paid content is performing well. Our enews continues to perform well with a 55% open rate and 9% click-through- which far exceeds industry benchmarks. The most popular content has been around local upgrades, walks, local history and trees. We held 13 Citizenship Ceremonies across 8 dates with 402 new citizens and their guests.



Ref	Priority	Progress Comments
		There were 40,441 visits to our Your Say Woollahra website (158% increase from 2022) and 3,875 registered users (174% increase from 2022).




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.	In Progress 	On Schedule	We exceeded the target of 10% growth to Your Say Woollahra website in 2023 (158% increase in site visit from 2022). We will not be running IAP2 training specifically during 2024, but we will be running a full day (beginner) and half day (refresher) community engagement training sessions for interested staff in March 2024. Managers were given the opportunity to nominate people from their team to attend.
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.	In Progress 	On Schedule	The annual engagement calendar has been updated, in consultation with key business areas. The calendar has been shared with Directors and Managers, beginning January 2024.
Implementation of Communication and Engagement strategy.	31 December 2023.	In Progress 	On Schedule	We have continued to implement actions to help us achieve the objectives listed in the Community Engagement Strategy. We have selected methods of engagement to reach as many people as possible in the community, a good example of this was the Children and Families Strategy consultation, where we consulted with key stakeholder groups, held pop-ups in locations and at times convenient to young people and families, and opportunities for digital engagement. Our communications and engagement around the Urban Forest Strategy consultation demonstrated our commitment to presenting information to the community in plain English, in accessible formats (we summarised the key points of the Strategy onto one page), and using visual communication (infographics and short animated video).

Project / Deliverable	Due By	Status	Stage	Progress Comments
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.	In Progress 	On Schedule	During July-December 2023 there were 8 new projects posted on Your Say Woollahra, which attracted 447 submissions from the community. In total there were 13, 249 site visits and 142 new users registered for an account (bringing the total number of users to 3,777 users). The most popular projects were the Customer Experience Strategy, Children, Youth and Families Strategy and Draft Urban Forest Strategy.


### 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 Satisfaction survey was run in July and August 2023. The results will be presented to the Finance, Community & Services and Environmental Planning Committees 5 February 2024. A Customer Effort Score is now on iConcierge and we are reporting monthly on the results.

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	In Progress 	On Schedule	The annual CSAT survey was conducted from 6 July until 15 October 2023. ELT were briefed on the results on November 22, 2023.
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.	In Progress 	Preparations	The next group of managers and Coordinators will be identified and workshops are scheduled for April 2024

Project / Deliverable	Due By	Status	Stage	Progress Comments
Undertake a customer effort score assessment on iConcierge to further drive the development of the app to improve customer experience.	31 December 2023.	In Progress 	On Schedule	The customer effort score is now calculated on the finalisation of all CRM's. A report is prepared for ELT monthly and the score is reported on. Further enhancements resulting from Customer feedback will be implemented in first quarter of 2024.
Implement a Customer Experience Strategy to drive a customer first approach across council	31 December 2023.	In Progress 	On Schedule	The Customer Experience Strategy was endorsed by Council in December 2023 and will be published on our website in January 2024.
Develop Customer experience dashboard by automating data collection to enable data to be used real time to inform service improvements.	31 December 2023.	In Progress 	Preparations	Each Manager has identified and committed to delivering a customer experience project to be commenced by 30 June.

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.	Testing has been completed and a new online parking form has commenced and we anticipate the form will go live on our website by March 2024.

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.	In Progress 	On Schedule	Our new website launched in October 2023 with improved functionality for customers and refreshed content. One of the new features is the 'What's Near Me' function, which allows customers to search for information relevant to where they live – including local playgrounds, venues, events, waste collection dates and Councillor contacts. We are also trialling the use of new accessibility software UserWay to improve the experience for people with sight, hearing and reading difficulties.

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.	In Progress 	Preparations	Council has been working on the transition to online parking permits with new online payment to be tested in February 2024. The ability to apply for parking permits online will pave the way for the other 5 transactions to be delivered through online payment by June 2024.

## Workload and Productivity

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




Service	FY 2021/22 (average)	1st Qtr 2022/23	2nd Qtr 2022/23	3rd Qtr 2022/23	4th Qtr 2022/23	FY 2022/23 (average)	1st Qtr 2023/24	2nd Qtr 2023/24	YTD FY 2023/24 (average)
DAs and CDCs processed by Customer Service staff	<b>302</b>	331	335	245	321	<b>308</b>	281	293	<b>287</b>
Calls answered by Customer Service staff	<b>18,498</b>	16,675	16,665	17,495	15,314	<b>16,537</b>	16,173	16,412	<b>16,293</b>
Service standard for call answered	<b>96%</b>	95%	94%	93%	92%	<b>94%</b>	96%	95%	<b>96%</b>
Visitor permits and Daily permits issued by Customer Service staff	<b>4,159</b>	5,300	5,870	6,005	5,270	<b>5,611</b>	5,680	6,560	<b>6,120</b>
Parking permits issued by Customer Service staff	<b>1,271</b>	1,255	1,375	1,482	1,026	<b>1,285</b>	1,349	1,328	<b>1,339</b>



# Woollahra Preschool

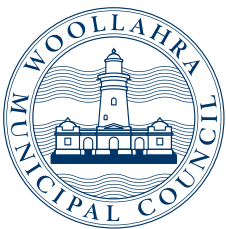
## Strategy 2.2: Understand needs of our community so that we can facilitate access to support and services.

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.	In Progress 	On Schedule	In partnership with Holdsworth Community, two intergenerational activities were held in July and August 2023 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.	In Progress 	On Schedule	The Dharawal Language Program, through the Gujaga Foundation commenced in July 2022 twice per week and has continued throughout the year. This is an ongoing program and strongly supported by the children, their parents and staff. Parents are actively engaged in learning the Dharawal language and culture through Preschool newsletters and using the Gujaga Foundation app. Every morning, each class does an Acknowledgement of Country.
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.	In Progress 	On Schedule	12 children with additional needs attended Woollahra Preschool in 2023. Funding was received for 7 of the children from Dept of NSW Education – Inclusion Support Funding, which allows for employment of a full time Special Inclusion Support teacher. Meetings are held each quarter with parents of the children and Allied health professionals to review progress and set goals.



# Woollahra Municipal Council



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