

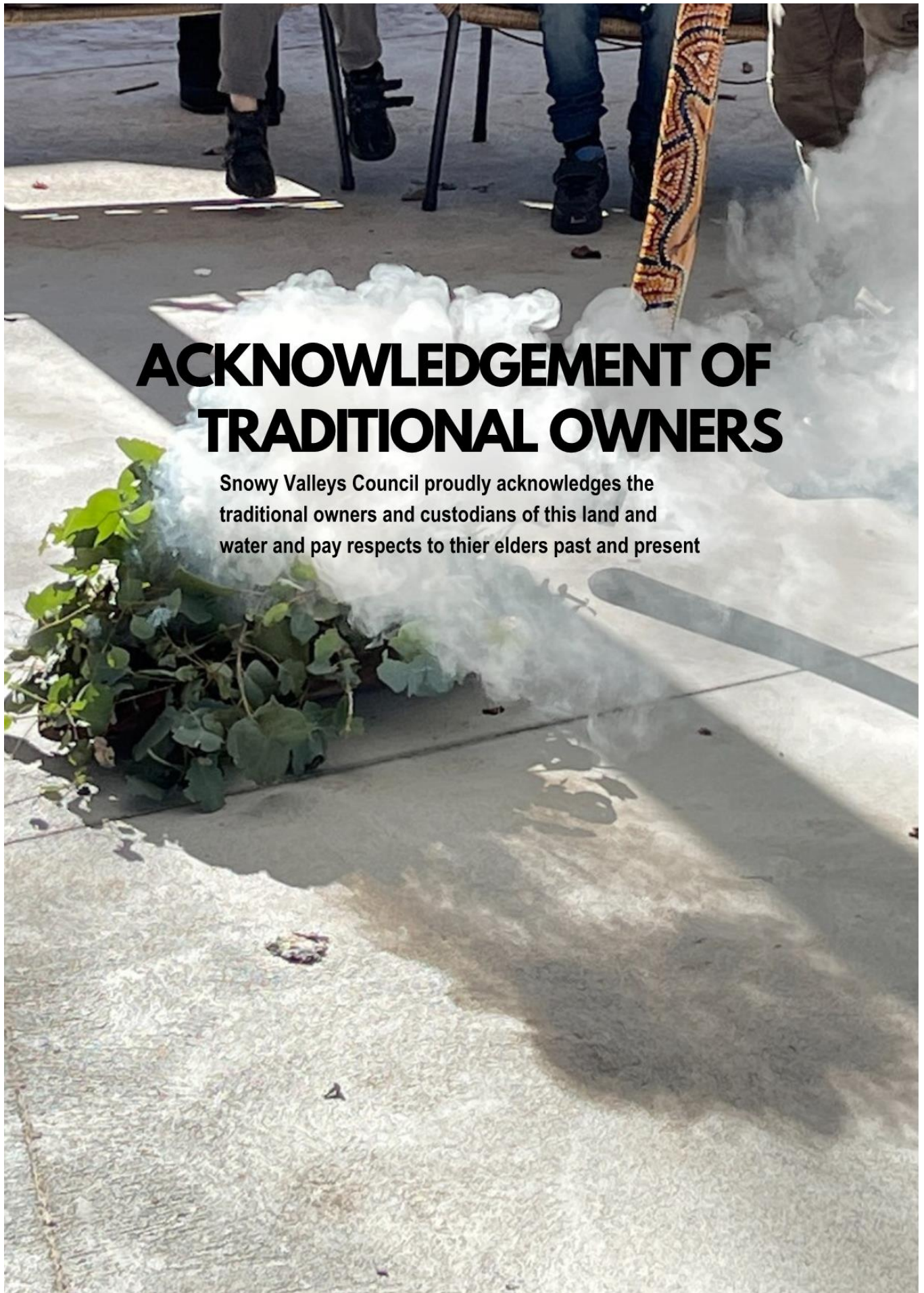
## **10.4 SNOWY VALLEY'S COUNCIL ANNUAL REPORT 2023/24 - ATTACHMENT**

### Attachment Titles:

1. Draft Snowy Valleys Council's Annual Report 2023/2024

**Attachment 1 - 20241008 -Draft 2023/2024 SVC Annual Report - Ordinary Meeting - 21 November 2024**





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# About This Report

## This is Snowy Valleys Council's Annual Report for the financial year to 30 June 2024

It represents accountability between community and council and is prepared in accordance with section 428 of the Local Government Act 1993 and the Office of Local Government's Integrated Planning and Reporting Guidelines 2021

This Annual Report outlines our financial and operational performance against the key objectives, strategies and priorities of our Community Strategic Plan 2042 and the actions identified in the Delivery Program/Operational Plan 2023/24. It identifies major projects and activities implemented to improve and enhance the quality of life of our residents. The report provides transparent information for all Council stakeholders.

Audited Financial Statements are provided under separate cover on Council's website. The Annual Report is available on the Council's website:

<https://www.snowyvalleys.nsw.gov.au/Council/Strategies-Plans-and-Reporting/Integrated-Planning-and-Reporting/Integrated-Reporting> .

A hard copy version of the Annual Report can be viewed at Council's Customer Service Centres.

### This report is divided into nine (9) sections:



#### A Year in Review

Summaries highlights, challenges, important events and a capital works snapshot.



#### Our community

Overview of our Local Government area (LGA) key demographics, snapshot of Council's assets and services.



#### Governance

Details democratic and corporate governance arrangements and Councillor profiles



#### Our Organisation,

Provides information on our organisation including staff organisational structure, workforce statistics, senior staff remuneration and workforce safety performance.



#### Our Performance

Details on Council's progress against actions and initiatives that detail the delivery of our service to the community over the 2023-2024 financial year under the five (5) themes of the Community Strategic Plan.



#### State of our Environment

A report on the implementation and effectiveness of council's CSP in achieving its social, environmental, economic and civic leadership objectives must include the state of its environment.



#### Disability Inclusion Action Plan (DIAP)

A report on the implementation and progress of Council's Disability Inclusion Action Plan as set out in Section 13(1) of the *Disability Inclusion Act 2014*.



#### Other Statutory Information

Contains statutory information that Council is required to report, as set out in Section 428 of the *Local Government Act 1993* and *Local Government (General) Regulations 2021*.



#### Financial Information

Provides the audited Financial Statement Of Council for the year ended 30 June 2024.

## Our Vision and Values

### Our Community Vision

We enjoy and are proud of our beautiful scenery, clean waterways and natural landscape and recognise and respect the environment and First Nations people.

We value community, encourage belonging, and support one another.

We have excellent standard of living and services that support us through all stages of life.

We are free to enjoy the peace and quiet of regional life and remain well-connected through technology and high-quality transport accessibility.

Our communities enjoy diverse employment and education opportunities, and we continue to innovate and promote our area to ensure we prosper in the future.

### Our Vision

Leading, engaging and supporting strong and vibrant communities.

### Council's Values

In addition to our Code of Conduct, Council has adopted a set of Values that guide our behaviour both inside the workplace and in our interactions with our customers, community, and stakeholders. As an organisation, we strive to reflect these in our everyday works.



#### INTEGRITY

We **look to the future** by **doing what is right** for our community and **getting the job done**.



#### RESPECT

We **build pride**, respect, and trust each day by **working together**, knowing that with trust comes accountability.



#### SAFETY

We **look out for each other** and take a proactive approach to health, safety, and well-being, striving to improve our safety practices.



## Message From the Mayor

**This last year has been another twelve months of some rewards and continued significant challenges.**

Council submitted its de-amalgamation business case to the Minister of Local Government in September 2023 including a copy of the University of Newcastle's Report and I was pleased and proud to speak on behalf of the Council at the Boundaries Commission public inquiry in support of de-amalgamation.

I also had the opportunity to meet with the Hon. Ron Hoenig MP, Minister for Local Government, at Parliament House, Sydney in May 2024 where we sought and were successful in securing partial funding for the development of a De-amalgamation Implementation Plan and Financial Sustainability Plan.

While these have been milestone events in seeking a de-amalgamation into the previous LGAs of Tumut and Tumbarumba, it will be up to the next group of Councillors to continue the charge if they have the desire.

Over this year it was pleasing to see several more government grant-funded projects completed, including new accessible amenities and park upgrades for Tumbarumba's Goldfields Park and Tumut's Rotary Pioneer Park, both funded by the NSW Government's Public Spaces Legacy Program.

Significant road repair works were completed including 6 x 1km sections of Yaven Creek Road which were strengthened and widened to enhance sight and safer travel and sealing of a 1.4km section of Tooma Road both funded by the NSW Government's Regional and Local Roads Repair Program. More than 450 community members took time to share their perspectives contributing to a review of the Snowy Valleys Community Strategic Plan (CSP) and Council sponsored a range of fantastic community events that were held across the region.

I am retiring from Local Government this year and I would like to take this opportunity to recognise and thank our outgoing councillors for their service. Their dedication and hard work during these challenging times have been invaluable. The difficult decisions we made were necessary to steer the organisation toward a more sustainable future.

**Councillor Ian Chaffey**  
Mayor



## Message From the Interim General Manager

**The preceding twelve months have been a time of challenge and determination as we sought to facilitate an increased focus on financial sustainability, reporting and transparency.**

Despite our relatively efficient operations compared to similar councils, we are grappling with rising costs, rate-pegging constraints, limited revenue opportunities, and increasing cost-shifting from other levels of government. In late 2023 Council undertook consultation with the community around a further rate increase and in February 2024 made an unsuccessful application to IPART for a permanent Special Rate Variation spread over three years.

A great deal of staffing hours have also been consumed with the development of a Financial Sustainability Plan (FSP) and De-amalgamation Implementation Plan (DIP) to support the Council's application for de-amalgamation.

While Council's resources have been stretched and continue to face increasing demand, this Annual Report provides an overview of the 206 actions the organisation was committed to delivering to the community over the 2023/24 financial year.

This document describes our organisation's work and achievements over the reporting period and beyond meeting regulatory requirements, it is intended as a transparent overview of our actions for the community.

I particularly thank the staff for their efforts over the last year in achieving our actions in a challenging environment.

**Interim General Manager**  
Steven Pinnuck



# OUR COMMUNITY



# About Council

Snowy Valleys is located in the Riverina Murray region of New South Wales, about 200 kilometres west of Canberra CBD, and about 400 kilometres south-west of the Sydney CBD. Laying between the Snowy Mountains and the rugged iconic Australian outback. The region comprises 9 proudly independent council towns and is home to a diverse landscape centred primarily on farming, forestry/logging, wind production and outdoor pursuits.



**Land Area**  
8,960 km<sup>2</sup>



**Population**  
14,935



**Working age Population**  
(15-64 years)  
58.3%



**Total number of businesses**  
1,670



**Average household size**  
2.4



**Largest number business by industry**  
Agriculture/Forestry  
(670)



**Children enrolled into a preschool.**  
208



**Persons with a disability**  
3,313



**Total number of families**  
3,963



**Access to internet at home**  
70.8%



**Number of National Parks**  
5



**Unemployment rate**  
4.4%



**SNOWY VALLEYS COUNCIL**  
Towns & Villages

## Snowy Valleys Council in Numbers

Snowy Valleys Council has a total asset base of \$1.134 Billion. The majority of Council's assets are roads, water, sewer and parks and gardens, with significant investment made in those categories to ensure assets are maintained and renewed.

In addition to the revenue from rates and charges, to help ease the burden on ratepayers, Council also generates income from user fees, grants, investments, development contributions and leases.



**730 kms**  
of sealed roads  
**460 kms**  
of unsealed roads



**9 Community Centres**  
**4 Community Halls**  
**1 Performance Art Centre**



**6 Resource Recovery Centres**  
**1 Material Recovery Facility**



**1 Childcare Centre**  
**2 Preschools (including mobile service)**



**100 km**  
shared paths (Bikes/Walk)



**158 Vehicular Bridges**  
**52 Pedestrian Bridges**



**19 Water Reservoirs**  
**6 Water Treatment Plants**  
**2 Dams**  
**2 Water Supply Bores**  
**1 Raw Water Reservoir**



**335 Buildings**  
**1 Sales Yard**



**5 Swimming Pools**



**48 Parks & Reserves**  
**27 Bushland Reserves (230ha)**  
**8 Sports Fields**  
**3 Showground**



**202 kms Sewer Mains**  
**269 kms Water Mains**  
**80 kms Stormwater Mains**  
**68 Amenities**  
**16 Wastewater Treatment Plants**  
**7 Wastewater Pump Stations**

## Finance Performance Summary

### Your rates and charges contribution.

\$22.6 million is collected annually from rates and annual charges (waste, water, and stormwater), providing funding for a large variety of valued community services.

In addition to rates and charges income and to relieve the burden on ratepayers, Council actively collects other income from user fees, grants, and other sources such as income on investments, development contribution, leases etc.



### EVERY \$100 COLLECTED WAS DISTRIBUTED AS FOLLOWS ACROSS A RANGE OF SERVICES



Asset Management  
and Maintenance  
**\$33.11**



Waste  
Management  
**\$6.66**



Parks &  
Recreation  
**\$4.44**



Roads &  
Bridges  
**\$12.80**



Wastewater  
Management  
**\$6.21**



Governance  
**\$3.97**



Library, Culture and  
Community Services  
**\$8.08**



Water Services  
**\$5.80**



Tourism  
**\$2.93**



Administration /  
Internal Services  
**\$7.44**



Regulatory and  
Services  
**\$6.43**



Public  
Swimming Pools  
**\$2.13**

## Service Locations

We have two main customer service centres and other service locations:

Name	Address	Contact
<b>Customer Service Centres</b>		
Tumut	Riverina Highlands Buildings (RHB) 76 Capper Street, Tumut	P: 1300 ASK SVC (1300 275 782)
Tumbarumba	24 Bridge Street, Tumbarumba	E: <a href="mailto:info@svc.nsw.gov.au">info@svc.nsw.gov.au</a>
<b>Libraries</b>		
Batlow Library	Pioneer Street, Batlow	P: 02 6941 2446 E: <a href="mailto:batlow@svc.nsw.gov.au">batlow@svc.nsw.gov.au</a>
Tumbarumba Library	Prince Street, Tumbarumba	P: 02 6941 2457 E: <a href="mailto:tumbalibrary@svc.nsw.gov.au">tumbalibrary@svc.nsw.gov.au</a>
Tumut Library	169 Wynyard Street, Tumut	P: 02 6941 2541 E: <a href="mailto:tumut@svc.nsw.gov.au">tumut@svc.nsw.gov.au</a>
<b>Community Transport</b>		
Tumut District Community Transport	81 Capper Street, Tumut	P: 02 6941 2591 E: <a href="mailto:comtrans@svc.nsw.gov.au">comtrans@svc.nsw.gov.au</a>
Tumbarumba Community Transport	Multi Service Outlet Rural Transaction Centre, 10 Bridge Street, Tumbarumba	P: 02 6948 9161 E: <a href="mailto:alewis@svc.nsw.gov.au">alewis@svc.nsw.gov.au</a>
<b>Tumbarumba Multi Service Outlet (MSO)</b>		
MSO: Meals on Wheels, Home Modification & Maintenance, Domestic Assistance, Respite, Social Support & Home Care Package Provider	10 Bridge Street, Tumbarumba	P: 02 6948 9161 E: <a href="mailto:alewis@svc.nsw.gov.au">alewis@svc.nsw.gov.au</a>
<b>Children Services</b>		
Carcoola Children's Centre & Tumboosh	39 Bridge Street, Tumbarumba	P: 026948 2319 E: <a href="mailto:carcoola@svc.nsw.gov.au">carcoola@svc.nsw.gov.au</a>
Khancoban Preschool	1 Chisholm Street, Khancoban	P: 0427 540 827 E: <a href="mailto:khancobanpreschool@svc.nsw.gov.au">khancobanpreschool@svc.nsw.gov.au</a>
<b>Works Depots &amp; Workshops</b>		
Khancoban Depot	Mitchell Street, Khancoban	P: 02 6076 9508
Tumbarumba Depot	Booth & Winton Street, Tumbarumba	P: 02 6948 9155
Tumut Depot	Gocup Road, Tumut	P: 02 6941 2400

## Connecting With The Community And Stakeholders

Council values community participation in decisions that build a better Snowy Valleys.

When the community and stakeholders are aware, informed and engaged in projects and planning, we achieve better outcomes and foster strong social cohesion.

We communicate with the community through various channels, including a fortnightly community e-newsletter, social media, media releases and a regular segment on the local radio station-Sounds of the Mountains.

During the year, we hosted Council stalls in six locations across the Snowy Valleys to answer questions in person, share details of community consultation, and promote programs, services, and events.

Our website and social media platforms provide open forums for the community to engage with us and Council continues to grow followers and visitors every year.



**69** Media Releases

**69** Media Enquires



**905** Social Media

**124,221** Engagement



**35** Radio Interviews

**23** Newsletter Distributed



**61,102** SVC Website Users

### Your Voice 2023/24 overview

Your Voice is Council's central platform to share, gather and report back on community consultation and engagement opportunities. It provides visibility and access to the community on open projects, public exhibitions, plans and policies.

**During 2023/24 Your Voice received:**



**27,258** visits



**220** Documents Downloaded.



**18** Projects/policies published, seeking community feedback

**YOUR  
Voice**

**Your Say Projects with the highest participation were:**

- Special Rate Variation (SRV)
- Towards 2042 Community Strategic Plan (CSP) Review
- 2024/25 Integrated Planning & Reporting Documents
- Proposed land lease at King Georges Park, Tumbarumba



# THE YEAR IN REVIEW

Organisational Performance

Activities in 2023/2024 contributed to our four-year Delivery Program 2022-2026 and the long-term objectives in our Community Strategic Plan 2042.

During 2023-2024, we completed or progressed a substantial program of capital works and operational projects and provided services that addressed social, economic and environment objectives set out in the Delivery Program and Community Strategic Plan.

Overall performance during 2023-2024 was measured against 206 one-year actions as outlined in the Delivery Program and Operational Plan.

PERFORMANCE INDICATORS

Delivery Program



Operational Plan



Upgrade at Goldfield Park, Tumbarumba

### Capital Works Snapshot



# Key Highlights and Challenges



## 1. OUR COMMUNITY

Our communities are connected and inclusive, supported by services that nurture health, wellbeing, and identity.

### Achievements

- Snowy Valleys Nature Wellness Drive signage was installed around the region to promote our stunning landscape and unlock health benefits of nature through self-guided experiences known to improve wellness.
- 27 local events shared over \$55,000 in council financial support through our event sponsorship program
- 22 local community groups and sporting bodies shared a total of \$74,454 in SVC Community Strengthening and Capital Sports and Recreation Grants.
- Installation of 32 new solar lights along the Riverwalk, from the racecourse to the Riverglade Caravan Park, making it brighter and safer for walkers.
- Over 300 children from Tumbarumba Public School, All Saints, Carcoola Children's Centre and Humula Public School celebrated this year's Community Reading Day.

### Challenges

- Unable to recruit enough qualified lifeguards which delayed pool openings and reduced operating hours of some of Council's public swimming pools.



## 2. OUR ECONOMY

Our diverse economy support community longevity, vibrancy, and a sustainable future.

### Achievements

- Council partnered with GetAboutAble to help assist local businesses improve access and inclusion for people with disabilities.
- New Memorandum of Understanding (MOU) agreement entered with National Parks & Wildlife Service for the operation of the Tumut Visitor Information Centre.
- #visitsnowyvalleys Facebook page reached 88,400 people and increased its follows by 13% (108,500) in 2023/24.

### Challenges



### 3. OUR ENVIRONMENT

Our natural environment is cared for and protected to ensure future generations can experience and enjoy its beauty.

#### Achievements

- New dog waste dispensers were installed at various locations across the region helping to clean up dog waste and improve sports fields, parks and walking tracks.
- 5,062 tonnes of waste materials were recovered and processed including green waste, metals, batteries and mixed recycling, diverting them from landfill.
- Partnered with the Canberra Region Joint Organisation to deliver hands-on environmental education to over 500 local students. Teaching about composting, worm farming, and transforming garbage into gardens.

#### Challenges

- 12 blue-green algae red alerts were issued for Mannus Lake affecting key recreational areas around the lake.



### 4. OUR INFRASTRUCTURE

Our Local infrastructure is sustainable and facilitates our way of life.

#### Achievements

- New accessible amenities and park upgrades for Goldfields Park, Tumbarumba and Rotary Pioneer Park, Tumut funded by NSW Government Public Spaces Legacy Program
- Road repair works completed on a 1.4km section of Tooma Rd (near Paddys River Falls Road intersection) funded by NSW Government Regional and Local Roads Repair Program.
- Sections of Yaven Creek Road (6km total) were strengthened and widened to enhance sight and create safer travel for road users. The project also included a two-coat seal and correction of drainage issues. Funded by the NSW Government's Fixing Local Roads Fund.
- 10kms stretch of Brindabella Road between the Goodradigbee River and Piccadilly Circus (ACT Boarder) was widened which makes it now safer.
- A new, state-of-the-art organics processing facility at the Tumut Resource Recovery Centre in Gilmore became fully operational. The project included the installation of the innovative Modular Aerated Floor (MAF) composting technology. Funded by The NSW Environmental Trust, in partnership with the NSW Environment Protection Authority

#### Challenges

- Several Public Amenities sustained substantial and persistent vandalism causing frustration for staff and additional unbudgeted funds allocated to clean-ups.



## 5. OUR CIVIC LEADERSHIP

**Our civic leadership and organisational governance foster open and transparent partnership with our community.**

### Achievements

- Council submitted its de-amalgamation business case to the Minister of Local Government.
- Council adopted its Integrated Planning & Reporting (IP&R) suite which included 2024-25 Operational Plan, Operating Budget and Fees & Charges.
- Council's corporate website recorded over 61,000 visits over the last 12 months and 27,258 visits were made to Council's engagement site – [yourvoice.svc.nsw.gov.au](https://yourvoice.svc.nsw.gov.au).
- More than 450 community members shared their perspectives through the Towards2042 project, contributing to a review of the Snowy Valleys Community Strategic Plan (CSP).

### Challenges

- Council's application to IPART for a Special Rate Variation was not approved, intensifying the organisation's immediate financial sustainability challenges.



TumbaFest 2024

## COMMUNITY AND CIVIC EVENTS

In 2023/24 we supported many events that provided residents, businesses, and visitors with the opportunity to connect within the diverse natural and built environment.

A total of \$53,852 was provided in event sponsorship to a range of events held in the Snowy Valleys region.

### Council supported the following events:

#### September 2023

Rosewood Bonfire Night

#### October 2023

Tumbarumba Spring Flower Show

#### November 2023

Tumut Reined Cow Horse Show  
Talbingo Tattoo (25<sup>th</sup>)

#### December 2023

Courabyra Hall Christmas Markets  
Adelong Carols by Candlelight  
Tumut Rotary Carols by Candlelight

#### January 2024

Tumbarumba Rodeo  
Tumut Cycle Classic  
Zone 20 Pony Club  
The Off Grid Throwdown

#### February 2024

Tumut River Tap Days  
Tumbafest

#### March 2024

Tumbarumba Campdraft  
Tumut Show  
Adelong Show  
Blues, Brews & BBQs  
Tumbarumba Show  
Batlow Show

#### April 2024

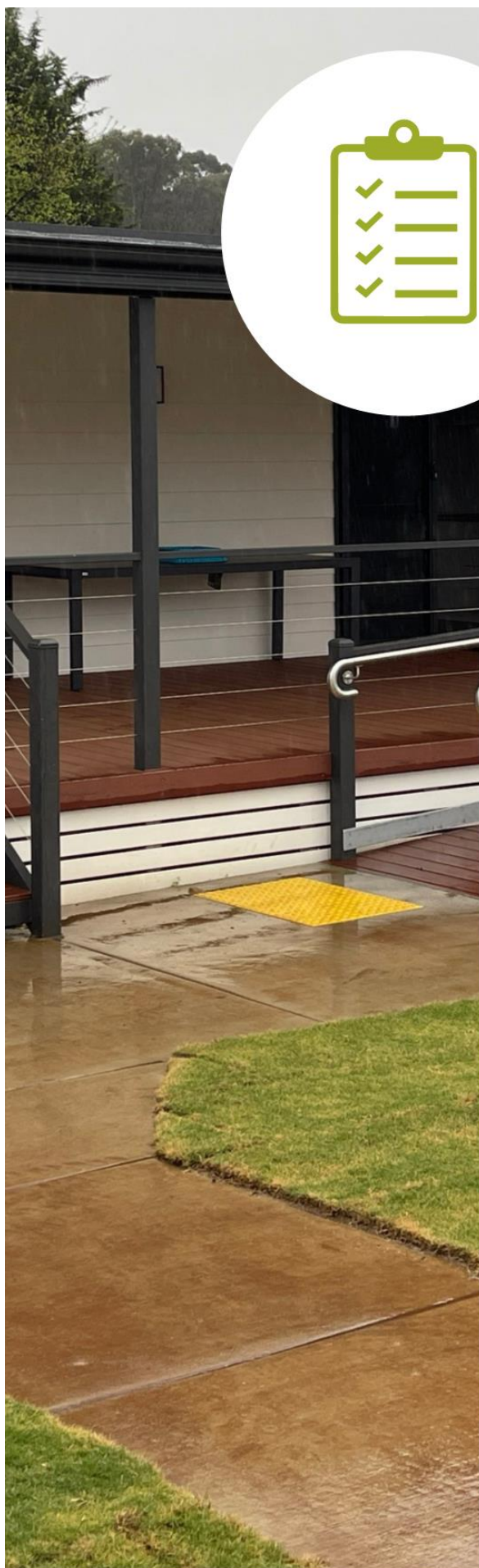
ANZAC Aged Care Concert,  
Tumbarumba  
Falling Leaf Festival

#### May 2024

Mother's Day Markets  
Courabyra Hall  
Ciderfest  
Tumut MTB

#### June 2024

Khancoban Fireworks



# OUR PERFORMANCE

# Meeting Legislative Requirements

**The Integrated Planning and Reporting (IP&R) framework brings various plans together to leverage our efforts by planning holistically for the future.**

The IP&R legislation recognises that councils act as the community's advocate to capture a vision for the community's future and inspire others to participate in that vision.

Councils are required to make short, medium and long-term plans to meet the community's needs by developing an integrated set of strategic plans:

- > Community Strategic Plan (10+ Years)
- > Delivery Program (Four years)
- > Operational Plan (One year)

We are required to have a 10-year Resourcing Strategy consisting of a Long – term Financial Plan, Asset Management Plan and Workforce Management Plan.

Each plan outlines how we connect with the community and align with our long-term objectives. Each council, following its election, must review the plans and make sure they can be used effectively to meet current and future needs and to be updated annually.

Snowy Valleys Council adopted its 2023-2024 IP&R documents in June 2023.

## Community Strategic Plan (Towards 2042)

535 people from the Snowy Valleys region participated in extensive community engagement from 21 June to 13 August 2021 to help develop our Community Strategic Plan (CSP). The plan features five (5) themes and strategic objectives that were identified in the consultation process as important to the community:



**1. Our Community:** Our communities are connected and inclusive, supported by services that nurture wellbeing, and identity.



**2. Our Economy:** Our diverse economy supports community longevity, vibrant and a sustainable future.



**3. Our Environment:** Our nature environment is cared for and protected to ensure future generations can experience and enjoy its beauty



**4. Our Infrastructure:** Our local infrastructure is sustainable and facilitates our way of life.



**5. Our Civic Leadership:** Our civic leadership and organisational governance foster open and transparent partnership with our community.

## Delivery of Community Vision

The Operational Plan outlines actions and ongoing activities we aim to complete each year to achieve the goals identified in the Delivery Program. Actions are reviewed and updated annually.

## Operational Plan 2023-2024

The Operational Plan for 2023-2024 is the second last instalment for our four-year Delivery Program 2022-2025. The actions set in our Operational Plan represent external and internal service, key projects, and Capital Works program.





## CSP Theme 1. Our Community

The ‘Our Community’ strategic direction encompasses the activities Council delivers and supports to improve community wellbeing, build resilience and to bring the community together. It includes programs, services, and community infrastructure that we deliver for cultural, recreational, and lifelong learning activities.

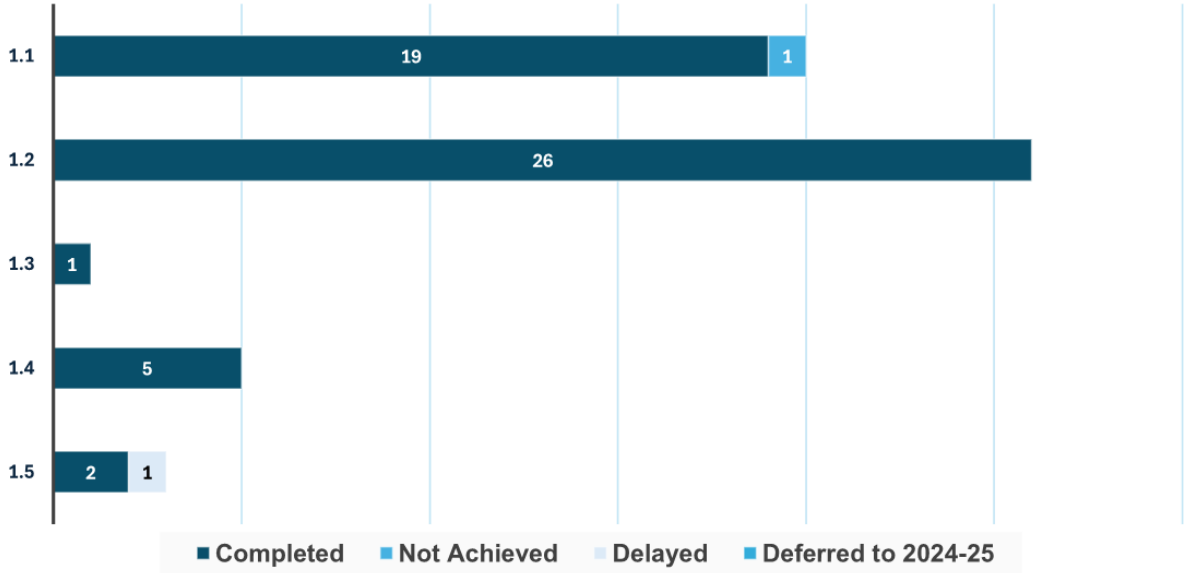
THE PRINCIPAL ACTIVITIES INCLUDE:

1.1	Provide services that support our community in all stages of life.
1.2	Provide and maintain community spaces that encourage activity and wellbeing.
1.3	Provide services and support to enhance local arts and culture.
1.4	Plan, manage and support the response and recovery of communities from natural disasters and economic shocks.
1.5	Value our heritage and promote civic pride.

55  
Actions

Progress by Principal Activity

1. OUR COMMUNITY



✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## 1.1: Provide services that support our community in all stages of life

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Cemetery Management

Action Code	Action Name	Comments	Status
1.1.1	Excavation and backfilling Service	Excavation and backfilling for burial services was undertaken in accordance with specified service levels and relevant Legislation.	✓
1.1.2	Mowing of Tumut Lawn Cemetery	Tumut Lawn Cemetery maintenance program was undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	✓
1.1.3	Mowing of Cemetery	Cemetery maintenance program was undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	✓
1.1.4	Maintenance of Cemetery Furniture	Maintenance and cleaning of public furniture were conducted as required in accordance with agreed service levels. 12 routine inspections were conducted in 2023/24.	✓
1.1.5	Review cemetery fees annually for cost recovery.	Council reviewed and adjusted Cemetery related fees based on expenditure and legislative requirements for the 2024/25 financial year.	✓

#### Children's Services

Action Code	Action Name	Comments	Status
1.1.6	Implement year three actions and outcome principles of the Children's Service Strategy.	Outcomes related to Puggles 2.0, and Khancoban Preschool refurbishment were impacted due to staffing numbers. Targeted recruitment is underway with Human Resources consulting with Childcare Networks and TAFE for further recruitment. Current Trainees have been offered Certificate III in Children's Services to allow Council to offer a full-time position within Children's Services.	✗
1.1.7	Receive State Funding to sustain service	Agreements and acquittal requirements were met. Applications for new funding and renewal for existing funding submitted.	✓
1.1.8	Ensure recruitment, induction, training, development and mentoring for Children's Service's staff	All staff were inducted to the specific service prior to commencing. Training focused on mandatory requirements with mentoring opportunities done informally. Targeted recruitment is underway with Human Resources consulting with Childcare Networks and TAFE for further recruitment. Current Trainees were offered to undertake Certificate III in Children's Services to allow Council to offer a permanent position within Children's Services.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
1.1.9	Administration of child placements enquiries and enrollments	Administration completed in a timely manner. Placements made according to vacant spaces in Centre. Limitations due to lack of Early Childhood Teachers for supervision purposes as per national regulations.	✓

## Community Development

Action Code	Action Name	Comments	Status
1.1.14	Promote and facilitate activities and events that connect community and develop community capacity	<p>Community and Connection activities that were undertaken across the Snowy Valleys were:</p> <ul style="list-style-type: none"> <li>• NAIDOC Week - Tumbarumba and Tumut flag raising ceremonies and morning teas in July.</li> <li>• Winter School Holidays Program - including Snowy Valleys Colour Explosion in Tumut and 3x puppet shows in Tumbarumba, Batlow and Tumut.</li> <li>• Spring School Holidays Program - including Snowy Valleys Colour Explosion in Tumbarumba, Matthew Lin Art Classes in Tumbarumba, Batlow and Tumut, 2x Landcare nursery visits.</li> <li>• SVC Volunteer Morning Tea - Tumut and Tumbarumba- approximately 30 attended.</li> <li>• Abilities Unleashed event, Council partnered with Disability Sports Australia to undertake the specialty event. 40 attendees, children and adults with special needs enjoyed sporting activities at the Boys Club Hall.</li> <li>• National Tree Day - 300 Native Trees were planted across the Local Government Area.</li> <li>• Arden School - 100 students visited the Snowy Valleys for a country experience. Council organises and hosts one of their experience days.</li> <li>• Bush Bursary Program - a two-week medical placement program with the Rural Doctors Network. Council contributes funds for one medical student and one nursing student and arranges placement experiences in Tumut, Batlow and Tumbarumba.</li> <li>• Australia Day community events and Civic Reception</li> <li>• Seniors Expo with over 180 attendees Seniors Bus Trip with 44 attendees.</li> <li>• Careers Expo with 45 exhibitors and 170 high school students in attendance.</li> <li>• Summer School Holiday Activities delivered, Pool parties were held across the five Council pools and over 2,000 community members attended.</li> <li>• International Women's Day dinner delivered, guest speakers Kristina Kaminski and Gabrielle Curtin with 65 women from across the LGA.</li> <li>• Tumbatrek dinner and walk delivered, 150 walkers.</li> <li>• Koori Kids - NAIDOC Initiative supported.</li> <li>• ANZAC Day - Tumut, Tumbarumba, Adelong and Batlow</li> <li>• Autumn school holiday program delivered - comedy workshops, car skills workshops and the Bubble Games</li> </ul>	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
		Australia sporting activities with 500 community members attending.	
1.1.15	Coordinate and report actions from the Disability Inclusion Action Plan	<p>Year two actions progressed with implementation across the related areas of Council.</p> <p>There were 13 actions in Councils DIAP (Year 2):</p> <ul style="list-style-type: none"> <li>• 3 not yet started</li> <li>• 5 in progress</li> <li>• 5 complete</li> <li>• 38% of actions in progress.</li> <li>• 38% of actions are complete.</li> </ul> <p>The Disability Inclusion Action Reference Group (DIARG) Committee underwent a review in 2024. A report was presented to the May 2024 Council meeting which recommended to dissolve DIARG as a Section 355 Advisory Committee of Council and to create a Consultative Working Group of Council. This change was resolved M10/24 and is now underway to provide better outcomes for People with Disability.</p> <p>An Accessibility Widget was added to the visitsnowyvalleys website to ensure Council provides a more inclusive and accessible tourism resource.</p>	✗
1.1.16	Facilitate provision and administration of Council's Community Grants Program	<p>Community grants funding was distributed in Quarter 1 and project acquittals have been returned as projects were completed.</p> <p>Community grants for 2024 were presented to the September 2023 Council meeting and 14 community grants were awarded to the value of \$45,490.50. There were 8 sports grants awarded to the value of \$29,963.37.</p>	✓

## Community Transport

Action Code	Action Name	Comments	Status
1.1.10	Deliver Community Transport Service	Community Transport services were delivered to communities of the Snowy Valley Councils to a high standard.	✓
1.1.11	Ensure induction, training, development and mentoring for volunteers	Council struggles to attract volunteers to meet targets for Community Transport. A recruitment drive for more volunteers is required to be a focus in 2024/25.	✗
1.1.12	Administer service funding reporting and acquittal requirements	Service funding reporting and acquittals completed within designated time frames.	✓
10.5	Administration of client service requests	Client service requests processed in a timely manner by the Service Coordinator.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Multi Service Outlet

Action Code	Action Name	Comments	Status
1.1.17	Manage Tumbarumba Retirement Village	Retirement Village maintenance schedules were adhered to. The age of the Rotary Place building adds to the maintenance required thus adding to the cost.	✓
1.1.18	Operate a Multi Service Outlet (MSO) connecting aged and disadvantaged people with affordable services that allow them to age in place: Meals on Wheels, Domestic Assistance, Social Support, Respite Home Maintenance and Modifications	MSO is operating at a high level of service. Clients assessed and services provided in a timely manner. Further recruitment of support staff in Tumut and surrounds has been successful.	✓

## Road Safety

Action Code	Action Name	Comments	Status
1.1.19	Completion of annual approved Road Safety Plan	Council onboarded a new Road Safety Officer in the 2023/24 financial year who updated and delivered a Road Safety Plan in line with approval from Transport for New South Wales.	✓
1.1.20	Deliver funded Transport for NSW Public education program	Council continued to deliver public education programs through the engagement of the Road Safety Officer. This has included engagements at Batlow Ciderfest, Tumut Blues Brews and BBQs and Tumbafest. Additional activities through targeted signage were also undertaken on the rural road network and at school zones.	✓

## 1.2: Provide and maintain community spaces that encourage activity and wellbeing

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Libraries

Action Code	Action Name	Comments	Status
1.2.1	Manage physical collections, online collections, and databases	There were approximately 68,000 visits across all SVC Libraries in 2023/24.  Online collections and data bases administered by Riverina Regional Library (RRL).	✓
1.2.2	Facilitate access to resources across SVC in conjunction with Riverina Regional Library	Resources shared across SVC to ensure timely access to patrons. Access to items from outside SVC were dependent upon RRL.	✓
1.2.3	Deliver learning and community programs, events, exhibitions, and partnerships that address key priorities of Early Childhood Programs, School holiday	The libraries have excelled in all measurable domains such as number of participants, programs and new members in the 2023/24.  Two drop-in sessions occurred in Talbingo in June 2024. The library staff have assisted with the administration of the Dolly	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
	programs and Adult (LLL) programs	Parton Imagination Library which may extend for a further 12 months which will benefit the younger children.	

## Parks and Open Spaces

Action Code	Action Name	Comments	Status
1.2.10	Deliver slashing or mowing of roadside, shoulders, verges or median growth and those areas classified by Council as 'grassed area' classified by Council according to service levels	Council continued to undertake grass control activities in line with agreed service levels. Slashing and mowing continue to be preferred method for control of grass growth with intervention levels met, except when conditions were not conducive to efficient control outcomes.	✓
1.2.11	Complete annual condition assessments of Council Sporting Grounds	Council continued to undertake prompt and routine inspections of its sportsground to inform condition assessments. This is used to update forward works programs and ensure the continuity of service for the community.	✓
1.2.12	Cleaning buildings as per agreed service level and schedule	Maintenance and cleaning of Council buildings and community facilities has been conducted in accordance with agreed service levels and cleaning schedules.	✓
1.2.13	Complete and submit State and Federal Grant Funding requested for approved projects	Council continued to work with State and Federal funding bodies to ensure compliance with reporting and claiming requirements on approved projects. This ensures prompt payments for Council at milestone completion and efficient delivery of the projects.	✓
1.2.14	Undertake a review of fees and charges in line with Sustainability objectives	Fees and charges were reviewed in line with the sustainability objectives of Council. This included the review of levels of service delivered by Council and what impacts on increased costs may have on utilisation and community engagement.	✓
1.2.15	Management of Council's street trees in accordance with Tree Management Policy	Council continued to monitor and assess urban trees in accordance with the Tree Management Policy. Inspections continue to be routine or prompted with assessment notes and works recorded in Council's maintenance program.	✓
1.2.18	Remediation works for distressed area > 10% of usable space (Sporting Grounds)	Sports Grounds maintenance program was undertaken in accordance with the specified service agreement including appropriate remediation of distressed areas.	✓
1.2.4	Management and maintenance of open spaces such as parks, reserve and gardens	Open Space maintenance program was undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds, maintenance of street trees and undertaking customer requests in accordance with adopted procedures.	✓
1.2.5	Maintain prioritised list of parks and open space maintenance projects	Council continued to maintain a list of parks and open space maintenance projects in line with agreed service levels. This is used to plan capital renewals and identification of suitable funding to bring forward works identified in the program.	✓
1.2.6	Remediation works for distressed area > 10% of usable space (Parks & Open Spaces)	Open Space maintenance program was undertaken in accordance with the specified service agreement including appropriate remediation of distressed areas.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
1.2.7	Weed control in parks	Open Space maintenance program was undertaken in accordance with the specified service agreement including appropriate remediation of distressed areas.	✓
1.2.8	Deliver parks mowing program according to service levels	Open space maintenance program was undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	✓
1.2.9	Inspection and maintenance of gardens, trees and shrubs in landscaped areas provided in Council streets.	Inspection and maintenance programs for gardens, trees and landscaped areas in public streets was undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds, maintenance of street trees and undertaking customer requests in accordance with adopted procedures.	✓

### Sporting Grounds

Action Code	Action Name	Comments	Status
1.2.16	Maintenance of Sports Grounds	Sporting field maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	✓
1.2.17	Maintain prioritised list of sports ground maintenance projects	Council continues to maintain a list of sports ground maintenance and upgrade projects within the local government area. Funding opportunities, when identified, are reviewed for eligibility and applied for if the required criteria are met for the relevant upgrades.	✓
1.2.19	Mowing of Sports grounds	Sporting field maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	✓

### Swimming Pools

Action Code	Action Name	Comments	Status
1.2.20	Provide supervision for safety of patrons	Supervision of patrons was undertaken in accordance with Practice Note 15 with no significant incidents reported during the season.	✓
1.2.21	Water quality	Water quality of public pools undertaken in accordance with NSW Health guidelines with no significant issues reported during the season.	✓
1.2.22	Manage the provision of swipe card system to enable out of hours access (Swimming Pools)	Our of Hours Swipe Cards were completed within four working days.	✓
1.2.23	Provide a range of events and programs including the provision of fitness and aquatic programs	A range of events and programs have been undertaken as well as scheduled including Learn to Swim, Aqua aerobics, Free Entry Day, and Australia Day.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
1.2.24	Pool Furniture Maintenance.	Council continued to deliver maintenance and upgrades at its five pools through internal and external funds. This enabled significant works to be completed at Batlow, Khancoban and Tumut, with further works planned for Tumbarumba and Tumut facilities.	✓
1.2.25	Undertake a review of fees and charges in line with Sustainability objectives (Swimming Pools)	Council continued to identify sustainability opportunities in relation to the setting of fees and charges. A report on swimming pools over the 2023/24 season was presented to Council in July 2024 with Council at the same meeting adopting changes to opening hours at pools to facilitate sustainability objectives.	✓

### 1.3: Provide services and support to enhance local arts and culture

#### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

No Actions

### 1.4: Plan, manage and support the response and recovery of communities from natural disaster and economic shocks

#### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Emergency Management

Action Code	Action Name	Comments	Status
1.4.1	Support the activities of the Local Emergency Management Committee (LEMC) via the Local Emergency Management Officer (LEMO)	Council continued to facilitate the function of the LEMC through provision of executive assistance through the LEMO role. Additional training has been enabled for more staff internally to ensure all relevant roles will be delivered by Council in the event of the Emergency Operations Centre being opened.	✓
1.4.2	Quarterly Financial contribution to NSW Rural Fire Service, NSW State Emergency Services and Fire and Rescue NSW	Financial Contribution were paid quarterly to NSW Rural Fire Service, NSW State Emergency Services and Fire and Rescue NSW.	✓
1.4.3	Provide facilities and office accommodation to enable the provision of fire control functions	The functions related to Fire Control are enabled through the provision of facilities in the Riverina Highlands Building, Tumut. This accommodated the Riverina Highlands District Team, and a larger area is available during peak season for the expansion of the combat agency if required.	✓
1.4.4	Supply suitable training facilities, storage, and office accommodation for NSW State Emergency Service at Tumut, Tumbarumba and Khancoban	Council continued to supply facilities for the function of the State Emergency Service in the Local Government Area. This includes the control centres in Tumut and Tumbarumba and the service facilities in Khancoban.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Workplace Health and Safety

Action Code	Action Name	Comments	Status
1.4.6	Facilitate and support the SVC Emergency Control Organisation	The Risk and Safety Team ensure Snowy Valleys Council meets the requirements for emergency control by providing advice, organising training and inspecting facilities.	✓

## 1.5: Value our heritage and promote civic pride

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Community Development

Action Code	Action Name	Comments	Status
1.5.1	Coordinate SVC Australia Day Citizen of the Year Event	Australia Day funding application was successful, and Community events were notified of their allocations for Australia Day 2024. Australia Day community events were held in Talbingo, Tumut, Batlow, Adelong and Tumbarumba. Supported by SVC and NSW Government National Australia Day Council funding. Yindyamarra Bagaraygan Cultural Ceremony was held in partnership with Brungle-Tumut Local Aboriginal Land Council. The Australia Day Grant acquittal was completed. Council's Australia Day Civic Reception was delivered, and the Snowy Valleys Citizen of the Year and Junior Citizen of the Year were awarded. Report presented to Council at its June 2024 Ordinary Meeting regarding the delivery of 2025 events.	✓

#### Growth & Development

Action Code	Action Name	Comments	Status
1.5.2	Administer the Heritage Grants Program	Council was not successful in being awarded funding under the Heritage Grants Program for 2023/24 by the New South Wales Office of Heritage due to changes by the office in the funding models and distribution of funding. Accordingly, no applications were considered within the reporting period. Council will re-apply for funding in the next funding round offered by the Office of Heritage.	✓
1.5.3	Coordination of the heritage advisor service	During the reporting period, Council maintained one (1) on site visit with the Heritage Advisor which provided appropriate opportunity for both members of the community to discuss their heritage significant and heritage listed buildings. The heritage service is tailored to demand and requests for site inspections and consultations by the community. During the Heritage Advisory Service three (3) proposals were considered and heritage advice was provided, and three (3) heritage site inspections were undertaken.	✓



## CSP Theme 2. Our Economy

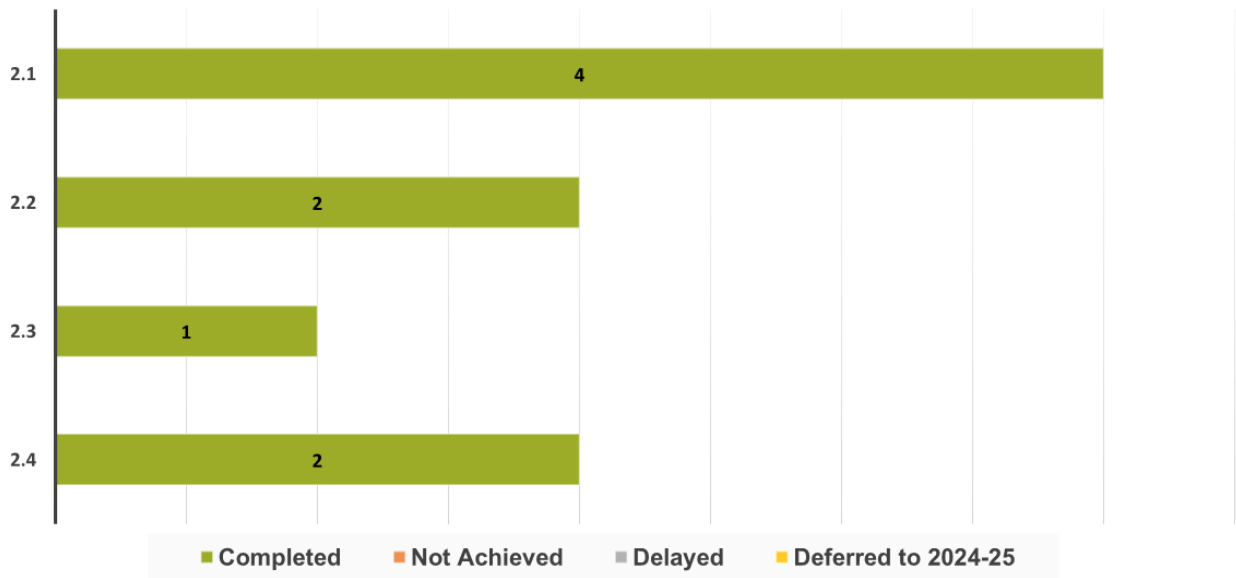
The Our Economy strategy direction focuses on providing services that encourage economic growth and support local business and industry. It includes the delivery of services, projects and events that make Snowy Valleys a great place to live and visit.

2.1	Provide services that support our community in all stages of life.
2.2	Provide and maintain community spaces that encourage activity and wellbeing.
2.3	Provide services and support to enhance local arts and culture
2.4	Plan, manage and support the response and recovery of communities from natural disasters and economic shocks.

9  
Actions

### Progress by Principal Activity

#### 2. OUR ECONOMY



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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## 2.1: Support the development of diverse local tourism offering and emerging markets

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREAS

#### Caravan Parks

Action Code	Action Name	Comments	Status
2.1.3	Oversee the management and operation of Tumbarumba and Batlow Caravan Park	Council continued to oversee the management operations at Tumbarumba and Batlow Caravan Parks. This enables the planning and review of operational delivery methods to increase the patronage and plan for renewals and assessment of expansion opportunities.	✓
2.1.4	Manage the lease of Adelong and Riverglade Caravan Park.	Council continued to manage the leases of Adelong and Riverglade Caravan Parks in line with the formal lease documents and approved extensions. This has enabled Council to review and go through an Expression of Interest process for the management of all its Caravan Parks with the goal of providing better long-term outcomes for the community.	✓

#### Economic Development

Action Code	Action Name	Comments	Status
2.1.1	Partner with Destination NSW and Destination Riverina Murray to support the business industry in building programs to grow three tourism industries in our region.	<p>Monthly meetings were held with Destination Riverina Murray (DRM). Council supplied a letter of support to DRM to apply for funding for a future program of work.</p> <p>Council partnered with Destination Riverina NSW to deliver two Small Business Month webinars in October 2023. Destination NSW presented a workshop in Wagga for tourism operators, with several Snowy Valleys businesses attending.</p> <p>Council established and continued to meet with the Khancoban Visitor Economy Development Group in February partnering with DRM, Upper Murray Inc. RDA Murray and Khancoban United Volunteers Association (KUVA).</p> <p>Hosted Destination NSW and DRM in Tumbarumba for an in-person full day workshop for local tourism operators.</p> <p>Attended a Marketing Strategy workshop with DNSW in Wagga Wagga.</p>	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Tourism and Visitor Services

Action Code	Action Name	Comments	Status
2.1.2	Review MOU with National Parks for provision of Visitor Information Centres in our region.	<p>Council instigated an initial review meeting with National Parks (NPWS) and met on the 14 September. Further information was requested by Council to clarify National Parks expenditure and the scope of the agreement.</p> <p>The requested information and data were supplied by National Parks and an assessment of this was undertaken by Council. A Council workshop was delivered in March 2024 and Report to Council in March 2024 to discuss the MOU arrangements and future direction.</p> <p>At the council meeting in March 2024, it was resolved (M48/24) that Council:</p> <ol style="list-style-type: none"> <li>1. Enter into a 12-month Memorandum of Understanding agreement with National Parks and Wildlife Service for the operation of the Tumut Visitor Information Centre, with a financial contribution of \$100,000.</li> <li>2. Invite Expressions of Interest for the provision of Visitor Information Centres throughout the shire.</li> </ol> <p>A meeting with NPWS was held in April 2024 to discuss the outcome of the Council resolution. National Parks accepted the new terms and decided to create a 'service level agreement'. The agreement was developed and executed on 14 June 2024, for a period of 12 months</p>	✓

## 2.2: Promote our towns, villages and region

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

## Economic Development

Action Code	Action Name	Comments	Status
2.2.1	Manage the #VisitSnowyValleys brand across collateral, products and social media channels	<p>A total of Facebook followers for 2023/24 is 16,888 - 13% increase in 12 months</p> <p>Average 12-month Reach: 88,400</p> <p>Average 12-month Impressions: 108,500</p> <p>A total of Instagram followers for 2023/24 is 8,212 - 1.5% increase in 12 months</p> <p>Average 12-month Reach: 15,000</p> <p>Average 12-month Impressions: 23,200</p>	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Tourism and Visitor Services

Action Code	Action Name	Comments	Status
2.2.2	Provide quality visitor facilities, services, and products across Visitor Information Centres (VICs)	<p>Visitor numbers for the period 1 July 2023 to 30 June 2024:</p> <p>Tumut: 24,233</p> <p>Tumbarumba: 38,057</p> <p>Khancoban: 7,025</p> <p>TOTAL COMBINED: 69,315</p> <p>Phone Enquiries for 1 July 2023 to 30 June 2024:</p> <p>Tumut: 6,487</p> <p>Tumbarumba: 1,822</p> <p>Khancoban: 1,476</p> <p>TOTAL COMBINED: 9,785</p> <p>Tumbarumba Visitor Centre have expanded the range of local products available in the Centre and created gift packs for the Christmas period.</p>	✓

## 2.3: Promote and support a variety of events, festivals and visitor activities

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

## Economic Development

Action Code	Action Name	Comments	Status
2.3.1	Provide support to community led event organisers by facilitating event application processing	<p>30 events sponsored by Council:</p> <ul style="list-style-type: none"> <li>Rosewood Bonfire Night received \$3,000.</li> <li>Hume and Hovell Ultra Marathon - \$7,000 (funding carried over from 2022-23 financial year)</li> <li>Tumbarumba Spring Flower Festival - \$1,268</li> <li>Tumut Reined Cow Horse Show - \$1,000</li> <li>Talbingo Tattoo - \$2,737.50</li> <li>Courabyra Hall Christmas Markets - \$1,290</li> <li>Tumut Xmas Family Fun Night - \$1,000 – Cancelled</li> <li>Carols by Candlelight Adelong - \$1,000</li> <li>Carols by Candlelight Tumut - \$1,000</li> <li>Tumbarumba Christmas Carnival - \$1,000 – Cancelled</li> <li>Khancoban Christmas Party - \$1000</li> <li>Tumbarumba Rodeo - \$3,500</li> <li>Tumut Cycle Classic - \$2,000</li> <li>Zone 20 Pony Club - \$1,200</li> <li>Off Grid Throwdown - \$3,200</li> <li>Tumut River Tap Days - \$2,066</li> <li>Tumbafest - \$5,745.60</li> <li>Tumbafest Camp draft - \$659.92</li> <li>Tumut Show - \$1,000</li> </ul>	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
		<ul style="list-style-type: none"> <li>Adelong Show - \$1,000</li> <li>Tumbarumba Show - \$1,000</li> <li>Blues, Brews and BBQ's - \$3,500</li> <li>Batlow Show - \$1,000</li> <li>ANZAC Aged Care Concert - \$825</li> <li>Ciderfest - \$5156</li> <li>Courabyra Hall Mother's Day Markets - \$1900</li> <li>Falling Leaf Festival - \$4804</li> <li>Khancoban Fireworks - \$3000</li> <li>ANZAC Road Closures for Batlow, Tumbarumba, Tumut &amp; Adelong - \$19,020</li> </ul> <p>Council assisted 80 community-led event organisers with their event applications.</p>	

## 2.4: Attract and support local business and industry

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Economic Development

Action Code	Action Name	Comments	Status
2.4.2	Facilitate and advocate for assistance and resources for local businesses	<p>Council launched the monthly Snowy Valleys Business Outreach newsletter to the business community.</p> <p>Connected a new local business with Council's planning team and Heritage Consultant for assistance with heritage renovations.</p> <p>Assisted new local business venture with information surrounding Australian Tourism Data Warehouse (ATDW) profiles, local Chamber of Commerce information and platforms for finding grant opportunities.</p> <p>In October 2023, Small Business Month online webinars and one in-person workshop, in conjunction with Tumbarumba Chamber of Commerce and Business Snowy Valleys, were delivered for the local business community.</p> <p>Four (4) free industry programs for local businesses were communicated and resources provided to assist operations.</p> <p>Multiple new local business ventures related to Destination Riverina Murray. Place Activation also conducted a series of business drop-in sessions throughout the LGA to provide resources, assistance and connect with local business operators.</p> <p>Communicated three (3) free industry programs for local businesses via Council's Business Outreach newsletter.</p> <p>Facilitated the Careers Expo with 44 businesses to assist in future employment opportunities. Connected several social enterprises with local industry contacts for future funding opportunities.</p>	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
		<p>Tumbatrek event delivered, providing community members the opportunity to engage with industry leaders and political representatives.</p> <p>Hosted Regional Development Australia Riverina for a board meeting and networking session with representatives from 20 local businesses attending.</p> <p>A free 3-part Disability Awareness Training for local businesses was delivered through May 2024. Workshops were delivered online, recorded and are now available for all local businesses via our Education Hub.</p>	
2.4.3	Communicate grant opportunities and provide support for applications to the community and industry	<p>Communicated 39 external grant funding opportunities to Snowy Valleys business owners via Council's Business Outreach Newsletter.</p> <p>Provided 13 letters of support to local organisations.</p> <p>Provided direct assistance to 15 businesses for NSW grant opportunities and assistance with grant writing to multiple organisations.</p> <p>Provided Spendamap data for Event organisers for 2024/25 grant applications.</p>	✓



### CSP Theme 3. Our Environment

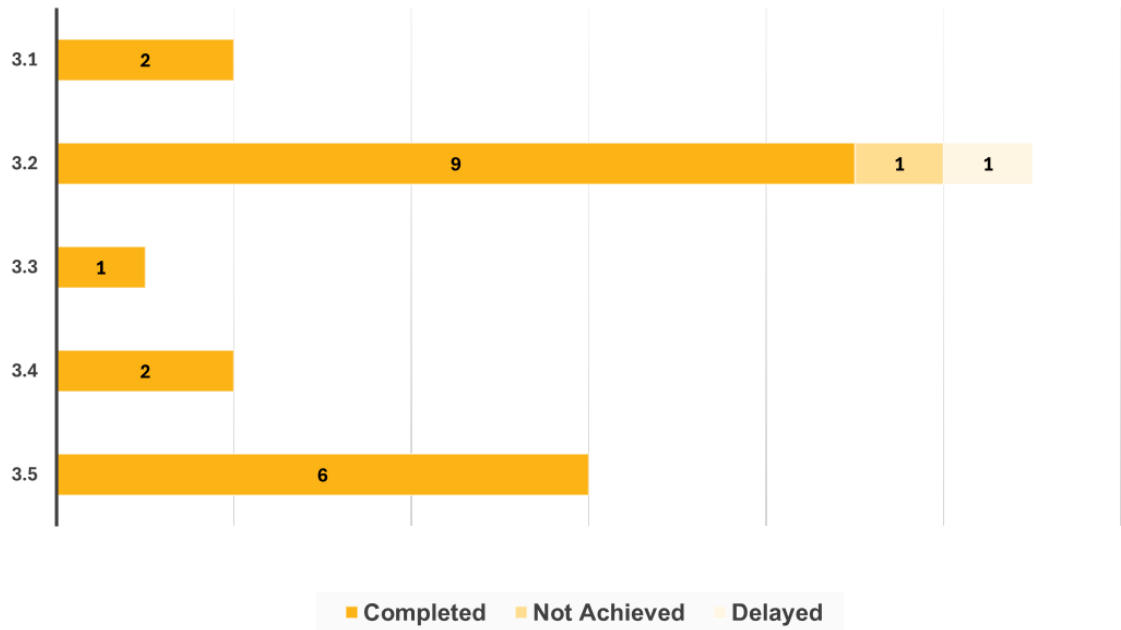
The Our Environment strategic direction contains the delivery of best practice waste, wastewater, and waste services to contribute to the ongoing sustainability of our community. We protect our natural environment by managing and planning for our growth to minimise impact and advocating for climate awareness and mitigating action.

3.1	Create climate resilience through our actions and advocacy.
3.2	Deliver best practice water and wastewater services.
3.3	Provide a planning and development framework that enhances local amenity through sustainable growth.
3.4	Partner with other agencies to protect our natural spaces and environment.
3.5	Deliver best practice waste management.

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Actions

#### Progress by Principal Activity

#### 3. OUR ENVIRONMENT



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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

### 3.1: Create climate resilience through our actions and advocacy

#### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Regulatory Services

Action Code	Action Name	Comments	Status
3.1.2	Management of environmental compliance including administration of environmental customer requests, undertaking of inspections and investigations and the enforcement of legislation	<p>Council has continued to partner with the Environmental Protection Agency in the delivery of environmental compliance. Within the reporting period, Council has undertaken a number of inspections with the EPA to reconcile existing approvals with respect to the operation of a localised waste facility following an incident involving the generation of hydrogen sulphide gas. Council has undertaken enquiries in relation to the facility and provided advice to the EPA as the appropriate regulatory authority on compliance related matters. Council continues to work closely with the state government and the business operator to ensure that the operations are undertaken in an environmentally sustainable manner.</p> <p>Council continues to undertake environmental monitoring in the Goobarragandra Catchment through effective monitoring of on-site sewer management systems. Whilst approximately 50% compliance was achieved in the recent high-risk inspections that were undertaken, Council continues to work with landowners in addressing outstanding compliance matters.</p> <p>Council continues to undertake enforcement action relating to two properties in Tumbarumba in relation to alleged illegal land clearing. Council is working with the property owners to ensure that the land is remediated without the need to engage in litigation.</p>	✓

#### Waste Management

Action Code	Action Name	Comments	Status
3.1.1	Management and maintenance of the Waste facility, monitoring, and reporting of the environment licensing	Facilities have been well maintained and environmental licencing has been recorded or reported as required.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## 3.2: Deliver best practice water and wastewater services

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Growth & Development

Action Code	Action Name	Comments	Status
3.2.1	On Site Sewage Management compliance	<p>Council continues to maintain a register of all on site sewer management systems within the Local Government Area and following adoption of the Onsite Sewer Management Strategy in 2022.</p> <p>Council has commenced re-calibrating property risk ratings based on the new strategy which has an inspection rate of one inspection for high-risk properties every 2 years, medium risk every 5 years and low risk every 10 years. Council is recording new onsite sewer management systems in the register and is applying the revised programmed inspection rate and risk rating depending on the level of risk in accordance with the strategy.</p>	✓

#### Wastewater Operations

Action Code	Action Name	Comments	Status
3.2.2	Deliver Council's wastewater collection system	Delivery of the wastewater collection and treatment systems were well managed through the year. Attendance of general maintenance activities have been performed well with good attendance of system faults and emergency response.	✓
3.2.3	Strive to reduce energy consumption from wastewater operations	Continue to investigate and consider energy efficiency improvements and alternative energy generation options. Continue to install energy efficient pumps and control systems when replacements required. A total of 756MWh of Wastewater operations were used in 2023/24. Target of less than 1000MWh achieved.	✓
3.2.4	Manage trade waste across the Local Government Area (LGA)	Council have been unable to recruit for the Utilities trade waste position. Current resources have not been able to complete all activities. Council is currently in progress recruitment for this position for 2024/25.	✗
3.2.5	Review fees annually in line with sustainability objectives	Fees and charges were reviewed for finalisation in Quarter 3 in line with Council's requirements.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Water Supply

Action Code	Action Name	Comments	Status
3.2.6	Maintain council's water supply system in accordance with industry standards and relevant environmental legislation.	Delivery of the Water Supply treatment and distribution systems continuing with no significant issues in most towns. A boil water notice was issued for Brungle in late December 2023 due to treatment plant equipment faults. No concerns with general maintenance activities and attendance of system faults.	✓
3.2.7	Strive to reduce energy consumption from water operations	Continue to investigate and consider energy efficiency improvements and alternative energy generation options. Continue to install energy efficient pumps and control systems when replacements required. A total of 869MWh of Water operations used for 2023/24. Target reached of less than 1500 Kilowatts used for the year.	✓
3.2.8	Manage and respond to system failures (no water)	Council responded to emergency call outs within 2 hours response time.	✓
3.2.9	Implement actions recommendation from the Integrated Water Cycle Manage Strategy (IWCM)	The IWCM is under development with expected completion now mid-2025.	>
3.2.10	Monitor and manage algal blooms in Mannus Lake	Monitoring being completed as expected and alerts being communicated when required. Mannus Lake was tested monthly. A total of 12 Algae notification alerts were issued to the community.	✓
3.2.11	Review water fees annually for cost recovery	Fees and charges were reviewed for finalisation in Quarter 3 in line with Council's requirements.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

### 3.3: Provide a planning and development framework that enhances local amenity through sustainable growth.

#### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Growth & Development

Action Code	Action Name	Comments	Status
3.3.1	Assessment and determine residential and commercial development applications, construction certificates, complying development applications, annual fire safety schedules and swimming pool compliance certificates	<p>Snowy Valleys Council continues to determine development applications significantly faster than the state average. In 2023/24 Council assessed 147 applications with a gross assessment time of 66 days which is well under the state average of 114 days. Council also demonstrated superior efficiency compared to Canberra Joint Organisation Councils where the collective assessment time is 130 days.</p> <p>In 2023/24 Council has continued to build upon its previous years commitment to ensuring the highest level of customer service, responsiveness and development outcomes through further enhancement of its systems and processes for delivery of development and certification outcomes. Leveraging e-planning solutions to enable a heightened customer experience has been a key focus over the past 12 months which is being reflected in the determination timeframes that are being realized by the Council.</p> <p>Council has also been experiencing an increase in the number of requests for planning certificates with over 500 certificates being generated on an annual basis. In the pursuit of data accuracy and more responsive timeframes, Council has commenced the automation of planning certificates and will be delivering the program within the next financial year period, reducing timeframes from 14 days to produce a certificate to 48 hours. This will ensure that there is greater certainty for vendors, real estate agents and conveyancers in the marketing and the sale of local real estate.</p> <p>Council has developed a Public Swimming Pool Inspection Program seeking to comply with its obligations under the Swimming Pools Act and will be seeking to commence inspections prior to the next summer swimming season. An education campaign has been developed this year which will accompany Council's efforts in 2024/25 to achieve a high level of community awareness and compliance.</p>	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

### 3.4: Partner with other agencies to protect our nature spaces and environment

#### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

##### Waste Management

Action Code	Action Name	Comments	Status
3.4.1	Deliver a community Waste Education Program	A total of 12 Education programs were successfully delivered in 2023/24. Contamination remains low in FOGO collections with only 2% contamination for the year.	✓
3.4.2	Commence rehabilitation of closed landfill sites via implementation of recommendation of risk assessment	Commenced recommendations of the risk assessment. The Rosewood fencing and replacement of gates at the old Tumut landfill was completed in 2023/24.	✓

### 3.5: Deliver best practice waste management

#### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

##### Waste Management

Action Code	Action Name	Comments	Status
3.5.1	Increase access to recycling opportunities	Continuous improvements and adjustments to resource recovery centre site layouts is increasing recycling opportunities. 3134 tonnes per year of kerbside collection was collected. Improved data collection shows significant improvements over previous volume estimates.	✓
3.5.2	Provision of waste schemes and events	Six Waste schemes and events have been successfully provided to the community. There was some increase for waste voucher redemption this year. A total of 6,244 waste vouchers, 995 compostable bags (kitchen caddy liners), and mixed waste vouchers were redeemed in 2023/24.	✓
3.5.3	Maintain active membership and participation in the Regional Waste Forum	Maintained active participation in regional working groups. Several education initiatives undertaken. Also completed Carbon Zero pilot studies and training opportunities. A total of six opportunities identified and completed.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
3.5.4	Implement prioritised actions of the Zero Waste Strategy	Continued review and implementation of actions and review of strategy progressed. Actions completed include Gilmore Composting Facility, weighbridges and signage improvements.	✓
3.5.5	Deliver kerbside waste and recycling service in accordance with the agreed levels of service	Kerbside collection services being delivered as per the levels of service. More than 40 new services have been provided in the last year. A total of 187 bins were missed in 2023/24, though 100% of these were collected within 48 hours of being reporting.	✓
3.5.6	Review fees annually in line with sustainability objectives	Fees and charges reviewed and updated in line with Integrated Planning and Reporting requirements.	✓



## CSP Theme 4. Our Infrastructure

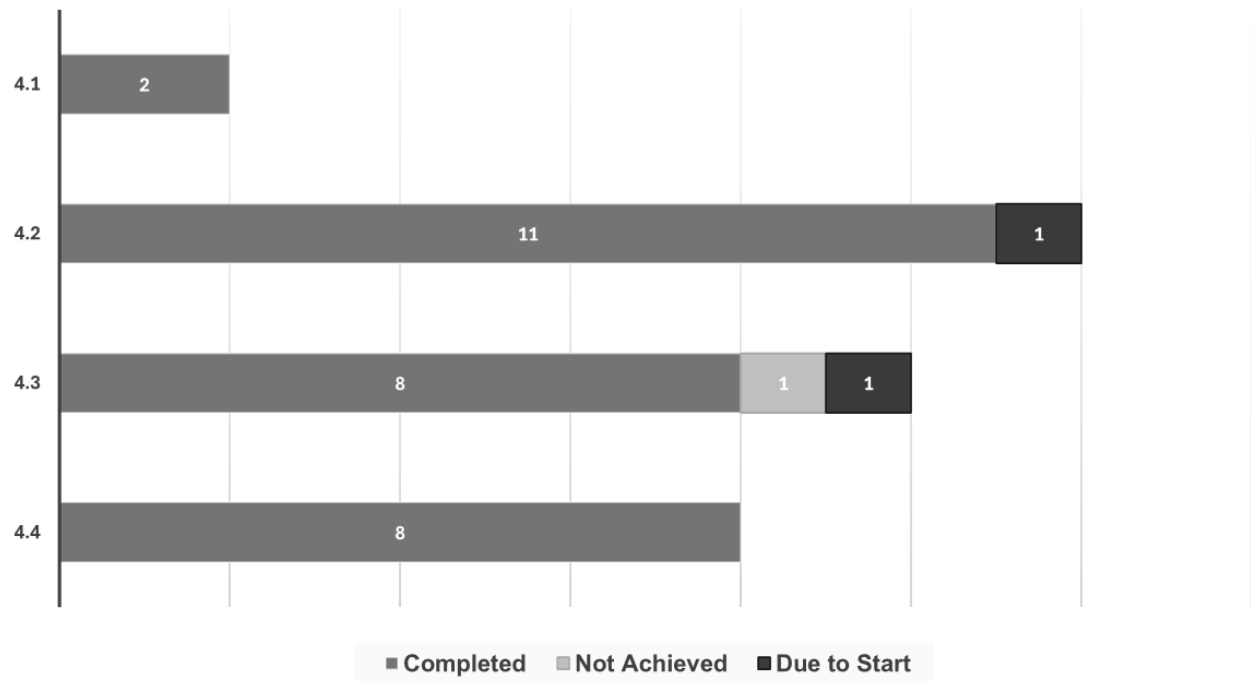
Our Infrastructure strategic direction includes Council services that plan for, manage, maintain, and renew our community infrastructure and transport networks.

4.1	Plan and provide sustainable transport infrastructure, including footpaths, walking tracks and cycleways
4.2	Manage and plan for affordable infrastructure to meet current and future community needs.
4.3	Plan and provide a program to maintain the local road network.
4.4	Plan and deliver a capital works program to responsibly manage and maintain community infrastructure.

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Actions

### Progress by Principal Activity

#### 4. INFRASTRUCTURE



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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## 4.1: Plan and provide sustainable transport infrastructure, including footpaths, walking tracks and cycleways

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Footpath, Carparks and Kerb & Gutter

Action Code	Action Name	Comments	Status
4.1.1	Maintain prioritised list of footpath and kerb and gutter projects	Council continues to maintain a footpath and kerb and gutter list of priority projects in its 10-year capital work program. This includes consideration of needs of the network based on usage and adjacent asset condition.	✓
4.1.2	Complete annual condition assessments of footpaths and kerb & gutter	Council undertakes regular routine and prompt inspections on its footpath and kerb and gutter assets. These inform on asset condition and identify defects against service levels and the need for programmed maintenance or capital renewal.	✓

## 4.2: Manage and plan for affordable infrastructure to meet current and future community needs

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Drainage and Stormwater Management

Action Code	Action Name	Comments	Status
4.2.3	Maintain prioritised list of rural culvert upgrades based on annual inspection program.	With funding constraints, rural culvert inspections have not been undertaken to prioritise the list of rural culvert renewals. Funding has been confirmed for the 2024/25 financial year to enable the updating of the prioritised list of culvert upgrades.	✗
4.2.4	Maintain prioritised list of stormwater upgrades based on analysis of capacity in urban stormwater network.	Prioritised list of stormwater upgrades continues to be reviewed based on network performance and age.	✓
4.2.5	Complete Stormwater Management Plan	A draft Stormwater Management Plan has been developed and will be presented to the new Council towards the end of 2024 for adoption.	✓
4.2.6	Review Stormwater Levy Charge	Upon adoption of the Stormwater Management Plan, Council will be informed as to the need and suitability of a Stormwater Levy and its implementation.	✓
4.2.7	Undertake a review of asset standards and levels of service for stormwater and drainage in Sustainability objectives	Council reviewed the service levels of stormwater and drainage and found them to be adequate for the management of the asset category.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Public Toilets

Action Code	Action Name	Comments	Status
4.2.8	Monthly Audit of selected areas on a rotational basis	Monthly audits of public facilities undertaken in accordance with agreed service levels.	✓
4.2.9	Cleaning public toilets as per agreed service level and schedule	Maintenance and cleaning of public amenities has been conducted in accordance with agreed service levels and schedules.	✓

## Technical Services

Action Code	Action Name	Comments	Status
4.2.10	Management of projects in accordance with Council's Project Management Framework	Projects continue to be delivered by Council in line with the adopted Project Management Framework. This monitors and reports on the development and delivery of projects in line with approvals and ensures reporting to the Executive Leadership Team on a regular basis on project progression and risks.	✓
4.2.11	Complete and submit State and Federal Grant Funding requests for approved projects	Council continued to review State and Federal grant opportunities for approved projects in line with the Project Management Framework. This includes funding for all asset classes to enable renewal or upgrade to current standards of assets that Council would not be able to afford works on in the coming years.	✓
4.2.12	Engineering design projects completed within adopted / amended timeframes	Council continued to complete engineering design works associated with its projects in line with adopted timeframes and approvals. This includes reviewing bill of quantities to ensure delivery to budget can be achieved and delivered.	✓
4.2.13	Review operation and oversight of community-led maintenance on council assets	Council delivered and continues to rollout community-led maintenance and operation agreements. This enables communities' self-management of facilities and improving their level of service whilst lowering the budget outlay of Council.	✓

## Aerodrome

Action Code	Action Name	Comments	Status
4.2.1	Complete compliance activities as per Civil Aviation Safety Authority (CASA) requirements	Council continued to monitor and undertake actions as required to meet CASA guidelines for the management of the Tumut Aerodrome. Compliance activities have been undertaken on an as needs basis.	✓
4.2.2	Facilitate meetings of Aerodrome Committee	Meetings of the Aerodrome Committee continued to be held over the year with facilitation by staff. Issues were addressed with regards to the operation of the facility and policies and procedures reviewed and updated.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

### 4.3: Plan and provide a program to maintain the local road network

#### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Footpath, Carparks and Kerb & Gutter

Action Code	Action Name	Comments	Status
4.3.1	Respond to customer requests for service relating to roads	Council continued to engage and respond to customer requests relating to roads through appropriate means. This includes consideration of service level, risk to Council and budget considerations.	✓

#### Road and Bridges

Action Code	Action Name	Comments	Status
4.3.2	Maintain prioritised list of road upgrade projects	Council maintains a list of priority road funding projects that are based around the needs of the network and community. This is used for applications for funding as they arise to improve the service delivered to the community.	✓
4.3.3	Management of TFNSW Regional Roads BLOCK Grant for maintenance and capital works on regional roads	Council spent BLOCK Grant on capital and maintenance works on its Regional Road network. This included works on Tooma Road, Alpine Way, Wee Jasper Road and Elliott Way. Fully funding expenditure occurred with maintenance activities finalised in late June.	✓
4.3.4	Management of Federal Financial Assistance Grant roads component	Council received 100 percent advance payment of current financial year's Financial Assistance Grant including the roads component during 2022-2023 financial year. The 2024/25 Financial Assistance Grant has also been received in advance during 2023/24 financial year.	✓
4.3.5	Management of TFNSW Regional Roads REPAIR grant for renewal/upgrade regional roads	The REPAIR grant program was not continued in 2023/24 and was replaced by a funding model called Regional Emergency Road Repair Fund (RERRF)/ Regional and Local Roads Repair Program (RLRRP).	-
4.3.6	Management of Federal Roads to Recovery Grant	Council delivered over \$1.7m of approved Roads to Recovery projects throughout the financial year, with reporting ensuring approval of payment before end of Financial Year.	✓
4.3.7	Respond to customer requests for service relating to roads	Council continued to respond to customer requests relating to the service provided by the road network. This was in line with budget constraints and risk management profiles assessed as part of the response process.	✓
4.3.9	Complete and submit State and Federal Grant Funding requested for approved safety improvement projects	Council continued to apply for road safety projects that have previously been identified. Council has nominated Grahamstown Road and Tooma Road for Road Safety funding in the last quarter of 2023/24 financial year based on outcomes from Road Safety Audits and reviews of crashes on Councils Road networks.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Road Safety

Action Code	Action Name	Comments	Status
4.3.8	Facilitate Traffic Committee Meetings	Council continued to facilitate and be engaged with the Local Traffic Committee (LTC) and hosted 4 meetings throughout the year. Council continues to work with its LTC partners; NSW Police, TfNSW, and State Members of Parliament to review and recommend appropriate technical outcomes to Council.	✓

## 4.4: Plan and deliver a capital works program to responsibly manage and maintain community infrastructure

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Building Maintenance

Action Code	Action Name	Comments	Status
4.4.1	Maintenance of Council buildings and facilities, including the replacement of aged infrastructure	Maintenance and replacement of Council buildings and community facilities has been conducted in accordance with agreed service levels and available budgets.	✓
4.4.2	Maintain prioritised list of building maintenance projects	Council continued to update the prioritised list of building maintenance projects and identify opportunities for funding to assist with delivery of desirable outcomes.	✓

#### Drainage and Stormwater Management

Action Code	Action Name	Comments	Status
4.4.3	Rectification and renewal work on Urban Stormwater network	Council continued to undertake rectification and renewal works on the Urban Stormwater network. this includes the consideration of adaptation to higher intensity events to limit the impact of these on Council assets and the Community.	✓
4.4.4	Rectification and renewal work on Rural culverts	Council undertook identified and prompted renewals and rectifications of culverts on the rural road network. This ensured continuity of access for the community and replaced ageing or asset impacting assets from the network.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

### Footpath, Carparks and Kerb & Gutter

Action Code	Action Name	Comments	Status
4.4.5	Construction and maintenance of footpaths including the replacement of aged infrastructure.	Council continued to manage the performance of its footpath network through prompted and routine inspections. This informs construction and maintenance needs for the network for which priorities of works are developed.	✓
4.4.6	Construction and maintenance of Kerb & Gutter including the replacement of aged infrastructure.	Council continued to manage its ageing Kerb & Gutter infrastructure in line with inspection outcomes. These inspections inform replacement and maintenance needs of the network and takes into consideration performance and risk of the asset.	✓

### Road and Bridges

Action Code	Action Name	Comments	Status
4.4.7	Construction and maintenance of SEALED roads, including the replacement of aged infrastructure	Council's sealed road network has continued to be maintained and constructed to relevant specifications and service level agreements. This has been in line with approved funding opportunities and delivery outcomes.	✓
4.4.8	Construction and maintenance of UNSEALED roads, including the replacement of aged infrastructure	Council's unsealed road network continues to be inspected based on age, condition and risk with works prioritised around maintenance and construction based on the funding constraints and road profile.	✓



## CSP Theme 5. Our Civic Leadership

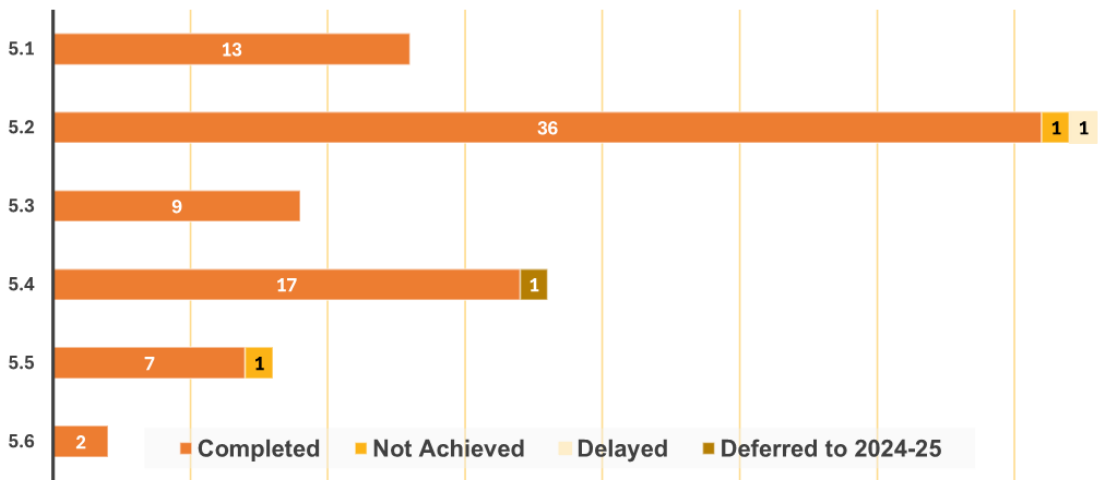
Our Civic leadership strategic direction centres on Council’s actions, advocacy, and representation in relation to strategic and long-term planning, reporting, governance, and customer service. It focuses on making Council’s processes more efficient and how Council communicates and consults with the community.

5.1	Communicate with our community and provide opportunities for participation in decision making.
5.2	Implement efficient and effective systems and processes to drive organisation that provide value for money.
5.3	Provide accessible and responsive customer service.
5.4	Maintain and deliver a governance framework that guides good decision making, accountability and legislative compliance.
5.5	Provide effective short-and-long-term financial management to deliver financial sustainability.
5.6	Proactively support and advocate for the needs of the community to other levels of government and organisations.

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Actions

### Progress by Principal Activity

#### 5. OUR CIVIC LEADERSHIP



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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## 5.1: Communicate with our community and provide opportunities for participation in decision making

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Communication, Engagement and Corporate Planning

Action Code	Action Name	Comments	Status
5.1.1	Provide communication services and support including the production of media and project communication material	Communication services and support were provided in a timely manner across the year covering a broad range of council business and decisions. 69 Media Releases were distributed, and 69 Media questions were responded to. Promotional material, advertising and web content was developed in support of projects including Rotary Pioneer Park and Goldfields Park upgrades, and events like Seniors Week, Youth Week, School Holiday programs and Local Government Week.	✓
5.1.2	Production of update via Rate Notice Insert	An insert promoting the 2nd instalment of the approved Special Rate Variation (SRV), and handy online request tips and rates information was included in the annual rates notice sent out in July 2023. In November 2023 a letter from the IGM and a flyer was sent to all ratepayers advising of council's plans to explore a new SRV. The information included the two SRV options and ways in which the community could provide feedback.	✓
5.1.3	Deliver Community Newsletter via email, community noticeboards and designated community distribution points	23 newsletters were published over the last 12 months and emailed to a database of over 625 people. Hard copies were also provided to Customer Service desks, Libraries, and Child Care facilities. Copies are also made available for download via the SVC website, where people can also subscribe to the email version. Promotion of the newsletter is ongoing	✓
5.1.4	Maintain Snowy Valleys Council website	The SVC website is maintained and developed as required to ensure it reflects and supports the current business of Council. New sections covering business and security/safety content were developed; new content was added to the existing careers pages and lots of smaller changes were executed as required. There were 61,102 visits to the website over the financial year.	✓
5.1.5	Administer Council's digital corporate performance and reporting system as module champion	The 2023/24 Delivery Program/Operational Plan actions were reported via the digital corporate reporting system (TechOne - PPLGS) Training and support continued to be provided to staff who require it.	✓
5.1.6	Maintain and enhance Online Engagement opportunities	In 2023/24 there were 32,540 visits to the yourvoice.svc site. Some projects and policies viewed, though not limited to included: Tumut and Tumbarumba Flood Studies, Special Rate Variation and a number of draft policies. Towards 2042 Community Strategic Plan Review, Batlow Itinerant Worker Accommodation, Goldfields Park Upgrades, Pioneer Park Upgrades, and Khancoban, Batlow and Tumut Pool Upgrades.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
5.1.7	Administer and coordinate all Council's social media accounts	905 social media posts were published to SVC pages over the last 12 months reaching 1,325,677 and engaging 124,221 people. Content that resonated the most with audiences included Lost Dogs, Brindabella Rd upgrade project, Pioneer and Goldfield Park upgrades, the Tumut odour problem, School holiday activities and roadwork updates.	✓
5.1.8	Support projects managers to prepare engagement plans for high impact/complex projects	The communications team attended regular Project Meetings held under the program framework providing communications advice and engagement plans as required. Projects included Goldfields Park Upgrades, Pioneer Park Upgrades, Tumut Multipurpose Centre, Tumut Aerodrome Upgrades, and Waste projects.	✓
5.1.9	Report on Councils community involvement from Snowy Valleys Connected Community Roadmap actions.	Over the past 12 months council has engaged in and promoted a range of activities, programs and events to help socially connect the community and encourage social cohesion. Ongoing grant information and written support was also offered to community groups and small businesses to help them build capacity to access funding for community building projects.	✓

### Community Development

Action Code	Action Name	Comments	Status
5.1.10	Administer the council volunteer management framework	There are 82 registered and inducted volunteers, Support is being provided to delegates to ensure volunteers are updating inductions to remain current on the volunteer management system. A review of the volunteer management framework is progressing, and updates are being undertaken on the volunteer database.	✓

### Leadership

Action Code	Action Name	Comments	Status
5.1.11	Deliver Council Meetings that facilitate community access and engagement	Council meetings were held on: 20 July 2023, 17 August 2023, 21 September 2023, 17 October 2023, 16 November 2023, 14 December 2023, 15 March 2024, 21 March 2023 (Extraordinary Meeting), 18 April 2024, 02 May (Extraordinary Meeting), 16 May 2024 and 20 June 2024. Council meeting were live streamed and can be viewed from the Snowy Valleys YouTube page.	✓
5.1.12	Councillor participation in community engagement interactions	There was Councillor representation and participation in several community engagement events. Some events Councillors attended in 2023/24, though not limited to were: Murrumbidgee Local Health District Community Conversation on Disaster Preparedness and Recovery, opening of the Transgrid Discovery Hub in Wagga, Anzac Day events in the towns of Tumbarumba, Tumut, Talbingo, Adelong, Batlow, and Rosewood, the 2024 Riverina Police District Award Ceremony in Wagga Wagga, the Batlow Workshop Creating Safer Environments, SVC Community Information Sessions in Tumut and Tumbarumba on the Boundaries Commission Process, the Wagga Wagga Charles Sturt	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
		University Scholarship Ceremony, Tumbarumba and Tumut LG Boundaries Commission Public Hearings.	
5.1.13	Demonstrate leadership through participation in council committee	Councillor delegates participate in committee meetings such as SVC Youth Council, Local Traffic Committee, First Nations Liaison Committee, Audit Risk and Improvement Committee (ARIC) and Disability Inclusion Action Plan Committee.	✓

## 5.2: Implement efficient and effective systems and processes to drive organisational sustainability and support staff

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Finance

Action Code	Action Name	Comments	Status
5.2.1	Management of Council's rates and revenue functions	Water accounts and rate notices were issued each quarter.	✓
5.2.2	Accurate processing of timesheets and calculation of payroll	Payroll Team have met expectations of processing timesheets and calculation of payroll within the expected timeframes.	✓
5.2.3	Accurate processing and payment of accounts payable	Accounts Payable have met expected targets for completion and payment of creditors.	✓

#### Fleet, Depot and Workshop

Action Code	Action Name	Comments	Status
5.2.10	Monitor depots to ensure efficient use of space & resources	Cleanup and disposal of excess material was carried out at Tumut depot. Have been unable to travel to other depots in past 11 months.	✓
5.2.4	Monitor heavy fleet utilisation	Heavy Fleet Vehicle utilisation is greater than 90% which is in accordance with Councils fleet management practice.	✓
5.2.5	Monitor light fleet utilisation	Councils light fleet utilisation is greater than 95% which is in accordance with Councils standards and industry best practice.	✓
5.2.6	Monitor Small fleet utilisation	Audit completed March 2024.	✓
5.2.7	Annual Plant Review Report	Report submitted to the Executive Leadership Team within 8 weeks of the last pay period in June 2024.	✓
5.2.8	Manage Plant replacement program to facilitate the replacement of Heavy, Light & Small plants including purchase of new items and disposal of items being replaced.	All plant was delivered or is on order awaiting delivery.	✓
5.2.9	Ensure Council's fleet is maintained in a timely and cost - efficient manner	Fleet repair and maintenance was undertaken using a combination of internal mechanics. and external, service providers which is the most cost effective and efficient business model to maintain Councils diverse fleet.	✓

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Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Governance and Risk

Action Code	Action Name	Comments	Status
5.2.11	Deliver governance and risk training programs to the workforce	Governance induction was provided to all new staff. Public Interest Disclosure training was also provided to all staff in 2023/24.	✓

## Leadership

Action Code	Action Name	Comments	Status
5.2.12	Councillors Professional Development Program	Two Councillors attended online Disability Awareness Training in May. Also, in May the Mayor attended the Country Mayors Association Meeting in Sydney, and two Councillors attended the 2024 LGNSW Destination and Visitor Economy Conference in Wagga Wagga.  Two Councillors attended a SVC Free Online Candidate Information Session in June.  90% of Councillors attended SVC Councillors workshops.	✓

## People and Culture

Action Code	Action Name	Comments	Status
5.2.13	DIAP Item 1 - Review council's position descriptions, recruitment processes and onboarding to ensure people with disability including current staff are not excluded from applying	Consideration is given to inclusion in the development of position descriptions, recruitment processes and onboarding to ensure access for people with disability. Options for adjustments in the recruitment process are offered.  However, a full and specialist review has not yet been implemented for these processes to identify any areas that may have not been fully considered. Council has made initial contact with Anti-Discrimination NSW to assist with this process as a specialist organisation.	✗
5.2.14	Continue to build relationships with key stakeholder groups to ensure Council can gain understanding and ongoing connection with challenges, needs and expectations to form future planning	Council has continued relationship building with our First Nations employees as well as key stakeholder groups including the First Nations Liaison Committee to gain understanding and connections. Key outcomes this year have included the inclusion of a First Nations employee position on the Consultative Committee which considers staff related policies and employment conditions and engaging with our First Nations employees in the development of the RAP.	✓
5.2.15	RAP Item - Investigate funding to support the appropriate council staff participation in an external National Reconciliation Week Event	Council established funding within the training and development budget this year and offered the opportunity to First Nations employees to participate in a National Reconciliation Week event.	✓
5.2.16	RAP Item - Continue to investigate opportunities for Aboriginal identified roles within SVC Outdoor and Indoor teams, including school-based traineeships	Council has continued to investigate opportunities for First Nations identified roles within Council through the Elsa Dixon Aboriginal Employment Grant and local schools.  Grant funding was not received this year, and no options were identified and implemented.	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
5.2.17	Provide local apprenticeship, traineeships and cadetships	Council has continued to provide apprenticeship, traineeship and cadetship opportunities this year through our Entry Level Program. This included 3 apprenticeship positions and 4 traineeship positions.	✓
5.2.18	Develop the corporate learning and development program	The corporate learning and development program was developed and has been implemented through the year.	✓
5.2.19	Actively Monitor and reduce leave liabilities	Leave Liability has been actively monitored throughout the year with monthly reports generated to track the reduction of leave liabilities in accordance with implemented leave reduction measures. Leave management is a regular agenda item for the Greater Leadership Team as well as being part of their key performance objectives.	✓

### Program and Grants Management

Action Code	Action Name	Comments	Status
5.2.20	Provide oversight of Council's portfolio of projects to ensure the effective and efficient development and delivery of projects across the organisation.	Portfolio was monitored and updated monthly on receipt of project status reports and updates received from the Project Managers. Full portfolio was presented to Councillors quarterly.	✓
5.2.22	Provide oversight of SVC of the SVC grants framework for managing external grants to ensure that applications are strategically aligned and are part of the Project Management Framework gated process.	Sixteen applications were submitted for FY. Five applications were unsuccessful. Twenty-six projects funded in the 2023/24 to the value of \$54,585,141. In the last quarter eight new funding applications were submitted, eight projects were funded, three projects were not funded, two projects were pending funding. Thirteen project acquittals were submitted.	✓

### Technical Services

Action Code	Action Name	Comments	Status
5.2.23	Provision of GIS Services to internal stakeholders	Council's GIS Services continue to deliver available platforms for internal stakeholders. Features and displays continue to be enhanced to increase usability and self-informing of the available data.	✓

### Technology

Action Code	Action Name	Comments	Status
5.2.24	Review and update the ICT Strategic Plan	Council has reviewed the ICT Strategy Plan. Changes have been deferred to 2024/2025 due to changes in priorities.	>
5.2.25	Manage and Review delivery of managed Service Contract	Council reviewed the Service Delivery through regular meetings with the Vendor and made improvements in the process where applicable. This will be an ongoing task in 2024/25.	✓
5.2.26	Provide Helpdesk service for efficient management of incidents and requests	Council's IT Team is now more familiar with the new ticketing system. They reviewed the tickets regularly to keep the	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
		troubleshooting jobs under control, regular system monitoring notifications are helping us to prevent breakdowns.	
5.2.27	Manage review and schedule changeover of corporate hardware requirements	After a review, council made the decision not to proceed with the hardware refreshment project in 2023/24. Instead of replacing the hardware based on its age, we will replace it based on the device's performance.	✓
5.2.28	Provide network recovery maintenance and backup activities	The Managed Service Provider (MSP) regularly monitors and manages network devices. We have replaced the legacy ADSL internet connection with NBN where available, and we will continue to do so at all SVC locations as and when the NBN becomes available. Starlink backup internet has been installed at RHB, and the Tumbarumba Office will get the backup internet as soon as we receive the missing hardware from Starlink.	✓
5.2.29	Provide recovery disaster recovery service	The IT Disaster Recovery Service for Council Data is in place. The final Disaster Recovery Plan was approved by the Executive Leadership Team.	✓
5.2.30	Ensure provision of Business Continuity of ICT Services	Council IT documents critical and non-critical information to share the knowledge and expertise with the Team members from both sides (MSP and Council IT). Council's IT Team is currently undergoing cross-platform training. This will be an ongoing task in 2024/25.	✓
5.2.31	Cyber security management	IT Cyber Security is an ongoing exercise. We now have Cyber Security and the supporting Change Management Policies in place. The Server Auditing Tool is helping us with regular monitoring of all critical server activities. We also decommissioned unused Virtual Servers. An External Penetration Test was also conducted in March 2024. We have configured the Cyber Security Awareness (Training) platform. This will help us provide ongoing training to our staff.	✓
5.2.32	Enterprise System processes and procedures are reviewed and documented	This is a Business as Usual (BAU) action that is shared with key users of the ERP. Annual testing of the Major Release (2024A) was completed during a 4-week period, and Production was upgraded as per our scheduled date 8th May 2024. Key users were instructed to update procedures (Testing Scripts) in-line with the release enhancements. It is the responsibility of the line managers to ensure that their staff adhere to the testing procedure and instructions from the Enterprise Systems Manager to follow the testing protocols.	✓
5.2.33	Enterprise System improvements are identified, analyzed and reported	System improvements are being identified, considered, actioned, and reported under the Technology Uplift - Phase 3 project has completed its milestones for 2023/24, with planned items in Property & Rating suite continuing through 2024/25. Improvements to the Business as Usual (BAU) process, or enabling new features are implemented on an ongoing basis. This can be driven by the key user to improve their own experience, or their customers experience of the system, through a review and improve cycle, or by regular system updates when new features become available.	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Workplace Health and Safety

Action Code	Action Name	Comments	Status
5.2.34	Management of Electronic Safety System for Incident notification, Contractor management, Substance register and Safety Audits.	Snowy Valleys Council (SVC) continued to use the Damstra Safety System to maintain registers and keep up to date records regarding Contractors, Incidents and Audit results.	✓
5.2.35	Maintain a safe and healthy workplace and promote a strong safety culture	SVC Safety Improvement Targets have improved from the previous year. SVC also established the Wellbeing Team and Calendar to improve the health and safety of our workers.	✓
5.2.36	Input into Infrastructure Works Integrated Management System (IMS) to ensure Transport for NSW prequalification and ISO accreditation for Safety, Quality and Environment is maintained.	SVC has maintained their ISO accreditation with a successful audit in April 2024. Transport for NSW prequalification questionnaire has been submitted awaiting approval.	✓
5.2.37	Participation in Safety, Risk and Quality (SRQ) Committee	The Risk and Safety Team participated in all Safety, Risk and Quality Committee meetings held.	✓
5.2.38	Management of Workers Compensation claims including claims management, positive return to work outcomes and interaction with SVC insurer State Cover.	SVC has maintained a positive claims management approach. Our workers compensation insurance premium reflects a well-managed claims process that enhances our employees' chance of a durable return to work and ensures a positive interaction with our insurer StateCover Mutual.	✓
5.2.39	Provide injury management services	The Risk and Safety Team provide a comprehensive injury management program that ensures early intervention and a durable return to work program.	✓

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

## 5.3: Provide accessible and responsive customer service

### Cemetery Management

Action Code	Action Name	Comments	Status
5.3.1	Administer burial plot preservation	Council continues to provide a high-level of service to administer burial plot preservations.	✓

### Community Transport

Action Code	Action Name	Comments	Status
5.3.4	Administer the funded delivery of Service NSW Service	Service NSW services continue to be provided by Council at the Tumbarumba Customer Service Centre. The new Service NSW contract was signed in 2023/24.	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Customer Service

Action Code	Action Name	Comments	Status
5.3.2	Management and administration of call Centre service	Peak time for SVC call centre was between 10am and 12 noon. Average wait time is less than 1 minute.	✓
5.3.3	Provide front-line customer service support through the customer service counter	A customer service representative is always available during business hours to answer any enquires from members of the public.	✓

## Drainage and Stormwater Management

Action Code	Action Name	Comments	Status
5.3.5	Responding to customer request for management (CRM) and maintenance of urban drainage and rural Culverts	Council continued to respond to customer requests lodged through CRM or ECM platforms. This documents the issues associated with the request to enable investigation and action if required.	✓

## Footpath, Carparks and Kerb & Gutter

Action Code	Action Name	Comments	Status
5.3.6	Responding to customer requests for management and maintenance of footpaths and kerb & gutter	Council continued to engage with requests submitted through various platforms for the management and maintenance of footpaths and kerb and gutter. This includes prompted inspections and resulting investigations and work requests.	✓

## Leadership

Action Code	Action Name	Comments	Status
5.3.7	Management of Mayoral correspondence	The mayors' emails are monitored daily, and responses provided within reasonable timeframes. RSVPs to invitations were responded to by the due date. Upon request, letters of support were provided within 5 business days. Four letters were provided to local community entities this quarter. All simple requests were responded to within 5 business days and complex requests were responded to within 15 business days. Ministerial correspondence was registered within 1 day of receiving.	✓
5.3.8	Councillor Request Management	In 2023-24 there have been 110 Councillor Enquiries recorded, all of which have been acknowledged within 3 business days. Simple enquiries were provided a response or actioned within 5 business days. Complex enquiries were provided a response or actioned within 15 business days.	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Parks and Open Spaces

Action Code	Action Name	Comments	Status
5.3.9	Administer Park and Open Space Bookings	Facility booking enquiries were received throughout the year and actioned for the 2023/24 financial year.	✓

## 5.4: Maintain and deliver a governance framework that guides good decision making, accountability and legislative compliance

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

## Children's Services

Action Code	Action Name	Comments	Status
5.4.1	Administer service funding reporting and acquittal requirements	All service reporting and acquittals were completed within the required timeframe.	✓
5.4.2	Policy, procedures, forms and templates are reviewed and updated as per monthly program	Policies, procedures, and forms were updated regularly.	✓

## Communication, Engagement and Corporate Planning

Action Code	Action Name	Comments	Status
5.4.14	Implement Integrated Planning and Reporting Framework	The 2024/25 Integrated Planning & Reporting Suite was adopted at Council's Ordinary Meeting on 20 June 2024.	✓
5.4.3	Council's Integrated Planning and Reporting documents comply with the Local Government Act 1993 and the Local Government (General) Regulation 2021	<p>Council's Integrated Planning and Reporting documents adhere to the standards and regulations specified in the Local Government Act 1993 and the Local Government (General) Regulations.</p> <p>The 2022/23 Annual Report was submitted to the Office of Local Government by the deadline of November 30, 2023.</p> <p>The 2024/25 combined Delivery Program/Operational Plan, Fees &amp; Charges, Long Term Financial Plan and Revenue Policy were adopted prior to the June 30 deadline.</p> <p>The full suite of IP&amp;R documents can be viewed on Council's website.</p>	✓

## Community Transport

Action Code	Action Name	Comments	Status
5.4.4	Receive funding to sustain services	Funding was received for Community Transport in 2023/24 to remain service sustainability.	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Governance and Risk

Action Code	Action Name	Comments	Status
5.4.10	Coordinate responses to requests for information under the Government Information (Public Access) Act (GIPA)	All GIPA's were actioned and reviewed as per the legislation and guidelines of Council within the timeframes.	✓
5.4.11	Maintain quality, accessibility and timely publishing of Council's meeting business papers and minutes	All business papers were completed with quality, accessibility and in a timely manner ready for each council meeting and are available on Council's Website.	✓
5.4.12	Undertake review and testing of the Business Continuity Plan	SVC's Business Continuity plans have been reviewed and a testing of the plan was undertaken in April 2024.	✓
5.4.13	Coordinate the citizenship ceremonies	All citizenship ceremonies were completed and actioned within the time frame and planning continues for new submissions.	✓
5.4.5	Support and facilitate the Audit Risk and Improvement Committee (ARIC)	New Committee members were selected. ARIC committee meetings were held every quarter.	✓
5.4.6	Coordinate an Internal Audit in line with the Internal Audit Strategic Plan	<p>Internal Audits were deferred until 2024/25 due to staffing resources.</p> <p>Two (2) Internal Audits and onsite visits are due at the end of August 2024. Completion and results of the Audit's will be presented towards the end of 2024.</p> <p>The internal Audits were for the following:</p> <ul style="list-style-type: none"> <li>Projects and Contracts Management and</li> <li>Drinking Water Management</li> </ul> <p>Internal Audits provide independent assurance that Council's Risk Management, Governance and Internal control processes are operating effectively.</p> <p>A report for each Internal Audit will be prepared and presented to the Audit, Risk and Independent Committee for review.</p> <p>Strategic Audit Plan for 2024/25 and 2025/26 have been created and discussed with GLT and at the ARIC committee Meeting.</p>	>>
5.4.7	Facilitate reporting of progress of audit recommendations and tasks	A review of the Audit Matrix was reported, reviewed and updated at each ARIC quarter meeting by committee members.	✓
5.4.8	Enterprise risk register reviewed annually and are current	Council's has reviewed and migrated the enterprise risk register into the TechOne system.	✓
5.4.9	Coordinate Code of Conduct complaints management	<p>Council had zero Code of Conduct Complaints that were reported to the Ombudsman for this financial year.</p> <p>Code of Conduct complaints were actioned as per the guidelines and the policy.</p>	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## Multi Service Outlet

Action Code	Action Name	Comments	Status
5.4.15	Administer service funding reporting and acquittal requirements	All reporting and acquittals were completed within specified timelines.	✓

## Regulatory Services

Action Code	Action Name	Comments	Status
5.4.16	Management of companion animals' compliance including the provision of ranger services	<p>Council continues to promote responsible pet ownership through community education and awareness. During the 2023/24 reporting period Council continued to provide 'on the ground education' to pet owners where Council identified pets were not under effective control or wandering within a public place. Community safety is a key priority of Council and returning animals to their owner with an initial warning period provides an opportunity for Rangers to engage with pet owners to provide guidance on their responsibilities under the Companion Animals Act. In the instance where multiple or repeat offences were detected Council continues to impound those animals and issue penalties where required.</p> <p>Council continued to receive complaints with respect to nuisance cats within the Local Government Area. Nuisance Cat complaints have been as a result of unwanted straying, odour issues, defecating on private property, native wildlife destruction and also behavioural issues. Council continued to work with pet owners to provide education around responsible cat ownership however Council had to take compliance actions in a number of instances with four (4) nuisance cat orders issued within the reporting period.</p> <p>Livestock on roads continued to cause safety concerns for Council's compliance staff with a number of reports made each week for stock escaping enclosed paddocks into roads and road related areas. Council issued a number of notices and engaged in a public awareness campaign through its communications department to ensure that property owners checked their fences and ensured that their stock are not creating a likely traffic hazard on local roads.</p> <p>Council also developed a Draft Companion Animals and Non-Companion Animals Policy within the 2023/24 year seeking to provide guidance around the keeping of domestic animals and stock on residential properties. The exhibition of the draft was undertaken this year with a strong response being received by Council. Comments in relation to the draft policy were considered and a revised draft policy is expected to be presented to Council in the 2024/25 financial year period for consideration and further community consultation.</p>	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
5.4.17	Operation of Council's pound facilities	<p>Council continues to operate two impound holding facilities within Tumut and Tumbarumba. The pounds provide an appropriate facility for Council to hold animals within their statutory holding period and enable Council to effectively seek rehoming opportunities in the case where an owner cannot be identified.</p> <p>Within the 2023/24-year Council impounded 48 Cat with 6 being returned to their owners representing (12.5%), 11 cats were rehomed through established rehoming organisations (23%) and 31 cats were euthanased due to being assessed as feral, having behavioural issues and not being suitable for rehoming or being injured with little prospects of being able to be successfully rehomed (64.5%).</p> <p>In the same period Council has impounded 52 dogs with 20 being returned to their owners representing (38.4%), 20 dogs were rehomed through established rehoming organisations (27%) and 18 dogs were euthanased due to being assessed as aggressive, displaying temperament issues, being restricted breeds or injured with limited prospects of being able to be rehomed (34.6%).</p> <p>Council continues to partner with registered rehoming organisations to increase the exposure of animals within its care to rehoming opportunities to potential responsible pet owners. Council continues to explore new networks and breed specific organisations that can assist Council in increasing its rehoming opportunities.</p>	✓
5.4.18	Perform compliance and regulatory public health inspection, investigations and assessment to ensure public health and safety compliance in accordance with the NSW Food Regulation Partnership and relevant legislative requirement	<p>Council completed all mandatory inspections for registered food premises in accordance with the New South Wales Food Partnership Program requirements and within the reporting period completed its annual return to the State Government. Council undertook three (3) food premises inspections relating to food illness complaints within the reporting period. The investigations have led to operator education and awareness opportunities by Council.</p>	✓

## 5.5: Provide effective short- and long-term financial management to deliver financial sustainability

### OPERATIONAL PLAN ACTIVITY BY SERVICE AREA

#### Finance

Action Code	Action Name	Comments	Status
5.5.1	Manage and report on Council financial position and performance	Council's financial statements for 2022/23 were audited and endorsed by Council at its November 2023 Ordinary Meeting.	✓
5.5.2	Deliver Quarterly Budget Review (QBR)	Quarterly Budget Reviews were presented and adopted by Council as per the NSW Local Government (General) Regulation 2021 section 203 (1) not later than two months after the end of each quarter.	✓

✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

Action Code	Action Name	Comments	Status
5.5.3	Deliver Annual Operational Budget, Long Term Financial Plan	The 2024/25 Annual Operational Budget and Long-Term Financial Plan was delivered and adopted by Council in the Ordinary meeting in June 2024.	✓
5.5.4	Completion of council's annual financial statements	Financial Statements for 2022/23 were lodged by the legislated date. Planning has commenced for 2023/24 and is on target to be audited and lodged by the due date of 31 October 2024.	✓
5.5.6	Manage organisational financial outcomes compared to industry benchmarks	As of 30 June 2023, five out of six performance measures were met. Operating performance ratio did not meet OLG benchmark, however, was an improvement from previous years. Financial year 2023-24 Industry Benchmarks are provided to Council around September/October 2024, after Financial Statements are completed.	✓

### Leadership

Action Code	Action Name	Comments	Status
5.5.5	Manage implementation and maintain oversight of adopted organisation service reviews	Action was not undertaken in 2023/24 due to resourcing issues. Organisation Service Reviews will be revisited in 2024/25.	✗

### Program and Grants Management

Action Code	Action Name	Comments	Status
5.5.7	Collate external grant funding opportunities from teams and assist in identifying and assessing suitable projects for applications that are strategically aligned with SVC initiatives and are included in the Delivery Program	Twenty-Seven (27) acquittals were submitted for 2023/24.	✓

### Sporting Grounds

Action Code	Action Name	Comments	Status
5.5.8	Undertake a review of fees and charges in line with Sustainability objectives	Fees and Chargers were reviewed by Council based on the ongoing costs for service and delivery and in line with statutory limitations. Adjustments were advertised on Councils social media and website and adopted by Council at the June 2024 Ordinary meeting.	✓

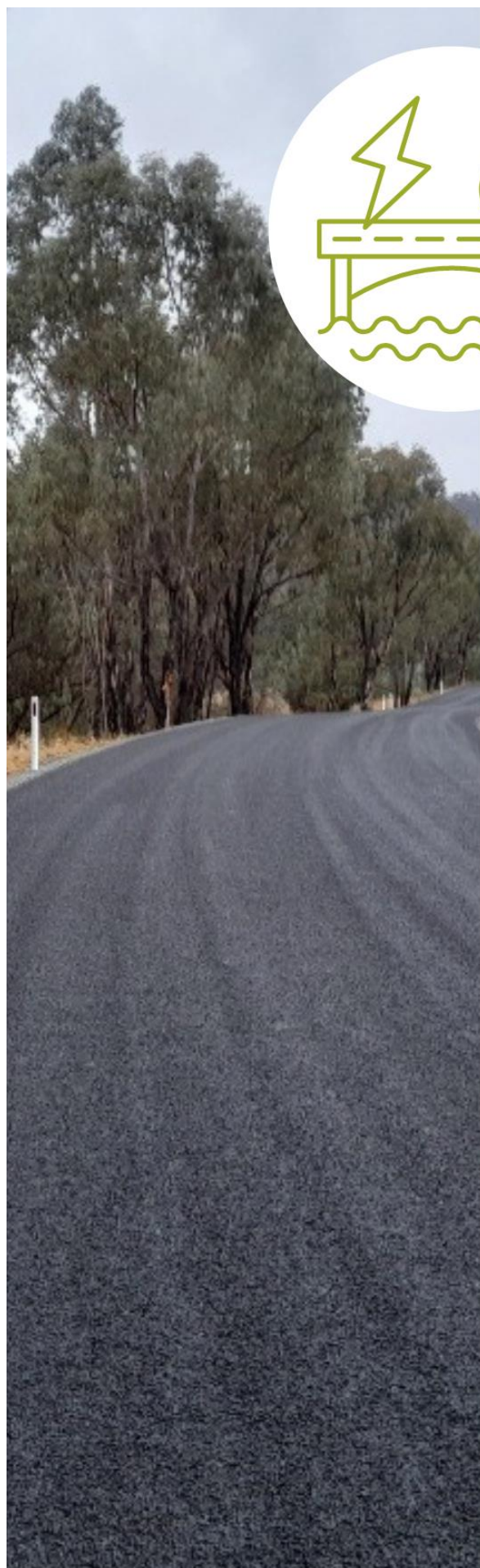
✓	☑	!	✗	?	-	>	>>
Completed	On Track	Off Track	Not Achieved	No Update Provided	Not Due to Start	Delayed	Deferred

## 5.6: Proactively support and advocate for the needs of the community to other levels of government and organisation

### OPERATIONAL PLAN ACTIVITY SERVICE AREA

#### Leadership

Action Code	Action Name	Comments	Status
5.6.1	Councillors undertake advocacy initiatives in accordance with the adopted priorities	<p>Councillors attended monthly Softwood Working Group meetings that advocate for the ongoing sustainability of the softwoods industry consistent with responsible land management practices. A letter was sent in April 2024 to Senator Pocock requesting an opportunity to discuss the impact of Humelink on our local government area. We were advised by Senator Pocock's adviser on the energy transition.</p> <p>A motion was submitted to the 2024 ALGA National General Assembly held on 2-4 July to ensure local communities are not socially and economically disadvantaged in the National interest. This motion called on the Australian Government to empower the Australian Energy Regulator to provide funding for the establishment of a Community Enhancement Fund in LGAs that are negatively impacted (socially and economically) by Nation building energy transmission infrastructure.</p> <p>In February 2024 a letter was written to Health NSW expressing our interest in the old Ambulance Station site and exploring, with NSW Ambulance, the possible transfer of the site to Council in perpetuity and or on a long-term lease arrangement. At the 2024 April Council meeting it was resolved to approach the State Government to ascertain the possibility of acquiring the former Tumut Ambulance Station and associated land. Following this resolution, on 16 May 2024 the Mayor and Interim General Manager met with The Hon Jihad, the Minister for Emergency Services. The Hon Jihad does not support the initiative to transfer the old Ambulance Station to Council.</p>	✓
5.6.2	Participate actively on the Canberra Region Joint Organisation (CRJO) and support initiatives that deliver benefits to the local community	<p>General Managers Advisory Group (GMAG) meetings: 4 of 5 attended. Board meetings: 4 of 4 attended.</p> <p>Examples of SVC working with/supporting CRJO were; participation in Net Zero Project; letter of support provided for Disaster Ready Funding Round 2 Application; letter of support for diverting plastic from landfill (re circular economy business case); provision of SVC's submission to the federal parliamentary inquiry into local government sustainability; provision of SVC's input to Minister re IPART draft TOR for review of NSW council financial model; provision of SVC's submission to NSW parliamentary inquiry into LG ability to fund infrastructure and services.</p>	✓



# **2023-2024 Capital Work Program**

## Capital Works Program

We completed or progressed capital projects and programs such as footpaths, improvements to parks and sporting facilities and improvement to buildings and amenities.

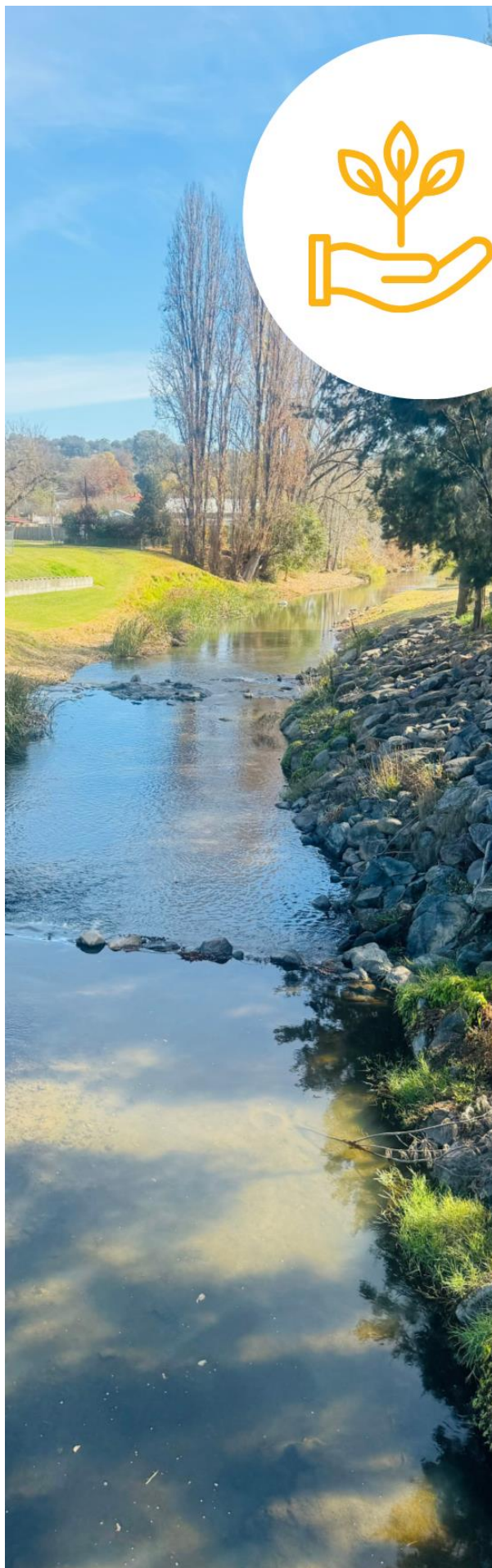
The selection of key capital projects and programs noted below were part of our \$19,412,874 million capital works program for 2023/24.

<b>Parks &amp; Gardens</b> <b>\$1,219,957</b>	<p>Upgrades installed to improve passive and recreational use of highly valued open spaces across the LGA. <b>Projects included:</b></p> <ul style="list-style-type: none"> <li>• \$741,498 Rotary Pioneer Park (DPIE Public Spaces Legacy Program)</li> <li>• \$338,223 Goldfield Park (DPIE Public Spaces Legacy Program)</li> <li>• \$116,676 Mannus Lake Vegetation Management</li> <li>• \$22,724 Batlow Memorial Park Playground</li> </ul>
<b>Urban Roads</b> <b>\$686,981</b>	<p>Upgrades and repairs to various Urban Roads throughout the LGA to improve roads. <b>Projects included:</b></p> <ul style="list-style-type: none"> <li>• \$254,414 Waratah &amp; Boundary Street Intersection</li> <li>• \$158,936 Currawong Road Widening</li> <li>• \$22,209 Mitchell Avenue Reseal</li> <li>• \$37,262 Adams Street Reseal</li> <li>• \$31,610 Ryan Street Reseal</li> </ul>
<b>Rural Local Roads (Sealed &amp; Unsealed)</b> <b>\$6,664,554</b>	<p>Upgrades and repairs to various Sealed and unsealed road projects throughout the LGA to improve Rural Local roads. <b>Projects included:</b></p> <ul style="list-style-type: none"> <li>• \$354,331 Taradale Road (Sealed)</li> <li>• \$2,936,178 Yaven Creek Road Upgrade (Sealed)</li> <li>• \$208,489 Old Tumbarumba Road (Sealed)</li> <li>• \$381,764 Tooma Road Paddys Falls Heavy Patching (Sealed)</li> <li>• \$797,903 Brindabella Road (Unsealed)</li> <li>• \$125,708 Ellerslie Road resheet (Unsealed)</li> <li>• \$94,841 River Road resheet (unsealed)</li> <li>• \$96,272 Brungle Creek Road resheet (unsealed)</li> </ul>
<b>Regional Roads</b> <b>\$1,926,139</b>	<p>Upgrades and repairs to various regional road projects throughout the LGA to improve regional roads. <b>Projects included:</b></p> <ul style="list-style-type: none"> <li>• \$434,458 Elliot Way</li> <li>• \$353,258 Tooma Road Greg Greg Regional Road</li> <li>• \$393,875 Tooma Road Wallargawah Regional Road</li> <li>• \$352,669 Alpine Way Segment</li> <li>• \$98,401 Alpine Way Rehab</li> <li>• \$118,023 Wee Jasper Resheet</li> </ul>

Batlow Street, Tumbarumba

<b>Footpaths</b> <b>\$239,546</b>	<p>Upgrades and repairs to various footpaths throughout the LGA to improve accessibility and minimise community risk. <b>Work sites included:</b></p> <ul style="list-style-type: none"> <li>• \$35,516 Talbingo Footpath Renewals</li> <li>• \$77,069 Lambie Street Footpath (Forest to Wilga)</li> <li>• \$46,377 Forest Street to Blowering Road Footpath</li> <li>• \$34,239 Herbert Street Footpath at high school</li> <li>• \$31,635 Khancoban Footpath Renewals</li> </ul>
<b>Drainage and Stormwater</b> <b>\$51,058</b>	<p>New and updated stormwater infrastructure to negate flooding and improve stormwater function across the LGA. <b>Works undertaken at:</b></p> <ul style="list-style-type: none"> <li>• \$36,648 Kent Street, Tumbarumba</li> <li>• \$8,051 RHB Carpark drainage renewal</li> <li>• \$4,333 RHB Stormwater Renewal</li> <li>• \$2,026 Lambie Street Stormwater Renewal</li> </ul>
<b>Sporting Grounds and Venues</b> <b>\$679,105</b>	<p>Upgrade and construction of community and sporting/leisure facilities amenities, building upgrades throughout the LGA. <b>Projects included:</b></p> <ul style="list-style-type: none"> <li>• \$230,394 Bull Paddock Amenities</li> <li>• \$219,823 Tumbarumba Basketball Stadium Flooring</li> <li>• \$138,000 Bull Paddock Female Internal Fitout</li> <li>• \$34,293 Adelong Waste Bin Surrounds</li> </ul>
<b>Water Supply</b> <b>\$493,659</b>	<ul style="list-style-type: none"> <li>• \$99,652 Tumbarumba Dam Wall</li> <li>• \$121,169 SCADA Upgrades</li> <li>• \$75,169 Khancoban Water Treatment Plant Project</li> <li>• \$30,979 Brungle Water Treatment Plant Turbidity Meters</li> </ul>
<b>Emergency Works (Flood &amp; Storm)</b> <b>\$1,200,802</b>	<ul style="list-style-type: none"> <li>• \$404,331 Yaven Creek Road Culvert Replacement</li> <li>• \$203,948 Munderoo Ournie Road Culvert Replacement</li> <li>• \$100,383 Maragle Road Culvert Replacement</li> </ul>
<b>Solid Waste Management</b> <b>\$1,904,171</b>	<ul style="list-style-type: none"> <li>• \$1,325,708 FOGO Facility</li> <li>• \$215,888 Adelong Resource Recovery Facilities</li> <li>• \$185,379 Khancoban Resource Recovery Facility</li> <li>• \$59,058 Tumbarumba RCC Upgrades – EPA Greenwaste Cleanup</li> <li>• \$49,341 Batlow RCC Upgrades – EPA Greenwaste Cleanup</li> </ul>
<b>Bridges</b> <b>\$702,805</b>	<ul style="list-style-type: none"> <li>• \$702,805 Wee Jasper Road, Brungle Creek Bridge 3</li> </ul>
<b>Wastewater</b> <b>\$388,751</b>	<ul style="list-style-type: none"> <li>• \$123,796 SCADA Expansion (Tumbarumba and Khancoban)</li> <li>• \$58,957 Murray Glen Emergency Storage Project</li> <li>• \$49,429 Tumut Generator Autostart</li> </ul>
<b>Community &amp; Corporate</b> <b>\$350,321</b>	<ul style="list-style-type: none"> <li>• \$350,321 Snow View Estate Stage 3 Civic Works</li> </ul>

<b>CAPITAL WORKS PROGRAM BY COST CENTRE</b>	<b>Actual Amount Spend (\$)</b>
Depot & Workshop	189,983
Fleet	1,487,709
Information Technology	101,578
Enterprise System	166,572
Emergency Works – Flood/Storm (Roads and associated)	1,200,802
Drainage & Stormwater Management	51,058
Solid Waste Management	1,904,171
Roads Safety	22,631
Community Program and Grants	20,039
Community & Corporate	350,321
Public Cemeteries	156
Public Conveniences	182
Public Libraries'	25,171
Sporting Grounds and Venues	679,105
Swimming Pools	461,479
Parks & Gardens	1,219,957
Urban Roads Culvert Replacement	9,914
Urban Roads	686,981
Rural Local Roads - Sealed	5,421,334
Rural Local Roads – Unsealed	1,243,220
Regional Roads	1,926,139
Bridges - All	702,805
Footpaths	239,546
Aerodrome	364,342
Caravan Park	53,028
Real Estate	2,240
Water Supplies Administration	493,659
Sewerage Service Administration	388,751
<b>TOTAL CAPITAL WORKS BY COST CENTRE</b>	<b>\$19,412,874</b>



# STATE OF OUR ENVIRONMENT

## State of the Environment Induction

This State of the Environment Report (SoE) is prepared in accordance with Section 428A of the *Local Government Act 1993* and prepared in conjunction with the Integrated Planning and Reporting Guidelines as described under Section 406 of the same Act.

The SoE is an integral part of Council's Annual reporting to the community and provides information on a wide variety of key environmental indicators for the 2023/24 year. The report compares trends for past years and highlights areas where Council has implemented projects or programs to help improve the local environment in line with our Community Strategic Plan, Towards 2042.

It is important to note that whilst Snowy Valleys Council is the custodian of the SoE Report, other agencies and the community have a role to play in meeting the community's goal and delivering on the supporting strategies.

The Community Strategic Plan addresses community outcomes across five strategic directions:

- Our Community
- Our Economy
- Our Environment
- Our Infrastructure
- Our Civic Leadership

What does Council aim to deliver for Our Environment?

- Ensure community works together to protect and preserve our natural environment.
- Provide and support access to contemporary waste, water and wastewater services.
- Preserve our natural environment for future generations to enjoy.
- Build a strong planning framework that supports the needs and identity of our natural environment.
- Create resilience to changing climate through adaptation and mitigation.

*'Our natural environment is cared for and protected to ensure future generations can experience and enjoy its beauty'*

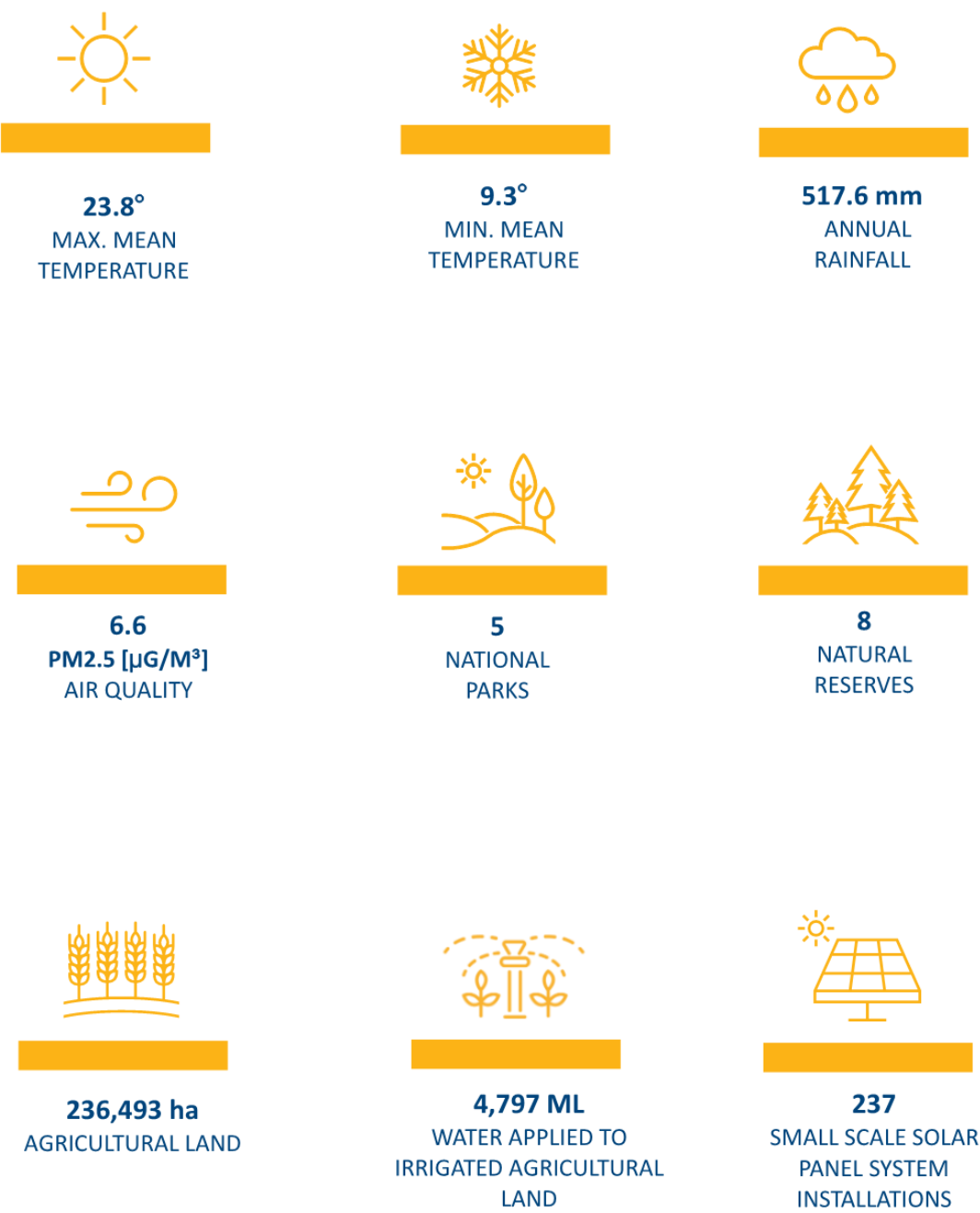
Our community embraces sustainable practices to protect our natural environment and resources and ensure we are resilient to a changing climate.

We work collectively to manage our environmental footprint and respect and preserve the beauty of our landscapes.

We plan for sustainable growth, that protects and enhances the local character and amenity.



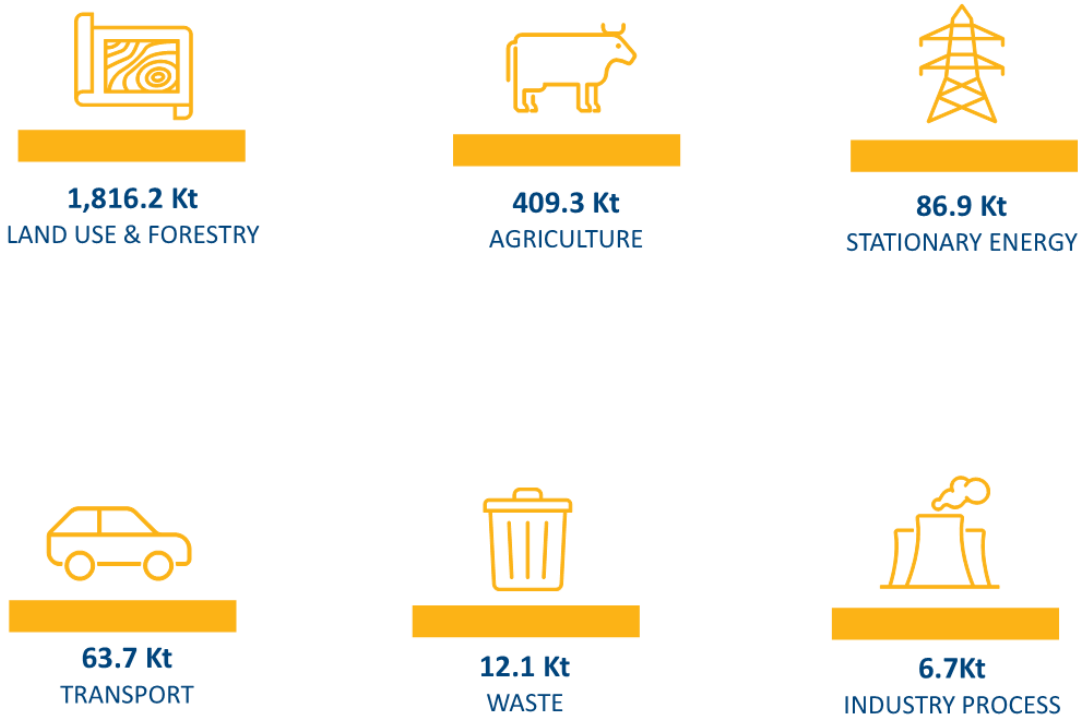
# Snowy Valleys Environmental Snapshot



## Snowy Valleys LGA Emission



## Emissions by Sector



Source: BOM, SEED & ABS

# Water

## Water Usage

Snowy Valleys Council owns and operates six water treatment plants to provide the Snowy Valleys Local Government Area with clean and safe drinking water, and each plant has its own characteristics.

Our six Water Treatment Plants are located at:

1. Batlow

2. Brungle

3. Khancoban
4. Talbingo

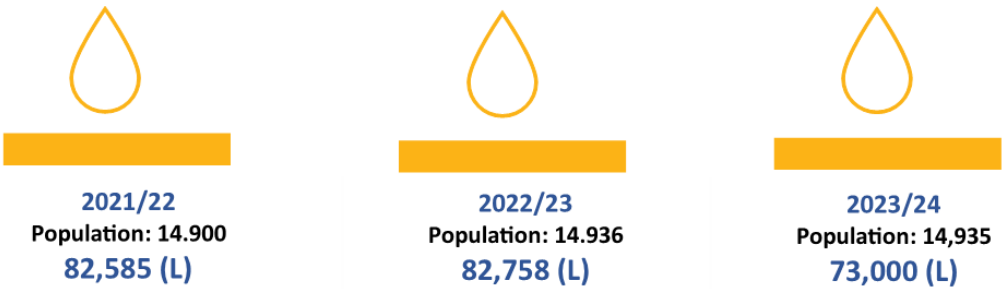
5. Tumbarumba

6. Tumut (Supplying both Tumut & Adelong)

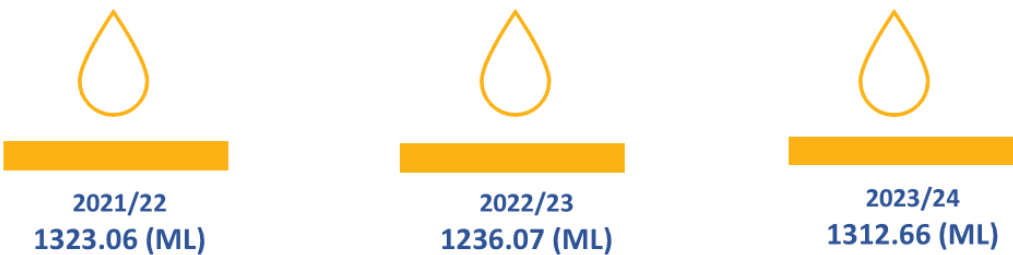
Our specialist Water Treatment Plant operators undertake quality water testing 365 days a year to ensure our drinking water is safe to drink and meets Australian Drinking Water Guidelines.

In 2023/24 our community used over 73,000 litres of potable water.

## Community Water Usage



## Council's Water Usage



In 2023/24 Snowy Valleys Council used more than 1312.66 million litres of water. This is a significant increase on last year's consumption and is largely due to the dry year compared to last year that our region experienced.

Council's largest users of water are the regions' key parks (such as Bila Park, Bull Paddock, Tumut etc.).

Snowy Valleys Council's five swimming pools (Tumut, Tumbarumba, Adeling, Batlow and Khancoban) also consumed 8.40 ML of water in 2023/24.

## Biodiversity in the Snowy Valleys

The Snowy Valleys region is located within the larger Australian Alps region, one of four identified 'Natural Landscapes' within NSW and recognised by the World Conservation Union as one of the world's 167 centres of biodiversity. It includes highly valued rural and biodiversity lands, the Murray and Murrumbidgee rivers, and a symbiotic network of unique communities.

Snowy Valleys is host to an abundance of Australian animals (such as emus, kangaroos, platypus, echidna, great gliders, microbats, and koalas), as well as unique species, including over 100 bird species located at the Tumut Wetlands. Important native flora, including significant areas of rich biodiversity such as those found along Old Tumbarumba and Back Kunama Roads, occur within the area.

Council has a responsibility on behalf of the community to ensure the rich biodiversity of the Snowy Valleys region is managed and protected for future generations to enjoy, including the following threatened ecological communities, flora and fauna noted by the Office of Environment and Heritage.

### Threatened Ecological Communities

An ecological community is a naturally occurring group of native flora, fauna and other organisms living in a habitat. An ecological community becomes a threatened ecological community (TEC) when it is at risk of extinction. Within the Snowy Valleys, four TEC are known:

- White Box, Yellow Box, Blakely's Red Gum Woodland (BC Act and EPBC Act)
- Tablelands Snow Gum, Black Sallee, Candlebark and Ribbon Grassy Woodland (BS Act)
- Natural Temperate Grassland (EPBC Act)
- Coolac – Tumut Serpentine Shrubby Woodland (BC Act)

### Threatened Flora

29 Species of threatened flora are known from the Snowy Valleys region. These include the Tumut Grevillea (*Grevillea wildibsonii*) and Silky Swainson-pea (*Saninsona servicea*).

### Threatened Fauna

71 species of threatened fauna are known from the Snowy Valleys region, including:

- |   |                         |
|---|-------------------------|
| • 44 Species of birds                                   | • 6 species of frogs    |
| • 16 species of mammals including endangered population | • 4 species of reptiles |
|   | • 1 species of insect   |

### Migratory Species

Five species of migratory birds are known from previous records within the SVC LGA. These being:

- |                             |                     |
|-----------------------------|---------------------|
| • White-throated Needletail | • Latham's Snipe    |
| • Common Sandpiper          | • Rainbow Bee-eater |
| • Sharp-tailed Sandpiper    |                     |

# Community Strategic Plan Environment Objectives

The Snowy Valleys Council's Community Strategic Plan 2042 included the following environmental objectives:

***CSP THEME 3: OUR NATURAL ENVIRONMENT IS  
CARED FOR AND PROTECTED TO ENSURE  
FUTURE GENERATIONS CAN EXPERIENCE AND  
ENJOY ITS BEAUTY***

**CSP.1:** Our Community works together to protect and preserve our natural environment.

**CSP.2:** Our ability to live sustainably supported by access to contemporary waste, water and wastewater service.

**CSP.3:** The recreation and sustainable tourism opportunities provided by our natural environment is preserved for future generations.

**CSP.4:** A robust planning framework supports the needs and identity of our community and natural environment.

## **CSP1: Our Community Works Together To Protect And Preserve Our Natural Environment**

### **Local Students Engagement in Interactive Environment Education Workshops**

In June 2024, 515 students from schools across the Snowy Valleys Region participated in hands-on environmental education workshops supported by Snowy Valleys Council and conducted by leading NSW sustainability educators EnviroMentors.

The education workshops inspired young people to become environmental champions and cultivate future leaders in recycling and waste reduction. The workshops covered topics such as 'composting and worm farming', and 'Garbage to Garden'.

This unique education program was made available to local schools within Snowy Valleys through funding from Canberra Region Joint Organisation of which Snowy Valleys Council is a member.



### **20,025 Tonnes of Green Waste Cleared**

A total of 23,025 tonnes of bushfire affected trees were cleared from roadsides and public spaces across the Snowy Valleys Region thanks to funding by the NSW Government's EPA Bushfire-generated Green Waste Program.

All trees that were removed under this program were inspected by qualified arborists and ecologists. Council ensured they engaged with neighbouring properties and left habitat trees and hollows for the local wildlife.

### **New Organics Sorting Machine**

Funded with the support of a \$946,924 grant from the NSW Environmental Trust and delivered in partnership with the NSW EPA, the trommel screen efficiently separates soil, sand, gravel, stones, green waste, wood chips, compost, recycled material and glass.

The impressive sorting machine processes 50m<sup>3</sup>/hour of organics which is equivalent to around three full Food Organics Garden Organic (FOGO) collection trucks.

Since launching kerbside Food Organics Garden Organics (FOGO) collection in August 2021, Council and community has diverted approximately 2,900 tonnes of organic waste from landfill.



## **CSP2: Our Ability to Live Sustainably Is Supported By Access to Contemporary Waste, Water And Wastewater Services**

### **Sewer Vent Shaft Replacement Program**

Council removed and replaced 46 aging concrete ventilation shafts as a safety priority. Sewer vents play a crucial role in wastewater networks by providing adequate ventilation. Many of the old concrete shafts were over 80 years old. The concrete vent shafts were replaced with sustainable high-performance stainless steel for better durability and low maintenance.



### **Community Recycling Stations**

Six (6) community recycling stations were placed in Council Libraries in Adelong, Batlow, Talbingo, Tumbarumba and Tumut and at the Resource Recovery Centre in Khancoban.

The new recycling stations provide residents with a new and convenient way to dispose of used household batteries, ink cartridges, mobile phones and smoke detectors, reducing potential hazardous materials from entering our environment.

This project was supported by the Canberra Region Joint Organisation of which Snowy Valleys Council is a member and funded by the NSW Government Department of Planning and Environment.



## CSP3: The Recreation and Sustainable Tourism Opportunities Provided by Our Natural Environment Is Preserved for Future Generations.

### Managing Mannus Lake

Snowy Valleys Council actively monitors Mannus Lake for blue-green algae. Alert levels are published in consultation with WaterNSW.

Blue green algae are a common and naturally occurring component of most recreational water environments. Monitoring of recreational water is essential to identify the risk of blooms and take into account the actual or potential accumulation of toxic algae.

The guidelines for *Managing risks in Recreational Water* provides a three-level monitoring system for alerts:

- **Blank Cell** – No Sampling undertaken.
- **Nil** – indicates levels of blue green algae are below reporting limits.
- **Surveillance mode (green level)** – Routine sampling to measure blue-green algae levels.
- **Alert mode (amber level)** – Investigations into the cause of elevated levels and increase samples to enable risks to recreational users to be more accurately assessed.
- **Action Mode (red level)** – Local authority and health authorities to warn the public that the water body is considered to be unsuitable for primary contact recreation.

### Mannus Lake Blue-Green Algae Alert Levels:

		Mannus Creek u/s Manus Lake	Munderoo Creek u/s Mannus Lake	Mannus Lake Pontoon	Mannus Lake Outlet	Mannus Creek, Walteel Road Bridge	Mannus Creel, 3 Bridges, Tooma
2023/24	Green	Nil	1	5	7	2	1
	Amber	Nil	Nil	14	16	1	Nil
	Red	Nil	Nil	9	1	2	1
2022/23	Green	Nil	Nil	4	5	Nil	Nil
	Amber	Nil	Nil	5	4	1	Nil
	Red	Nil	Nil	2	Nil	Nil	Nil
2021/22	Green			10	6		
	Amber			Nil	Nil		
	Red			Nil	Nil		



Mannus Lake, Tumbarumba

## **CSP4: A Robust Planning Framework Supports the Needs and Identity of Our Community and Natural Environment.**

### **Council adopts its Development Control Plan 2024**

At the 16 November 2023 Ordinary Council Meeting, Council adopted the Snowy Valleys Development Control Plan (SVDCP). The new SVDCP ensures:

- new developments, additions and alterations which have potential to significantly affect the heritage item, or the character of a Heritage Conservation Area must submit a Statement of Heritage Impact with their development application.
- Landscaping design will retain and enhance the existing native flora and fauna characteristics wherever possible.
- Stormwater systems should be designed and built to minimize the environmental impact of urban run-off on things like creeks and vegetation. It's important to use methods that effectively reduce run-off and pollution.



### **Tumut Flood Study Funding Announced**

In 2022, Council was successful in gaining funding to prepare a comprehensive flood study for Tumut. One of the major benefits of the study will be to guide future development and ensure that new development is appropriately protected from flooding.

The Tumut Flood Study aims to provide an understanding of the nature and extent of potential mainstream flooding from the Tumut River, Gilmore Creek, Goobarragandra River, Stoney Creek, and Bombowlee Creek, and overflows from local stormwater runoff that drains to these waterways.

Studies are still underway and are planned to be finalised late 2024.

The project is supported by the NSW Government's Floodplain Management Program which aims to reduce the impacts of flooding and flood liability on individual owners and occupiers and to minimise private and public losses resulting from flooding.



## Disability Inclusion Action Plan (DIAP)

Snowy Valleys Council embraces the social model of disability which sees 'disability' as the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers.

Consequently, the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others.

The social model seeks to change society in order to accommodate people living with impairment; it does not seek to change persons with impairment to accommodate society. It supports the view that people with disability have a right to be fully participating citizens on an equal basis with others.

Snowy Valleys Council is an inclusive and accessible community, where people with disability, their carers, family, and friends have equitable opportunities to participate in social and cultural life, in meaningful employment and decision-making processes.

### Principles

- Snowy Valleys Council affirms that inclusion is core business.
- Physical, attitudinal, communication and social environment must change to enable people living with disability to participate in society on an equal basis with others.
- People with disability are viewed positively by the wider community and acknowledged and celebrated for their diverse contributions and experiences.
- Council will be accountable to people with disability, their carers and stakeholders.




The Disability Inclusion Action Plan 2022-2026 proposes principles and strategies to guide Council's continued actions over the next four years and to empower people living with impairments to participate in society on an equal basis with others.








Below are actions taken from Year Two of the 2022-2026 Disability Inclusion Action Plan:

### Focus Area 1: Positive Attitudes And Behaviours

*We will adopt, promote and role model attitudes, and behaviours towards people with disability, their careers and families and eliminate discrimination by adopting the DIAP 2022-2026*

Status Key  Completed  Deferred to Year 3  Not Achieved			
YEAR 2 -Snowy Valleys Council Disability Inclusion Action Plan 2022-2026			
Action Objective	Measure	Comment	Status
Councillors and staff will improve capability and capacity to:  Eliminate discrimination	Outcome achieved and reported through DIARG at bi-annually meeting	Council has adopted an EEO, Diversity and Inclusion Plan as well as a Respectful Workplace Policy outlining measures to eliminate discrimination within the workplace through awareness and implementation of systems and processes which promote fairness, equity and inclusion.  Bi-annual inclusion and access training has been added to the Corporate Training Program	
Councillors and staff will improve capability and capacity to:  include inclusion and access as core requirements in all council processes and systems and interactions	Outcome achieved and reported through DIARG at bi-annually meeting	Bi-annual inclusion and access training has been added to the Corporate Training Program to build understanding and acceptance which improves the capability and capacity of our workforce to engage with people with disabilities in all aspects.  Participate in meetings and provide information around requirements for council processes, systems and interactions within the Governance Area	
Our Councillors and staff will undertake training about inclusion and access and hear from people's lived experience in SVC	Inclusion and access training included in biennial professional development program	Inclusion and Access training has been added to the Corporate Training requirements for all staff. This will be included in onboarding for new staff and will be held bi-annually for existing staff.	





<b>Status Key</b>  Completed  Deferred to Year 3  Not Achieved			
YEAR 2 -Snowy Valleys Council Disability Inclusion Action Plan 2022-2026			
Action Objective	Measure	Comment	Status
Work with local business chambers and businesses to better understand the needs of people with disability, their carers and families	<p>Improved education among the business community with regards to accessibility.</p> <p>Local businesses become more welcoming, accessible and inclusive.</p>	Business training workshop rolled out in May 2024 with 'Get About Able' to educate and demonstrate how businesses can be more inclusive and accessible for PwD. Comms rolled out via both chambers. Recorded webinars uploaded to Snowy Valleys Business Hub.	
Advocate for a higher presence of disability service providers and advocacy in the SVC	RDAS visit the SVC on a regular occasion	<p>Advocacy through membership and connections developed in Interagency Reference group which includes Disability Advocacy and providers. NDIS providers currently servicing the needs of clients with disabilities within SVC.</p> <p>Council will look at developing a SVC disability/aged services directory</p>	





## Focus Area 2: Liveable Communities

*We will apply 'universal design' principles and engaging people with disability in the design and planning phase of upgrades and new major infrastructure to make our communities liveable.*

**Status Key:**  Completed  Deferred to Year 3  Not Achieved





### YEAR 2 -Snowy Valleys Council Disability Inclusion Action Plan 2022-2026

Action Objective	Measure	Comment	Status
All planning and technical staff will undertake training and adopt the principles of universal design.	All new designs will comply with relevant codes and comply with Disability Discrimination Act.	Universal design principals incorporated into any OSF new asset project	
People with disability and carers will be consulted through the design and planning stages of public facilities upgrades, and infrastructure projects	All new designs will comply with relevant codes and comply with Disability Discrimination Act.	Not achieved for year 2 of the Disability Inclusion Action Plan. To be revised in Year 3 (2024-2025)	
Continuously upgrade recreational facilities (playgrounds, sports fields, amenities, parks, etc) to incorporate access and inclusion provisions to comply with the Disability Discrimination Act and the relevant Australian Building and Construction Codes.	All new designs will comply with relevant codes and comply with Disability Discrimination Act.	Open Space & Facilities Team continuously upgrade council facilities and incorporate disability access provisions in all their upgrades. They are guided by best available design & planning principals	
Asset management planning includes conducting audits for compliance with (AS1428 parts 1-5).	Audits are conducted on relevant infrastructure for compliance with AS1428. (Funding Required)	Asset Management plans for individual classes are being developed (first ones should be ready by the end of 2024) and will include audits (at different timeframes based on the asset class) for compliance with access and mobility.	
Event planning will include a Disability Inclusion and Action Plan in consultation with people with disabilities and their carers.	Events will be accessible and inclusive.	Council-led events will have provision for a Disability Plan where possible. Council Event Officer worked with external Event Organisers to ensure Disability planning is undertaken.  Event Officer completed Disability training, held by Economic Development Officer. Plans of creating a Disability Inclusion and Action Plan template that can be sent out to event organisers to utilise as well as utilised with SVC events.	

<b>Status Key:</b>  Completed  Deferred to Year 3  Not Achieved			
YEAR 2 -Snowy Valleys Council Disability Inclusion Action Plan 2022-2026			
Action Objective	Measure	Comment	Status
Work with the Chambers to gain an understanding of the benefits of an inclusive and accessible business.	Chambers host speakers on inclusion and access Chambers provide access to resources on inclusivity/accessibility and associated benefits	Business training workshop rolled out in May 2024 with 'Get About Able' to educate and demonstrate how businesses can be more inclusive and accessible for PwD. Comms rolled out via both chambers. Recorded webinars uploaded to Snowy Valleys Business Hub.	







### Focus Area 3: Meaningful Employment

*We will review and update our Human Resource Management and Workforce Plan policies, procedures, and systems to be inclusive of people with disability guaranteeing a fair selection process and ensure staff with disabilities and carers get the adjustments they need and have career development opportunities. We will provide workplace experience for people with disability.*

<b>Status Key:</b>  Completed  Deferred to Year 3  Not Achieved			
YEAR 2 -Snowy Valleys Council Disability Inclusion Action Plan 2022-2026			
Action Objective	Measure	Comment	Status
Update People & Culture processes and systems and the Workforce Plan to comply with the Government Sector Employment Act 2013 – Section 63 (GSE Act) which requires the integration of workforce diversity, including the employment of people with disability, into workforce planning. (Target 5.6% of the total workforce).	SVC workforce is diverse. Reasonable adjustments are in place.	This has been noted for inclusion in the next workforce management plan as a diversity target benchmark.  Council has adopted an EEO, Diversity and Inclusion Plan aimed at building understanding of our diverse workforce and increasing awareness of the value of diversity and options for ensuring our workplaces are accessible and inclusive.	

#### Focus Area 4: Council Systems And Processes

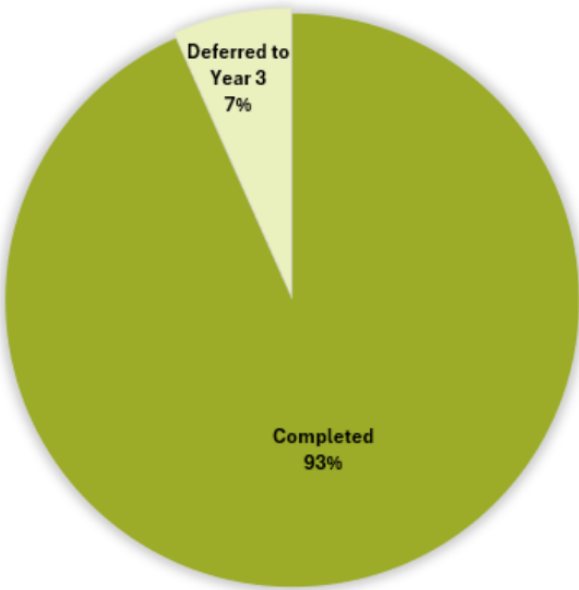
*We commit to ensuring our systems, processes and events are universally accessible and employ the principles of inclusion and access.*

<b>Status Key:</b>  Completed  Deferred to Year 3  Not Achieved			
YEAR 2 -Snowy Valleys Council Disability Inclusion Action Plan 2022-2026			
Action Objective	Measure	Comment	Status
Review the membership and role of DIARG to be inclusive of people with a range of disabilities.  Improve how Council values and supports DIARG.	Representation of people with disability is equal to disability organisations on DIARG.	The DIARG Committee underwent a review - A report was presented to the May 2024 Council meeting which recommended to dissolve DIARG as a Section 355 Advisory Committee of Council and to create a Consultative Working Group of Council. This change was resolved M10/24 and is now underway to provide better outcomes for PwD.	
Progressively review policies, processes and systems for inclusion and access. Consult DIARG in the process as required.	DIARG actively participant in the review of processes and systems	Participated in meetings and provide input as required from service areas. Community Development conducted a review of the DIARG Terms of Reference. DIARG also actively participate in the review of processes and systems. Minutes of committee meetings are reported to Council meeting.	
Tourist information and tourism services: <ul style="list-style-type: none"> <li>Review access and inclusiveness of tourist information and services for visitors.</li> <li>Improve accessibility of tourist information and services for visitors.</li> <li>Identify and promote accessible walks for visitors and residents.</li> </ul>	Tourist information and visitor services are more accessible and inclusive. Information presentation/delivery is more accessible and inclusive. More people with a disability using visitor services/tourist information services	<p>Audit of Visitor Centre completed in April 2024 and steps taken to improve inclusiveness through the facility</p> <p>Outcome of Audit influenced the accessibility improvements to be implemented.</p> <p>Added Accessibility Widget to the visitsnowyvalleys.au site to ensure Council provides a more inclusive and accessible tourism resource.</p> <p>Visitor Centre Staff undertaking an audit of all accessible walks and compiling information to be shared with visitors and residents. In conjunction with the SVC Tracks &amp; Trails Masterplan information.</p>	

Acronyms – Disability Inclusion Action Plan

Disability Inclusions Action Plan Acronyms			
DIAP	Disability Inclusion Action Plan	PAMP	Pedestrian Access & Mobility Plans
PwD	People/Person with Disability	CAPT	Carers and Disabled Children’s Act
EEO	Equal Employment Opportunities	DAI	Disability, Access and Inclusion
DIARG	Disability Inclusion Action Reference Group	NDIS	National Disability Insurance Scheme
SVC	Snowy Valleys Council	MOU	Memorandum of Understanding
AS	Australian Standards	AA	Accessibility Australia

DIAP Year 2 Action Status:





# GOVERNANCE

## Our Councillors

Together, Councillors make the policies and decisions that drive and shape the direction and achievements of the LGA's vision into the future.

There are nine (9) elected representatives of Snowy Valleys Council. The Councillors were elected in the December 2021 elections and are serving the community until the September 2024 elections.

### Roles of Councillors

Our Councillors work together with the community and General Manager to set the strategic direction of the region. Their role is defined in the *Local Government Act 1993*, to:

- > Be an active and contributing member of the governing body.
- > Make considered and well-formed decisions as a member of the governing body.
- > Participate in the development of the Integrated Planning and Reporting Framework.
- > Represent the collective interests of residents, ratepayers and the local community.
- > Facilitate communication between the local community and the governing body.
- > Uphold and represent accurately the policies and decisions of the governing body.
- > Make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a Councillor.
- > A Councillor is accountable to the local community for the performance of the council.

### Roles of the Major

- > To be the principal member and spokesperson of the governing body, including representing the views of the council as to its local priorities.
- > To preside at meetings of the council
- > To ensure that meetings of the council are conducted efficiently, effectively and in accordance with the Act.
- > Liaise with the General Manager on the affairs of local government and the performance of its functions.
- > Provide leadership and guidance to the community.
- > To ensure the timely development and adoption of the strategic plans, programs, and policies of the council.
- > To promote partnership between the council and key stakeholders.
- > To carry out the civic and ceremonial functions of the mayoral office.
- > To represent the council on regional organisations and inter-governmental forums at regional, State and Commonwealth level
- > In consultation with councillors, lead performance appraisal of the General Manager
- > To exercise any other functions of the council that the council determines.

## Our Councillors in 2023-2024



MAYOR  
CR IAN CHAFFEY



DEPUTY MAYOR  
TRINA THOMSON



CR HANSIE ARMOUR



CR JULIA HAM



CR JAMES HAYES OAM



CR SAM HUGHES



CR MICK IVILL



CR JOHN LARTER



CR BRENT LIVERMORE

## Councillor Fees and Expenses

Councillors are entitled to reimbursement for reasonable business expenses when attending conferences, seminars, meetings, or functions. Councillors are also entitled to receive facilities such as iPad for Council business purpose, stationery and refreshments at Council and Committee meetings.

Councillors also receive an annual allowance within a range set by the Local Government Remuneration Tribunal from 1 July 2023.

Allowance and Fees	Amount (\$)
Mayors Allowance	\$47,775
Councillors' Fees and Allowance	\$136,656
Councillors' Professional Development	\$17,793
Councillors' Travel, Meals and Accommodation	\$9,147
Councillors' – Community and Charitable events	\$72
Councillors' Other Expenses	\$3,181

## Council And Committee Meetings

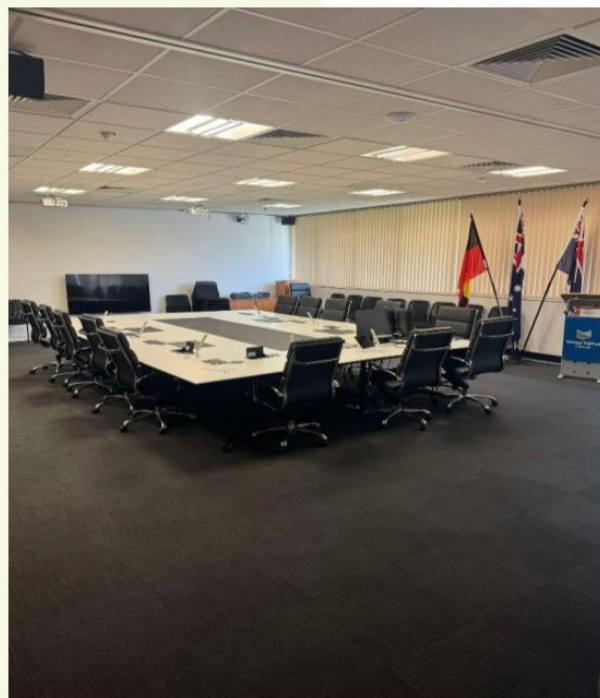
### Council Meetings

Ordinary council meetings were scheduled for the third Thursday of each month (February to December) at Council Chambers, starting at 2.00pm.

Extraordinary meetings may be called by the mayor under certain circumstances of an urgent nature, as described in Council's Code of Meeting Practice.

The mayor and councillors can also raise matters to be debated at Council meetings through mayoral minutes, notices of motion and rescission motions. A decision is made when a majority of councillors vote in favour of or against a motion.

Council meeting business papers are made available to the public on our website three days prior to the Council meeting. Meeting minutes are available on the website approximately one week post council meeting.



Councillors	Ordinary Council Meeting	Extraordinary Council Meeting	Workshop / Briefings
<b>Total Meeting</b>	<b>11</b>	<b>2</b>	<b>22</b>
Mayor Ian Chaffey	9	2	21
Deputy Mayor Trina Thomson	11	2	22
Hansie Armour	11	2	21
Julia Ham	10	2	20
James Hayes OAM	11	2	20
Sam Hughes	11	2	21
Mick Ivill	10	1	12
John Larter	10	1	2
Brent Livermore	9	2	19

If a councillor has lodged a 'pecuniary' or 'significant' disclosure of interest in relation to a matter presented to a councillor workshop/briefing and they have excluded themselves, they are recorded as 'present' for the purpose of attendance records.

## Professional Development

Professional Development	Format	Cr Ian Chaffey	Cr Trina Thomson	Cr Hansie Armour	Cr Julia Ham	Cr James Hayes OAM	Cr Sam Hughes	Cr Mick Ivill	Cr John Larter	Cr Brent Livermore
2023 AICD – Essential Director Update. Canberra	In person					●				
2023 AICD Governance Essential for Local Government , Canberra	In Person			●		●	●			
2024 Disability Awareness Training	Online		●	●	●					
2024 SVC Candidate Information Session	Online		●	●						

## Conferences, Workshops and Seminars

Conference, Workshop or Seminar	Format	Cr Ian Chaffey	Cr Trina Thomson	Cr Hansie Armour	Cr Julia Ham	Cr James Hayes OAM	Cr Sam Hughes	Cr Mick Ivill	Cr John Larter	Cr Brent Livermore
2023 ALGA National General Assembly, Canberra	In Person	●	●				●			
2023 Regional Rising National Summitt, Canberra	In Person				●					
2023 CWA Rural & Regional Health Forum, Wagga	In Person									
2023 Digital Agrifood Summit	In Person			●	●					
2023 LGNSW Annual Conference	In Person	●				●			●	
2024 LGNSW Destination & Visitor Economic Conference	In Person				●	●				

## Committees Of Council

*Local Government (General) Regulations 2021 cl 217 (1) (a6)*

### Section 355 Community Committees

Section 355(b) of the *NSW Local Government Act 1993* makes provision for Council to delegate certain functions to Committees to provide these on behalf of the Council. Council may use this authority and appoint a Section 355 Committee to manage facilities or function. Section 355 community committees are:

Section 355 Community Committee	Committee Function
Adelong Showground	Management of Adelong Showground
Glenroy Heritage Reserve	Management of Glenroy Heritage Reserve
Tooma Recreation Reserve	Management of Tooma Recreation Reserve

### Advisory Committees

Advisory Committees provide valuable advice from the community perspective for Council decision-making processes. Advisory Committee membership may include expert, professional, government employees, community representative, Council employees as well as Councillors.

Internal Advisory Committee	Committee Function
Audit, Risk & Improvement Committee	To provide independent assurance and assistance to the Snowy Valleys Council on risk management, control, governance, and external accountability responsibilities.
Australia Day Committee	To organise Australia Day celebration and recipients of Snowy Valleys Australia Day awards.
Disability Inclusion Access Reference Group Committee <i>(Committee disbanded on 16/05/2024 to form a Disability Volunteer Working Group)</i>	To provide feedback to the Council on the actions out of the Disability Inclusion Action Plan (DIAP) as well as a forum for discussion for achieving actions out of the DIAP. To assist and encourage the enhancement of services, facilities, and activities within the Council region to include people who have disabilities.
First Nations Liaison Committee	To ensure partnerships with First Nations organisations and community members to assist in the delivery of the Council's Delivery Program.
Tumut Aerodrome Committee	To provide a forum for discussion of strategic planning issues relevant to the Tumut Aerodrome.
Brungle, Tumut & Tumbarumba Floodplain Risk Management Committee	To provide advice, feedback, and support to Council in developing, implementing and monitoring flood studies and floodplain risk management plans and associated projects.
Tumbarumba RSL Memorial Hall Management Committee	Management of the RSL Community Hall and Facilities.
Snowy Valleys Youth Council	To provide a forum for consultation between the Council and the youth of the local area.

# CORPORATE GOVERNANCE

**Corporate governance is a set of systems, processes and principles that ensure good practices and decision-making.**

**We adopt principles of good governance and comply with all relevant laws, codes, and directions, while meeting community expectations and having regard to elements of probity, accountability, transparency and the public interest.**

**Several structures and frameworks are in place to contribute to good governance, including in the areas of ethics, risk management and business continuity.**

## Business Ethics

Council partners and engages with the private sector to implement many of its responsibilities. Appropriate working relationships with the private sector enhance the efficiency and effectiveness of Council's many and varied services.

Council's Statement of *Business Ethics* clarifies the relationship between the private sector and Council. It provides important information about Council's values, business principles, expectations of staff and private sector entities.

In particular, the Statement outlines Council's position on:

- > Gifts
- > Conflicts of interest
- > Pecuniary and non-pecuniary interests
- > Confidentiality and Personal Information
- > Secondary employment
- > Expectations of Tenderers, Suppliers, Consultants and Contractors

## Code of Conduct

Council has adopted the Model Code of Conduct released by the Office of Local Government. As a principle, Council endeavours to keep to a minimum the number of additional policies that relate to Code of Conduct issues, preferring instead to rely on (and/or strengthen) the Code itself. However, Council has determined that additional guidance (in terms of policies and/or procedures) is appropriate for the following Code of Conduct matters:

- > Gifts and benefits
- > Councillor and Staff Interaction
- > Public interest disclosures

Council strives to achieve excellence by:

- > Integrating the Code principles into Council's regular activities through documents such as position descriptions
- > Requiring all Council officials to declare that they have received and read the Code of Conduct, initially when they commence with Council and each time there is a substantive amendment of the Code.
- > Conducting regular training on Code issues at least every term of Council, and particularly when Code requirements change.
- > Reviewing the Code and assessing its effectiveness at least within 12 months of the commencement of every new term of Council.
- > Actively promoting the Code internally.

Complaints about conduct and reported breaches of the Code will be dealt with by the General Manager (or Mayor in the case of a complaint against the General Manager), with assistance from the Manager People, Culture and Coordinator Governance, who ensures that appropriate information is captured and recorded, the associated administrative processes are followed.

## Code of Conduct Complaints

Snowy Valleys Council reports annually to the Office of Local Government on complaints received and managed under the Code of Conduct for councillors.

### Number Of Complaints

1 a	The total of number of complaints <b>received</b> in the period about councillors and the General Manager (GM) under the code of conduct	0
b	The total numbers of complaints <b>finalised</b> in the period about councillors and the GM under the code of conduct.	0

### Overview Of Complaints and Cost

2 a	The number of complaints <b>finalised at the outset</b> by alternative means by the GM or Mayor	1
b	The number of complaints referred <b>to the Office of Local Government</b> under a special complaints management arrangement	0
c	The number of code of conduct complaints <b>referred to a conduct reviewer</b>	0
d	The number of code of conduct <b>complaints finalised at preliminary assessment</b> by conduct reviewer.	0
e	The number of code of conduct complaints <b>referred back to GM or Mayor</b> for resolution after preliminary assessment by conduct reviewer.	0
f	The number of finalised code of conduct complaints <b>investigated by a conduct reviewer</b>	0
g	The number of finalised code of conduct complaints <b>investigated by a conduct review committee.</b>	0
h	The number of finalised complaints investigated where there was found to be <b>no breach.</b>	2
i	The number of finalised complaints investigated where there was found to be a <b>breach.</b>	0
j	The number of complaints referred by the GM or Mayor to another agency or body such as the ICAC, the NSW Ombudsman, the Office, or the Police.	0
k	The number of complaints being investigated that are <b>not yet finalised.</b>	0
l	The <b>total cost</b> of dealing with code of conduct complaints within the period made about councillors and the GM including staff costs.	\$0.00

### Preliminary Assessment Statistics

- 3 The Number of complaints determined by the conduct reviewer at the preliminary assessment stage by each of the following actions:
- a To take no action.
  - b To resolve the complaint by alternative and appropriate strategies
  - c To refer the matter back to the GM or the Mayor, for resolution by alternative and appropriate strategies.
  - d To refer the matter to another agency or body such as the ICAC, the NSW Ombudsman, the Office, or the Police
  - e To investigate the matter
  - f To recommend that the complaints coordinator convene a conduct review committee to investigate the matter

0

0

0

0

0

0

### Investigation Statistics

- 4 The number of investigated complaints resulting in a determination that there was **no breach**, in which the following recommendations were made:
- a That the council revise its policies or procedures
  - b That a person or persons undertake training or other education.
- 5 The number of investigated complaints resulting in a determination that **was a breach** in which the following recommendations were made:
- a That the council revise any of its policies or procedures
  - b That the subject person undertakes any training or other education relevant to the conduct giving rise to the breach
  - c That the subject person be counselled for their conduct
  - d That the subject person apologise to any person or organisation affected by the breach
  - e The findings of inappropriate conduct be made public.
  - f In the case of a breach by the GM, that action be taken under the GM's contract for the breach
  - g In the case of a breach by a councillor, that the councillor be formally censured for the breach under section 440G of the Local Government Act 1993

0

0

0

0

0

0

0

0

		0
	h In the case of a breach by a councillor, that the matter be referred to the Office for further action	0
6	Matter referred or resolved after commencement of an investigation under clause 8.20 of the Procedures.	0

### Categories of Misconduct

- 7 The number of investigated complaints resulting in a determination that there was a breach with respect to each of the following categories of conduct:

a General conduct (Part 3)

0

B Conflict of interest (Part 4)

0

c Personal benefit (part 5)

0

d Relationship between council officials (Part 6)

0

e Access to information and resources (Part 7)

0

### Outcome of determinations

- 8 The number of investigated complaints resulting in a determination that there was a breach in which the council failed to adopt the conduct reviewer's recommendation

0

- 9 The number of investigated complaints resulting in a determination that there was a breach in which the council's decision was overturned following a review by the Office.

0

### Overseas Visits

Details and purpose of overseas visits by councillors, staff or other persons representing Council (including visits sponsored by other organisations.

*Local Government (General) Regulations 2021 cl 2017 (1) (a)*

There were **no** overseas visits for 2023-2024 by staff or Councillors.

## Audit, Risk and Improvement Committee

The Audit, Risk and Improvement Committee (ARIC) is an advisory committee that provides Council with independent assurance and assistance on its compliance, risk management, financial management, governance, audit, fraud control service delivery and integrated planning and reporting responsibilities.

Members have varied qualifications and experience as profiled here.

ARIC operates in accordance with an ARIC Charter which reflects the Office of Local Government Draft Guidelines for *Internal Audit and Risk Management for Local Government*. Whilst these Guidelines are still in draft, the requirement to have an ARIC was mandated from June 2022. Council has had an active ARIC since February 2016.

For the Period from 1 July 2023 to 30 June 2024, ARIC met five times.

ARIC comprises two (2) independent voting members and two (2) voting Councillors. From 1 July 2023 until 30 March 2024, Mr. Steven Walker (Chair), and Ms. Carolyn Rosetta-Walsh (Independent Member) and two voting Councillors, Cr Julia Ham and Cr Brent Livermore who were appointed as Snowy Valleys Council's independent voting members.

From 17 May 2024, with the amended guidelines, Council appointed three (3) new independent voting members: Ms Kylie McRae (Chair), Dennis Vaccher (Independent Member), Carolyn Rosetta-Walsh (Independent Member) as well as one additional non-voting councillor member, Cr Julia Ham.

### KYLIE MCRAE

Kylie has 30 years' experience in internal and external risk management and compliance, local government knowledge and is a practicing accountant. Kylie meets all the essential criteria under the new change for Audit Risk and Improvement Committees. Kylie was appointed independent member to Snowy Valleys Council ARIC in May 2024. She also sits on five (5) other ARICs.

### DENNIS VACCHER

Dennis has 30 years' experience in internal and external, audit, risk management and compliance, local government knowledge and a practising account. Dennis was appointed independent member for Snowy Valleys Council ARIC from May 2024. He also sits on three (3) other ARICs.

### CAROLYN ROSETTA – WALSH

25 years' experience in internal and external audit, local government knowledge, in depth understanding of risk management, fraud control, financial control, governance and meets the essential criteria under the new changes. Currently sits on 3 ARICs, including the current Snowy Valleys Council ARIC.

### ARIC RESPONSIBILITIES

The ARIC operates under the Audit, Risk and Improvement Committee Charter which reflects guidelines provided by the Office of Local Government and industry best practice. Under section 425A of the *Local Government Act*, each council must have an Audit, Risk, and Improvement Committee to independently review and advise on the following aspects of the council's operations:

- > Compliance
- > Risk management
- > Fraud control
- > Financial management
- > Governance
- > Implementation of the strategic plan, delivery program and strategies
- > Service reviews.

## Contracts And Procurement

### Legislation and Policy

#### Our procurement processes accord with the requirements of:

- > Local Government Act 1993
- > Local Government (General Regulations 2021 – Part 7 Tendering
- > Office of Local Government Tendering Guidelines for NSW Local Government
- > Council's Procurement Policy
- > Council's Procurement Management Framework
- > Council's Code of Conduct
- > Council's Statement of Business Ethics.

Our procurement Policy sets out relevant procurement threshold in respect of seeking quotations and calling public tenders.

#### We maintain and report on contract information under:

- > Government Information (Public Access) Act 2009 Division 5, section 34, on the minimum public access period for contract information on the public register
- > Government Information (Public Access) Regulation 2018 clause 217 (1) (a2) on the annual reporting of contracts awarded over \$150,000 (including GST)
- > Office of Local Government Quarterly Budget Review Statement for NSW Local Government – December 2010 Section 4.7 for contacts awarded over \$50,000 (including GST)

### Contracts Awarded More Than \$150,000 (Inclusive GST)

*The Local Government (General) Regulation 2021 c217 (1) (a2) (i), (ii)*

The Local Government (General) Regulation 2021 c217 (1) (a2) (i), (ii) stipulates that council must provide details of each contact awarded by Snowy Valleys during 2023-2024 financial year as a result of tender or otherwise (other than employment contacts and contracts less than \$150,000)

Contractor	Details	Value (Ex.GST)
Snowy Mountains Contracting Pty Ltd	Maintenance Service for Hume & Hovell Trail	\$1,736,397
Roberts & Morrow Technology	ICT Managed Services	\$222,000
Nelmac Pty Ltd	Design & Construction of Brungle Bridge	\$458,250
Downer EDI Pty Ltd	Sprayed Bituminous Surfacing (Reseals)	\$1,277,088
Hugh McGrath Construction	Tooma Hall Redevelopment	\$914,331
Marine Engineering Pty Ltd	Walteela Road Bridge, Mannus Creek Design and Construction	\$888,000
TKenan Construction Pty Ltd	Amenities Block – Bull Paddock Tumut	\$490,500
Hugh McGrath Construction	Tumbarumba Sports Stadium Upgrade	\$324,769
Bids Construction	Tumut Aerodrome Upgrade	\$205,260

## Modern Slavery Act 2018

*Local Government Act 1993 428 (4) (b) (c)*

Snowy Valleys Council has a Procurement Policy, management framework and procedure and is committed to ensuring:

- a. our operations and supply chains do not cause, involve, or contribute to modern slavery; and
- b. our suppliers, relevant stakeholders, and others with whom we do business, respect and share our commitment regarding minimising the risk of modern slavery.

Snowy Valleys Council is committed to combatting modern slavery by:

- > Identifying where our modern slavery risks are in our supply chain and assessing the degree of those risks.
- > Engaging with our suppliers to identify who are committed to minimising the risk of modern slavery in their own supply chains and operations. This will primarily be done by asking suppliers to complete a Modern Slavery Questionnaire.
- > Completing a Modern Slavery risk checklist prior to making a purchase.
- > Including Modern Slavery criteria in Request For Anything (RFx) documents and Contracts.
- > Providing adequate training for all staff to ensure they are aware of what modern slavery is, what Council's modern slavery risks are and how to raise any identified or potential concerns.
- > Establishing a complaint process enabling staff and others to raise concerns about modern slavery

## Project Management Framework

### Snowy Valleys Project Management Office (PMO)

Council's Project Management Office (PMO), establishes, maintains, and oversees the implementation of the project management framework across the organisation. The PMO is a centralised hub for all project management needs, such as documentation, strategy, and guidance to deliver Council's grant program. All external grant funding opportunities are identified and assessed for projects strategically aligned with Council's objectives.

In 2023-2024 the PMO delivered **30** projects with the total value of **\$29,021,503**.

**46** Projects will continue in 2024-2025 towards completion.



## Information Requests Under Government Information (Public Access) Act 2009 (GIPA Act)

In accordance with Section 125 (1) of the Government Information (Public Access) Act 2009 (GIPA Act), Council is required to prepare an annual report of our compliance with obligations under the GIPA Act.

Schedule 2 (Clause 8) of the Government Information (Public Access) Regulation 2018 outlines the annual reporting requirements for capturing statistical information and is to be used as the framework for this report.

### Number of Access Applications received – GIPA Regulations – Clause 8 (b)

During the reporting period, Council received a total of five (5) formal access applications (including withdrawn application but not including invalid applications).

### Schedule 2: Statistical Information About Access Applications.

**Table A: Number of Applications by Type of Application and Outcome:**

	Access Granted in full	Access Granted in Part	Access Refused in Full	Information not held	Information Already Available	Refuse to Deal with Application	Refuse to confirm /deny whether information is held	Application Withdrawn	Total	% Total
Media	0	0	0	0	0	0	0	0	0	0%
Member of Parliament	0	0	0	0	0	0	0	0	0	0%
Private sector business	0	0	0	0	0	0	0	0	0	0%
Not for profit organisations or community group	0	0	0	0	0	0	0	0	0	0%
Member of the public (by legal representative)	0	1	0	0	0	0	0	0	1	25%
Member of the Public (other)	0	2	0	0	0	0	0	1	3	75%
<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	
<b>% of Total</b>	<b>0</b>	<b>75%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25%</b>		

**Table B: Number of Applications by Outcomes**

	Access Granted in full	Access Granted in Part	Access Refused in Full	Information not held	Information Already Available	Refuse to Deal with Application	Refuse to confirm /deny whether information is held	Application Withdrawn	Total	% Total
Personal Information Applications*	0	1	0	0	0	0	0	0	1	25%
Access Application (other than person information application)	0	2	0	0	0	0	0	1	3	75%
Access Application that are partly personal information	0	0	0	0	0	0	0	0	0	0%
Total	0	3	0	0	0	0	0	1	4	
% of Total	0%	75%	0%	0%	0%	0%	0%	25%		

**Table C: Invalid Application**

Reason for Invalidity	No of Applications	% of Total
Application does not comply with formal requirements (section 41 of the Act)	4	100%
Application is for excluded information of the agency (section 43 of the Act)	0	0%
Application contravenes restraints received (section 110 of the Act)	0	0%
Total number of invalid application received	4	100%
Invalid applications that subsequently became valid applications	4	100%

**Table D: Conclusive presumption of overriding public interest against disclosure: matter listed in schedule 1 of the Act.**

Nil

**Table E: Other Public Interest Considerations Against Disclosure: matter listed in table to section 14 of the Act**

	No. of times consideration used*	% of Total
Responsible and effective government	1	14.29%
Law enforcement and security	1	14.29%
Individual rights, judicial processes, and natural justice	3	42.86%
Business interest of agencies and other persons	1	14.29%
Environment, cultural, economy and general matters	1	14.29%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
<b>Total</b>	<b>7</b>	

**Table F: Timelines**

	No. of Applications*	% of Total
Decided within the statutory timeframes (20 days plus any extensions)	2	66.67%
Decided after 35 days (by agreement with the applicant)	1	33.33%
Not decided with the timeframes (deemed refusal)	0	0%
<b>Total</b>	<b>3</b>	

**Table G: Number of applications received under Part 5 of the Act (by type of review and outcome)**

	Decision Varied	Decision Upheld	% of Total
Internal Review	0	0	0%
Review by Information Commissioner*	0	0	0%
Internal Review following recommendations under section 93 of Act.	0	0	0%
Reviewed by NCAT	0	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>% of Total</b>	<b>0</b>	<b>0</b>	<b>0%</b>

\* The information Commissioner does not have the authority to vary decisions but can make recommendations to the original decision-maker. The data, in this case, indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**Table H: Applications for review under Part 5 of the Act (by type of applicant)**

		No. of applications for review
Applications by access applications	0	0%
Applications by person to whom information the subject of access applications relates (see section 54 of the Act)	0	0%
<b>Total</b>	<b>0</b>	

**Table I: Applications transferred to other agencies**

	No. of applications transferred
Agency – Initiated Transfers	0
Applicant – Initiated Transfers	0
<b>Total</b>	<b>0</b>

## Public Interest Disclosure

*Local Government Act 1993 s428 (4) (b), Local Government (General Regulations 2021 cl217 (1) (a5), Public Interest Disclosure Act 1994 S31, Public Interest Disclosure Regulations 2011 c14*

Council has fulfilled our statutory reporting requirements as stipulated in the *Public Interest Disclosure Act 1994*.

There were no public interest disclosure made to Council in 2023-2024



# OUR ORGANISATION, OUR PEOPLE

## Our Organisation Structure

July 2023- June 2024



## Our People at A Glance

Employment Type	
Full-time Staff	172
Part-time staff	55
Casual	36
Total number employees	263
Total Number employees excluding casuals	227
Age Profile (excluding casuals)	
45 Years or below	105
46 >	158
Median Age	50 Years old
Gender (excluding casuals)	
Female	111 (49%)
Male	115 (51%)
Gender in Leadership roles	
Female	19 (32%)
Male	40 (68%)
Other demographics	
Average years of service	8.7

## Directorate and Gender Summary

Directorate	Female	Male	Total
Office of General Manager	1	2	3
Community & Corporate	87	9	96
Infrastructure & Works	21	99	120
Growth & Development	2	6	8
<b>Total</b>	<b>109</b>	<b>110</b>	<b>227</b>

## Labour Statistics

*Local Government (General) Regulations 2021 cl2017 (1) (d) (i-v)*

On **Wednesday 14 February 2024**, a total of **262** people performed paid work for Snowy Valleys Council, as set out below:

Labour Statistics	Total
People employed on a permanent full-time basis	176
People employed on a permanent part-time basis	51
Under a fixed-term contract	4
Casuals who performed work on this day	27
Number of Persons employed who are 'senior staff'	3
Persons engaged by Council under a contract or other arrangement for labour	-
Persons in apprenticeship or traineeship positions	1

## Senior Staff Remuneration

*Local Government (General) Regulations 2021 cl2017 (1) (b)*

Senior staff defined by the Local Government Act is the General Manager and Directors (Executives)  
This remuneration is for the period 1 July 2023 to 30 June 2024.

Senior Staff	Salary	Bonus	Non cash benefits	Employee Contribution	FBT	Total Remunerations
<b>General Manager*</b>	\$297,109	-	\$9,133	\$50,327	\$4,052	<b>\$360,621</b>
<b>Senior Staff</b>	\$432,985	-	\$21,108	\$47,629	\$10,496	<b>\$512,218</b>
<b>TOTAL</b>	<b>\$730,094</b>	-	<b>\$30,241</b>	<b>\$97,956</b>	<b>\$14,548</b>	<b>\$872,839</b>

\*Two Interim General Managers were employed during this period.

## Statement Of Activities to Implement Council's Equal Employment Opportunity (EEO) Management Plan

*Local Government (General) Regulations 2021 cl2017 (a9)*

Council is an Equal Employment Opportunity (EEO) employer committed to providing a workplace culture that demonstrates inclusive and fair practices, embraces diversity, and provides improved employment access and participation for under-represented diversity groups.

We are committed to preventing discrimination, workplace bullying, sexual harassment, and victimisation to maintain a safe and inclusive workplace. We aim to ensure that all employees and prospective employees are afforded equal access to opportunities and benefits relating to employment, promotion, and training irrespective of family responsibilities, marital status, age, disability, race, religion, political beliefs, trade union activity, gender identity or sexuality.

Council's EEO Management Plan has been prepared in accordance with the requirements of the *Local Government Act 1993*.

**The EEO Management Plan has four focus area:**



Our approach is to concentrate our resources on the foundational aspects of EEO within our workplace and building our awareness and capability with a focus on prevention through strong, clear systems, policies and procedures and equipping our employees and leaders with the knowledge and awareness required to interact respectfully. This is supported by Council's values of Respect, Safety, and Integrity.

The main initiatives implemented in relation to EEO include:

- > EEO, Diversity and Inclusion Plan was adopted and aligned with Councils Workforce Strategy, Reconciliation Action Plan and Disability Inclusion Action Plan.
- > Implemented a broader approach to flexible work arrangements.
- > Continued operation of policies for Workplace Dignity and Respect, Recruitment, Selection and Appointment and Grievance Management.
- > Implementation of actions from our Workforce Management Strategy which includes Diversity as one of the three strategic focus areas.
- > Continuation of our EEO Contact Officers network.
- > Provided Cultural Awareness training for all staff.
- > Collected EEO/Diversity Data from employees to better understand our diversity.
- > Implemented actions from Councils Disability Inclusion Action Plan and Reconciliation Action Plan.
- > Development of a program to be eligible for Elsa Dixon Grant funding.
- > Participation in the CRJO Women in Planning Program.
- > Addition of First Nations and Youth representation in Council's Consultative Committee.
- > Ongoing entry level program to improve youth employment opportunities.
- > Review of Councils onboarding program to include mandatory training.

## Work Health and Safety

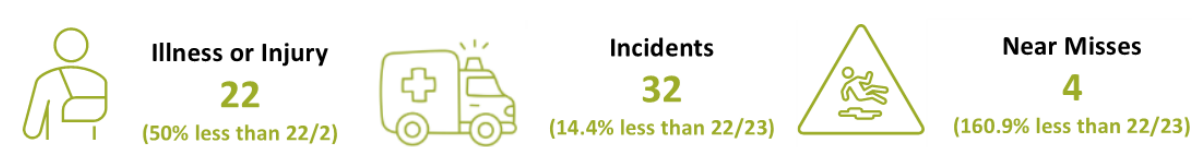
Council’s Risk and Safety Team provides strategic and on ground service across all Council’s operations focused on developing a positive risk and safety culture within Council to deliver the best possible value to the community.

We continue to implement and improve safety for workers and comply with our obligations under the NSW Work Health and Safety Act 2011 and NSW Work Health and Safety Regulations 2017. This year Snowy Valleys Council has reduced its recorded incident and injuries by 30 percent. This has seen a reduction of our workers’ compensation claims of 50 percent.

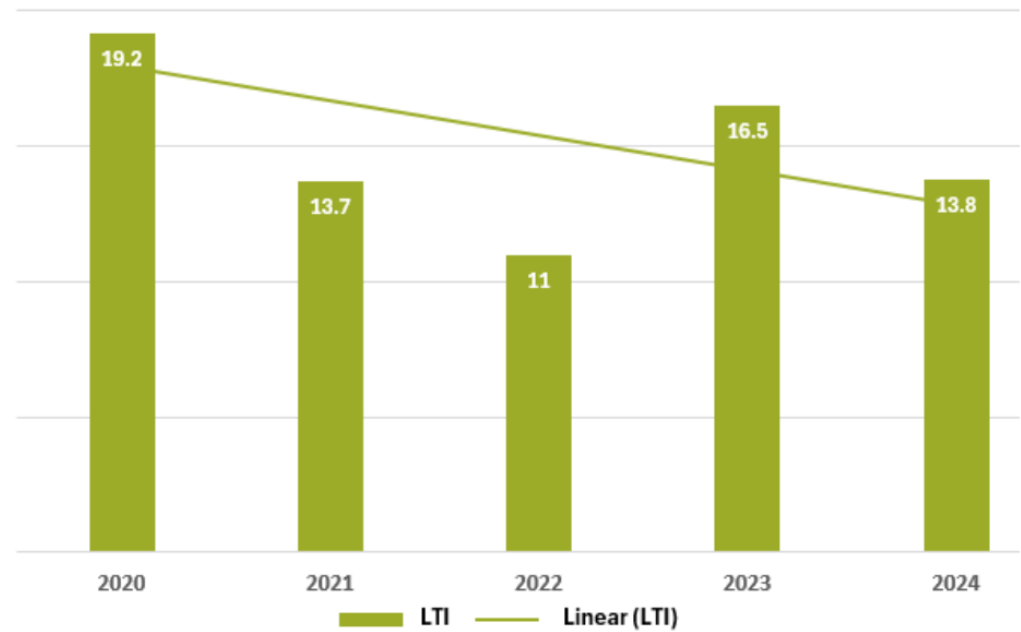
To assist in the management of Risk and Safety, the Team assists to maintain a Certificate of Approval in ISO 45001:2018 Occupational Health and Safety Management Systems.

### Safety Performance

#### Incidents, Hazards and Near Misses



#### Snowy Valleys Council Frequency Rate





# ADDITIONAL STATUTORY INFORMATION

## Grants Paid to Council During 2023-2024

Purpose	Amount (\$) (\$'000)
<b>General Purpose Grant</b>	
Financial Assistance	4,989
<b>Total General-Purpose Grants</b>	<b>4,989</b>
<b>SPECIFIC PURPOSE GRANTS – OPERATIONAL GRANTS</b>	
Sewage Services	1
Childcare	2,096
Community Care	869
Heritage and Culture	4
Library	107
Noxious Weeds	35
Recreation and culture	-
Natural Disaster	387
Street Lighting	46
Transport (roads to recover)	1,811
Transport (other road and bridges funding)	2,661
<b>Previously Contributions</b>	
Bushfire Service	913
Transport for NSW Contributions (Regional Roads, block grant)	604
Other contributions	89
Other	1,137
<b>Total Purpose Grants – Operational Grants</b>	<b>10,760</b>
<b>CAPITAL GRANTS – SPECIFIC PURPOSE GRANTS</b>	
Community Care	12
Recreation and Culture	1,568
Natural Disaster	731
Transport (other roads and bridges funding)	4,729
<b>Previously Contributions</b>	
Recreation and culture	1,451
Roads and Bridges	3,246
Other contribution	81
<b>Total Capital Grants -Specific Purpose Grants</b>	<b>11,782</b>

## Source Of Grants

OPERATING	
Commonwealth Funding	\$10,229,000
State Funding	\$6,474,000
Other Funding	\$1,012,000
CAPITAL	
Commonwealth Funding	\$502,000
State Funding	\$11,281,000
Other Funding	\$1,437,000
<b>TOTAL</b>	<b>\$30,935,000</b>

## GRANTS AND DONATIONS & FINANCIAL ASSISTANCE AWARDED BY COUNCIL

*Local Government Act 1993 s356, Local Government (General) Regulation 217 (1) (a6), Local Government Act 1993 s428 (4) (b), Local Government (General) Regulation 2021 cl 132*

### Community Assistance Program

Council provides support to many organisations and individuals each year. In adopting the annual budget, Council may approve the provision of community assistance that aligns with Council's strategic priorities as detailed in the Delivery Program. Council's community assistance is categorised as:

- Donations
- Grants
- Event Sponsorship
- Scholarships
- Street Banners

Category of Grant Summary	Amount \$
Donations	\$92,148
SVC Community Grants	\$50,000
SVC Capital Sports Grants	\$30,000
Charles Sturt University Grant	\$10,500
Event Sponsorship	\$60,000
<b>Total</b>	<b>\$242,648</b>

## Community Assistance Program Continues

Under the Community Assistance policy, donations are defined as 'Money, goods or services that are given to help a person or organisation'. Categories available for submission under Council's donations program are as follows:

- Art prizes
- Fee waivers
- In-kind donations
- One-off donations
- Rates and charges payment relief
- School bursaries, awards and prizes
- Special purpose donations

The table below outlines the donations for 2023-2024:

Orgainsation	Grouping	Details	\$ Value
Former S355 Committees	Community Group	Insurance assistance upon application	\$10,000
Landcare	Business	200 KL Water Allowance as per Resolution 2012	\$5,257
Adelong Men's Shed	Community Group	All Rates & Charges	\$1,634
CWA Batlow	Community Groups	Annual Sewerage Charges 75% - 20mm	\$442
Tumut Showground Trustees	Community Group	Annual Sewerage Charges 100% - 40mm	\$2,360
Adel onia Theatre	Community Group	All Rates & Charges	\$1,634
Tumut Town Band	Community Group	All Rates & Charges	\$4666
Montreal Theatre	Community Group	All Rates & Charges	\$4,814
Tumut Scouts	Community Group	Non rateable – all other charges	\$1,736
Tumut Art Society	Community Group	General Rates – 50% reduction in business rates	\$572
CWA Tumut	Community Group	Annual Sewerage Charges 75% - 20mm	\$442
SES Tumut	Community Group	All Rates & Charges	\$2,935
Men's Shed Tumut – Railway	Community Group	User agreement is silent on who pays rates and charges	\$4,242
Batlow Rescue Squad	Community Group	All Rates and Charges	\$2,227
Gilmore Hall & Fire Service (Gilmore Hall)	Community Group	All Rates & Charges	\$1,023

Orgainsation	Grouping	Details	\$ Value
Men's Shed Tumbarumba	Community Group	Rate Waiver (On lease), Water & Sewer	\$8,188
Khancoban Op Shop (KUVA)	Community Group	All Rates & Charges	\$1,950
Khancoban Country Club	Community Group	Difference between old rural and new business and farm rating category upon rates harmonisation	\$849
Adelonia Theatre	Community Group	Insurance	\$1,000
Jingellic Showground Toilets	Community Group	Electricity – 50%	\$1,500
Riding for Disabled	Community Group	Towards feed for the horses	\$500
Adelong Progress Association	Community Group	Donation	\$1,650
Arts Society Tumut Fiveways	Community Group	Art Prize Sponsorship	\$2,500
Tumut Museum	Museum	All Rates & Charges	\$2,386
Batlow Museum	Museum	All Rates & Charges	\$1,379
Batlow Museum	Museum	Insurance	\$1,000
Adelong Alive Museum	Museum	Insurance	\$1,000
Tumut Museum	Museum	Insurance	\$1,000
Tumut Pre-School	Pre-School	One garbage Charge and Waste Access (Rates are exempt)	\$658
Batlow Pre-School	Pre-School	One garbage Charge and Waste Access (Rates are exempt)	\$658
Adelong Pre-School	Pre-School	One garbage Charge and Waste Access (Rates are exempt)	\$658
St Vincent De Paul Tumut	Registered Charity	Annual Sewerage Charges 75%- 20mm	\$442
St Vincent De Paul	Registered Charity	Gate waste fee (12 loads)	\$840

Orgainsation	Grouping	Details	\$ Value
Brungle Memorial Hall & Fire Service (Brungle Hall())	RFS	All Rates & Charges	\$793
Rural Doctors Network Bush Bursary Placements	Rural Group	Former Tumbarumba initiative: SVC participated in 2021 without budget	\$3,000
School book awards	School	Annual donation to end year awards	\$1,320
Tumut Clay Target	Sporting	General Rates difference between business and farmland	\$440
Southwest Slopes Sporting Archers	Sporting	General Rates difference between business and farmland	\$696
Tumut Racecourse	Sporting	All Rates & Charges	\$1,767
Tumut Netball Association	Sporting	Annual Sewerage Charges 75% - 20mm	\$442
Tumut Turf Club	Sporting	Annual Sewerage Charges 100% - 50mm	\$3,691
Tumut Rugby League Football Club	Sporting	Annual Sewerage Charges 100% -25mm	\$922
Tumut Rugby League Football Club	Sporting	400 KL Domestic water allowance	\$1,051
Tumbarumba Racecourse	Sporting	Water metre size donation (difference 20mm to40mm)	\$802
Tumbarumba Golf Course	Sporting	Difference between old rural and new business rating upon rate harmonisation	\$1,628
Rosewood Golf Club	Sporting	Difference between old rural and new business rating upon rate harmonisation	\$874
Tumbarumba Tennis Club	Sporting	All Rates & Charges	\$1,904
<b>TOTAL</b>			<b>\$92,148.00</b>

## Community Grants

Community Strengthening Grants support the needs of the community by providing opportunities for community groups and organisations to identify and respond to local issues and needs. By providing resources, funding, and support in developing new, or building upon existing, projects and activities and to also create opportunities for enriched arts and cultural experience within the community. The Community Strengthening Grants Program support activities such as community development, arts, culture, events, sport and recreation and tourism.

The table below outlines the donations for 2023-2024:

Orgainsation	Project Title	\$ Value
Batlow Community and Cultural Association	Batlow Literary Institute Technology Upgrade and Family Film Night	\$4,453
Big Brothers Big Sister Australia	Big Brothers Big Sister Tumut	\$3,000
Bringle Memorial Hall Committee	Replacement of window in Memorial Hall	\$5,000
Brungle Tumut Local Aboriginal Land Council	Marang Dhangaang (Good Food)	\$5,500
Christas in Tumut Inc	Christmas In Tumut	\$4,000
Courabyra Public Hall	Adult Art Workshop	\$1,900
Falling Leaf Festival	Falling Leaf Festival Arts and Cultural Program	\$2,000
Gilmore Progress Association	Advanced First Aid Training	\$4,000
Khancoban Country Club	Children's Indoor Play Area	\$4,500
Lacmalac Soldiers Memories Hall	Fence and All Ability Access	\$2,170
St Jude's Anglican Church Tumbarumba	Harvest Haven Community Gardens Greenhouse	\$3,500
Tumut and District Historical Society Inc	Upgrade Museum Lighting	\$2,667
Tumut Art Society	Health Matters	\$3,018
Tumut Bridge Club	Building a bridge to the future	\$2,782
<b>TOTAL</b>		<b>\$48,490</b>

## Capital Sports Grants

Capital Sports and Recreation Grants provide funding to sporting organisations for infrastructure improvements to sports grounds and facilities.

Orgainsation	Project Title	\$ Value
Khancoban Tennis Club	Tennis Nets	\$1,280
Ngarigo Toomaroombah Kunama Namaggi	Walking Track Construction	\$5,000
South West Slopes Sporting Field Archers	Replace Targets	\$2,433
Tooma Cricket Club	Lawn Mower	\$8,000
Tumbarumba Equine Club	Plough for Sand Arena	\$3,050
Tumbarumba Sports Academy Inc	Breakout Room Games and Equipment	\$4,000
Tumbarumba Touch Football Association	Mixed Touch Football Summer Competition	\$1,500
Tumut Basketball Association	New Cabinets	\$4,700
<b>Total</b>		<b>\$29,963</b>



## Development Contribution & Development Levies

*Environment Planning & Assessment Regulation 2021 cl218A (1) (2) (a), (b), (c), (d), (e), (f), (g)*

Contributions for local infrastructure, also known as developer contributions, are levied on new development to fund infrastructure to support development, and to provide for a future population including open spaces, parks, community facilities, local roads, footpaths, and stormwater drainage.

Council has not expended any contribution paid towards any project(s) during 2023/24.

## Floodplain Management

Urban Floodplain Management	For the year ended 30 June 2024
The number of flood-liaible buildings in urban areas subject to a 1 in 100-year flood, <b>PRINCIPALLY MAINSTREAM</b> flooding	34
The number of flood-liaible buildings in urban areas subject to a 1 in 100-year flood, <b>PRINCIPALLY DRAINAGE</b> flooding	1
Total number of flood-liaible buildings	35
The kilometres (km) of levy banks maintained	0
Estimate expenditure of Urban Stormwater Drainage Schemes Council was involved in pumping of water out of low-lying areas or from within levy banks during the year	0

### DEFINITION OF TERMS

**“Mainstream Flooding”** refers to inundation of normally dry land occurring when water overflows the natural or artificial banks of a stream, river, estuary, lake or dam.

**“Buildings”** refers to structures of a substantial nature. Moveable dwellings, carports, pergolas, and sheds would generally be excluded.

**“Flood-Liaible Buildings”** are included if any part of the building, or the grounds on which it is located, is subject to inundation by a 1 in 100 years flood. Vacant blocks within flood-liaible areas are excluded.

**“Urban areas”** are built-up areas where the predominate frontage is residential or business (which may be used for commercial or industrial purposes).

## Planning Agreements

*Environmental Planning and Assessment Act 1979 s 93G (5)*

No Planning agreements were entered into during this reporting period.

## Environmental Agreements

*Local Government Act 1993 s54D and 56P (1)*

Council did not enter into any environmental upgrade agreements under section 54P (1) of the Act.

## Subsidised Private Works

*Local Government (General) Regulations 2021 cl 217 (1) (a4)*

*Local Government Act 1993 – Section 67,67 (2) (b)*

Council did not wholly or partially subsidise any private works.

## Private Swimming Pools Inspections

*Swimming Pools Act 1992 s22F (2)*

*Swimming Pools Regulation 2018 cl 23*

Number of inspections of private swimming pools:	2023-2024
Tourist and visitor accommodation	0
Premises with more than one dwelling	0
Result in the issuance of a certificate of compliance under s22D of the Swimming Pool Reg.	7
Result in the issuance of a certificate of non-compliance under s22D of the Swimming Pool Reg.	0

**\*\* Note Council is commencing its swimming pool inspection program in October 2024**

## Recovery And Threat Abatement

*Fisheries Management Act 1994 – S222ZT (2)*

Not Applicable

## Service To Carers

*Carers Recognition Act – s8 (2)*

Council is not considered to be a 'human service agency' under the *Carer's Recognition Act 2010*.

## Coastal Protection

*Local Government (General) Regulations Act 2021 cl 217(1) (e1)*

Not Applicable

## Stormwater Management Services

*Local Government (General) Regulation 2021 cl 217 (1) (e)*

A stormwater Management Service Charge (the levy) applies to the Tumbarumba Area only under *the Local Government Amendment (Stormwater) Act 2005*. The levy is to manage the quantity and/or quality of stormwater that flows off land and includes a service to manage the re-use of stormwater for any purpose.

Rain falling on hard surfaces such as roads and roofs runs off picking up chemicals, rubbish, and soil. Stormwater run-off not only pollutes our waterways and bays, but it also causes flooding on occasions. The complexities of these issues and the magnitude of works needed to resolve some of these challenges require large sums of capital investment.

Recognising the required scope of works and the capital investment needed, the NSW Government endorsed an arrangement for long-term stormwater management funding. This arrangement recognises that stormwater needs to be managed in an integrated manner, to deal with stormwater quality and flooding in a broader natural resources management context. The funding arrangement allows councils to apply a Stormwater Management Service Charge to urban residential and business properties.

The levy is charged at \$25.00 for residential and a maximum of \$75.00 for Commercial properties which generates an income of \$37,732

Project Description	Spent
Kent Street, Tumbarumba	\$36,648
<b>TOTAL</b>	<b>\$36,648</b>

## Legal Proceedings

*Local Government (General) Regulations 2021 cl217 (1) (a3)*

The table summarises the amount incurred by Council in relation to legal proceedings taken by or against Council (including amounts, costs and expenses paid or received by way of out-of-court-settlements) and a summary of the state of progress of each proceeding and if it has been finalised.

Total Legal Expenses	Cost
Amount expended undertaking litigation	\$113,510
Amount paid in settlement of cost claims	\$700
Town Planning	\$177,442
Finance	\$215
Governance	\$63,341
<b>TOTAL</b>	<b>\$355,210</b>

## State Of Progress

*Pursuant to cl 217 (1) (a3) Local Government Regulation 2021*

Applicant / Matter Type	Description of Matter	Status at 30 June 2024	Completed / Not Complete
<b>Respondents:</b> Inglis v. Buckley and SVC  <b>Matter Type:</b> Planning & Environment	Class 4 appeal – NSWLEC Judicial Review, Appeal relating to a council approved subdivision, land use conflict and imposing conditions of consent	Matter heard on 24 May 2024, waiting final decision to be handed down	Not Complete
<b>Respondents:</b> Inglis v. Buckley and SVC  <b>Matter Type:</b> Planning & Environment	Class 4 appeal – NSWLEC Judicial Review, Appeal relating to a council approved subdivision, land use conflict and imposing conditions of consent	Matter heard on 24 May 2024, waiting final decision to be handed down	Not Complete
<b>Respondents:</b> Inglis v. Buckley and SVC  <b>Matter Type:</b> Planning & Environment	Class 4 appeal – NSWLEC Judicial Review, Appeal relating to a council approved subdivision, land use conflict and imposing conditions of consent	Matter heard on 24 May 2024, waiting final decision to be handed down	Not Complete

## Companion Animal Management

*Local Government (General) Regulation cl 2017 (1) (f) Companion Animal Guidelines*

Council's statement on activities relating to enforcing and ensuring compliance with the *NSW Companion Animals Act 1998* and Regulation.

Lodgement of pound data returns with the Office of Local Government	Cats	Dogs	Total
In holding (Seized)	48	52	100
Returned to owner	6	20	26
Transferred to rescue facility	11	14	25
Euthanasia	31	18	49
Euthanasia percentage	64.5%	34.6%	-
Feral cats	11	n/a	11

Lodgement of data relating to dog attacks with the Office of Local Government			
Status	Incident entered	Attacking dogs	Victims (human & animal)
Commenced	0	0	0
Finalised	22	30	8
Under investigation	1	1	3
<b>Total</b>	<b>23</b>	<b>31</b>	<b>11</b>

Companion Animal Income		Companion Animal Expenditure	
Type	2023-2024	Type	2023-2024
Animal registration	\$11,095	Salaries	\$151,739
Fees	\$15,316	Pound supplies and vet expenses	\$3,414
Fees – dog impoundments	\$2,067	Legal expenses	\$0
Fines received	\$11,638	Communication	\$0
Other income	\$0	Internal charges & costs	\$102,298
Grants	\$0	Other expenses	\$17,301

## Dog Walking Area (Off Leash)

Council has two designated for off-leash areas across Snowy Valleys. These locations let dogs run, exercise, and socialise leash-free with other dogs and park visitors. The *NSW Companion Animals Act 1998* section 13 states a dog must be under the effective control of some competent person.

Our off-leash areas are located at the following parks:

- > Bila Park (Bottom of Wynyard Street), Tumut
- > Bicentennial Park (Winton Street), Tumbarumba



# Financial Management

# FINANCIAL OVERVIEW

During the 2023-24 financial year, the Council reported income from continuing operations of \$80.4 million. This income was predominantly generated from the Grants and Contributions provided for Operating and Capital purposes (39%) followed by rates and annual charges (28%) and user charges and fees (24%). The total revenue in 2023-24 financial year dropped by \$11.6 million (12.6%) compared to the 2022-23 financial year predominantly due to:

- Decline in private works revenue (\$3.2 million), primarily due to the completion of the Bobeyan Road project.
- Reduction in the funding allocations from the Transport for NSW (\$3 million).
- Disaster recovery funding (\$3.1 million) received in 2022-23 financial year was not repeated in 2023-24 financial year.

## Income Statement

During the 2023-24 financial year, the Council implemented the second phase of its Special Rate Variation (SRV) at 17.5%, bringing the cumulative increase to 35.95%. The Council plans to pursue an additional SRV in the near future and will continue to follow the actions outlined in its Road to Financial Sustainability Plan.

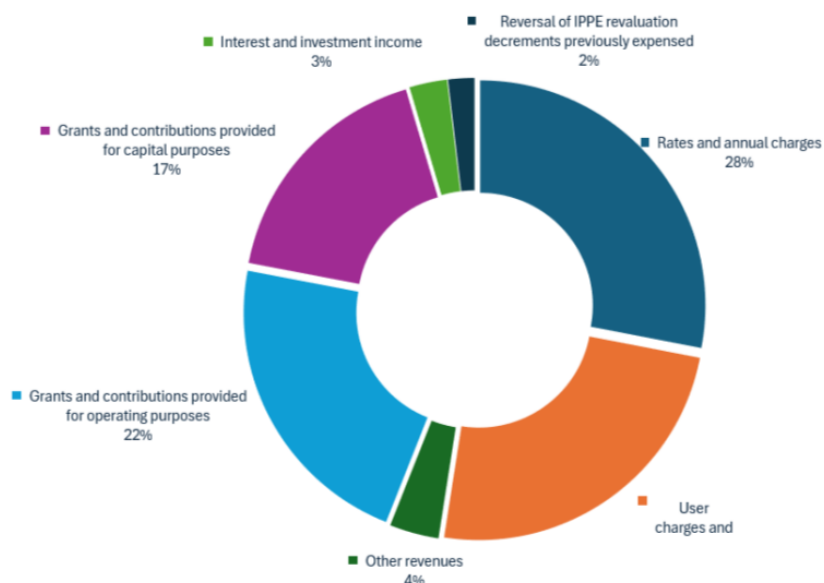
The Council spent \$65.3 million in delivering direct services to the community, providing internal support to operate the council, and maintaining and renewing existing infrastructure. Total expenses for the 2023-24 financial year decreased by \$11.9 million (15.48%) compared to 2022-23 financial year, largely in line with the reduction in related revenue noted above.

The net operating result for the 2023-24 financial year, excluding capital grants and contributions, improved modestly to \$1.1 million, compared to \$0.187 million in the 2022-23 financial year. This increase is primarily due to the Council's dedication to maintaining its operational budget and long-term financial strategy as part of its Long-Term Financial Plan.

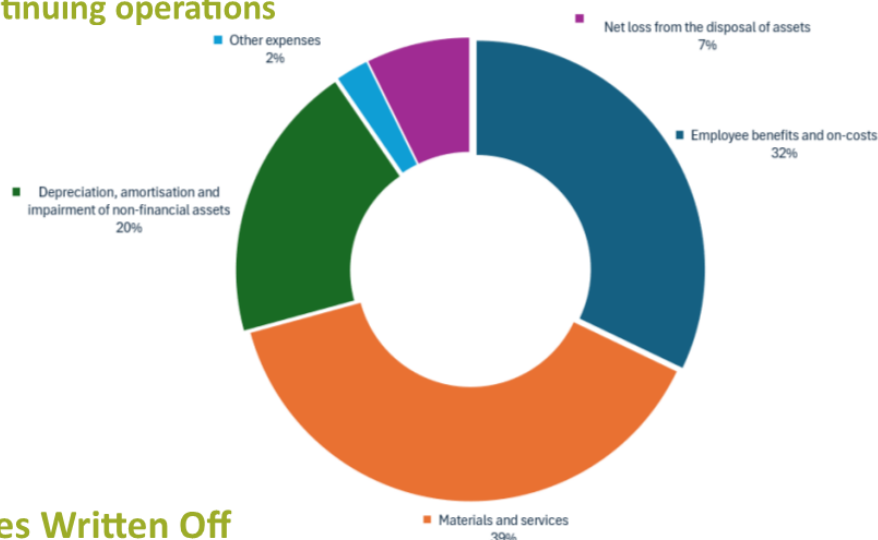
## Income Statement Over the Years

Financial Result (\$'000)	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	%Change
Revenue	\$62,715	\$62,715	\$73,553	\$92,086	<b>\$80,497</b>	<b>-13.43%</b>
Expenses	\$58,684	\$69,939	\$79,520	\$77,320	<b>\$65,351</b>	<b>-16.05%</b>
Comprehensive Income	\$64,626	\$10,992	\$53,377	\$61,822	<b>\$41,820</b>	<b>-38.59%</b>
Assets	\$49,812	\$45,582	\$48,496	\$54,074	<b>\$60,040</b>	<b>+10.45%</b>
Liabilities	\$19,396	\$18,921	\$26,861	\$23,433	<b>\$20,679</b>	<b>-12.48%</b>
Equity	\$664,115	\$681,867	\$735,244	\$797,066	<b>\$838,886</b>	<b>+5.11%</b>

## Income from continuing operations



## Expenses from continuing operations



## Rates And Charges Written Off

*Local Government (General) Regulation 2021 cl 132*

Rates & Charges Written Off	2023-2024
Postponed Rates and Charges <i>Local Government Act 1993 s595</i>	Nil
On authority of CEO (General Manager) <i>Local Government Act 1993 Cl131 (6)</i>	Nil
Rateable properties now exempt from Rates. <i>Local Government Act 1993 s555-558</i>	0
Pensioner Rate Reductions <i>Local Government Act 1993 s575 (2)</i>	\$283,865
Concealed Leak Applications <i>Local Government (General) Regulation 2021 cl 132</i>	\$11,293

## Financial Performance Indicators

Performance indicators are determined by the Office of Local Government (OLG) and are standard across all NSW Councils.

These key indicators are used to monitor Council's overall financial conditions. Council performance in 2023/24 against OLG benchmark and group average (for 2022/23) are detailed below:

	<b>1. Operating performance ratio</b> This ratio measures Council's achievements of containing operating expenditure within operating revenue. This ratio focuses on operating performance. Capital grants and contributions, fair value adjustment and reversal of revaluation sacraments are excluded.	Benchmark	>0%
		SVC Result	6.72%
	<b>2. Own Source Operating Revenue</b> This ratio measures fiscal flexibility and the degree of reliance on external funding sources such as operating grants and contributions. Council's financial flexibility improves the higher the level of its own revenue.	Benchmark	>60%
		SVC Result	59.83%
	<b>3. Unrestricted current ratio</b> The unrestricted current ratio measures Council's ability to meet its obligations (current liabilities) using current assets.	Benchmark	>1.5
		SVC Result	3.33
	<b>4. Debt service cover ratio</b> This ratio measures the ability of operating cash to service debt including interest, principal, and lease payments.	Benchmark	>2
		SVC Result	16.55
	<b>5. Rates and annual charges outstanding percentage</b> The 'rates and annual charges outstanding percentage assessed the impact of uncollected rates and annual charges on council's liquidity and the adequacy of debt recovery efforts.	Benchmark	<10.00%
		SVC Result	5.59%
	<b>6. Cash expense cover ratio</b> This liquidity ratio indicates the number of months Council can continue paying for its immediate expenses without additional cash inflow.	Benchmark	> 3 Mths
		SVC Result	11.94 Mths

## Special Rate Variation – Securing Our Future

From 1 July 2022 Council implemented a Special Rate Variation (SRV) for the Local Government Area. IPART Approved a permanent SRV of 35.95% (inclusive of the rate peg) was introduced over two years in 2022-2023 and 2023-2024.

The approved purpose of the SRV is to:

- > Maintained service levels as close as possible to current levels,
- > Fund ongoing maintenance,
- > Increase capacity to renew deteriorating assets.
- > Ensure and improve financial sustainability.
- > Reduce reliance on external grant funding for asset renewal.

SRV revenue for 2023-2024 was \$1,479,820

### Program expenditure funded by the additional income:

Service	Description	Net Cost of Service
Aerodrome	Maintenance and operation of Tumut Aerodrome and Tumbarumba Airstrip in accordance with CASA requirements, including management of infrastructure and lighting standards as well as safety inspections to ensure a safe, fit for purpose facility for emergency services, industry and community use.	-\$59,065
Building Maintenance	Provision of maintenance, cleaning and management of Council buildings, including offices, halls and community facilities.	-\$352,989
Cemetery Management	Maintenance and management of Adelong, Brungle, Khancoban, Rosewood, Tooma, Pioneer, Tumbarumba and Tumut Lawn cemeteries including management of plot and niche purchases, transfer of interment rights, approvals of monumental works, issuing approvals to work in Cemeteries.	\$96,874
Children's Services	Council operates four children's services (Carcoola Children Centre, Khancoban Preschool, Khancoban Toy Library and Puggles mobile children's van), which are funded through income streams from Federal and State Government and fees charged to families.	\$703,126
Communication, Engagement and Corporate Planning	External communication of Council's operational activities and strategies, internal communication, community engagement and consultation, corporate strategic planning.	-\$466,143
Community Development	Oversee the development and implementation of community development practices, events and programs that facilitate capacity in building in the community.	-\$837,204
Community Transport	Community Transport provision is operated from the Multi Service Outlet in Tumbarumba and Tumut District Community Transport is available for those in the Commonwealth Home Support Program target group for a variety of activities and day to day living.	\$159,102
Customer Service	Provision of front-line customer and associated administrative needs through Council's customer service desks and call centre.	-\$455,313

Service	Description	Net Cost of Service
Drainage and Stormwater Management	Maintenance of 52kms of urban stormwater drainage pipes and 3801 pipe culverts in rural areas.	-\$511,053
Economic Development	Support the economic and prosperity of the region through the delivery of initiatives that support the growth of new and existing businesses and industry and promote the region as a location to live, work, invest and play.	-\$591,822
Emergency Management	Provision of ongoing support and resources to emergency service organisations and the local emergency management committee in order to facilitate an effectively coordinated local emergency preparedness and response as required.	-\$263,026
Finance	Alignment of Council expenditure with strategic priorities and legislative reporting requirements including long term financial planning, accounts payable/receivable, rates and payroll.	-\$1,263,688
Footpaths, Carparks and Kerb & Gutter	Delivery of maintenance and renewal works across 73kms of footpaths and cycleways and 144kms of kerb and guttering, and the provision and maintenance of sufficient, accessible carparking.	-\$725,821
Fleet, Depot and Workshop	Oversee the purchase, utilisation, maintenance, repair and disposal of Council fleet and plant equipment. Ensure efficient use of space and resources through management of Council Depots and workshops.	\$-3,847,634
Governance and Risk	Oversee the development of risk management and governance processing and behaviours that ensure Council compliance with all relevant laws, codes, and directions while meeting community expectation of integrity, probity, accountability and transparency.	-\$820,456
Growth and Development	The provision of Development Control including town planning function, Building Certification process, Environment Health and Management, including food safety and on-site sewerage maintenance and Heritage Advisory and support services.	-\$112,562
Leadership	Lead the organisation of Council oversee the achievement of Council's strategic objectives, manage the performance of the organisation of Council and meet legislative requirements.	-\$1,458,971
Libraries	Provide contemporary library services to the community through libraries at Tumut, Tumbarumba, Adelong, Batlow, and facilitate the delivery of a Mobile Library Service across the region.	-\$1,014,332
Multi Service Outlet (MSO)	Operations of Tumbarumba Retirement Village and delivery of services (Meals on Wheels, Home Modification and Maintenance, Domestic Assistance, Respite and Social Support) to aged and disabled members of the community.	\$86,522
Parks and Open Spaces	Maintenance and management of approximately 168 parks and open spaces across the Snowy Valleys featuring playgrounds furniture, BBQs footpaths and bridge, carparks, gardens and significant trees. Management of 50,000 trees in urban areas on land owned and/or controlled by Council.	\$-1,658,533
People & Culture	Ensuring Council's workforce has the right skills and capabilities to deliver on community priorities through the provision of strategic planning, organisational development and human resource service to all areas of Council's operations.	-\$660,563

Service	Description	Net Cost of Service
Program & Grant Management	Management of Council's project delivery within the Project Management Framework. External grant funding opportunities are identified and assessed for projects strategically aligned with Council objectives.	\$34,535,509
Public Toilets	Maintenance and management of 26 Public toilet facilities	-\$522,841
Regulatory Services	Monitoring and enforcing of compliance requirements across public health, environment, town planning and animal management.	-\$171,535
Road and Bridges	Provision of safe and reliable transport network that facilitates movement around local government areas. Delivery of maintenance and renewal work across 700km of sealed roads. 475kms of unsealed roads and 160 bridges.	\$-4,263,929
Road Safety	Partnership with Transport for NSW to implement a road safety program for the Snowy Valleys Region which is based on a safe systems approach (safe people, safe vehicles, safe roads and roadside, safe speed).	-\$114,924
Sporting Grounds	Maintenance of 17 sporting facilities and associated infrastructure including 10 amenities buildings, 5 buildings and 60 other items including playing surfaces, skateparks, lighting, fencing, shelters across the Snowy Valleys.	-\$423,469
Swimming Pools	Operational of public swimming pools at Adelong, Batlow, Khancoban, Tumbarumba and Tumut.	-\$750,708
Technical Services	Provide strategic asset planning, engineering design and project delivery	-\$4,250,406
Technology	Provision of robust, reliable secure and available ICT environment through strategic IT and network management and organisational IT support. Efficiency and performance of staff its supported through ongoing management of corporate applications hardware and efficient enterprise systems.	-\$2,121,804
Tourism and Visitor Services	Provide quality visitor experience through the operation of Visitor Information Centres and Caravan Parks.	-\$290,922
Caravan Parks		\$485,628
Waste Management	Waste Management includes the operation of Waste Management Centres and transfer stations. Waste Management also includes the provision of kerbside waste service and commercial waste services. Waste Management are also responsible for implementing proactive waste management initiatives	\$1,545,887
Wastewater Operations	Maintain the efficient continuous conveyance, treatment and disposal of sewerage in the towns of Adelong, Batlow, Khancoban, Talbingo, Tumbarumba and Tumut and the village of Brungle	\$2,417,001
Water Supply	Supply of reticulated drinking water to township of Adelong, Batlow, Brungle, Talbingo, Tumut, Tumbarumba and Khancoban.	\$3,342,667
Workplace Health & Safety	The Safety and System function provides strategic and on ground service across all Council's operations focused on developing a positive safety culture within Council so as to deliver the best possible value to the community.	-\$1,275,451
Private / External Works	The successful delivery of commercial works to raise funds for Council without reducing services or risking its rate revenue. This includes delivering quality infrastructure service, maintenance and projects for open spaces, water supplies, wastewater services, roads and bridges.	\$1,724,423

**Council's actual revenue expenses and operating balance against the projected revenue, expenses and operating balance.**

<b>Income from continuing operations (Consolidated)</b>	<b>Projected 2023/24 \$ ('000)</b>	<b>Actual 2023/24 \$ ('000)</b>	<b>Difference %</b>
Rates and annual charges	22,403	22,572	+0.75
User charges and fees	15,600	19,657	+23.01%
Interest and investment income	1,292	2,181	+51.1%
Other revenues	1,482	1,681	+12.58%
Grants and contributions – Operating	11,356	17,715	+43.74%
Grants and contributions – Capital	36,690	14,011	-89.46%
Other Income	-	1,681	-
Reversal of IPPE revaluation decrements previously expenses	-	1,513	-
<b>TOTAL INCOME</b>	<b>88,823</b>	<b>80,497</b>	<b>-9.83%</b>

<b>Expenses from continuing operations (Consolidated)</b>	<b>Projected 2023/24 \$ ('000)</b>	<b>Actual 2023/24 Budget \$ ('000)</b>	<b>Difference %</b>
Employee benefits and oncosts	20,241	20,901	+3.20%
Borrowing costs	237	264	+10.77%
Materials and contracts	19,706	25,156	+24.29%
Depreciation, amortisations and impairment of non-financial assets	11,638	12,797	+9.48%
Other expenses	1,448	1,487	+2.65%
Net loss from the disposal of assets	-	4,746	-
<b>TOTAL EXPENSES</b>	<b>53,270</b>	<b>65,351</b>	<b>+20.36%</b>

<b>Net Operating Results</b>	<b>\$35,553</b>	<b>\$15,146</b>	<b>-80.50%</b>
<b>Net operating result before grants and contributions provided for capital purposes</b>	<b>-\$1,137</b>	<b>\$1,135</b>	<b>-99.82%</b>



**DRAFT ANNUAL REPORT**  
2023-2024

Endorsed by Council on :21 November 2024  
Resolution:  
ECM: 3331037