

# Our Place...Our Future

2017-2021 Delivery Program

2020/21 Operational Plan

Six Month Progress Report



January - June 2021

## Integrated Planning & Reporting Framework

The Integrated Planning and Reporting Framework is based on a perpetual planning cycle, which encourages an inclusive and transparent approach to the development of a sustainable local government area and responsible civic leadership.



The **Community Strategic Plan (CSP)** is a plan by the community, for the community. It identifies our values, strengths, challenges and opportunities for the future development and growth of the Lithgow LGA.

The **Resourcing Strategy** looks in detail at matters directly related to Council and is made up of three key documents:



The **Long-Term Financial Plan** focuses on ensuring that Council is financially sustainable and able to fund the long-term requirements of the community including major capital works programs, maintenance and renewal programs whilst living within its means and being Fit for the Future.



The **Asset Management Strategy** identifies agreed levels of services and maintenance/renewal requirements of Council assets.



The **Workforce Strategy** addresses the human element of Council's Resourcing Strategy. It looks at ensuring that staff have the necessary skills to implement the Delivery Program; promote staff retention and position Lithgow City Council as an Employer of Choice within the community.

The **Delivery Program** identifies the principle strategies to be undertaken to implement the outcomes identified in the Community Strategic Plan during the Council’s 4-year term of office.

The **Operational Plan** provides detailed actions and targets to measure the implementation of the Delivery Program. The Plan also includes Council’s Statement of Revenue Policy.

### Reporting – Annual, Quarterly, Six-Monthly and End of Term

Council reports its financial performance quarterly and provides a Six-Month progress report that identifies how Council has implemented key objectives set out in the Delivery Program and Operational Plan highlighting:

- Achievement against performance goals.
- Achievement against current programs and projects.
- Issues or challenges met during the reporting period.

In addition, at the end of each Council’s term of office an End of Term Report is completed for the four-year term. Each of these reports should answer the question – Did Council do what we said we would? If not, why not?

All of the above documents are reported to Council within legislative timeframes and are available on Council’s website [www.council.lithgow.com](http://www.council.lithgow.com) for viewing.



## Message from the General Manager



This Progress Report offers extensive insight to the many services provided by Lithgow Council. In my view, it is worthwhile reading the complete document. But a good snapshot of the achievements and the challenges can also be found at the beginning of each major section of the Report.

This Report deals with a time where business and life were unusual because of the influences of the covid pandemic.

The Council has been required to continue to deliver a broad range of services in a vastly different operating environment. This has included a dispersed and segregated workforce and remote communication with residents and customers. There are positive aspects from these experiences. I believe our workforce is more resilient and contemporary as a result.

There have also been new work roles, priorities and demands such as advocating for and delivering covid protective services to the community (vaccination and testing clinics, effective community information). It is apparent to me that these roles have reminded the community of the central place that a council can have in their lives.

While trying hard to maintain a continuity of good customer service across all of our activities I do acknowledge that there was some slight slippage.

I am disappointed that insufficient progress was able to be made with the engagement of other levels of government to work with the Council to shape the city's economy for the future. This remains a key priority going forward because the things that have defined the city or made it successful in the past cannot be assured to equip it for the future.

But, on balance, the Council should be very proud of their workforce and of the programs, projects and service that has been provided to the community during the period.

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# Vision & values

## Caring for our Community

We retain, respect and strengthen both our overall sense of community and the unique linked communities of groups, rural areas, villages and towns that make up the Lithgow LGA.

## Strengthening our Economy

Providing for sustainable and planned growth through the diversification of the economic base, the development of diverse job opportunities and the provision of a broad range of formal and non-formal educational services.

## Developing our Built Environment

Providing a choice of effective public and private transport options, suitable entertainment and recreational facilities and lifestyle choices while enhancing the existing rural areas, villages and towns that make up the Lithgow LGA.

## Enhancing our Natural Environment

Balancing, protecting and enhancing our diverse environmental elements, both natural and built, for the enjoyment and support of both current and future generations.

## Responsible Governance and Civic Leadership

Developing community confidence in the organisation by the way it is directed, controlled and managed.

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*A centre of regional excellence that:*

*Encourages community growth and development*

*Contributes to the efficient and effective management of the environment, community and economy for present and future generations.*

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Community Recovery  
Program

# Achievements – Jan to Jun 2021

## Recognition & Awards

- Lewis Bezzina, Lithgow City Council Transport Manager – Public Service Medal
- Captain Darcy McCann, Cullen Bullen RFS – NSW Government Community Service Award
- Clarence Dargan RFS Brigade – NSW Government Service to the Community Award
- Sharron Bowman – Live ‘n’ Local After the Fires – Outstanding Event of the Year
- Local RFS Members – Owen Sharwood, Adam Sharwood and David Peters – Mayors Special Recognition Awards (Australia Day).
- Chifley/Lithgow David Peters and Geoffrey Ryan were recognised among the Seven NSW Rural Fire Service members receiving Australian Fire Service Medals (AFSM) in the 2021 Queen’s Birthday Honours List.

## Bushfire Cleanup

- Council participated in EPA Bushfire Green Waste Program negotiating with assessors, local suppliers & groups on green waste recycling. 80 registrations over 12 localities.

## Grants Funding

- Several residents received funding under Equine Fire Relief Grants
- 15 applications received for Council-led community grants program. 10 projects were successful.
- Mingaan Wiradjuri Aboriginal council successful in \$300,000 through the NSW Government’s Bushfire Community Recovery & Resilience Fund (BCRRF) to promote community wellbeing and disaster resilience. Mingaan also received \$10,000 under the Council-led community grants program for bushfire recovery activities.
- Get Grubby Program (funded through BCRRF)
  - Centres program – 12 primary schools, 8 Early Learning Centres and Libraries participated
  - 50 Families participated in the families program.
- Lithgow City Council received \$300,000 through BCRRF to upgrade the Civic Ballroom for the Lithgow Emergency Access & Resilience Network project.

## Communication

- Monthly Community Recovery Newsletters
- Wolgan Valley Recovery Group transitioned to Wolgan Valley Association to act as a liaison on behalf of Wolgan Valley residents.
- Adjoining neighbours in Hartley formed a WhatsApp chat group to communicate and share information.



## Events

- Lithgow Council “Drop-in” Youth Space for young people 12-17 years weekly gathering.
- Community Recovery Officer (CRO) presented on the Lithgow Bushfire Recovery & Community day to the CRO Forum.
- Participated in Transport for NSW Bushfire Recovery program across NSW – planting 13,500 trees and supply & install 1,500 nest boxes and constructed hollows. 30 Residents and public land managers in Lithgow LGA registered to participate in the program.
- Supported recovery events in Clarence and Dargan
- Support provided to Lithgow Show
- 45 people participated in the Get Ready Seniors Event. Following on Council assisted with REDiKit resources and grab & go checklists for further presentations to be delivered by Lithgow Red Cross to Seniors
- 24 Council staff participated in the Crisis to Relief to Recovery Seminar and Pulse Survey

- Lithgow VIC, Miners Lamp on the Great Western Highway was lit in orange in support of WOW Day.
- Approx. 25 residents from Bell, Clarence, Dargan and Newnes Junction attended the Clarence Community Land Workshop.
- RAMHP Drs in Paddock was delivered at events in Meadow Flat & Glen Davis
- Lithgow Council convened a Community Resilience Network Meeting.
- Participated in the Greater Sydney Region Recovery Action Plan Workshop.

## Promotion of Lithgow LGA

- Resilience NSW filmed recovering business – Zig Zag Railway
- Part 2 of the video series ‘Open for Business’ filmed featuring Wolgan Valley, Nic & Susan Alexander from Dargan and footage within Lithgow surrounds.

# Challenges – Jan to Jun 2021

## Environmental

- Periodic heavy rainfall has caused further erosion and landslides where vegetation had been lost.
  - Remediation required for roads and driveway access.
- Extreme weather events caused significant damage to local infrastructure cutting off many residents access; roads, bridges, landslips and sewerage issues.
  - Major traffic impacts and calls to emergency services and towing companies was experience over the Easter long weekend due to deteriorated road conditions following extreme weather:
    - Map diversions and people using access tracks, forestry and private roads without knowledge or experience.
- Weeds are an ongoing issue with landscape recovery.
  - Sticky Nightshade was a priority for the Central Tablelands along highways, fire trails and where hazard reduction grading had been done.
  -
- Council received requests from:
  - Residents for slashing public and private lands to reduce bushfire risk
  - Residents regarding outstanding tree and clean-up issues
  - New buyers of impacted properties requesting assistance for clean-up and weed infestations

- Ongoing issues experienced with the EPA Bushfire Green Waste Program hindered clean-up works for rebuilding and recovery needs.

## Built recovery

- Issues were experience with insurance companies where subcontracting of wok to trades did not pass approval and sign off.
- Residents moving into partially complete rebuilds without occupational certifications due to insurance accommodation coverage expire.
- Enquiries from rural areas for support relating to access, transport and telecommunications.
- Illegal building activities – In May, Council was in the process of issuing a POEO notice and Notice of Intent to issue an order (First step to issuing an order) to a resident in Dargan following complaints of unauthorized building (s) and septic. The property was bushfire affected, however had no structures on the property prior to the fires.

## Economic recovery

- Job losses due to Covid have cause further financial hardship for residents.
- Property turnover increased (after a lull in sales over the Christmas 2020 period).

- Businesses have experienced difficulty attracting and leasing business premises.
- Easter weekend saw loss of business to tourism providers with full bookings due to extreme weather conditions and road access issues.
- Damage to natural amenity, disruptions to operations caused by access issues, smoke, ongoing perceptions and Covid have impacted tourism.

## Social

- Community groups applying Funding experienced difficulty in compiling applications
- Residents received scam calls from St Vincent de Paul offering Amazon Vouchers
- Groups interested in establishing Neighbourhood Safer Places experienced issues understanding and setting up to meet the NSP Criteria.
- Increased in mental health issues.
- Change to Step by Step case managers.
- Community Groups reported experiencing a decline in volunteer members.
- Older residents self-isolating (and not contactable by email) and not attending recovery events where they can connect with other residents, receive vouchers and key information.

- The Crisis to Relief to Recovery Seminar highlighted the level of complexity in Council's staff and the significance of crisis and change events.
- Council received requests from:
  - Residents of Dargan to have the postcode changed to Lithgow as it is currently included in the Katoomba postcode.
  - Residents of Dargan for development of a Council owned parcel of land for a community space.
  - Residents regarding tip fees charged by Council's contractor.

## Animal

- Assistance with fencing was an ongoing issue for smaller blocks wishing to secure animals.
- Reports on increased spider and rodent activity.
- April (Easter) increased veterinary callouts to livestock due to wet weather. Primary producers experienced stock loss and loss of fencing, flood gates and vegetation over fences due to the extreme weather event hindered recovery efforts.
- Report from Local Land Services of a pest Brumby population in Newnes and sensitivities in trying to protect natural habitats and environmental assets.



Mayor Ray Thompson visited the Lithgow Council's Wallerawang depot accompanied by the General Manager to address the workers involved in repairing the water mains on Pipers Flat Road on the 8th of June 2021.

The conditions in which the team including traffic control, plant operators, plumbers and supervisors worked through were amongst some of the worst that have been seen in 2021 with temperatures reaching low single digits and rain, sleet, and snow incoming. The team were working to repair a water main that had burst on Piper's Flat Road. The team worked into the night to complete the repair and return service to residents.



## Our performance

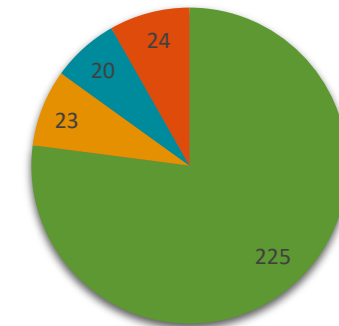
Lithgow City Council is pleased to present its July – December Progress Report. This report shares our progress over the past 6 months against the combined 2017-2021 Delivery Program and 2020/21 Operational Plan with our community. It provides a summary of the achievements we have made in working towards the Community Strategic Plan. This report summarises our activities under each of our key themes:

- Caring for our Community
- Strengthening our Economy
- Developing our Built Environment
- Enhancing our Natural Environment
- Responsible Governance and Civic Leadership.

### Capital & Operational Projects

At the end of the June 2021 six monthly reporting period, 77% of reportable projects (Capital and Operational) were completed, 23% were on schedule for completion, and 24% were experiencing other delays or not due to start and 20% were not due to start as they were deferred until the 2021/22 financial year. Although we do our best to anticipate what needs to be done each year, unexpected challenges and opportunities inevitably arise. In some cases, this affects our ability to undertake the work we had planned, however, in others, we can respond without affecting our agreed program of works.

The COVID-19 pandemic affected a number of Council's programs, causing events to be cancelled and/or targets to not be met during the reporting period.



■ Complete    ■ On schedule  
■ Not due to start    ■ Off schedule



Caring for our  
Community

# Achievements

221 Animals impounded 157 Returned to owners, rescued or sold.

Council Rangers and volunteer attended the YOUTH WEEK PET PARADE at the Showground to conduct free microchipping and educate the community on Responsible Pet Ownership

31% of the community are members of the Library

2,963 eBooks borrowed compared to June - December 2020  
3,147



# Challenges



Covid - 19 restrictions have continued to impact activities at the Libraries as the community responds to ongoing restrictions and social distancing requirements.

Reduced opening hours, community reluctance to COVID check-ins, reduced number of community events and activities and the impact of social distancing requirements has meant that less people are visiting the Libraries and utilizing the facilities. The changes to library operations and programing has also seen members seek out alternatives for entertainment, companionship and the facilities normally met by the Library; for instance members have developed new social groups to be a part of or no longer need to access Library computers and WIFI facilities.



# CC1: We feel connected and supported.

## CC1.1: Local indigenous and CALD communities are supported.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.1.1.1	Assistance provided to support the activities of local Aboriginal and Cultural & Linguistically Diverse organisations.	Assistance provided to MINGAAN Wiradjuri Aboriginal Corporation and other local Aboriginal and Torres Strait Islander groups as required.	100% complete		Assistance was provided to MINGAAN to access grant funding for the annual NAIDOC event. Consultation was undertaken with other indigenous groups and individuals as requested. Council commenced consultation with local indigenous groups to develop a consultation and engagement protocol.
CC1.1.1.2		Harmony Day held each year with participation of Council and other organisations.	100% complete		Harmony Day event was held on May 1st 2021, after inclement weather forced the cancellation of the planned March event. The event called "Rice's of the World" brought 200 people to Cook Street plaza to take part in a cooking contest and displays of some of the cultures that make up our diverse community. It was a day of celebration, food and music and building connection within our LGA.



Completed



On schedule








Off schedule







Not due to start



Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.1.1.3	Assistance provided to support the activities of local Aboriginal and Cultural and Linguistically Diverse organisations.	Attend Multicultural Gatherings and work with LINC and other multicultural groups as required.	100% complete		The Community Development Officer regularly attends Multicultural group activities and works with the LINC multicultural officer to develop activities and programs for the CALD community.
CC1.1.1.4		Consultation undertaken with ATSI community to develop a protocol regarding Welcome to Country and acknowledgement for Council events.	100% complete		Following consultation with the indigenous community, a Welcome to Country ceremony is included in Council events and an Acknowledgement of Country statement is made by the Mayor at the commencement of each Council meeting.
CC1.1.1.5		NAIDOC Day held each year with participation of Council and other organisations.	100% complete		2021 NAIDOC events were postponed due to Covid-19. A small flag raising event was held at Council to mark the event.
CC1.1.2	Actively seek membership of ATSI community members on all Council committees	Promoted via media and through liaising with community groups and individuals	Identified ATSI community members on a minimum of 2 council committees.		Council is proud to have representation of our First Nation's people on our Youth Council and the Community Development Officer continues to liaise with the Indigenous community to encourage participation on all Council committees.
CC1.1.3	Conduct and celebrate Naturalisation Ceremonies as required.	Naturalisation Ceremonies conducted	100% complete		There were no citizenship ceremonies conducted in this period.



## CC1.2: We are responsive to the needs of an ageing population.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.2.1.1	Celebrate the contribution to the community by our senior residents.	Grandparents Day activities coordinated.	100% complete		Grandparents Day was cancelled due to health restrictions around Covid-19.
CC1.2.1.2	Celebrate the contribution to the community by our senior residents.	Seniors Week activities coordinated.	100% complete		Seniors week activities were held in April 2021 with a series of 3 storytelling workshops held at the Library and an open mic event held at a local cafe.
CC1.2.2	Conduct the Mayors Appeal to provide residents in Local Nursing Homes with Christmas gifts.	Gifts sourced and distributed to residents at local Nursing Homes	100% complete		Christmas gifts were distributed to 170 residents of aged care facilities in the Lithgow LGA.
CC1.2.3	Attend and support the work of the Lithgow Dementia Alliance (LDA).	Meetings attended and collaboration with the LDA as required.	100% complete		The Community Development Officer attends Lithgow Dementia Alliance meetings as invited and continues to support the Alliance in accessing grants. The Alliance were successful in obtaining a grant to run the Creative Dementia workshops program. This highly successful program will continue with support from council's financial assistance program. The Community Development officer supports the fundraising efforts of the Lithgow Dementia Alliance by promoting and attending events.



Completed



On schedule





Off schedule



Not due to start

### CC1.3: We are a Family Friendly Community.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.3.1	Implement the Family Friendly Strategy.	Three actions from the Family Friendly Strategy implemented	100% complete		Council's draft Family Friendly Strategy will be updated in 2021/22 following release of the 2021 Census data and reported to Council for adoption.
CC1.3.2	Regular attendance by the Community Development Officer at meetings of the Lithgow Cares Partnership and participation in community events.	Meetings attended as required and support provided.	100% of meetings attended		The Community Development Officer attends meetings when possible and works with Lithgow Cares Partnership to present community events. Due to the restrictions in place, both community Fun days this year were cancelled, as were the usual fundraising events, however the committee continue to meet and planning is underway for the next year.



Completed



On schedule





Off schedule



Not due to start


CC1.4: Assistance is provided to community groups and organisations.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.4.1	Promote and administer the Financial Assistance Program to community organisations.	Financial Assistance to Portland Pool Administered.	100% complete		\$35,000 Financial Assistance was provided to assist with Portland Pool operations.
		Program advertised and submissions received in October and April each year.	100% complete		<p>Council allocated the following amounts of Financial Assistance in 2020/21:</p> <ul style="list-style-type: none"> <li>• \$5,000 for two (2) Tony Luchetti Showground/Civic Ballroom fee waivers of up to \$2,500 each.</li> <li>• \$2,000 for the waiver by the General Manager of Council facility fees up to \$500 each.</li> <li>• \$750 for school end of year academic prizes of \$50 per school.</li> <li>• \$2,500 for Sporting related Financial Assistance as recommended by the Sports Advisory Committee.</li> <li>• \$11,500 for the 2021 Lithgow Show</li> <li>• \$29,946 for Round 1 Non-Recurrent Financial Assistance to 13 projects.</li> </ul>








CC1.5: Celebrate and grow volunteering.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.5.1	Celebrate the contribution that volunteers make to our community.	National Volunteers Week held each year with participation of Council and other organisations to recognise volunteers in the Lithgow LGA.	100% complete		National Volunteers week was celebrated in May 2021 by hosting a morning tea at the Library where volunteers were acknowledged and commended.
CC1.5.2	Enhance volunteering opportunities in the community.	Promotion of volunteering and volunteering opportunities undertaken through: Noticeboards, Youth Council, Youth Networks, Media, Social Media, Website	100% complete		Volunteer opportunities are shared regularly through social media, notice boards and with Youth Council. A range of volunteer opportunities were presented to the Youth Council including event planning and organisation, promotion, design, community liaising and performance at Youth Week activities.



## CC1.6: Improved quality of life for our youth.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.6.1	Meetings of the Youth Council conducted in accordance with the Committee Terms of Reference.	Meetings conducted	8 meetings per annum		Monthly Youth Council meetings are held.
CC1.6.2.1	Support Youth Council to deliver youth activities.	Conduct Youth Week Events	1 event per annum		<p>Youth Council designed and implemented a range of activities for youth including:</p> <ul style="list-style-type: none"> <li>Youth Week event on April 17th</li> <li>School holiday programs in the April school holidays.</li> <li>Youth Council co-designed the Create Lithgow Project for which they sourced NSW Government funding through the Youth Opportunities Program.</li> </ul>
CC1.6.3.1	Support the Local Drug Action Team (LDAT) to deliver youth initiatives in line with the Planet Youth project.	Collaborate with LDAT to develop programs that support Planet Youth in the region	1 program per annum		The Community Development Officer facilitates the LDAT and engages with, organisations, schools, parents and young people to develop programs to support the work of Planet Youth. Some of those programs include school holiday activities, parent education and consultation and participation of LDAT at community events such as Lithglow.



Completed





On schedule



Off schedule



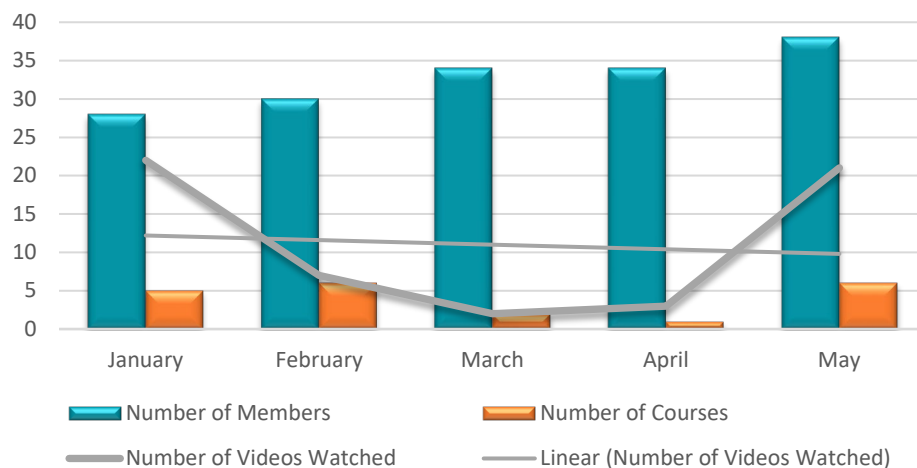
Not due to start

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.6.3.2	Support the Local Drug Action Team (LDAT) to deliver youth initiatives in line with the Planet Youth project.	Convene LDAT meetings	8 Meetings per annum		Monthly LDAT meetings are held throughout the year.
CC1.6.4	Implement priority actions from the Youth Strategy.	Priority actions from the Youth Strategy are implemented within available resources.	3 priority actions implemented		<p>Priority actions implemented from the Youth Strategy include:</p> <ul style="list-style-type: none"> <li>• Traineeship offered in Council's IT Department.</li> <li>• Community Development officer liaises with tertiary providers through interagency meetings to identify gaps in courses and to promote enrollments.</li> <li>• The Library continues to provide free internet access and access to online tutoring for students.</li> <li>• Youth activities developed through Youth council included "Beyond the Flames" music/wellness community collaboration with headspace and Wear it Purple Day in collaboration with Headspace and Rainbow Lithgow.</li> </ul>



Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.6.6	Provide Youth Scholarships to assist young people achieve their educational aspirations.	Promote and administer the Youth Scholarships program.	8 Scholarships offered per annum	●	The Community Development Officer is liaising with the community to determine the best way to move forward with the Youth Scholarship program.

### Lynda.com



### CC1.6.5 Lynda.com home tutor service:



- **Maintained and available on website.**
- **Promoted to high schools and local community**

Between January to May membership grew from 28-38 members using the service. However, council has now changed from Lynda.com to Linked-In Learning which utilises a different measurement for membership. During June, 6 “seats” were taken up by Library members. The service is promoted through media releases and our Facebook page to engage with young people and the wider community.






CC1.7: We support and promote gender equality and the empowerment of women and girls.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC1.7.1	Support the Women's Advisory Committee.	Women's Advisory Committee consulted on issues relating to the women in the Lithgow LGA.	Minimum of 6 meetings per annum		The women's advisory committee met bimonthly and worked to promote the advancement of women in the LGA. Projects undertaken by the WAC include: <ul style="list-style-type: none"> <li>• International Women's Day event held at the Foundations</li> <li>• Collaborated with the PCYC and LINC to run a weekly morning tea for women experiencing isolation in the community</li> </ul>
CC1.7.2	Celebrate International Women's Day each year.	International Women's Day celebrated and promoted in the community.	1 event per annum		The Community Development Officer collaborated with the Women's Advisory Committee and various other community organisations to present an International Women Days event to acknowledge some of the women working in male dominated industries in the LGA. The event was hosted by the Foundations at Portland and attended by over 100 women and community members.





## CC2: There are services and facilities that suit our needs.

### CC2.1: Increased awareness of local services and facilities.

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC2.1.1	Information placed on community noticeboards weekly.	Council noticeboards at the Administration Centre, Cook Street Plaza and all branch libraries updated and maintained.	100% complete		Community Information is placed on the Council and Library noticeboards and interagency email lists weekly.

### CC2.2: We provide a range of health services which meet the needs of the community.

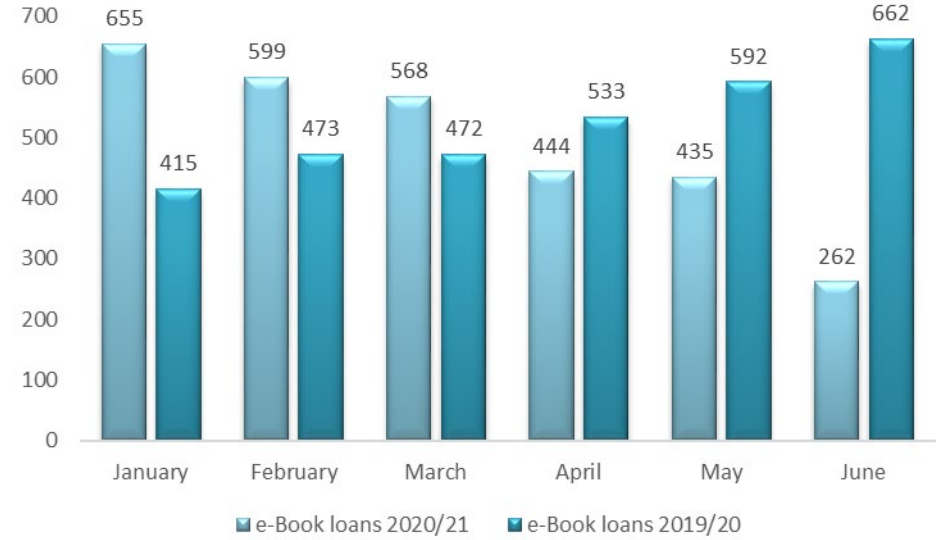
Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC2.1.2	Participate in the Community Services Inter-Agency.	Attendance at meetings and participation in events as required.	100% of meetings attended.		Community Development Officer attends Interagency meetings when possible and participates in community events as invited.
CC2.1.3	Facilitate the Mayors Mental Health Taskforce.	Meetings held bi-monthly	100% complete		The Mayors Mental Health Taskforce did not meet during the reporting period.



CC2.3: We provide learning opportunities which meet the needs of the community.



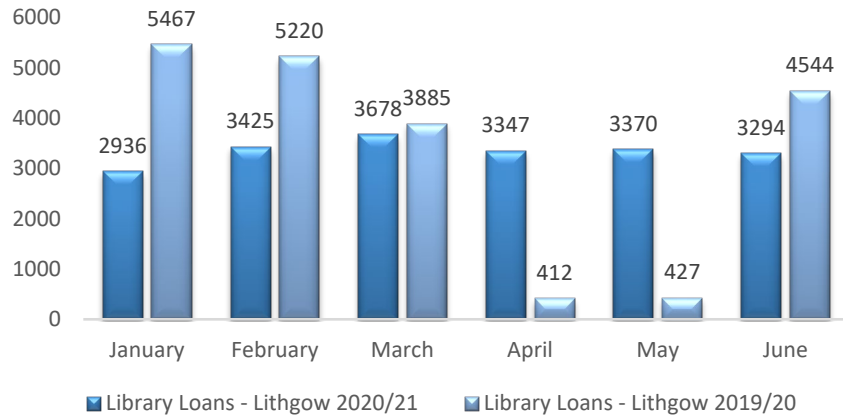
During the January – June reporting period the Library experienced a 20.7% increase in membership over the corresponding period in 2019/20 with 239 new members. (CC2.3.1.11)



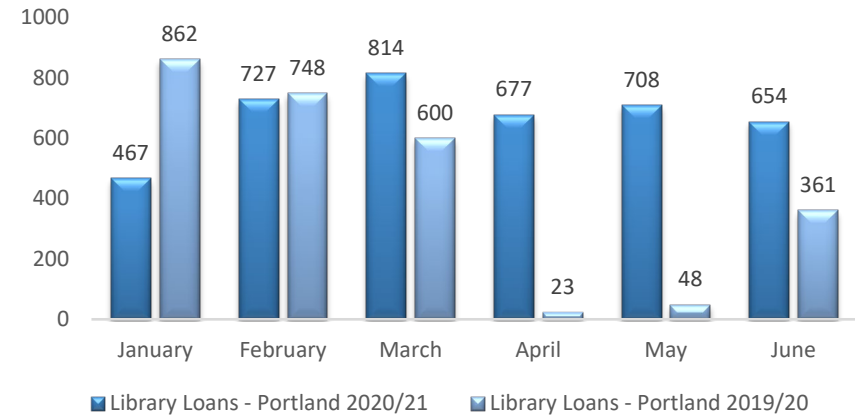
2,963 eBooks were loaned during the reporting period in comparison to 3,147 in the corresponding reporting period for 2019/20. (CC2.3.1.6)

167 eBooks were purchased during the reporting period. (CC2.3.1.3)

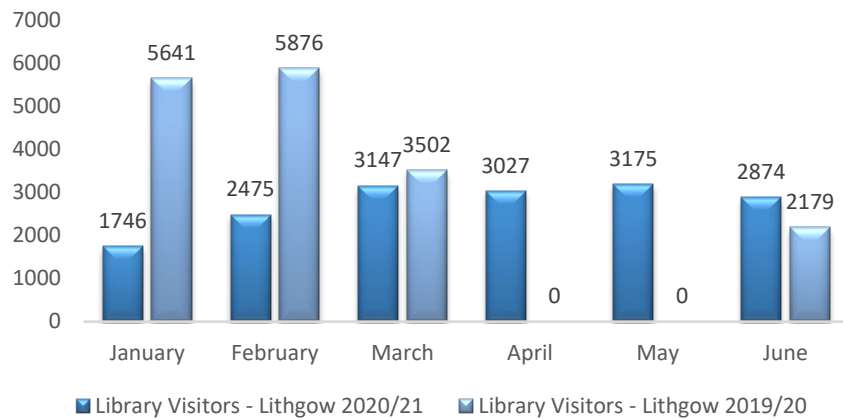
### Library Loans - Lithgow



### Library Loans - Portland



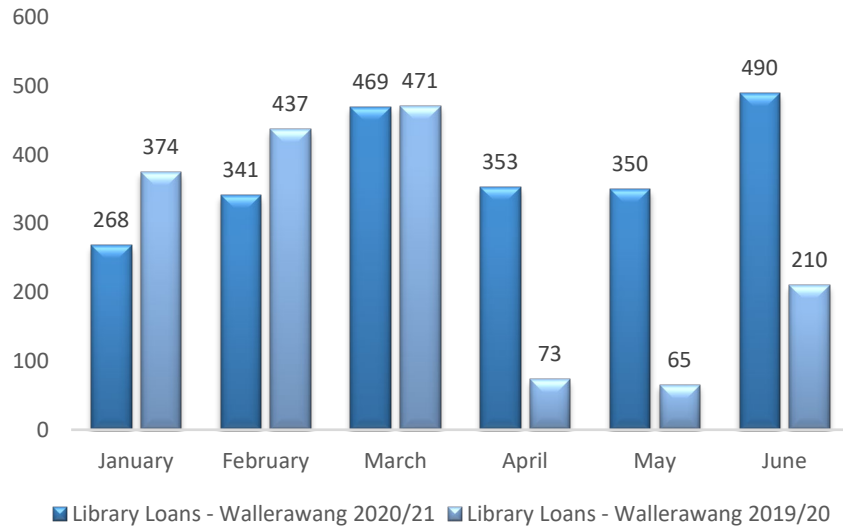
### Library Visitors - Lithgow



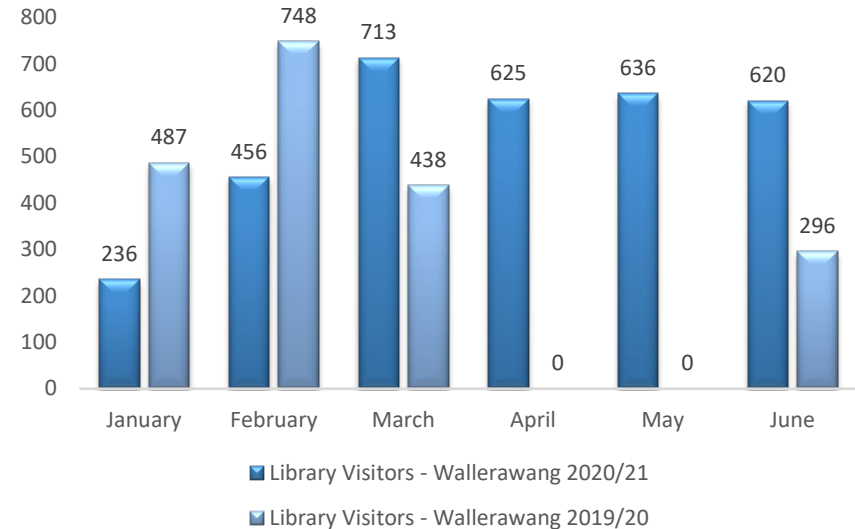
### Library Visitors - Portland



### Library Loans - Wallerawang




### Library Visitors - Wallerawang



Covid - 19 restrictions have greatly impacted on this deliverable, through reduced opening hours, community reluctance to Covid check-ins, and reduction in program numbers due to social distancing requirements. Additionally, in response, members have found alternatives to our programs and services, for instance members have developed new social groups to be a part of. (CC2.3.1.6 & CC2.3.1.7)





Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments												
CC2.3.1.1	Provide relevant and engaging Library services and resources that meet community need Community programs developed to promote the facilities and services offered by the Library.	Conduct exhibitions and displays	10 per annum		<p>There have been no public art exhibitions during the reporting period. However, the following displays were conducted:</p> <table border="1"> <tr> <td>Jan</td> <td>Australian Achievements, Australia Day &amp; Sizzling Summer Reads.</td> </tr> <tr> <td>Feb</td> <td>Library Lovers Day, Chinese Lunar New Year, Green Living and International Women's Day was promoted at Portland Library.</td> </tr> <tr> <td>Mar</td> <td>Easter, Get Grubby, Learn a Language, Science is amazing and book displays.</td> </tr> <tr> <td>Apr</td> <td>Display of Military Items including books, paintings and memorabilia to commemorate ANZAC Day.</td> </tr> <tr> <td>May</td> <td>Displays featuring an 'Out of this World' focus in conjunction with National Simultaneous Story time's "Out of Space" theme conducted by NASA.</td> </tr> <tr> <td>Jun</td> <td>Books by author Eric Carle</td> </tr> </table>	Jan	Australian Achievements, Australia Day & Sizzling Summer Reads.	Feb	Library Lovers Day, Chinese Lunar New Year, Green Living and International Women's Day was promoted at Portland Library.	Mar	Easter, Get Grubby, Learn a Language, Science is amazing and book displays.	Apr	Display of Military Items including books, paintings and memorabilia to commemorate ANZAC Day.	May	Displays featuring an 'Out of this World' focus in conjunction with National Simultaneous Story time's "Out of Space" theme conducted by NASA.	Jun	Books by author Eric Carle
Jan	Australian Achievements, Australia Day & Sizzling Summer Reads.																
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May	Displays featuring an 'Out of this World' focus in conjunction with National Simultaneous Story time's "Out of Space" theme conducted by NASA.																
Jun	Books by author Eric Carle																



Completed





On schedule



Off schedule



Not due to start

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments																												
CC2.3.1.2	Provide relevant and engaging Library services and resources that meet community need.	Number of bookings of the Library Computers and WIFI	5% increase per annum		<table border="1"> <thead> <tr> <th>Booking</th> <th>Jan-Jun 2019/20</th> <th>Jan - Jun 2020/21</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Lithgow Computers</td> <td>2434</td> <td>4098</td> <td>68</td> </tr> <tr> <td>Portland Computers</td> <td>450</td> <td>601</td> <td>33</td> </tr> <tr> <td>Wallerawang Computers</td> <td>435</td> <td>609</td> <td>40</td> </tr> <tr> <td>Lithgow WIFI</td> <td>68</td> <td>435</td> <td>539</td> </tr> <tr> <td>Portland WIFI</td> <td>77</td> <td>236</td> <td>227</td> </tr> <tr> <td>Wallerawang WIFI</td> <td>14</td> <td>18</td> <td>12</td> </tr> </tbody> </table>	Booking	Jan-Jun 2019/20	Jan - Jun 2020/21	%	Lithgow Computers	2434	4098	68	Portland Computers	450	601	33	Wallerawang Computers	435	609	40	Lithgow WIFI	68	435	539	Portland WIFI	77	236	227	Wallerawang WIFI	14	18	12
Booking		Jan-Jun 2019/20	Jan - Jun 2020/21	%																													
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Portland WIFI	77	236	227																														
Wallerawang WIFI	14	18	12																														
CC2.3.1.3	Enhanced adult, children, DVD, talking book, large print, language and teenage sections of the Library collection.	Allocated budget 100% expended.		The library purchases a wide range of resources to meet ever changing community needs. Additionally, the library has continued a de-selection program to ensure the collection is kept relevant and aesthetically pleasing to the community.																													



Completed









On schedule



Off schedule



Not due to start

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC2.3.1.4	Provide relevant and engaging Library services and resources that meet community need.	Community and education information service provided through events, displays, and noticeboards and pamphlet holders.	100% updated		Information is regularly made available to the community through our noticeboards, events, displays and other media.
CC2.3.1.5		Number of Inter-Library loans	% of active membership		Inter-library loans are sourced for library members when the item is not held within the Lithgow Library branch network, or it is not feasible for the library to purchase the item. Within our active membership 0.19% or 13 members have utilised this service within the reporting period.
CC2.3.1.6		Number of e-resource loans	5% increase per annum		See page 12.
CC2.3.1.7		Number of Library Loans	5% Increase per annum		See pages 13-14.
CC2.3.1.8		Number of Reciprocal Borrowers	% of active membership		The Library has 284 reciprocal members which is 4.28% of the current active membership.
CC2.3.1.9		Damaged, irrelevant and dated material removed from the collection to provide a current and relevant collection within the Public Library Standards Guidelines.	50% of library resources less than 5 years old.		The library team has worked strategically and in partnership with the James Bennett Sustainability Program to create a relevant, current and fresh collection across our library service, 50.93% of the collection is less than 5 years old.



Completed









On schedule



Off schedule



Not due to start

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC2.3.1.10	Provide relevant and engaging Library services and resources that meet community need	Number of visitors to the Library	5% increase per annum		See pages 13-14.
CC2.3.1.11		Number of active members as percentage of population	50% of population		The Library currently has 6,626 active members which is approximately 31% of the population.
CC2.3.1.12	Provide relevant and engaging Library services and resources that meet community need. Community programs developed to promote the facilities and services offered by the Library.	School holiday program held at term end	2 days per week		The Library continued to provide school holiday programs during the year however attendance numbers were down on previous years due to the ongoing impacts of the 2020 Covid lockdown restrictions.
CC2.3.1.13		Community events and programs held regularly	Number of events and programs held		Despite the challenges of COVID - 19, the Library held a successful hybrid - online author talk in conjunction with the BAD Sydney Writers Festival.
CC2.3.1.14	Provide relevant and engaging Library services and resources that meet community need. Share library resources with other communities.	Inter Library Loans process	100% processed		Lithgow Library processed 125 inter-library loan requests during the year to meet our community needs.
CC2.3.1.15	Provide relevant and engaging Library services and resources that meeting community need.	Children's early literacy sessions held twice weekly during school term.	20 per term		Since Face to Face story time recommenced the Library in July 2020, the Library has been working to re-build its following.



Completed










On schedule



Off schedule



Not due to start

Operational Plan Action Code	Action	Deliverable	Target	Traffic Lights	Comments
CC2.3.2	Enhance the physical space of the Library to meet changing need.	Replace furnishings, fittings and shelving at all branch libraries as required.	100% complete		Materials have been purchased to enable the library to continue to operate in response to Covid-19 restrictions including customer barriers, sandwich board promotional signage, and other communication tools.
CC2.3.3	Maintain membership of the Australian Learning Community Network.	Membership paid	100% complete		Lithgow Library Learning Centre's membership of Australian Learning Community Network is current.
CC2.3.4.1	Develop the Local History Collection	Donated items catalogued and stored	100% processed		There have been 118 items donated and catalogued within this collection.
CC2.3.4.2		Digitised photographs incorporated into the Library collections	100% processed		The collection has received 1,263 digital photos over the reporting period.
CC2.3.4.3		Number of enquiries processed.	2% increase		Our Local History collection draws people from all over the country to undertake research into Lithgow's social and industrial history.
CC2.3.4.4		Births, Deaths and Marriages from the Lithgow Mercury are indexed.	100% complete		Indexing Births, Deaths and Marriages from the Lithgow Mercury is undertaken weekly.
CC2.3.10	Provide outreach programs for housebound and isolated residents within the LGA.	Home Library Service provided to residents in Wallerawang, Portland and Lithgow	Total number of participants		The Home Library Service Program selects & delivers resources to 57 isolated residents. Updates on available resources, training support and other community information events.



Completed



On schedule



Off schedule



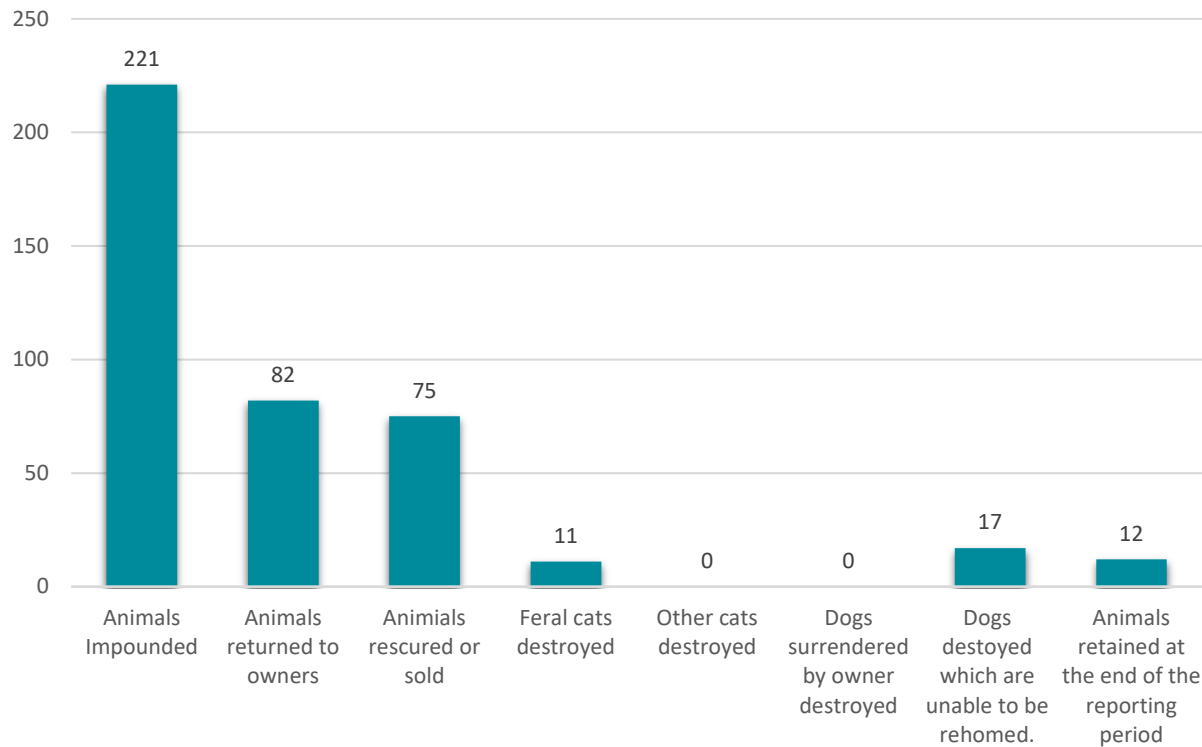
Not due to start



# CC3: We feel safe

## CC3.1: Community safety and compliance is monitored.

### Lithgow Animal Shelter - Animal Impoundment



#### CC3.1.1.1 Responsible care of animal welfare and maintenance of the Lithgow Animal Shelter

During the reporting period, a total of 221 animals arrived at the Lithgow Animal Shelter.

Each month any animals retained are carried forward into the next month's figures.

At the end of June 2021 there were 12 animals retained at the Animal Shelter.

Council endeavours to return or rehome all animals via posts on the Lithgow Animal Shelter Facebook page [@LithgowAnimalShelter](https://www.facebook.com/LithgowAnimalShelter) and/or through liaison with rescue organisations.

4



Completed





On schedule



Off schedule



Not due to start

Operational Plan Action Code	Action	Deliverable	Target	Progress	Traffic Lights	Comments
CC3.1.1.1	Responsible care of animal welfare and maintenance of the Lithgow Animal Shelter.	Companion Animals ownership education activities implemented	100% complete	100%		<p>Rangers ensure all animals are microchipped and registered prior to departing the Lithgow Animal Shelter, in compliance with the Companion Animals Act 1998, and the regulation of 2018.</p> <p>Both of Council Rangers and the LAS Volunteer attended the youth week Pet parade held at the Lithgow showground on Saturday 17th April 2021. The Rangers discussed issues around pet ownership, and conducted a free microchipping event to the community.</p> <p>Rangers conducted regular patrols of sporting fields and recreational facilities including Lake Wallace. They provide education to the community regarding dogs off leash on sporting fields which is prohibited and ensure that owners are aware they MUST collect their animals' droppings.</p>
CC3.1.1.2		Lithgow Animal Shelter Improvements Program implemented	100% complete	100%		All upgrade works are now completed. Electrical upgrade done, sewer pit baskets installed, dog run fencing completed.



Completed



On schedule







Off schedule








Not due to start




CC3.2: Crime prevention and safety strategies are actively promoted.

Operational Plan Action Code	Action	Deliverable	Target	Progress	Traffic Lights	Comments
CC3.2.1.3	Remove graffiti from public places and liaise with Police.	All graffiti removed	5 working days	100%		All reports of graffiti have been removed from public places within 5 working days.
CC3.2.2.1	CCTV System managed to ensure monitoring of the CBD.	Requests from Police for CCTV footage processed	100% processed	100%		All requests from Police were responded to within 24 hours
CC3.2.2.2		CCTV System services maintained	100% maintained	100%		CCTV network maintained throughout the year. <ul style="list-style-type: none"> <li>• Major upgrade to cameras in Queen Elizabeth Park was undertaken.</li> <li>• New cameras were installed on Mort Street.</li> </ul>
CC3.2.3	Impound abandoned articles from public places in accordance with the Impounding Act.	Number of abandoned cars and / or articles impounded	100% processed	100%		Council Rangers attend abandoned articles on a Customer Request Basis. During the reporting period 25 articles were impounded.



Operational Plan Action Code	Action	Deliverable	Target	Progress	Traffic Lights	Comments
CC3.2.4.1	Crime Prevention actions identified and implemented.	meetings of the Crime Prevention Committee conducted in accordance with the Terms of Reference	100% of meetings attended	100%		The Committee met a number of times during the year to consider crime data and propose crime prevention initiatives.  One initiative was the promotion of community awareness around motor vehicle theft and theft from motor vehicle offences.
CC3.2.4.2		Priority crime prevention actions implemented in accordance with available funding	100% complete	100%		
CC3.2.5.1	Continue participation on Lithgow Cares and support initiatives that target domestic violence.	Support provided to conduct White Ribbon Day	100% complete	0%		This event was not held due to Covid restrictions.
CC3.2.5.2		Support provided to conduct Trivia Night	100% complete	0%		This event was not held due to Covid restrictions.
CC3.2.5.3		Support provided to conduct Domestic Violence Awareness Programs	100% complete	100%		Community Development Officer continues to work with Lithgow Cares Committee to promote domestic violence awareness programs.



Operational Plan Action Code	Action	Deliverable	Target	Progress	Traffic Lights	Comments
CC3.2.6	Participate in emergency services committees including the Bush Fire Advisory Committee and Local Emergency Management Committee in accordance with their Terms of Reference.	Meetings attended	100% attendance	100%		The Director of Infrastructure & the Assets & Infrastructure Planning Manager attend the Local Emergency Management Committee meeting every 3rd Month in accordance with the Committees Terms of Reference.  The Director of Infrastructure Services also attends the Bushfire Management Committee every second month in accordance with the committees terms of reference.
CC3.2.7	Ensure available parking for residents and visitors.	Parking patrols undertaken in Lithgow CBD and School Zones	100% complete	100%		During the reporting period Council Rangers undertook: <ul style="list-style-type: none"> <li>• 73 CBD parking patrols</li> <li>• 15 School Zone patrols</li> </ul>
CC3.2.8	Enforce Legislative requirements.	Traffic Authority Local Committee meetings conducted in accordance with the terms of reference as required.	100% complete	100%		Due to the COVID19 Pandemic and the restrictions in place many meetings were cancelled. A total of 6 TALC Committee meetings were held where relevant items have been determined with minor items circulated outside these meetings, where required.







Strengthening our  
economy

# Achievements

**\$11k** Grant funding secured over 2 years to establish a Heritage Grants program

**10** Residents received advice from the Heritage Advisor

**824** People visited Eskbank House Museum

**10** Film inquiries processed

**17,285**  
VISITORS TO THE VISITOR INFORMATION CENTRE

**14,947**  
NSW  
**2,338**  
OTHER STATES

**\$20,124**

Souvenir sales at Visitors Centre

**142**  
TOURISM OPERATOR MEMBERS

**60** Responses to the annual Visitor's Centre Visitor Satisfaction Survey undertaken in April - June

“Very helpful and a great place. We are going home to hook up the van and come back.”

“I love stopping here on my way home, I am always met with a friendly face.”

**54**  
Very Satisfied

**5**  
Satisfied

**1**  
Neutral

“Amazing service, polite and friendly- had all the maps I was looking for.”

“Friendly staff and knowledgeable.”

# Challenges

COVID-19 restrictions have continued to impact the community with visitation to the area reduced due to border closures and lockdowns.



Completed



On schedule




Off schedule



Not due to start

# SE1: We attract new business and investment.

SE1.1: Our area is an attractive place to invest and visit.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE1.1.1.1	Take a lead role in business and investment attraction.	Business/investment enquiries responded to	100% enquiries assisted	100%		2 business investment approaches were responded to in the April-June quarter.
SE1.1.1.2		"Invest Lithgow" website updated and kept current	100% complete	100%		Invest Lithgow website is monitored monthly and kept current with media release updates and imagery.
SE1.1.1.3		Economic and tourism forums attended to profile Lithgow and advocate for development and business opportunities within the LGA	4 forums attended	100%		3 Regional Central West Economic Development Practitioners' Meetings were attended during the reporting period; 1 face to face and 2 video meetings.



Completed



On schedule




Off schedule



Not due to start

SE1.2: Facilitate and provide infrastructure and land to support residential, rural and economic growth.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE1.2.2	<p>Process and issue building and planning certificates in accordance with regulatory requirements:</p> <ul style="list-style-type: none"> <li>• Section 10.7 Certificates</li> <li>• Building Certificates</li> <li>• Subdivision Certificates</li> </ul>	Certificates Processed	90% within 7 working days	100%		<p><b>10.7 Certificates</b> – Total 455 processed = Average days to process – 7 days – Target Achieved</p> <p><b>Building Certificates</b> – Total 2 processed – These are on-going and timeframes vary due to regularizing of work and inspections required.</p> <p><b>Subdivision Certificates</b> – Total 7 processed - (Subdivision Certifications cannot be issued until Conditions of Consent are met which is outside Council's control).</p>



Completed



On schedule




Off schedule



Not due to start

## SE2: We encourage economic growth and diversity.

SE2.1: Promote, develop and utilise the creative talents of the Lithgow LGA.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.1.1	Participate in local and regional cultural networking groups. <ul style="list-style-type: none"> <li>Lithgow Museums Network</li> <li>Arts OutWest</li> <li>Blue Mountains Association of Cultural Heritage Organisations</li> <li>Other Networking Groups as required.</li> </ul>	Participation as required	100%	100%		The Cultural Development Officer: <ul style="list-style-type: none"> <li>Liaised with local cultural groups, providing support to museums and collecting organisations through the Museums Advisor Program.</li> <li>Undertook duties as a Committee Member for the Blue Mountains Association of Cultural Heritage Organisations.</li> <li>Participated in state-wide Museums working group meetings.</li> </ul>



Completed



On schedule




Off schedule



Not due to start



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.1.2	Support the local creative sector: <ul style="list-style-type: none"> <li>The local creative sector is promoted, and development opportunities delivered.</li> <li>The Lithgow Creative's website is updated, improved and promoted.</li> </ul>	Local creative sector promoted and supported	100%	100%		The local creative sector has been supported through several key initiatives: <ul style="list-style-type: none"> <li>The Main Street banner program promotes local galleries and public art, as well as providing opportunities to commission local artists to produce content - a local photographer was engaged and two artists were commissioned to design the Christmas and NAIDOC banners.</li> <li>The Pioneer Square project, supported through the Streets as Shared Spaces Program, enabled a number of local creatives to be commissioned.</li> <li>A major infrastructure project was completed this year at the Union Theatre providing a fit-for-purpose cultural venue that offers the local creative sector an affordable space for performance, talks and events, (theatre), exhibitions and workshops (gallery), as well as a development space for new creative work.</li> <li>The Lithgow Creatives website has been updated as required. The site requires review and development in order to better meet the objective to promote the sector.</li> </ul>



Completed



On schedule



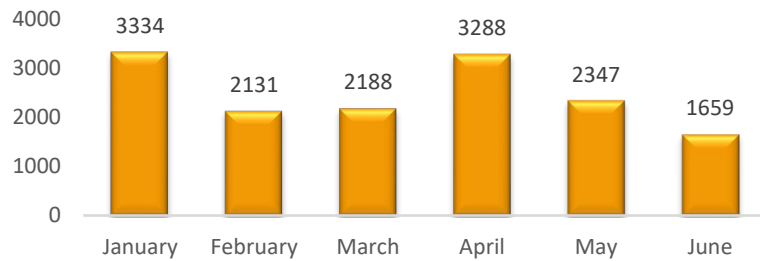
Off schedule



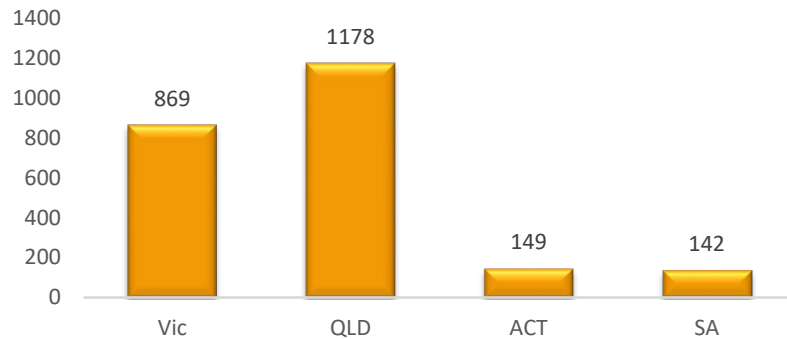
Not due to start

SE2.2: A strong tourism industry that maximises benefits from visitors to the Lithgow LGA.

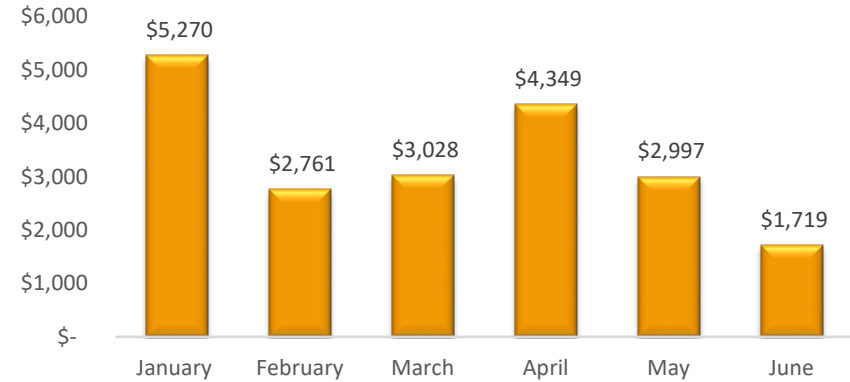
**Total Visitors to Visitor Information Centre NSW**



**Total Visitors to Visitor Information Centre Other States**



**Total Souvenir Sales**



Covid 19 restrictions continue to impact visitor numbers at the Visitor Information Centre.

NOTE: This is the first year that visitation statistics have been segmented to identify state of origin or international visitors.

10 Film enquiries were processed.



Completed








On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.2.1.1	Manage the Visitor Information Centre and use online tools to enable in-location visitor dispersal and spend.	Customer satisfaction measured by social media reviews	100% complete	100%		6,940 people like page. 7,357 people following.
SE2.2.1.2	Manage the Visitor Information Centre using online tools to enable in-location visitor dispersal and spend.	Visitor satisfaction measure by survey responses	100% complete	100%		Annual survey undertaken during the April-June quarter.  There were 60 responses. 54 were very satisfied, 5 were satisfied and 1 was neutral. There were a number of positive comments such as:  "Very helpful and a great place We are going home to hook up the van and come back".  "I love stopping here on my way home , I am always met with a friendly face"  "Amazing service, polite and friendly- had all the maps I was looking for"  " Friendly staff and knowledgeable"
SE2.2.1.3		Customer satisfaction measured by Google Reviews	100% complete	100%		7 new Google reviews in the Jan-March quarter. 6 5 star and 1 one star.
SE2.2.2	Implement tourism digital/social media promotional plan.	Growth in digital engagement statistics	5% increase	100%		Facebook followers increase from 6,922 to 7,357 - + 6.9% quarter on quarter.
SE2.2.3.2	Deliver Halloween	Event researched, sponsorship secured,	100% complete	100%		2020 saw a hybrid digital Lithgow Halloween with two elements; Best Dressed and a Smartphone Film Competition. The response



Completed






On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
		delivered, debriefed and reported.				was excellent with 426 film entries and over 90 costume entries.
SE2.2.3.2	Deliver LithGlow	Research, secure sponsorship, debrief and report to Council	100% complete	100%		Lithglow was held on 8 May with tickets sold out for this event.
SE2.2.4.1	Provide professional support and advice to notable LGA festivals and events	Deliver Christmas in the Plaza and install Christmas decorations.	100% complete	100%		Installation completed and provided funds for Wallerawang and Portland for Christmas decorations.
SE2.2.4.2		Support provided to local tourism events.	100% of enquiries assisted	100%		<p>Support and advice regarding events with COVID restrictions and/or promoted through tourism channels was provided to 9 events including:</p> <ul style="list-style-type: none"> <li>• Australia Day Activities</li> <li>• Glow Worm Tunnel Trail running weekend</li> <li>• The Pioneer Park Launch</li> <li>• Lithgow Show</li> <li>• Portland Foundations Easter weekend</li> <li>• Portland Foundations Small Hall Festival</li> <li>• Daffodils at Rydal</li> </ul> <p>Met with the organisers of a Recreational Bike Ride event. The proposal is for a 1,000km bike ride a 1,000km ride and 500km ride</p>



Completed







On schedule





Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						starting in Katoomba and traveling through the Lithgow LGA.
SE2.2.4.3		Marketing and promotional support of local events via online platforms.	100% complete	100%		Provided advise during COVID restrictions
SE2.2.4.4		Deliver temporary programs and events within the Cultural Precinct including Blast Furnace Park.	2 per annum	100%		LithGlow 2021 event was held at Blast Furnace in May 2021.  Following completion of the Union Theatre upgrade, two performances have been held at the Union Theater.  A family Easter event and open-air cinema was held at Pioneer Park on 27 March 2021 to mark the completion of upgrade works in the park. The event was supported by the NSW Government through the Streets as Shared Spaces program.
SE2.2.5.1	Support Australia Day festivities in the Lithgow local government area.	Australia Day events promoted to the community	100% complete	100%		Pre-planning and marketing activity formulated leading in to Australia Day in January 2021.
SE2.2.5.2		Official Ceremony coordinated and promoted to official guests and the community.	100% complete	100%		The official Australia Day ceremony 2021 was held in Queen Elizabeth Park with Ambassador Peter McLean. Additional resources to deliver a COVID Safe event was supported through Australia Day Council funding. The event was well attended with



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						catering by Hometown Cafe and Lithgow Lions Club. Entertainment was provided by the Lithgow City Band and Lithgow Highland Pipe Band. The Cultural Development Officer also provided support for COVID Safe planning and measures at Wallerawang's Australia Day event.
SE2.2.6	Research, identify and secure larger-scale events that deliver profile, visitation and economic benefit.	Event opportunities researched, approached and secured	100% complete	100%		<p>Jet Black 24hr M-Biking secured and held in December 2020.</p> <p>The event was very successful given the Covid19 effect on events, and attracted over 300 riders and spectators.</p> <p>Feedback from Rocky Trail Events, the organisers of JetBlack 24hr is that they look forward to Jet Black 2022 and further collaboration with Lithgow in regards to opening up further trails and future events in the area.</p>
SE2.2.7.1	<p>Enhance and create strong partnerships with local tourism businesses.</p> <ul style="list-style-type: none"> <li>Visit tourism businesses (famils) on a regular basis.</li> </ul>	Visitor information and marketing communications are current and up to date	100%	100%		<p>No in person famils have been undertaken due to Covid restrictions, but verbal communication has taken place with many tourism members, and regular email feedback communication has been sought from Tourism members.</p> <p>Marketing communications are up to date with a growing list of subscribers to the Lithgow Tourism website receiving monthly communication emails.</p>



Completed




On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.2.7.2	Enhance and create strong partnerships with local tourism businesses. - Develop and implement joint Council and Industry tourism marketing campaigns.	Joint Council and Industry tourism marketing campaigns implemented	1 per annum	75%		Joint marketing campaign in development for launch in May 2021.  The campaign entitled 'The Seven Valleys' launched in June but was suspended with the lockdown of Greater Sydney, the predominant target market for visitation to the tourism area. Reaction to 'The Seven Valleys' was overwhelmingly positive both from the local industry and from the market audience.



Completed



On schedule



Off schedule

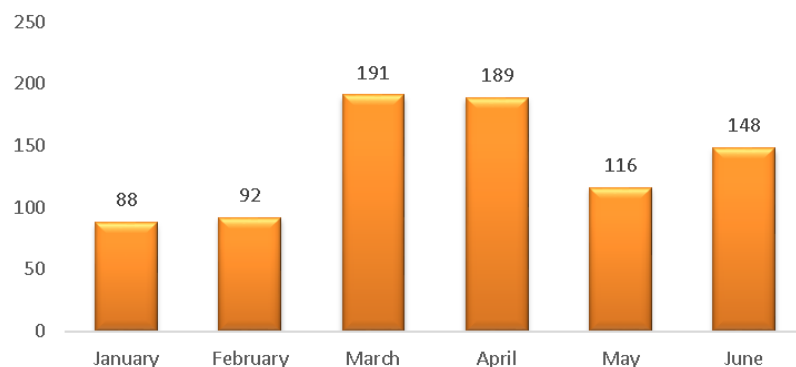


Not due to start



## SE2.3: The cultural diversity and rich heritage of the Lithgow LGA is celebrated.

### Eskbank House Museum Visitation



Despite COVID-19 Restrictions on tourism with intermittent border closures and restricted travel the museum has continued to receive visitors during the reporting period. In addition, there was 1 school visit in June 2021. New resources were developed to assist the tour guides with this visit. (SE2.3.1.1. & SE2.3.1.2)

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.3.2	Events and activities developed to promote Eskbank House Museum and its collections.	The Museum and its collections are promoted.	4 per annum	100%		<p>A heritage garden project was developed to promote the Museum and encourage participation from local community members.</p> <p>The project will also deliver an additional learning space that will provide further engagement opportunities around themes of Victorian gardening methods and medicinal and domestic use of kitchen gardens.</p>



Completed







On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.3.3	Best practice collection care and engagement strategies implemented.	Storage, display and exhibition furniture and equipment upgraded within budget allocation.		100%		The museum team have been focusing on cataloguing and improved storage for the collection.
SE2.3.3		Collection cared for, catalogued and interpretative materials developed	100% complete	100%		The museum team have been focusing on collection storage, research, cataloguing and developing work labels. Research has also been undertaken to assist with broader onsite interpretation and signage.
SE2.3.4	Undertake a program of capital improvements to Eskbank House Museum based on the 10 year program as identified through the Conservation Management Plan.	Capital improvements undertaken within budget	100% complete	100%		The Cultural Development Officer commissioned heritage conservation architect Orwell & Peter Phillips to assess required capital works to meet the museums Conservation Management Plan as well as future site developments. The Architect has delivered a report of recommendations and will undertake concept designs to meet Heritage NSW's requirements for State listed items.
SE2.3.5	Develop marketing/communications for Eskbank House Museum.	Promotional materials and communication content developed as required.	100% complete	100%		Eskbank House Museum was promoted through several content and programming marketing initiatives.  This included Main Street banners, featured in a region wide heritage and museums map, a major heritage garden project, and the development of a social media content schedule which includes



Completed





On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						filming resources such as 'how to protect your family collections'.
SE2.3.6.1	Support local cultural heritage organisations and initiatives	Museums Adviser Program continuing to work with Eskbank House and other museums to preserve and promote local history collections.	100% complete	100%		Through the Museums Advisor program conservation specialist Tegan Anthes continued to work closely with collecting organisations across the region to support best practice collection care through specific projects or the delivery of training for skills development.
SE2.3.6.2		Local cultural heritage organisations and initiatives are promoted, access to advice is provided and development opportunities delivered.	100% complete	100%		<p>Significant initiatives to promote local cultural heritage organisations were delivered. This included:</p> <ul style="list-style-type: none"> <li>• A program of Main Street banners that celebrate and promote heritage organisations,</li> <li>• Major refurbishment and installation of the Family History Society's Pioneer Heritage Wall in Pioneer Heritage Park</li> <li>• Design and printing of a region wide museums and heritage map for distribution to tourism sites.</li> </ul> <p>Development opportunities were delivered through the Museums Advisor Program and advice provided by the Cultural Development Officer on specific projects.</p>



Completed







On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.3.7	Implement works at Blast Furnace Park and nearby precinct in relation to safety and interpretive signage.	Structural re-inspection of the Blast Furnace Ruins undertaken.	100% complete	100%		Inspection completed and structures found to be in safe condition
SE2.3.8	Install new heritage and interpretive signage across the Local Government Area.	Heritage and interpretive signage installed as required.	100% complete	100%		Commemorative signage for Hugh Dougherty and The Holloway's installed in June 2021.
SE2.3.9	Provide heritage advice to residents on development matters.	Number of residents utilising the Heritage Advisory Service	5 per month	100%		During the reporting period Council's Heritage Advisor visited monthly (except October) and provided advice to 10 residents (average of 2 per month)
SE2.3.10	Establish a Local Heritage Grants Program to facilitate maintenance/preservation works on listed heritage items	Program established and administered	100% complete	0%		During the reporting period Council was successful in receiving a grant offer of \$11,000 over two financial years to establish and administer a small heritage grants program. This program will commence in the 1st quarter of 2021/2022.



Completed



On schedule








Off schedule



Not due to start

## SE2.4: Work with local business and industry to generate growth opportunities

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.4.1.1	Support local business and workforce capacity building across all locations in the LGA	Main Street Facade Program promoted.	100% processed	100%		One information approach responded to and approved for funding.
SE2.4.1.2		Council Business Leader's Forums hosted.	4 per annum	0%		Due to COVID, Business Leaders forums were deferred for the 2020/2021 FY.
SE2.4.1.3		Identify and implement localised programs and workshops to enable business competency	100% complete	100%		Lithgow Business Accelerator Masterclass Program developed and to be launched in May 2021.
SE2.4.1.4		Continue to work with large industry to ensure retention and employment in the LGA.	Annual	100%		Liaised with the consultant working on a funding approach for Greenspot Industrial Park development. Data was provided on freight intermodal studies conducted and referrals to current freight aligned businesses in Lithgow.
SE2.4.2.1	Ensure sound communications across the community and with Council to assist with encouraging growth.	Economic Development Advisory Committee meetings conducted as per the Terms of Reference.	4 per annum	100%		1 meeting held in the 4 <sup>th</sup> quarter of 2020/2021.



Completed





On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
SE2.4.2.2		Monthly Business and Tourism Matters eNewsletter delivered to inform on business support services and opportunities.	12 per annum	100%		Economic Development E-newsletters were distributed to Lithgow's business community monthly.
SE2.4.2.3		Meetings of local business groups attended.	100% of meetings attended	100%		No meetings attended due to COVID. Projects and initiatives covered-off via phone and email mediums.



Completed



On schedule



Off schedule



Not due to start





Developing our  
built environment



# Achievements

## Endeavour Park Pump Track

Construction commenced. Scheduled for completion in August 2021

## Sporting Field Irrigation

Irrigation installed, top dressing and seeding complete with monitoring of the trenches ongoing on the following fields:

- Tony Luchetti Showground - Fields 2 and 3
- Marjorie Jackson Oval
- Conran Oval



# Achievements

## FOOTPATHS

**02** Footpaths were renewed in Martini Parade and Main Street, Lithgow.

**620** Lineal metres of 1.2m wide footpath constructed along James Parade, Wallerawang.

## ROADS

### Capertee Valley

- 4.8km Glen Davis Road - bitumen sealed
- 11km Glen Alice Road - bitumen sealed

### Hartley Valley

- 1.1km Fields Road - bitumen sealed

### Rydal

- 3.8km Old Western Road - bitumen resealed

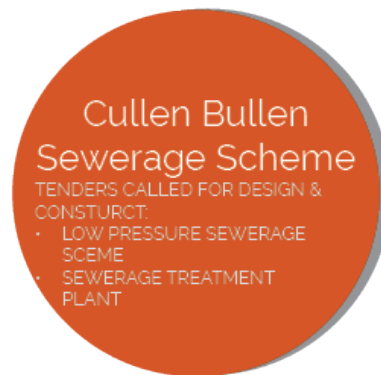
### Portland

- 500m Quarry Road - bitumen resealed
- 93m Wolgan Street Lane - bitumen resealed
- 154m Thompson Street - bitumen resealed
- 106m Crossing Street - bitumen resealed
- 182m Long Street - bitumen resealed
- 3km Back Cullen Road - bitumen sealed.

### Lithgow

- 188m West Street - bitumen resealed

**25km**



## WATER MAINS RENEWAL

- 1,195 m Coalbrook Street, Lithgow
- 320 m Stephenson street Lithgow
- 100m Wear Street, Lithgow

# Challenges

To assist with Council's cash flow issues and to mitigate the impacts on the cash and investments balance as well as internally restricted reserves the following projects have been deferred to 2021/22:

- Wolgan Road Slope Stabilisation
- Macaulay St/Sandford Avenue Slope Stability
- Carpark construction for the Adventure Playground
- Fencing at Jim Monahan Athletics Track
- JM Robson Aquatic Centre
  - Installation of solar panels
  - Installation of pool winch
  - Replacement of pumps
  - Renewal of filtration system on the Hydro-play pool.
- Replacement of ceiling tiles at the Administration Centre.
- Urban Sealed roads Renewal Program
  - 266m<sup>2</sup> Stephen Street, Lithgow
  - 1040m<sup>2</sup> Enfield Avenue, Lithgow
  - 925m<sup>2</sup> Clwydd Street Lane, Lithgow
  - 750m<sup>2</sup> Second Street, Lithgow
  - 1200m<sup>2</sup> Purchas Street Lane, Portland
- Sealing of Creek Street, Portland



Completed



On schedule





Off schedule



Not due to start

# BE1: Our built environment blends with the natural and cultural environment.

BE1.1: We provide a respectful cemetery service.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.1.1	Monitor and report on the number of requests from the community for maintenance or improvement received.	Number of requests received	≤ 5 received	100%		<p>12 Community requests were received throughout the reporting period, many being maintenance requests such as:</p> <ul style="list-style-type: none"> <li>• Requests for rectification of sunken graves and mowing following rainfall events;</li> <li>• Rectification of a sunken grave after a recent burial;</li> <li>• Uneven surfaces and trip hazards</li> <li>• Fallen Tree Branch removal</li> <li>• Blocked drains.</li> </ul> <p>Requests were acknowledged and action taken within 10 working days from the date received.</p>
BE1.1.2	Undertake improvements at the Cullen Bullen Cemetery.	Columbarium constructed at Cullen Bullen Cemetery	100% complete	100%		Project complete with the construction of a new columbarium at Cullen Bullen Cemetery.



Completed



On schedule







Off schedule



Not due to start

## BE1.2: We provide cultural and recreational infrastructure that meets the needs of the community.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.2.1	Implement the CBD Revitalisation Action Plan. - Apply for funding and implement Stage 2.	Successful grant application	100% complete	0%		This project has been identified as a priority. Council continues to apply for grant funding through the Building Better Regions Fund and Regions for Resources programs.
BE1.2.2.1	Develop and maintain gardens, parks, reserves, street trees and other public spaces.	Install or replace the following in local parks as required: <ul style="list-style-type: none"> <li>Playground equipment</li> <li>Shade structures</li> <li>Park furniture</li> <li>Replace soft fall.</li> </ul>	100% complete	100%		The following maintenance was undertaken to improve our parks and playgrounds: <ul style="list-style-type: none"> <li>The swing set was replaced at Lake Lyell.</li> <li>Softfall was installed at a number of parks across the LGA.</li> </ul> This project ensures playground compliance with Australian Standards and allows Council to offer a high-quality service locally.
BE1.2.2.2	Develop and maintain gardens, parks, reserves, street trees and other public spaces.	Plant new street trees. Remove dangerous or damaging trees.	100% complete	100%		A number of new street trees installed throughout the CBD area of Portland, including the installation of planter bases.  The amenity of our local villages is important. Completing this program affords Council the ability to protect and improve this as resources permit.
BE1.2.2.3	Construct a carpark for the Adventure Playground.	Carpark constructed	100% complete	0%		Deferred – to be undertaken following completion of the Pump Track.



Completed








On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.2.2.4	Construct a Pump Track in Endeavour Park	Pump Track designed and constructed	100% complete	75%		Earthworks and concrete works completed by 12 July. Landscaping and hot mix surfacing scheduled for mid-August 2021.
BE1.2.2.5	NSW Showgrounds Stimulus Program	Change rooms and meeting rooms refurbished within the Ashley Grandstand	100% complete	100%		Change room improvement and renewal at Tony Luchetti Sportsground complete. This project will support our local sporting community and has been received with resounding appreciation.
BE1.2.2.6	Upgrade and renew aged and non-compliant play equipment and facilities	Fencing at Hammond Park, Lithgow renewed	100% complete	100%		Project deferred to 2021/22 in order to source external funding opportunities.
BE1.2.3.1	NSW Showgrounds Stimulus Program	Sporting Field Irrigation Systems installed on Tony Luchetti Field 3	100% complete	100%		Project complete with irrigation installed, top dressing and seeding complete and monitoring of the trenches ongoing.
BE1.2.3.2	Drought Communities Funding Program - Round 2	Sporting field irrigation system installed on Tony Luchetti Field 2.	100% complete	100%		This project has greatly reduced the ongoing resourcing requirements for sporting field watering and maintenance whilst also improving the level of service Council provides. This has allowed Council to divert resources to alternate projects throughout the region and provide increased services elsewhere.
BE1.2.3.4		Sporting field Irrigation system installed at Conran Oval				
BE1.2.3.5		Sporting Field Irrigation System installed at Marjorie Jackson Oval				



Completed








On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.2.3.6		Toilets constructed at Tweedie Park, Wallerawang and shade structure installed over the Skatepark.	100% complete	100%		Self-cleaning and accessible public toilets were installed in the third quarter.  Access ramps are scheduled for installation in July.  Shade sails were also installed over the skateparks to provide sun protection for users.
BE1.2.3.6a		Toilets constructed at Kremer Park with shade sails installed over the skate parks.	100% complete	100%		
BE1.2.3.7	Manage and prepare playing fields ensuring availability for use except in exceptional wet weather conditions.	Jim Monaghan Athletics Track - new fencing around javelin/discus circle	100% complete	0%		Project deferred by resolution of Council to ease cash flow concerns during COVID-19 pandemic.
BE1.2.4	Farmers Creek developed to encourage environmentally sustainable recreational and tourist use.	Works undertaken in accordance with the Farmers Creek Masterplan and within available funds.	100% complete	70%		Remaining pathway sections and project overall to be complete by 31 October 2021
BE1.2.5	Organise Sports Advisory Committee meetings	Meetings held in accordance with terms of reference	6 per annum	100%		A total of 3 meetings were held during 2020 with many meetings cancelled due to COVID19 restrictions. The Committee also deferred the 2020 Reg Cowden Memorial Awards due to the cancellation of many sporting competitions.



Completed





On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.2.6	Provide support to recreational activities and organisations in accordance with Council's Financial Assistance Policy.	Support provided to applicants for financial assistance to attend or participate in special events	100% of applications processed	100%		3 applications for financial assistance were received. \$300 each was granted to the following recipients: <ul style="list-style-type: none"> <li>Jordan Berry after his selection to compete in the National Futsal Competition.</li> <li>Maggie Thompson ( Hockey)</li> <li>Zeke Evans (Basketball).</li> </ul>
BE1.2.7.1	Improve the quality of life of rural village communities.	Construct a shelter over the sand pit and/or swing set at Old Hartley School Hub.	100% complete	0%		Completed in prior year
BE1.2.7.2		Install heritage signs on local heritage buildings in Rydal				
BE1.2.7.3		Refresh soffall and update playground edging at Merv Crane Memorial Park, Cullen Bullen				
BE1.2.7.4		Screening of the Waste Transfer Station and/or installation of a new Community Notice Board at Tarana				



Completed



On schedule





Off schedule







Not due to start



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments												
BE1.2.8.1	Develop and operate the JM Robson Aquatic Centre using Council resources and associated on costs.	Number of reportable safety incidents at the Aquatic Centre	No incidents	100%		There have been no reportable incidents for the Aquatic Centre for the current financial year. Recreational swimming has been kept to a minimum for majority of the year due to COVID and on-going/ changing restrictions Swimming lesson layouts were also altered to ensure that any event or incident potential was minimized												
BE1.2.8.2		Number of: <ul style="list-style-type: none"> <li>Patrons utilising the Aquatic Centre Facilities</li> <li>Bookings for the Kids Party Package</li> <li>Children using the Learn to Swim Program</li> <li>Patrons using the exercise programs</li> </ul>	5% increase	100%		There has been no birthday parties due to COVID 19 learn to swim has also been steadily increasing from the previous financial year with 426 enrolled in Jan – Mar period and 368 in the Apr – Jun period. <table border="1" data-bbox="1496 855 1962 1145"> <thead> <tr> <th>Activity</th> <th>2019/20</th> <th>2020/21</th> </tr> </thead> <tbody> <tr> <td>Patrons</td> <td>16,076</td> <td>26,405</td> </tr> <tr> <td>Children's Party Bookings</td> <td>Nil</td> <td>Nil</td> </tr> <tr> <td>Exercise Programs</td> <td>643</td> <td>479</td> </tr> </tbody> </table> Significantly increased patronage speaks to the quality of the facility and the services offered. Council has increased its presence in the Learn to Swim and Aqua aerobics space, driving attendance at this state of the art facility.	Activity	2019/20	2020/21	Patrons	16,076	26,405	Children's Party Bookings	Nil	Nil	Exercise Programs	643	479
Activity	2019/20	2020/21																
Patrons	16,076	26,405																
Children's Party Bookings	Nil	Nil																
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Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.2.8.3		Pool winch installed	100% complete	0%		Project deferred by resolution of Council to ease cash flow concerns during COVID-19 pandemic.
BE1.2.8.4		Equipment replaced	100% complete	100%		Project complete with minor pump and reticulation infrastructure replaced as necessary to ensure the efficient operation of the facility.
BE1.2.8.5		Pumps replaced	100% complete	0%		Project deferred by resolution of Council to ease cash flow concerns during COVID-19 pandemic.
BE1.2.8.6		Filtration system on the Hydro-Play Pool (splash pool) renewed	100% complete	0%		Project deferred by resolution of Council to ease cash flow concerns during COVID-19 pandemic.



Completed



On schedule

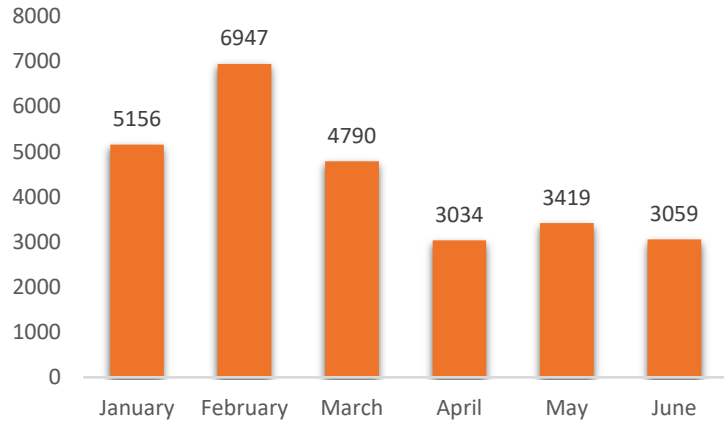


Off schedule

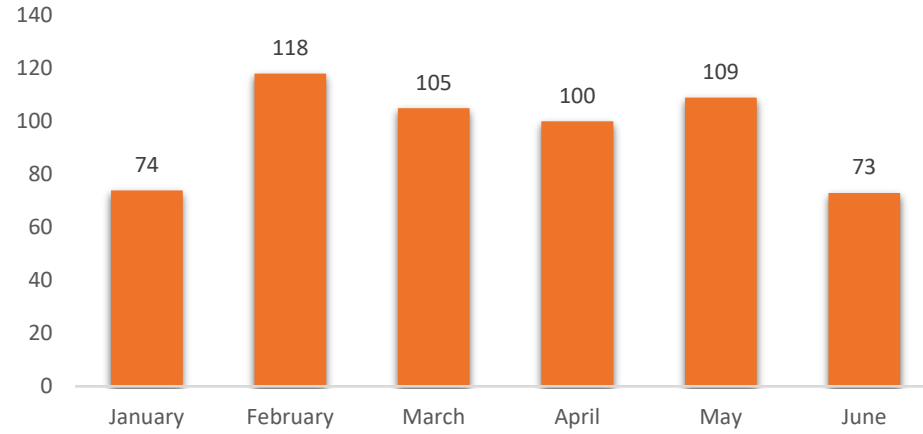


Not due to start

### Aquatic Centre Patrons



### Exercise programs



(BE1.2.8.2)



Completed



On schedule




Off schedule



Not due to start

### BE1.3: Provide an Environmental Health Inspections Program.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.3.1.1	Undertake activities identified in the Trade Waste Policy.	Applications assessed and processed.	90% processed within 14 days	100%		Applications that do not require concurrence from DPIE are processed within 14 days.
BE1.3.1.2		Properties inspected for non-compliance.	100% processed	100%		Multiple properties were inspected for non-compliance, with only one being compliant. Non-compliance letters were sent out and properties were placed on non-compliant higher charges for failure to address the non-compliances.
BE1.3.1.3		Trade waste inspections undertaken	100 per annum	50%		Trade waste inspections were undertaken, approvals issued where applicable and non-compliance letters sent where required.
BE1.3.2.1	Conduct inspections of food premises	Food safety assessments undertaken	120 per annum	100%		77 Inspections were completed during the reporting period.
BE1.3.2.2		Number of food safety complaints received and actioned.	≤ 2 working days	100%		One food safety complaint received during this period. Responded to within targeted timeframe.



Completed








On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.3.2.3		Critical and major non-compliance food safety outcomes notifications followed up by Council.	≤ 90% compliance outcomes actioned	100%		Re-inspections of all critical non-complaint food safety issues were followed up and completed when deemed appropriate.
BE1.3.2.4	Conduct public health inspections.	Skin penetration premises inspected	1 inspection per annum	100%		All known skin penetration premises in the Lithgow LGA have been inspected for compliance with the Public Health Act 2010 and Public Health Regulation 2012.
BE1.3.2.5		Commercial swimming pool or spas inspected and ongoing education provided.	1 per annum	100%		All operating public swimming pools in the Lithgow LGA have been inspected for compliance with the Public Health Act 2010 and the Public Health Regulation 2012.
BE1.3.2.6		Cooling towers and associated systems inspected.	1 inspection per annum	100%		All known cooling towers in the Lithgow LGA have been inspected.
BE1.3.2.7		Complaints made in relation to cooling towers investigated, actions resolved or determined.	≤ 24 hours	100%		No complaints received in regard to regulated systems within the period.



Completed





On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.3.2.8		Register of water cooling and warm water systems maintained to ensure compliance with the Public Health (Microbial Control) regulation times.	100% complete	100%		Register has been updated and provided to NSW Health.
BE1.3.2.9		Caravan Park inspections undertaken	1 inspection every 2 years.	100%		All caravan park and campground inspections were completed and Approval to Operate documentation has been forwarded to relevant businesses.



Completed



On schedule






Off schedule



Not due to start



## BE1.4: Match infrastructure with development.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.4.1	Maintain and upgrade community buildings and structures to meet the needs of the community and ensure commercial viability.	Implement the General Asset Building Maintenance Program	100% complete	100%		<p>Council has made excellent progress on 3 Halls this year.</p> <p><b>Hermitage Hall and the Vale Hall.</b> The major scope of work involved replacing the outer asbestos sheeting and recladding the walls with Colorbond. The roof at Hermitage Hall was also replaced.</p> <p><b>The Wallerawang Memorial Hall</b> was renovated internally; replaced walls and ceiling, repainted throughout and stripped and re-sealed the timber floors.</p> <p>This project has been targeted to improve services and support community resilience in a post-COVID environment. By offering better community buildings and facilities, Council hopes to support our community grounds and facilitate their meetings.</p>
BE1.4.1.1	Demolish old Lithgow Camping Ground Toilet Block at the Glanmire	Toilet block demolished	100% complete	100%		Amenities block demolished and asbestos clearance obtained October 2020.
BE1.4.1.2	Gumnut Childcare Facility - upgrade outdoor play area	Play area upgraded	100% complete	100%		Work was completed on the grounds at Gumnut Childcare facility. Adding a great new play area for the kids which is a maintenance free area.



Completed










On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.4.1.3	Lake Lyell Jetty	Jetty repaired	100% complete	100%		The old walkway was removed and a new walkway installed.
BE1.4.1.4	Lithgow Library parapet and awning replacement	Parapet and awning replaced	100% complete	50%		Tender to be called in 1 <sup>st</sup> quarter 2021/22. Project completion expected in 21/22.
BE1.4.1.6	Council Administration Centre - Replace ceiling tiles	Ceiling tiles replaced	100% complete	0%		Project deferred to 2021/22.
BE1.4.1.7	Lake Pillans Wetland - replace boardwalk	Boardwalk replaced	100% complete	80%		Boardwalk sections to be installed early July 2021 with remaining works scheduled for completion by 31 July 2021.
BE1.4.1.8	Lake Wallace - Accessible Fishing Platform	Accessible Fishing Platform Constructed	100% complete	90%		The project is scheduled for completion during 1 <sup>st</sup> quarter 2021/22 with installation of an access ramp from the bank to the pontoon.
BE1.4.1.8	Lake Wallace - re-tile the amenities block.	Amenities block re-tiled	100% complete	100%		Project completed December 2020. Lake Wallace is a premier facility of the Lithgow Local Government Area. This project has further improved the quality of amenities at this facility, with the intention of driving further interest and visitation.
BE1.4.1.9	Improve Council depots and processes.	GPS Fleet Monitoring System installed	100% complete	100%		Project completed. Approximately 80 operational vehicles have had GPS monitoring devices installed to improve the



Completed





On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						security of Council's fleet. Policies and procedures have also been created to accommodate this new process; with staff consulted accordingly.
BE1.4.1.10		Automatic rear gate installed at Lithgow Depot	100% complete	15%		Council has recently engaged a preferred contractor to construct the new store building. Construction to begin in August 2021.  Final planning and design currently underway.
BE1.4.1.11	Drought Communities Program - Round 2	Union Theatre - Front of House works	100% complete	100%		The opening event took place on Saturday 15th May with Mayor Ray Thompson, Hon Paul Toole and Hon Andrew Gee officially opening the improved cultural venue.  Since the venue has reopened, the Union Theatre has hosted several cultural activities such as: <ul style="list-style-type: none"> <li>• An album launch by local musician Jacques Alamod</li> <li>• DJ workshops with renowned Indigenous musician Doby in partnership with Mitchel Conservatorium.</li> <li>• The Lithgow Regions Waste 2 Art competition and exhibition was held in the Union Theatre Gallery.</li> </ul>



Completed








On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.4.1.12		Hermitage Hall, Lithgow upgrade complete	100%	90%		All cladding and roofing completed
BE1.4.1.13		Vale of Clwydd Hall, Lithgow upgrade complete	100%	100%		All external asbestos sheeting was removed and colorbond sheeting replaced.
BE1.4.1.14		Wallerawang Memorial Hall upgrade complete	100% complete	100%		The following works were completed: <ul style="list-style-type: none"> <li>• Roof replaced</li> <li>• Ceiling repaired</li> <li>• Painting throughout</li> <li>• Timber floor sanded and re-sealed</li> </ul>
BE1.4.1.15	NSW Showgrounds Stimulus Program	Ashley Grandstand change rooms and meeting room refurbished.	100% complete	100%		Both Home & Away Change rooms completely stripped and refurbished. Asbestos removed, facilities re- sheeted, shower cubicles fitted, all wet areas waterproofed, new toilets painted throughout, marine carpet laid.
BE1.4.2	Manage community halls and theatres.	Bookings processed	100% complete	0%		Hire of council managed halls and theatres was reduced from March 2020 onwards due to Covid related closures, restrictions and social distancing requirements.  The Union Theatre was closed for renovations and unable to be utilised.  The Bookable on-line bookings system had a soft launch at the start of 2021 after



Completed








On schedule









Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						testing was performed with some members of the public, and as such, has yet to be fully utilised.
BE1.4.2.1	Implement the Footpath construction and renewal program.	Footpath Construction and Renewal Program completed	100% complete	100%		Footpath asset renewals were completed in Martini Parade and Main Street, Lithgow. High priority projects were targeted to ensure the safety of our community.
BE1.4.2.2	Drought Communities Program Round 2	Barton Avenue, Wallerawang footpath constructed.	100% complete	100%		620 lineal metres of 1.2 metre wide footpath was constructed along James Parade from the intersection of Barton Avenue to end.
BE1.4.2.3		James Parade, Wallerawang footpath constructed	100% complete	100%		Rather than renewal, this project saw the construction of new footpath in response to Council's active engagement with the community.
BE1.4.2.4	Repair and upgrade timber bridges in the Lithgow LGA as required.	Implement the timber bridge improvement program.	100% complete	100%		<b>Ida Falls Creek</b> completed with the reconstruction of downstream embankments for flood immunity.  <b>Hartley Vale Road Bridge (Kerosene Creek)</b> was entirely reconstructed. Heritage sensitivity was important for this project, so the new bridge sits on new concrete piles behind the original sandstone abutments.  Both of these projects have directly resulted in improved resilience of priority transport assets.
BE1.4.2.5	Implement the Unsealed Roads - Sealing Program	Bitumen reseal of 2km of Glen Davis Road	100% Complete	100%		The entire length of Glen Davis Road, from the intersection with Glen Alice Road to the



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						village of Glen Davis, has been bitumen sealed for a length of 4.8 kilometres.
BE1.4.2.6	Implement the Unsealed Roads - Sealing Program	1km of Fields Road, Hartley sealed	100% Complete	100%		The entire unsealed length of Fields Road, from the intersection with Browns Gap Road to the intersection of Hartley Vale Road, has been bitumen sealed for a length of 1.1 kilometres.
BE1.4.2.7	Implement the Unsealed Roads - Sealing Program	New seal applied to Ray Crescent	100% complete	0%		Deferred by Council resolution. Project endorsed for completion in 2021/22.
BE1.4.2.8	Implement the Rural Sealed Roads - Renewals Program	6.5km Glen Alice Road renewed.	100% complete	100%		The entire unsealed length of Glen Alice Road, from the intersection with Glen Davis Road to the Lithgow LGA boundary, has been bitumen sealed for a length of 11.0 kilometres.
BE1.4.2.9	Implement the Rural Sealed Roads - Renewals Program	Old Western Road, Rydal renewed	100% Complete	100%		Project complete. The unsealed length of Old Western Road, from the intersection with Pikes Lane to the Rydal Township, has been bitumen resealed for a length of 3.8 kilometres.
BE1.4.2.10	Implement the Urban Sealed Roads Renewal Program	266m Stephenson Street, Lithgow resealed	100% complete	0%		Deferred by Council resolution. Project endorsed for completion in 2021/22.
BE1.4.2.11	Implement the Urban Sealed Roads Renewal Program	1040m2 of Enfield Avenue resealed	100% complete	0%		Deferred by Council resolution. Project endorsed for completion in 2021/22.



Completed










On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.4.2.12	Implement the Urban Sealed Roads Renewals Program	925m2 Clwydd Street Lane renewed	100% complete	0%		Deferred by Council resolution. Project endorsed for completion in 2021/22.
BE1.4.2.13	Implement the Urban Sealed Roads Renewals Program	750m2 of Second Street renewed	100%	0%		Deferred by Council resolution. Project endorsed for completion in 2021/22.
BE1.4.2.14	Implement the Urban Sealed Roads Renewal Program	1200m2 Purchas St Lane - renewed	Annual	0%		Deferred by Council resolution. Project endorsed for completion in 2021/22.
BE1.4.2.15	Implement the Urban Sealed Roads Renewal Program	2940m2 Quarry Road, Portland renewed.	100% complete	100%		Project complete. The unsealed length of Quarry Road, from the intersection with Williwa Street to the intersection of High Street, Portland, has been bitumen resealed for a length of 500 metres.
BE1.4.2.16	Implement the Urban Sealed Roads - Sealing Program	Creek St Portland	Annual	0%		Deferred by Council resolution.
BE1.4.2.17	Upgrade the car park at the Lithgow Visitor Information Centre	Car Park upgraded	100% complete	100%		Carpark done and open. Landscaping will be undertaken in 2021/22.
BE1.4.2.18	Implement the Slope Stability Improvements program	Wolgan Road Embankment Construction	100% complete	10%		Council was unsuccessful with its application under the Bushfire Local Economic Recovery Fund (BLERF)



Completed



On schedule







Off schedule



Not due to start



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						<p>Additional funding opportunities under the Black Summer Bushfire Recovery Grants Program to be sought to ensure this valuable work proceeds. This project to continue through 2021/22.</p> <p>This is a high priority project, with resources being dedicated to the work in ensuring best chances of success in future grant funding programs.</p>
BE1.4.2.19	Implement the Special Rate Variation - Roads Renewal Program	3.5Km of Glen Davis Road resealed	100% complete	100%		Project complete. The unsealed length of Glen Davis Road, from the intersection with Glen Alice Road to the Glen Davis Township, has been bitumen sealed for a length of 4.8 kilometres.
BE1.4.3.1	Implement the Roads to Recovery Program	440m2 Wolgan Street Lane resealed	100% complete	100%		Project complete. The unsealed length of Wolgan Street Lane, from the intersection with Wolgan Street to Green Street, has been bitumen resealed for a length of 93 metres.
BE1.4.3.2	Implement the Roads to Recovery Program	1524m2 Thompson Street, Portland resealed	100% complete	100%		Project complete. The sealed length of Thompson Street, Portland, from Purchas Street to Railway Avenue, has been bitumen resealed for a length of 154 metres.
BE1.4.3.4	Implement the Roads to Recovery Program	425m2 Crossing St, Portland resealed	100% complete	100%		Project complete. The sealed length of Crossing Street, Portland, from Williwa Street to end, has been bitumen resealed for a length of 106 metres.



Completed









On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.4.3.4	Implement the Roads to Recovery Program	728m2 Long Street, Portland resealed	100% Complete	100%		Project complete. The sealed length of Long Street, Portland, from Jamison Street to Quarry Road, has been bitumen resealed for a length of 182 metres.
BE1.4.3.5	Implement the Roads to Recovery Program	1500m2 two-coat bitumen seal of Back Cullen Road	100% Complete	100%		Project complete. The unsealed length of Back Cullen Road, Portland, from Portland Cullen Road to Boulder Road, has been bitumen sealed for a length of 3,000 metres.
BE1.4.3.6	Implement the Roads to Recovery Program	1060m2 bitumen seal Walker Street	100% complete	0%		Project cancelled pending GWH Duplication, the alignment of which will render much of the scope for this project redundant.
BE1.4.3.7	Implement the Roads to Recovery Program	1128m2 reseal of West St, Littleton	100% complete	100%		Project complete. The sealed length of West Street, Lithgow, from First Street to Fourth Street, has been bitumen resealed for a length of 188 metres.
BE1.4.3.8	Implement the Fixing Local Roads Program	Upgraded and resealed	100% complete	100%		Reconstruction of both Hartley Vale Road, Hartley Vale and Dark Corner Road, Dark Corner complete. Combined, this project saw to the bitumen sealing of over 7 kilometres of rural unsealed road, thereby reducing Council's ongoing maintenance liability and improving the standard of Lithgow's transport assets generally.
BE1.4.3.9	Implement the Fixing Local Roads Program	Road upgraded and resealed	100% complete	100%		Reconstruction of both Hartley Vale Road, Hartley Vale and Dark Corner Road, Dark Corner complete. Combined, this project saw to the bitumen sealing of over 7 kilometres of rural unsealed road, thereby



Completed









On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						reducing Council's ongoing maintenance liability and improving the standard of Lithgow's transport assets generally.
BE1.4.5.1	Lithgow Sewerage Treatment Plant	Bypass of sedimentation tanks and construction and installation of the belt press.	100% complete	70%		Many of Civil works have been carried out and constructed. Electrical connection and works will be next to follow and finalisation
BE1.4.5.2	Undertake Sewer Mains Renewals	Trunk lining renewals program	100% complete	100%		Relining process complete across 1.7km of pipeline
BE1.4.5.3	Design and construct Lake Lyell Onsite Wastewater System upgrade.	Lake Lyell Onsite Waste Water System installed	100% complete	100%		Project has been deferred until 2023/24 due to time frame.
BE1.4.5.4	Develop Plans and Strategies to service new development areas including the West Bowenfels Release area.	West Bowenfels Release area design completed	100% complete	100%		This work was complete in 2018
BE1.4.5.5	Complete the design for the Cullen Bullen Sewerage Scheme	Design completed	100% complete	50%		Initial section of Project completed with REF and other docs for approval nearly finalised. Cullen Bullen Design and Construction of the STP and Low Pressure Systems tendered and awarded
BE1.4.5.6	Upgrade the Tweed Mills Sewer Pump Station	Sewer Pump Station upgraded	100% complete	100%		Completed



Completed






On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
BE1.4.6.1	Undertake Dam Safety Works	Dam Safety Works completed	100% complete	100%		No Works program for 2020/21.
BE1.4.6.2	Implement Smart Metering across the LGA	Smart Metering System installed and implemented	100%	95%		Smart metering program near complete with 200 meters still to be replaced following the lockdowns being lifted. Reservoir and district flow meters also installed across the LGA.
BE1.4.6.3	Implement the Water Mains Renewal Program.	Water mains replaced as required.	100% complete	100%		During the reporting period the following water mains were replaced: <ul style="list-style-type: none"> <li>• 1,195 m Coalbrook Street, Lithgow</li> <li>• 320 m Stephenson street Lithgow</li> <li>• 100m Wear Street, Lithgow</li> </ul>



Completed



On schedule



Off schedule



Not due to start





Enhancing our natural  
environment

# Achievements



<p><b>1</b></p> <p>ALTERNATE FUEL REBATE APPLICATION PROCESSED</p>	<p><b>103</b></p> <p>SEPTIC INSPECTIONS COMPLETED FOR JAN - JUN PERIOD</p>	<p>LANDCARE ACTIVITIES UNDERTAKEN:</p> <ul style="list-style-type: none"> <li>• Native revegetation planting days</li> <li>• Weed removal to protect endangered Purple Copper Butterfly habitat.</li> <li>• Frog identification &amp; monitoring workshop.</li> <li>• Local Eucalyptus identification workshop.</li> </ul>
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# Challenges

To assist with Council’s cash flow issue and to mitigate the impacts on the cash and investments balance as well as internally restricted reserves the following project has been deferred to 2021/22:

- Improvements to stormwater infrastructure adjacent to cemetery access roads.

Land ownership for the location of the proposed Glen Davis Transfer Station has now been confirmed with Crown Land Authority. Council is now able to move forward with community consultation in the first quarter 2021/22 regarding:

- Construction of the Transfer Station; and
- Closure and rehabilitation of the Glen Davis Landfill.

# NE1: We use our resources wisely

## NE1.1: Reduce, reuse and recycle our resources.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE1.1.1.1	Provide garbage and disposal services within the LGA.	Kerbside collection waste diverted from landfill.	>20% diverted from landfill	100%		Kerbside recycling rate for the second half of 2020/21 is 16%, below the target of 20%. Whilst the introduction of the Contain Deposit Scheme (Return and Earn) has reduced volumes in kerbside recycling, continued community education will target kerbside recycling.
NE1.1.1.2	Provide garbage disposal facilities within the LGA.	Reduction in the number of kerbside collection bins reported as missed from collection.	< 10 per month.	100%		There has been a total of 10 missed services for the second half of 2020/21, compared with 38 for the first half of 2020/21. Missed services are collected by the following day.
NE1.1.1.3	Provide garbage disposal facilities within the LGA.	Green waste collection service provided to residents in Lithgow, Lidsdale, Marrangaroo, Portland, Rydal and Wallerawang.	4 per annum	100%		Green waste collections held week commencing 1 February 2021 and 5 April 2021.
NE1.1.1.4		Clean-up collection service provided to residents.	2 per annum	100%		Bulk waste collection held week commencing 15 March 2021.



Completed



On schedule







Off schedule



Not due to start



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE1.1.1.5		Chemical Collection Service provided by Netwaste.	KG of chemicals collected annually	100%		Chemical collection service held on Sunday 9th May.
NE1.1.1.6		Participation in Netwaste programs and attendance at meetings.	100% complete	100%		Lithgow Council currently participates in 6 NetWaste regional contracts that provide resource recovery and environmental monitoring services.  Lithgow Council actively participates in NetWaste Forum meetings and are part of the Steering Committee. Council hosted the NetWaste forum for the month of May 2021.
NE1.1.1.7	Undertake an Environmental Education Program.	Schools program undertaken	100% complete	100%		School & Early Learning Centre education program rolled out in March 2021.  Get Grubby for centers and Get grubby for families program as part of the waste education program for 2020-21.  Council supported the establishment of a compost hub at the Lithgow PCYC. This is to support the food waste reduction initiatives, as well as the Get Grubby education component of the program.
NE1.1.1.8	Provide garbage disposal facilities within the LGA.	Waste trenches maintained at rural landfills	100% complete	100%		New waste cells constructed at Portland Waste Depot. One new waste cell constructed at Wallerawang Waste Depot. Surface water diversion works completed at Capertee Waste Depot.



Completed







On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE1.1.1.9		Implement the requirements of the Lithgow Solid Waste Facility Environmental Protection licence with the EPA  Undertake Leachate Management, Landfill Development and rehabilitation at Lithgow Solid Waste Facility.	100% Complete	100%		Lithgow Solid Waste Facility operated in accordance with EPA Licence. Landfill development occurring as required.
NE1.1.1.10		Construct the Lithgow Resource Recovery Centre	100% complete	25%		Construction commenced on the 10th May 2021. Currently undertaking earth works. This project will be completed in 2021/22.
NE1.1.1.11		Implement the Cullen Bullen Landfill Closure Plan	100% complete	95%		Rehabilitation works complete, site security currently in final stages. On-going follow up maintenance to continue on site. Final sign-off of grant due December 2021.
NE1.1.1.12		Implement the closure and rehabilitation of Glen Davis Landfill and construction of transfer station.	100% complete	25%		Confirmed land ownership with Crown Land Authority. Community consultation to commence in the first quarter of 21/22. The closure and rehabilitation is in the planning stages. Grant monies available until December 2022.



Completed




On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE1.1.1.13		Hampton Transfer Station Shed demolished and replaced.	100% complete	100%		The new transfer station shed was commissioned in August 2020.
NE1.1.1.14	Undertake a Waste Segregation Audit	Waste Segregation Audit Undertaken	100% complete	100%		Waste Segregation Audit completed October 2020.



Completed



On schedule







Off schedule



Not due to start

## NE1.2: Implement total water cycle management practices.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE1.2.1	Undertake a Water Loss Management Program	Reduction in unaccounted for water achieved	25% reduction	95%		Completion of the smart metering installation project will achieve the reduction on non-revenue water to less than 25%. Due to COVID-19 restrictions there are still 200 meters to be installed.
NE1.2.2.1	Provide stormwater infrastructure to allow for sustainable growth and development of the area and alleviate flooding.	Special Rate Variation Stormwater Drainage Program Implemented	100%	100%		<p>75% of this project has been allocated to the future planning of major capital stormwater upgrades to relieve historic flooding issues at the intersection of Main Street and Cupro Street, Lithgow.</p> <p>A grant application has been submitted to fund the remaining cost of these works, with hopeful completion in 2021/22.</p> <p>The remainder of this project dealt with the construction of a new road, retaining wall and drainage at the Lithgow Cemetery. This work is complete.</p>
NE1.2.2.2	Cemetery Stormwater Improvements	Improvements to stormwater infrastructure adjacent to cemetery access roads	100% complete	0%		Deferred by Council resolution. Project endorsed for completion in 2021/22.
NE1.2.2.3	Kerb and gutter improvements	Reconstruction and renewal of kerb and gutter assets	100% complete	100%		All preparation works complete, kerb and gutter poured and backfilling complete.



Completed






On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE1.2.3	Protect the catchment around Farmers Creek Dam.	Drinking water provided to residents within the Farmers Creek Reticulated Supply System in accordance with the Australian Drinking Water Guidelines.	100% compliance	100%		Undertaken as required
NE1.2.4	Conduct routine monitoring of Council's reticulated drinking water supplies	Percentage of water samples undertaken as part of the NSW Health Drinking Water Monitoring Program.	100% per annum	100%		Analysis undertaken in accordance with the NSW Government Drinking Water Monitoring Program.
NE1.2.5	Purchase water from State Water to supply Cullen Bullen, Glen Davis, Lidsdale, Portland, Wallerawang and Marrangaroo.	Total kiloliters of Water purchased from Fish River Water Supply per quarter	100% complete	100%		Fish River Water Supply provide water as required by Council.



Completed



On schedule







Off schedule



Not due to start

## NE2: We understand the Environment.

### NE2.1: Our natural environment is improved and protected.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE2.1.1.1	Implement an inspection regime of systems and take appropriate action where systems are failing.	Undertake inspection of septic systems	180 inspections per annum	100%		Completed 103 inspections during the reporting period. Due to other routine inspections, 229 inspections were undertaken for the 2020-2021 financial year.
NE2.1.1.2		Service records for aerated waste water systems monitored and appropriate action taken.	Complete	100%		Service records monitored and actioned when appropriate.
NE2.1.2	Provide a forum for Environmental Groups to discuss matters relating to the environment and advise Council.	Meetings of the Environmental Advisory Committee conducted in accordance with the terms of reference	4 per annum	100%		1 meeting was conducted during the reporting period with all other scheduled meeting cancelled due to COVID restrictions.
NE2.1.3	Improve the community's knowledge of environmental issues.	Waste education programs undertaken	Minimum of 2 per annum	100%		School & Early Learning Centre education program rolled out in March 2021. Get Grubby for centers and Get grubby for families programs as part of the waste education program for 2020-21. Council supported the establishment of a compost hub at the Lithgow PCYC. This is to



Completed






On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						support the food waste reduction initiatives, as well as the Get Grubby education component of the program.
NE2.1.4	Provide the Alternate Fuel Rebate (AFR) for the replacement of coal heaters with cleaner heating alternative to Lithgow, Wallerawang, Portland and villages.	Applications Processed	30 days	100%		1 AFR application received and completed within the period.
NE2.1.5	Plan or assist in coordinating activities that raise awareness and positively engage the community in managing their natural environment.	Community engagement activities conducted	4 per annum	100%		Local Coordinator has worked with local Landcare groups to: <ul style="list-style-type: none"> <li>• Undertaken several native revegetation planting days,</li> <li>• Undertake a weed removal workshop to protect endangered Purple Copper Butterfly habitat,</li> <li>• Coordinated a frog identification and monitoring workshop</li> <li>• Deliver a local Eucalyptus identification workshop with Central Tablelands Local Land Services.</li> </ul>
NE2.1.6	Attend Lithgow Oberon Landcare Association and other land care groups and provide support.	Meetings attended as required	100% of meetings attended	100%		Landcare Coordinator has attended Lithgow Oberon Landcare Associations meetings, and met with local Landcare groups



Completed



On schedule





Off schedule



Not due to start



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						providing them with support to undertake their Landcare objectives.
NE2.1.7	Promote Lithgow city council's involvement in Landcare activities through media, social media, website, Landcare Newsletter and activity Calendar.	<ul style="list-style-type: none"> <li>4 Media Releases per annum</li> <li>Regular posts on Lithgow City Council Facebook page</li> <li>Calendar of activities developed and promoted</li> <li>2 Landcare newsletters distributed per annum</li> </ul>	100% complete	100%		<p>Local Coordinator has been posting event promotion on Lithgow Oberon Landcare Associations Facebook page and Lithgow Councils Facebook page. All promotional flyers have Lithgow Councils logo.</p> <p>A calendar of activities was planned and executed with several planting, weed control and fauna monitoring events being coordinated in the district.</p> <p>Regular mail outs of Landcare funding opportunities, activities, news and upcoming events have worked as a newsletter. A new look newsletter will be mailed out over winter 2021.</p>
NE2.1.8	Link funding opportunities to groups, projects and activities in the area. Distribute information and assist where applicable in helping groups to acquire funding.	Funding opportunities for environmental activities sought	100% complete	100%		Landcare coordinator has passed on funding opportunities to relevant communities through bulk mail outs or direct communication.

## NE2.2: Minimise negative impacts on the environment.



Completed






On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE2.2.1.1	Control environmental and/or noxious weeds on public land through Council and/or services provided by the Upper Macquarie Country Council (UMCC)	Weed control undertaken throughout the LGA	100% complete	100%		All UMCC work requested for the 20/21 year has been completed.
NE2.2.2	Undertake energy audits of Council buildings/facilities and consider recommendations in the Operational Plan.	Energy and water saving initiatives for buildings and facilities identified, implemented and promoted	100% complete	100%		Council has continued to investigation opportunities to implement energy and water savings including: <ul style="list-style-type: none"> <li>• Installation of Solar Panels on the Administration Centre.</li> <li>• Investigation of options for the installation of solar at the Aquatic Centre.</li> <li>• Identification of areas of “high water consumption” by council facilities.</li> <li>• Installation of irrigation systems at sports fields.</li> </ul>
NE2.2.3	Comply with the Environment Protection licenses for Lithgow, Portland and Wallerawang Sewerage Treatment Plants and Lithgow Water Treatment Plant.	Number of incidences of non-compliance identified	100% of incidences reported	50%		All incidences are reported as required.



Completed






On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
NE2.2.4	Comply with the Environment Protection Licenses for Lithgow Solid Waste Facility and Portland Garbage Depot.	Number of incidences of non-compliance identified	100% of incidences reported	100%		No incidences of non-compliance identified for Lithgow Solid Waste Facility or Portland Garbage Depot in the second half of 2020/21.
NE2.2.5	To fulfil Council's appropriate regulatory authority responsibilities under the Protection of the Environment Operations Act.	Pollution incidents responded to where Council is the appropriate regulatory authority.	Within 24 hours of incident report	100%		All reported pollution incidents responded to.
NE2.2.6	Implement the Farmers Creek Precinct Masterplan.	Annual program implemented	100% complete	75%		Rock treatment of creek banks at Lake Pillans Wetlands have not yet commenced and unlikely to be completed prior to installation of new boardwalk. This project will need to be rolled over into the 2021-2022 financial year.



Completed



On schedule



Off schedule



Not due to start



Responsible & civic  
governance & civic  
leadership

# Achievements

- 11 Formal GIPPA requests received & completed.
- 05 Facebook Live events conducted during the exhibition of the 2021/22 Draft Operational Plan
- 23 Council Columns produced & published in the Village Voice.
- 212 Media releases distributed to local & regional media and published on Council's website, Facebook and in eNewsletters
- 174 Quotes for applications
- 1317 Certificates processed
- 2022 Action requests processed

COUNCIL CONNECTIONS NEWSLETTER DISTRIBUTED WEEKLY
4 BUSHFIRE RECOVERY ENEWSLETTERS DISTRIBUTED
LITHGOW BUSINESS & TOURISM MATTERS ENEWSLETTER DISTRIBUTED MONTHLY

- 134 Development applications registered
- 95 Construction Certificates registered
- 06 Complying Development Applications registered
- 17 s68 Solid Fuel Heater applications registered
- 22 Onsite Sewer applications registered
- 630 s96 Modification of Consent applications registered




80 GPS & SATELLITE MONITORING SYSTEMS IN ALL OPERATIONAL VEHICLES & MACHINES TO IMPROVE SECURITY & EFFICIENCY	38 PERSONAL COMPUTERS REPLACED	6 ORDINARY MEETINGS OF COUNCIL HELD  1 EXTRA ORDINARY MEETING OF COUNCIL HELD	138 RESOLUTIONS  1 RESOLUTION	7 COUNCILLOR BRIEFING SESSIONS HELD
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# Challenges

In response to the COVID – 19 pandemic, Council is continuing to evolve its processes to ensure it is providing the best possible service to the community. As such we have looked to implementing new ways to engage with our community and are continuing to develop our online platforms whilst maintaining traditional methods of communication such as print media where available. Facebook live question and answer forums have enabled us to reach a new audience who can participate from the comfort of their homes. This has enabled us to engage not only our rural and remote communities but, also absentee landholders.



## GL1.1: Our community is involved in the planning and decisions making processes of Council

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL1.1.1	Prepare, review and implement Asset Management Plans and Policies.	Asset Management Improvement Plan implemented	100% complete	100%		Data collection and verification for all assets, updating of policies and procedures continuing for input into Council's Enterprise Asset Management System and Asset Management Plans.
GL1.1.2.1	Prepare a Comprehensive Development Control Plan to provide detailed planning and design guidelines to support the planning controls in the Lithgow LEP 2014.	Plan prepared, consulted upon and adopted.	100% complete	95%		During this reporting period, Council officers finalised a draft development control plan. At its meeting of 26 April 2021, Council endorsed the Draft Lithgow Development Control Plan 2021 for public exhibition. The Plan was placed on public exhibition from 14 May 2021 - 13 June 2021. At the completion of this exhibition period, Council will consider any submissions received and consider a report to adopt the Plan.
GL1.1.2.2	Develop a Floodplain Risk Management Study and Plan	Plan prepared, consulted upon and adopted.	100% complete	35%		Council has finalised stage 2 of the Lithgow Floodplain Risk Management Study and Plan which included the updating of flood models located in the 2017 Flood Study Review. The outcome of this stage was a series of maps which more accurately reflect the flood characteristics of the Farmers and Marrangaroo Creek Catchment Areas. Council is now progressing with stage 3 which includes identifying current and future flood impact to property and emergency management options.



Completed









On schedule



Off schedule




Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL1.1.2.3	Prepare a Local Housing Strategy	Brief developed.	100% complete	15%		Preliminary scoping work has commenced to prepare a professional services brief to enable Council to request a fee proposal from external consultants to assist with the preparation of the Strategy. This project will continue over the 2021/2022 financial year.
GL1.1.2.4	Finalise the Rural and Rural Residential Strategy	Plan prepared, consulted upon and adopted.	100% complete	10%		During this reporting period, Council officers have continued to review available data to inform the Strategy.
GL1.1.2.5	Commence review of the Integrated Planning & Reporting Framework	End of Term Report Completed	100% complete	50%		Commenced the End Of Term Report which will be reported to the last meeting of the current Council in November 2021.
GL1.1.2.6	Prepare a Traffic Study for the Marrangaroo Urban Release Area	Traffic Study undertaken	100% complete	95%		During the reporting period, Council was successful in obtaining funding from Department of Planning, Industry and Environment for the preparation of the Marrangaroo Traffic Impact Assessment. External traffic consultants were engaged in April and it is expected that a Draft report will be available by June 2021.
GL1.1.3	Prepare, review and implement Council's Policies in accordance with the Policies Register.	Council policies developed and reviewed	100% complete	100%		Ongoing review and development of policies has been undertaken by staff as required.
GL1.1.4	Prepare the Operational Plan 2021/22 in accordance with the requirements of the Local Government Act and regulations.	Plan prepared, consulted upon and adopted by Council	100% complete	100%		Operational Plan has been prepared and exhibition was completed on 27 May with 14 submissions received. The report was adopted on 28 June 2021 (Council Minute 21-143).







Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL1.1.5	Conduct the business of Council in an open and democratic manner.	Council meetings conducted	10 per annum	100%		Business Paper and minutes distributed in accordance with the Code of Meeting Practice.

## GL2: Moving towards a sustainable council.

GL2.1: Revenue opportunities, costs savings and/or efficiencies are achieved.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.1.1	Service level reviews will be undertaken in accordance with the Fit for the Future Implementation Plan.	Develop a Service Planning Framework	3 Services Reviews per annum	0%		Due to resourcing limitations, this program has been deferred until 2021/22.
GL2.1.2.1	Manage and monitor Council's finances.	Annual Financial Statements prepared, audited and lodged with the Office of Local Government by 31 October	100% complete	100%		Council lodged the Financial Statements for 2019/20 on 18 December 2020. The NSW Government granted an extension for all Councils from the 31 October 2020 to 30 November 2020. Council was granted a further extension from the OLG to 18 December 2020.



Completed








On schedule







Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.1.2.2	Manage and monitor Council's finances	Fees and Charges reviewed to ensure commercial competitiveness and best practice management	100% complete	100%		Fees & Charges were reviewed, updated, placed on public exhibition and then approved at the June ordinary Council meeting.
GL2.1.2.3	Manage and monitor Council's finances	Processes developed and implemented to streamline tendering and identify Aggregated Purchasing	100% complete	75%		Council utilises WSROC and Local Government Procurement arrangements/contracts to minimise tendering costs where possible. Processes to aggregate purchasing arrangements will be developed in the 2021/22 year.
GL2.1.2.4	Manage and monitor Council's finances.	The Financial Management Improvement Plan implemented	100% complete	60%		The two remaining Financial Management Improvement Plan actions relating to longer-term goals and objectives (multi-year actions up to 2022/23) are being implemented.
GL2.1.2.5	Complete implementation of the Asset Field Works Mobility Solution	Program implemented	100% complete	50%		Test system has been established.
GL2.1.3	Report the outcome of a quarterly performance review of the Delivery Program, Operational Plan and provide a budget review statement to Council prior to 30 November, 28 February and 31 May.	Quarterly Performance Reviews reported to Council within legislated timeframes.	100% complete	100%		Quarter 3 budget review completed and reported to the 24 May 2021 ordinary Council meeting. All quarterly budget reviews were completed and reported within the legislated timeframes.



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.1.4.1	Report on the outcome of Council's performance against the Delivery Program.	Six Monthly Report prepared and reported to Council	28 February	100%		July - December six monthly report was completed and reported to Council in February 2021.
GL2.1.4.2	Report on the outcome of Council's performance against the Delivery Program.	Annual report prepared and submitted to the Office of Local Government	30 November	100%		The Annual Report was completed, posted on Council's website and lodged with the Office of Local Government in December 2020 in accordance with legislative requirements.
GL2.1.5	Planning agreements are negotiated and administered according to the adopted policy.	Development contributions are collected and administered in accordance with the adopted Contributions Plan and Planning Agreements.	100% complete	100%		This is an ongoing (recurrent) action.
GL2.1.6	Ensure legal compliance and transparency of the administration of Council's Public Land Portfolio.	Land Register is updated and maintained quarterly	100% complete	0%		Land register updated 26 May 2021. The amendments included: <ul style="list-style-type: none"> <li>1. Deletion of Lots 303 to 306 in DP26070 being 64-70 Lidsdale Street, Wallerawang</li> <li>2. Deletion of Lot 250 in DP26070 being 57 Lyon Parade, Wallerawang</li> <li>3. Amendment to 1-3251935, 1-2/1094395 and 90/751650 being part of Hassans Walls Reserve to identify the land as Crown land, controlled by LCC</li> </ul>



Completed



On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
						<ul style="list-style-type: none"> <li>4. Addition of Lot 1 in DP1268778 being 10 Col Drewe Drive, Bowenfels</li> <li>5. Addition of Lot 2 in DP1268778 being 12 Col Drewe Drive, Bowenfels</li> <li>6. Amendment to entry for Glen Davis Community Hall by inserting Lot 9340 in DP1204792</li> <li>7. Amendment to entry for Glen Davis Waste Depot by inserting Lot 9342 in DP1204792</li> <li>8. Delete Lot 125 in DP751644 being part of Hartley Vale Reserve 65094, as BMCC will be the appointed CLM</li> </ul>



Completed



On schedule







Off schedule



Not due to start

## GL2.2: Use modern operating systems and apply contemporary practices.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.2.1.1	Investigate processes/applications/technologies to increase efficiencies and reduce costs.	New technologies investigated and implemented to improve the ability of inspection Staff (indoor & outdoor employees) to send and receive information and comply with WHS requirements	100% complete	70%		Technology One cloud test system established and user acceptance testing underway.
GL2.2.1.2		Paperless office to achieve a reduction in printing/paper costs.	5%	100%		Continued development of online services, including web based automated forms. Testing of electronic stamping currently underway.
GL2.2.2	Maintain Council's fleet of plant and equipment to the satisfaction of internal and external customers.	Plant and equipment maintained	100% completed	100%		A number of light vehicles have been delivered, alongside a new fairway mower for the golf course. Council has also purchased a new rigid tipper, water truck and mower.
GL2.2.2	Maintain Council's fleet of plant and equipment to the satisfaction of internal and external customers. - Install GPS Monitoring System	Plant replacement program implemented	100% complete	100%		Project complete with over 80 GPS units installed over the Council fleet.



Completed








On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.2.3.1	Work together to interweave and optimise the sharing and coordination of resources and information.	Western Sydney Region of Councils Board meetings attended.	4 per annum	100%		The General Manager attended scheduled WSROC Board meetings.
GL2.2.3.2		General Managers Western Sydney Region of Council board meetings attended.	2 per annum			
GL2.2.3.3		Attend the Local Government NSW Conference	100% complete	100%		
GL2.2.4.1	Manage and maintain the communication networks enduring they are operational and accessible greater than 98% of the year.	Software revisions implemented as recommended.	Complete	100%		All major business systems currently operating on latest versions.
GL2.2.4.2		Network equipment is maintained and functional	Complete	100%		Networks managed and maintained. Commenced project for transition to cloud for Technology One suite.
GL2.2.4.3	Ensure high service levels of Council's information and communications network.	Intramaps program implemented	100% complete	20%		Intramaps implementation has commenced.



Completed





On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.2.4.3	Ensure high service levels of Council's information and communications network.	PC's and Server replaced in accordance with priority program	100% complete	100%		38 PC's replaced/added to fleet this financial year.
GL2.2.4.4		All software licensing is current	100% complete	100%		All software licenses maintained and current.



Completed



On schedule







Off schedule



Not due to start



## GL2.3: Provide effective risk and safety practices.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.3.1	Develop and Implement risk management strategies in areas of corporate management to improve the annual score by 3% per annum.	Risk Management Plan implemented	3% per annum	100%		CIP Workbooks for 2021 - Footpaths - Building Assets - Events provided to Statewide Mutual.
GL2.3.2	Implement and assess the Business Continuity Plan that ensures Lithgow City Council operates in a fluid and dynamic environment, subject to changes in personnel, processes, market, risk, environment and geography and business strategy.	Business Continuity Plan implemented	100% complete	100%		Actions were implemented throughout the organisation to ensure that Council was operational during the COVID-19 pandemic.
GL2.3.3.1	Provide insurance coverage of Council's activities and assets.	Adequate and cost-effective insurance coverage secured	100% complete	100%		2020/21 insurance renewal completed.
GL2.3.3.2	Liaise with the insurance company and process claims within 14 days of receipt.	Claims processed	14 days of receipt	100%		Request for recovery of damage costs forwarded to Insurances when received. Online Claims reporting initiated and acknowledgement receipt with reference number undertaken.



Completed




On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL2.3.4	Implement Internal Auditing programs.			75%		The Record Management internal audit was completed in May 2021. There are ongoing actions to implement recommendations arising from the audit.
GL2.3.5	Perform Council's legal responsibilities under applicable Acts and Regulations and ensure compliance.	All legislative decisions changes and legal compliance actions implemented.	100% complete	65%		2020/21 compliance activities have been completed.
GL2.3.6	Ensure the integrity and security of Council's Records	Assess, determine and respond to complaints in accordance with GIPA Act and procedures.	100% processed	100%		11 formal GIPA requests received during this period. All have been completed within required timeframes.
GL2.3.6	Ensure the integrity and security of Council's records.	Council's records registered, collated, archive and disposed of in accordance with legislation, policies and procedures.	100% complete	100%		For the 2020/21 year, records has concentrated on training new staff, record disposals and monthly follow up / reporting on unregistered documents. A Records Management internal audit was completed in May 2021.



Completed



On schedule







Off schedule



Not due to start

## GL3: We are all valued citizens

GL3.1: We provide prompt, knowledgeable, friendly and helpful advice.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL3.1.1.1	Support Councilors in their role: - Briefing Sessions, memos, emails and meetings.	Councilors are informed	100% complete	100%		Provided support to Councilors by holding regular briefing sessions, memos, media releases and arranging meetings.
GL3.1.2.1	Disseminate concise and effective information to the community about Council's programs, policies and activities.	Council Columns and media releases produced and distributed	100% complete	100%		The Council Column and media releases were produced weekly. All media releases are published on Council's website along with Policies and Council's programs.
GL3.1.2.2	Disseminate concise and effective information to the community about Council's programs, policies and activities.	Council Connections eNews produced and delivered	100% complete	100%		Council Connections eNews is produced and distributed every Thursday. A link to the newsletter is also posted on Council's Facebook page.
GL3.1.2.3	Disseminate concise and effective information to the community about Council's programs, policies and activities.	Council's website maintained to accurately reflect Council's programs, policies and activities of the time.	100% complete	100%		Council websites managed throughout the period. Major update of Tourism website implemented.



Completed




On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL3.1.3	Celebrate Local Government Week by undertaking activities that focus on Council in the community.	Activities undertaken to promote Council to the community	100% complete	100%		Due to Covid 19 issues the Local Government week for 2020 was not celebrated.



Completed



On schedule



Off schedule



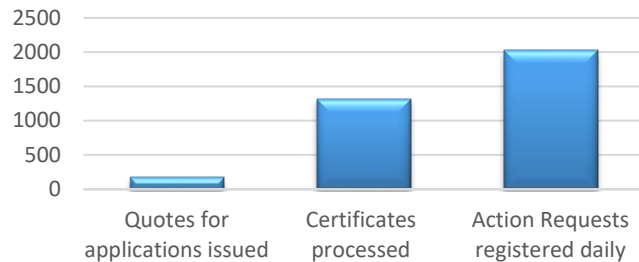
Not due to start

# GL3.2: Responsive and efficient services.

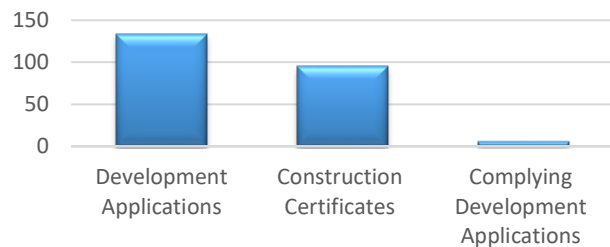
## GL3.2.1.1 Ensure efficient customer service standards

- Internal and external customer feedback
- Completion of all certificates in 14 days
- Register all applications in 2 days
- Monthly reporting completed within days.

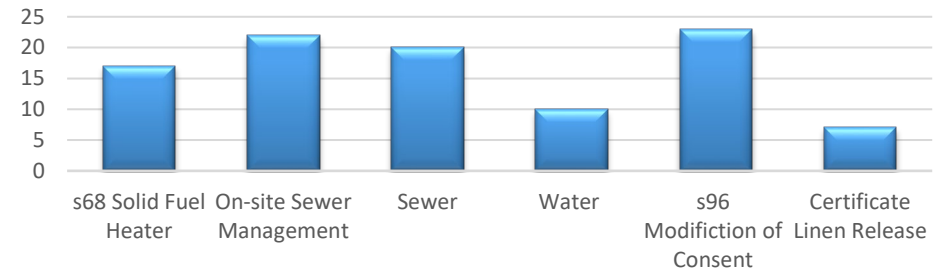
Jan - June 2021



Registrations  
Jan-June 2021








Applications Processed  
Jan - June 2021



The necessity of remote processing of Development Applications and Certificate Applications gave significant challenges to delivery timeframes from March through to June, which had repercussions into the new Financial Year. There was a significant increase in certificate orders and some peaks in Customer Requests which challenged resources and impacted Customer Service.

### GL3.3: Encourage a motivated and adaptive workforce.

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL3.3.1.1	Enhance employee engagement - Purchase and implement a Performance Appraisal Module	HR Modules in Tech One implemented	100% complete	0%		Project postponed to 2021/22 due to the transition to the Technology One cloud solution.
GL3.3.1.2	Enhance employee engagement.	Reward and Recognition Program developed and implemented	100% complete	30%		Some measures implemented for specific roles however, as there was no budget allocation for this, implementation has been limited.
GL3.3.1.3	Enhance employee engagement	Employee Opinion survey conducted to measure employee engagement	100% complete	100%		A Culture Survey was conducted in the Water & Waste Water Directorate with one-on-one interviews with staff using an external consultant. A series of recommendations has been received which will be progressively implemented.
GL3.3.1.4	Enhance employee engagement	Performance appraisals of staff conducted	31 October	100%		All performance appraisals completed.
GL3.3.1.4	Enhance employee engagement	Long service employees recognised at Presentation Day	100% complete	100%		Due to COVID-19, Council was unable to hold the annual end-of-year staff presentation event to thank staff and recognise their efforts in the preceding year. Employees with long service anniversaries were still recognised by way of awards presented personally by the General Manager to staff.



Completed









On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL3.3.1.5	Enhance employee engagement	Health & Wellbeing and Dignity & Respect Programs implemented	100% complete	0%		Unable to rollout face to face Dignity and Respect workshops due to COVID disruptions. This has been re-scheduled to 2021/22.
GL3.3.2.1	Ensure the organisational structure is relevant to the organisations' needs/service development.	Implement the Workforce Plan	100% complete	100%		Changes to the organisational structure in Recreation (Aquatic Centre), conversion of casual roles to core permanent and permanent part-time roles to align with season requirements.
GL3.3.2.2		Council's Salary System reviewed	100% complete	0%		No budget was allocated to implement this action.
GL3.3.3.1	Provide a workplace that promotes the principles of equal employment and is free of discrimination.	Improvements to recruitment practices that enhance equal employment opportunity implemented.	1 significant improvement per annum	100%		All recruitment approvals are now checked and authorised by the Director People & Services.
GL3.3.3.2		All harassment and discrimination complaints are resolved in corrective actions	Within 3 months of complaint	100%		Fully compliant with harassment and discrimination complaint processes.
GL3.3.3.3		Standard Working Procedures reviewed (on maturity) to ensure they are in line with the Equal Employment Opportunity Management Plan.	100% complete	100%		All Standard Working Procedures are reviewed in accordance with timeframes.



Completed



On schedule




Off schedule



Not due to start



Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL3.3.4.1	Provide a safe and healthy workplace.	WHS Action Plan implemented as per priority program	100% complete	100%		<p><b>Traffic Management</b></p> <ul style="list-style-type: none"> <li>• Signs audit undertaken.</li> <li>• Costing provided to Infrastructure Services.</li> <li>• Awaiting purchase of new signs</li> </ul> <p><b>Identify Training Needs for:</b></p> <ul style="list-style-type: none"> <li>• First Aid - 75% complete</li> <li>• Confined Space – Completed</li> <li>• Concrete Saw - Work in progress</li> <li>• Chainsaw Operation - event dates identified</li> </ul> <p><b>WHS Plant Management</b></p> <ul style="list-style-type: none"> <li>• Draft WHS Plant and Equipment SWP and JSA- SWMS Tag in / Tag Out.</li> <li>• Weekly meetings held for Plant management</li> <li>• (insurances) for a period of 2 months</li> </ul> <p><b>Incident and Investigation workshops (Vault) 6 sessions completed.</b></p>



Completed








On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL3.3.4.2	Provide a safe and healthy workplace	Audit completed by State Cover of the Work Health & Safety Rehabilitation and Environment Management System	1 per annum	100%		<ul style="list-style-type: none"> <li>Annual Audit Score 54.6%.</li> <li>WHS Action Plan provided for 2020/21.</li> </ul>
GL3.3.4.3		Immunisations provided to relevant staff against Hepatitis A & B and The Flu	100% complete	100%		Staff immunisations completed.
GL3.3.4.4		Work Health & Safety Committee meetings conducted	8 per annum	100%		<ul style="list-style-type: none"> <li>HSR training for all Committee members held in March 2021.</li> <li>9 meetings held 1/07/2020 - 30/06/2021.</li> </ul>
GL3.3.4.5		Program of noise monitoring and hearing tests for employees implemented	100% complete	20%		Hearing Assessment to be undertaken in the 2021/22 financial year.
GL3.3.4.6		Noise monitoring and hearing tests for employees undertaken on commencement and retirement	100% complete	50%		A program is being developed to ensure that hearing assessments are undertaken when workers cease working for Council as part of their exit interview process.



Completed






On schedule



Off schedule



Not due to start

Action Code	Action Name	Deliverable	Target	Progress	Status	Comments
GL3.3.4.7	Provide a safe and healthy workplace	WHS activities and committee initiatives promoted within the workplace	1 promotional activity per annum	100%		New HSC Constitution and Consultation Flowchart forwarded to all staff. Flu vaccinations completed. Disaster packs for Covid 19 i.e. hand sanitisers, cleaning materials provided.
GL3.3.4.7		Safety Day Conducted	100% complete	20%		Deferred until Covid-19 immunisation is completed for all staff.
GL3.3.5	Enhance the skills and knowledge of the workforce.	Training plan developed and implemented	100% complete	100%		Training budget expended, however, not all identified needs as per the training plan. Face to face training was significantly reduced due to COVID.



Completed



On schedule



Off schedule



Not due to start