New Councils Progress Report

Delivering results for communities through stronger new councils
Summary

NSW had 152 councils
Nearly twice as many as VIC and QLD.

Councils were collectively losing $1,000,000 per day

4 years of extensive research and consultation showed the system was not working as well as it should be.

IPART assessed councils and found 60% ‘not fit’ or able to deliver for their communities into the future.

In 2016, 20 stronger new councils were formed with greater capacity to deliver service and infrastructure to their communities.

484 new community projects and services have been funded so far.

New councils have already identified $27m in savings - that’s over $100,000 per day since they commenced.

All new metro councils have committed to a 40-day processing target for residential DAs.
In some former councils the assessment time was as high as 140 days.
20 new councils formed in 2016

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20 new councils formed in 2016

New Councils

Area (Regional)

- Amatole Regional Council
- Edward River Council
- Federation Council
- Condamine-Gumdi Regional Council
- Hilltops Council
- Mid-Coast Council
- Murray River Council
- Namadgi National Park Council
- Gungal-Palang Regional Council
- Snowy Monaro Regional Council
- Snowy Valleys Council
- Dubbo Regional Council
- Current LGA Boundaries

New Councils

Area (Sydney Metro)

- Bayside Council
- Canterbury-Bankstown Council
- Central-Coast Council
- Central Coast Council
- City Of Parramatta Council
- Cumberland Council
- Georges River Council
- Inner West Council
- Northern Beaches Council
- Current LGA Boundaries
Delivering Benefits
20 new councils created across NSW in 2016 are producing substantial benefits for their local communities by funding and delivering important projects, facilities, and services.

**Funding New Projects and Services**

- **484** new projects and services so far funded by the Stronger Communities Fund
  - Hundreds of community groups have secured grants of up to $50,000 each through the Stronger Communities Fund
- **404** new projects and services in regional areas
- **80** new projects and services in metropolitan areas

**Over $10 million in Community Grants Delivered**

Funds are being invested in three key areas:

- **Community services and facilities**
  - **231** projects and services
- **Recreation and sporting facilities**
  - **170** projects and services
- **Arts, culture and tourism**
  - **83** projects and services
New councils are consulting their local communities about how they will invest over $200m allocated for local infrastructure and projects that will deliver long-term economic and social benefits to the community.

Projects approved or under consideration include:

- **Dubbo Regional Council**: $2.5m for the construction of a new state-of-the-art Visitor Experience Centre and Discovery Hub
- **Canterbury-Bankstown Council**: Widening Canterbury Road Underpass for cyclists, as part of the Regional Cycleway Connection and converting Jensen Park Inner Field to a multipurpose synthetic grass pitch
- **Cootamundra-Gundagai Regional Council**: $2.5m to replace Gundagai Sewerage Treatment Plant and $2m for the Cootamundra Water Main Replacement Program
- **City of Parramatta Council**: $2.2m is being allocated to fund 18 new playgrounds
- **Edward River Council**: $5m to be invested in road infrastructure and $4m into community infrastructure
- **Georges River Council**: $1.5m for Customer Service Hubs for the installation of Wi-Fi at Kogarah Library and a number of town centres including Kogarah, Beverley Hills and Riverwood
- **Inner West Council**: Approximately $2m has been allocated to cycle and pedestrian path projects
- **Hilltops Council**: Providing natural gas to Harden, long-term water security to Boorowa, and a new regional library in Young
- **Mid-Coast Council**: $3.5m toward road renewals and $1.5m toward bridge upgrades and improvements
- **Murray River Council**: $3.2m for a multi-purpose field and facilities at Moama Recreation Reserve
- **Queanbeyan-Palerang Regional Council**: $1m for town centre improvements and main street beautification projects for Braidwood and Bungendore
- **Snowy Monaro Regional Council**: $170,000 for Cooma Basketball and Gymnastics Facility upgrade
- **Snowy Valleys Council**: $9m towards major upgrades to sport, recreational and community facilities, and major CBD upgrades
Improving the way councils operate

Communities are benefiting from simple operational changes at new councils making them more efficient and responsive

- **Delivering important services across more communities**
  - Georges River Council extends Voluntary Pensioner Rebate Scheme from Hurstville to Kogarah

- **Streamlining administration processes**
  - Community members of Canterbury Bankstown Council can lodge DAs, return library books and attend council-run gyms in either Canterbury or Bankstown

- **Greater transparency**
  - Queanbeyan-Palerang Regional Council has installed live streaming equipment to increase community accessibility to council meetings held in both Queanbeyan and Bungendore

- **Greater focus on customer service**
  - The new Murrumbidgee Council has introduced a single, easy-to-remember council number 1300 MRMBGE allowing calls to be transferred across the three service areas of Coleambally, Darlington Point and Jerilderie

- **Increasing services in regional areas**
  - Murray River Council has engaged a not-for-profit group to re-home abandoned animals across the new council area to reduce euthanasia rates

- **Consolidating resources and staff so more can be spent on frontline services**
  - Inner West Council has identified savings of $1.5m per annum by redeploying back office staff and through a range of staff related expenses and costs

- **Streamlining development applications and reducing processing time**
  - DA processing times have gone from 71 days in the former Canterbury Council to 42 days in the new Canterbury-Bankstown Council, as a result of better practices and increased resources

- **Improving local business and tourism opportunities**
  - Snowy Monaro Regional Council launched an economic development campaign to attract more tourists to the area. Council is working with the Bombala Chamber of Commerce to attract visitors to the Snowy Monaro area to generate economic growth through increased business at cafes, retailers and accommodation providers

- **Increasing capacity and skills**
  - Mid-Coast Council has employed specialist coastal engineering staff assisting with issues in the former Greater Taree City Council area. No specialist staff were previously employed to address such issues
Success Stories
The Northern Beaches will be boosted by a $32m investment in a major new project connecting and enhancing the community.

The centrepiece of the Connecting Northern Beaches initiative is an iconic coastal walkway joining Palm Beach to Manly. It includes cycleways and shared paths linking local public transport connections and the B-Line service.

The corridor will showcase Northern Beaches’ spectacular coastline and offer access to some of the most beautiful ocean views in Sydney. The focus is to make walking and cycling available to all and to connect the community together.

Northern Beaches Council will invest $10.3m in ‘active play’ areas across the LGA and $4m in sporting facilities and Surf Life Saving clubs.

The project has been made possible by the formation of the new Northern Beaches Council and will be delivered in partnership with the NSW Government. Funding is through the NSW Government’s Stronger Communities Fund, together with the B-Line project, Walking & Cycling Program and savings made as a result of the council merger.

Connecting through walks
36km of continuous all-weather coastal walkways from Palm Beach to Manly including:
- 8km of new footpaths, boardwalks and stairs
- New Palm Beach Walkway and shared pathway behind Mona Vale Golf Course
- Dee Why headland to North Curl Curl improvements

Connecting through cycling
36km of new cycleways and shared paths connecting north-south and east-west including:
- New shared path around Bilgola Bends
- New shared path from Collaroy to Narrabeen
- Designated route from Dee Why to Northern Beaches Hospital

Connecting through play
Delivering a regional network of inclusive, accessible playgrounds and investing in sporting facilities and Surf Life Saving clubs across the Northern Beaches including:
- Two major new all-abilities playgrounds at Manly Dam and Lionel Watts Reserves
- Upgrading the 50 district playgrounds to create exciting and vibrant places to play and ensure people of all abilities and ages can connect through play
- Piloting an innovative local neighbourhood inclusive playground program
- Encouraging active play with sporting facilities and Surf Life Saving clubs
Since merging in May 2016 the new Canterbury-Bankstown Council has identified and generated savings which will benefit ratepayers.

So far Council has reduced its operating budget by $3m and further savings of $6m have been identified as co-ordinating the new council continues. Council’s strategies to look for savings on behalf of residents include:

- Streamlining a number of major back-office contracts, particularly in relation to IT and administrative services
- Review of duplicated and/or underutilised fleet and equipment
- Financial benefits through new and larger purchasing agreements
- Aligning waste contracts and efficiencies in dump waste disposal
- Reviewing a number of long-standing and inefficient service provision models

Council anticipates that further savings will be made as it progresses through its transition planning and service review. These further savings should help Council realise long term projected savings of more than $90m over the next 10 years.

All savings generated will provide Council with the opportunity to reinvest these funds into much needed service enhancements and to address infrastructure backlogs.
Dubbo Regional Council completed $50,000 worth of maintenance and repairs to Wellington Olympic Pool in time to host a major swimming meet last month.

Working in conjunction with local swimming clubs, Dubbo Regional Council hosted NSW Country Regional Meet for the first time.

The renovations addressed maintenance backlog issues and stabilised the pool’s main wall which was declared structurally unsound.

Staff from the newly formed council have worked together to make the facilities safe for the community and deliver a project plan which will completely replace the ageing pool.

$3m has been provided from the Stronger Communities Fund with matching funds being sought through a combination of government grants and Council contribution.
Georges River Council residents will save approximately $20-$25 per household each year over the next five years - approximately $2.6m per annum – due to improvements it is making to the Council’s waste collection service.

Council is introducing more efficient truck routes to reduce traffic congestion and enable sharing of vehicle resources, and has created an annual calendar of waste collection days which can be downloaded from Council’s website. Council will save over $12,500 on printing costs and making the calendar available to download.

Council is currently conducting an extensive community engagement to improve its clean up services for the new council area. Council is also reviewing the feasibility of a ‘waste app’ and making its website more accessible for residents to apply for waste services and report issues.

Georges River Council is committed to achieving the best outcomes for the community by improving waste services for the future while maintaining a sustainable current level of service.
Mid-Coast Council Success Story

Mid-Coast Council will soon finish building two new concrete bridges as part of a dedicated program to review wooden bridges with the aim of improving the safety and durability of bridges across the new council area.

One of the new concrete bridges is Abdoo’s Bridge, located on Comboyne Road south of Morton’s Road in Killabakh. Regular travellers in the Tipperary area will also soon enjoy a new concrete bridge as crews work to remove the ageing timber structure on the Gallagher’s Road.

Brays Lane Bridge and Geale’s Bridge will also be upgraded.

This bridge renewal project will not only reduce ongoing maintenance costs for the Council but provide safer creek crossings.

These projects are part of Mid-Coast Council’s commitment to improving infrastructure for its community.
Bayside ratepayers will benefit from a new council vehicle fleet

The creation of Bayside Council has enabled a fleet of aging vehicles and machinery belonging to the former City of Botany Bay Council to be replaced by investing $7 million to bring the fleet up to date.

The former City of Botany's operating deficit meant it was unable to replace the vehicles and machinery which are vital to the general upkeep of the council area.

The age of the vehicles and machinery also meant that replacing and repairing parts was a difficult and often lengthy process.

The merger means Bayside Council now has the opportunity to explore all financial options to replace this aging and important fleet.
Inner West Council is taking action to address the critical issue of housing affordability.

Through a Voluntary Planning Agreement (VPA) Council now owns four apartments - located at Old Canterbury Road in Lewisham - that will be managed by a community housing provider to help get graduate teachers, child carers, nurses, and those in hospitality in housing that is low-cost and close to their work.

Council wants people from all walks of life living and working in the Inner West. Having to live further away from family and community support systems, and traveling more to get to work or visit loved ones can take a toll on personal lives and is bad for the environment.

Council is currently finalising an Affordable Housing Policy subject to a period of public exhibition to respond to the acute need for affordable housing in the Inner West.

The Policy will set a city leading Affordable Housing Contribution of 15% of gross floor area for developments having a minimum 1,700m² gross floor area.
The closure of the ANZ Branch in Jerilderie in October 2016 raised concerns that the only remaining Automatic Teller Machine (ATM) in the town may also be at risk of removal.

Faced with this unacceptable prospect Murrumbidgee Council moved quickly to install an ATM, working in co-operation with the Coleambally Community Bank, and the Bendigo Bank agency, which operates within the Council office.

The new ATM is located in front of Council’s office in Jerilderie St and is great news for the town, highlighting how Murrumbidgee Council is working in the best interests of all communities across the region.
Cumberland Council has launched a new e-planning framework enabling the public to view Development Applications (DAs) online and make comments directly to Council’s website.

This is another important step in the reforms being introduced to improve accountability and transparency for the people of Cumberland.

It will no longer be necessary for people to visit a Council building to view a Development Application and sift through documents that could be several hundred pages long.

Now Cumberland residents and ratepayers can view applications directly online using a home computer, tablet or phone. They can also download the documents and search them.

It is vitally important that the public is able to easily access information about potential developments. Most importantly, users will be able comment on the DA they are viewing, while they are on exhibition.

While this reform has been implemented in other Local Government Areas, this is a first for many in Cumberland, including the residents of the former Auburn and Holroyd Councils.
After 15 years in the making, Armidale will finally have a new library.

Council resolved to purchase property in Rusden Street to make way for the Armidale Regional Council War Memorial Library and a new community library.

The current library space on Faulkner Street was deemed unsuitable 15 years ago, with poor conditions for staff, and limited storage. The new space has approximately 1566 square metres of floor space – which can be increased to 1800 square metres – providing adequate space for staff, offices, study spaces, and meeting rooms.

The new location will also offer more parking options, has greater access to public transport and improved access for people with a disability.

The purchase of the Rusden Street premises enables council to deal with the immediate issue of providing a modern library space for the community while securing an asset that over the long term will generate capital growth.
Individual Council Progress Reports
Armidale Regional Council is delivering significant benefits to the community through projects residents have said are important.

**Funding new projects and services**

Armidale Regional Council received $10m from the Stronger Communities Fund to kick start priority projects including:

- $11,000 to Guyra Polar Bears Swimming Club for structural changes to the club, a coffee machine for events, and a club banner
- $26,000 to Armidale Meals on Wheels for the establishment of a ‘Links and Learning Café’
- $18,000 to Armidale PCYC for the installation of air conditioning units
- $3,500 to Armidale Family History Group to update and digitise historical documents
- $41,000 to Legacy House for building renovations

**Identifying local infrastructure projects**

Following consultation with the local community, Armidale Regional Council is allocating $9m of the Stronger Communities Fund for local infrastructure and services projects that deliver long-term economic and social benefits to residents.

Examples of projects that have been approved are:

- $2.1m contribution to a $4.2m program for the replacement of approximately 15 poor condition timber bridges, which represents almost half of the timber bridges in the council area
- $1.76m contribution to a $3.5m Roads Improvement Program for three major roads

**Improving the way Armidale Regional Council is run**

Armidale Regional Council is implementing changes that make it a more efficient and responsive body such as:

- **Improving customer service**
  - Reviewing and enhancing the Council website and investigating new customer service kiosks
- **Providing better value for money**
  - Centralised investigation and design service including all soil testing, survey and design work etc, saving around $150,000 to $200,000 per year ongoing
- **Improving communication**
  - Providing a new online engagement hub for all community consultation and public exhibition feedback
- **Delivering improved services across more communities**
  - A new mobile app will be launched to facilitate customer requests, pay accounts and make applications and bookings
- **Encouraging business development**
  - Supporting ‘Get Active Armidale’ - a new initiative that allows local sporting groups and businesses to advertise their activities and get the community involved’
Bayside Council Progress Report

Bayside Council was formed in September 2016 and has saved $2m in the first four months.

Funding new projects and services

Bayside council received $10m from the Stronger Communities Fund to kick-start priority community projects and for local infrastructure and services projects that deliver long-term economic and social benefits to the community.

The funds will be invested in a range of new projects and services that residents will help identify.

Some of the short listed projects include:

- $1.5m towards a new sports pavilion, public amenities and additional parking at Jellicoe Park
- $2.5m for the creation of a customer service centre and upgraded library at Eastgardens Shopping Centre
- $1.5m to upgrade the Hillsdale Community Centre.
- $4m for upgrades to Pine Park, a major recreational and environmentally sensitive part of the foreshore of Botany Bay
- Development of a Master Plan for Botany Wetlands, including shared paths/trails for cyclists and pedestrians, lookouts and links to external paths and a cycle network from Gardeners Road, Daceyville to Botany Road

Council is currently engaging with the local community to confirm the list of projects to be financed by the Stronger Communities Fund.

Improving Operations

Bayside Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Created a 1300 phone number, a Bayside website landing page, Bayside social media accounts and integrated the seamless service delivery of eight libraries across the Council area

- **Providing better value for money**
  - Saving $600,000 on events with no reduction in programs by having them organised in house rather than through the use of consultants

- **Improving communication**
  - Community engagement is a major focus of the new Council with staff conducting roadshows at community events, encouraging people to join the Bayside Have Your Say and Talking Bayside Panel

- **Improved services to more communities**
  - Council is moving our IT platform to the NSW State Government’s cloud to improve security and reliability

- **Encouraging business development**
  - The General Manager has been appointed Chair of the Botany Bay Business Enterprise Centre– a community based partnership between the NSW Department of State and Regional Development and Bayside Council
Canterbury-Bankstown Council Progress Report

Funding new projects and services

Canterbury-Bankstown Council received $10m from the Stronger Communities Fund of which $1m is being invested in priority community projects including:

- Funding for the local PCYC in partnership with regional Neighbourhood Centres to help support ‘Youth Space Connect’ giving young people greater access to non-traditional sports and recreation activities.
- ‘Pathways to Employment’ which aims to increase employment opportunities for the local multicultural community through training and volunteering.
- Women’s Initiative Network Project to provide training, capacity building, safety, health and mentoring to address issues impacting women in our community.
- The Ignition & Beyond initiative will support new and existing sole traders to identify opportunities to establish their micro-business, focused on providing local mental health and disability support services.

Identifying local infrastructure projects

Canterbury-Bankstown Council is consulting the local community to help identify local infrastructure and services projects that will deliver long-term economic and social benefits to the community. Four projects valued at $8.5m ($3.6m funded through the Stronger Communities Program) have so far been identified and include:

- Converting Jensen Park inner field to a multipurpose synthetic grass pitch, creating a football centre of excellence for the local sporting groups.
- Completing stage 2 of the All Abilities Playground at Bankstown City Gardens.
- Widening the Canterbury Road Underpass for cyclists, as part of the Regional Cycleway Connection between Bankstown and Botany Bay.
- Wiley Park Accessible Playspaces, Facilities and Landscape Activation.

Improving the way Canterbury-Bankstown is run

Canterbury-Bankstown is implementing changes that are making it a more efficient and responsive council, such as:

☑ Improving customer service
- Streamlining processes to enable residents to conduct council business at either of the former council offices.

☑ Providing better value for money
- Saving an estimated $200,000 annually through consolidating household waste and processing contracts.

☑ Improving communication
- Offering drop in sessions for residents to meet with council officers and receive information about proposed projects and provide feedback.

☑ Delivering improved services across more communities
- Canterbury-Bankstown residents can return library books to any branch library across the council area, regardless of where they were borrowed from.

☑ Encouraging business development
- Council has established IHAPs to help reduce DA waiting times by cutting red tape and streamlining processes for applicants.

Canterbury-Bankstown Council is delivering significant benefits to the community through projects residents have said are important. Campsie Library was transformed into a state-of-the-art knowledge hub and lifelong learning centre.
Central Coast Council Progress Report

Central Coast Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Central Coast Council received $10m from the Stronger Communities Fund to kick start priority community projects including:

- $10,000 for the Cancer Council NSW Central Coast to restock the Community Resource Van with items such as sunscreen, hats, brochures and other promotional and educational materials
- $10,000 for Youth Off The Streets’ Lakes College Program to help disadvantaged youth overcome their challenging circumstances, complete their high school education and gain employment
- $11,300 for the Central Coast Bicycle User Group’s RideAssist program that allows vision impaired people to ride a bike in a safe and supported environment
- $10,000 to improve the Ourimbah Rugby Club’s sports facilities
- $10,442 for the Rotary Club of East Gosford Inc to install new garden beds and wheelchair friendly access at East Gosford community garden

Identifying local infrastructure projects

Consultation with the local community is underway to decide how Central Coast Council will invest $9m allocated for local infrastructure and services projects that deliver long-term economic and social benefits to the community.

Consultation on 30 projects has generated nearly 10,000 responses from the community via online surveys, council offices, libraries and pop-up stalls.

Improving the way Central Coast Council is run

Central Coast Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Council is undertaking a major integration of its core systems, including finance, customer, library, and asset management. This will allow our customers to do more transactions online, new services should become available from December 2017.

- **Improving communication**
  - Council is webcasting its meetings across the new Council area

- **Delivering improved services across more communities**
  - Council has reduced processing times for residential Development Applications down to an average of 25 days - well below the State Government benchmark of 40 days

- **Encouraging business development**
  - Launching tourism campaign called ‘This is the Life’ that promotes the region by encouraging residents to share their pictures of Central Coast on social media

The Central Coast Bicycle User Group
City of Parramatta Council is delivering significant benefits to the community through projects residents have said are important.

**Funding new projects and services**

Parramatta Council received $15m from the Stronger Communities Fund to kick-start priority community projects and for local infrastructure projects.

These funds are being invested in a range of new projects and services that residents have identified as being important. Some examples of community projects include:

- **$222,770** for a number of local schools to enhance facilities and to assist with the Community Schools Linkages Program
- **$43,950** for the Parramatta/Holroyd Family Support to train and equip teachers to deliver a new parenting program ‘Incredible Years’
- **$49,873** for multiple projects to help Parramatta’s multicultural community including a Jesuit Refugee Service to assist new arrivals to find employment and set up businesses
- **$50,000** for the Parramatta Mission to roll all services available to help Parramatta’s homeless together, creating a one-stop shop for the vulnerable

**Identifying local infrastructure projects**

Parramatta Council has consulted the local community and identified more than 170 local infrastructure projects that will deliver long-term economic and social benefits to the community. Some identified projects include:

- **$600,000** contributed towards a joint project to widen Bridge Road Westmead to reduce congestion in this important health precinct
- **$2.2m** to fund 18 new playgrounds
- **$4.1m** to upgrade facilities of local community organisations including the Wentworthville Early Childhood Development Initiative, the North Rocks Community Centre, West Epping Park Sporting facilities and NSW Planning Urban Activation
- **$690,000** for the Parramatta Artists Studio – Outreach to our Suburbs - a three-year Satellite Studios initiative in the Parramatta LGA

**Improving the way City of Parramatta Council is run**

Parramatta Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - The launch of the new City of Parramatta website provides an easy to use, streamlined approach for customers and visitors to do business with Council
- **Providing better value for money and efficiency**
  - Establishment of an Independent Hearing and Assessment Panel (IHAP) that considers all planning proposals and determines development applications providing greater transparency
- **Improving communication**
  - More community consultation through surveys, pop-up kiosks, workshops and focus groups, giving residents a chance to voice their opinions on a range of issues
- **Delivering improved services across more communities**
  - Added street sweeping services in a number of suburbs across the new council area
- **Encouraging business development**
  - Council will protect commercial business zoning across the whole LGA making way for more businesses to locate to Parramatta, which means more jobs for the area
New Councils Progress Report

Cootamundra-Gundagai Regional Council Progress Report

Cootamundra-Gundagai Regional Council is delivering significant benefits to the community through projects residents have said are important.

**Funding new projects and services**

Cootamundra-Gundagai Regional Council received $10m from the Stronger Communities Fund to kick-start priority community projects including:

- A total of $72,350 in two grants to the Gundagai Women’s Golf Club and Gundagai Men’s Golf Club to revitalise the Bidgee Banks Golf Course
- $50,000 for the Cootamundra Swimming & Lifesaving Club to upgrade the Cootamundra Town Pool facilities and equipment
- $50,000 for the Gundagai Neighbourhood Centre and Gundagai Youth Council to renovate the Gundagai Youth Recreation Space
- $50,000 for Cootamundra Cycle Club to develop its existing site for Mountain Biking and adding a walking track
- $33,830 for Cootamundra Creative Arts’ Summer Heat-Cool Event

**Identifying local infrastructure projects**

Consultation with the local community is underway to decide how Cootamundra-Gundagai Regional Council will invest the remaining $9m of the Stronger Communities Fund allocated for local infrastructure and services projects that deliver long-term economic and social benefits to the community.

Projects under consideration include:

- $2.5m towards the $7m replacement of the Gundagai Sewerage Treatment Plant
- $2m for the Cootamundra Water Main Replacement Program

**Improving the way Cootamundra-Gundagai Regional Council is run**

Cootamundra-Gundagai Regional Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Council is introducing an electronic record management system, which will improve response times to customer requests, complaints and feedback

- **Providing better value for money**
  - The purchase of a new stabiliser/lime tanker to use across the region will produce long term savings as Council will no longer need to contract out the service

- **Improving communication**
  - The Scores on Doors program has now been introduced in the Gundagai area, promoting food safety in local businesses and informing the public how well local restaurants, takeaway shops, bakeries, pub bistros and cafes are complying with NSW hygiene and food safety requirements

- **Delivering improved services across more communities**
  - Better coordination of staff resources and joint operations in response to severe storm events and flooding

- **Encouraging tourism**
  - Council has opened a new Visitors Information Centre in the Cootamundra Heritage Centre

The new lime storage tanker which will save money for ratepayers
Cumberland Council Progress Report

Cumberland Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Cumberland Council received $15m from the Stronger Communities Fund to kick-start priority community projects and for local infrastructure projects.

Community Grants under the Stronger Communities Fund will be allocated later in 2017. Community groups across the Council have identified the following as important areas for investment:

1. Community Safety, with a focus on domestic and family violence
2. Health and Wellbeing
3. Social Inclusion and Participation
4. Enhancing Community Organisation Capacity.

Identifying local infrastructure projects

Cumberland Council has consulted the community to help it identify local infrastructure and services projects that will deliver long-term economic and social benefits to the community. Council will invest $14m in six large-scale infrastructure and service projects including:

- $10m towards the Granville Multipurpose Community Centre, Library and Regional Gallery – a new purpose built, 3,500m² facility located at the Granville Memorial Park site
- The purchase of 30 mobile CCTV units in the former Holroyd area and a number of priority lighting upgrades to help ensure community safety

Improving the way Cumberland Council is run

Cumberland Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Cumberland has implemented a new online DA tracking system (e-Planning) providing access to up-to-date information on current development applications

- **Providing better value for money**
  - Council inherited a deficit of $4.5m and is forecast to generate a surplus for the [2016/17] financial year thanks to efficiencies made as a result of the merger. Saving generated will be invested back into services and infrastructure for the community

- **Improving transparency**
  - Council has established the Cumberland Council Independent Hearing and Assessment Panel (CIHAP) providing greater transparency and an independent forum for applicants, objectors and the community to present and discuss issues relating to planning issues

- **Delivering improved services across more communities**
  - Council has completed a ‘Youth Needs Assessment Study’ identifying key interests and issues of young people across the region in order to plan for future youth services and facilities

- **Encouraging business development**
  - Council has developed a Draft Auburn and Lidcombe Town Centre Strategy, recommending changes to existing planning controls to promote economic growth, and enable more diverse and improved design outcomes

Holroyd Gardens in Cumberland Council
Dubbo Regional Council Progress Report

Dubbo Regional Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Dubbo Regional Council received $10m from the Stronger Communities Fund to kick-start priority community projects, including:

- $23,500 to expand the Orana Support Service West Dubbo Project to ensure the outreach service can operate five nights a week and offer more support to those who need assistance
- $21,000 for the South Dubbo Cricket Club to construct new cricket nets
- $16,200 for the Wellington Junior Soccer Club to upgrade its facilities and purchase portable goal posts to expand the summer football competition
- $15,293 for the Wellington Amateur Swimming Club to purchase and install high-tech electronic timing equipment.

Identifying local infrastructure projects

Feedback from the local community in 2016 helped Dubbo Regional Council decide how to invest $9m in projects that will ensure economic and social benefits. Some of the projects funded include:

- $2.5m towards design and construction of state of the art visitor experiences at Wellington Caves Reserve.
- Installation of a new $1.3m Dubbo Regional Botanic Garden Adventure Playground and supporting facilities such as a kiosk and a seniors gym.

Improving the way Dubbo Regional Council is run

Dubbo Regional Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Decreased DA planning approvals times by using council staff, rather than hiring contractors

- **Providing better value for money**
  - Changes to business structures and processes to commence this year will save council $1.3m that can be reinvested back into the community and enable more efficient service delivery

- **Improving communication**
  - Greater use of social media and launch of a new customer-focused website

- **Delivering improved services across more communities**
  - Council has been able to provide new services to the former Wellington LGA including monthly Heritage Advisor Service, Environmental Health Officer, Building Development Officer and Planning Officer that were not previously available

- **Encouraging business development**
  - A new Wellington Economic Development Officer position has been created to work with Council’s economic development team to stimulate the local economy and drive investment and growth
Edward River Council is delivering significant benefits to the community through projects residents have said are important.

**Funding new projects and services**

Edward River Council received $10m from the Stronger Communities Fund to kick-start priority community projects including:

- $25,000 to upgrade facilities at the Deniliquin Men’s Shed
- $30,000 to redevelop the riverbank at the Deniliquin Boat Club
- $40,000 to promote the iconic Deniliquin Ute Muster
- $17,000 to purchase floor beds for the Navorina Nursing Home
- $50,000 for the Outback Theatre for Young People to fund the ‘While You Were Sleeping’ project that aims to facilitate recycling and sustainability awareness through large-scale public art sculptures installed overnight

**Identifying local infrastructure projects**

Edward River Council is consulting the local community to help it identify local infrastructure and services projects that will deliver long-term economic and social benefits to the community.

It is proposed that $5m is invested in road infrastructure works and $4m into community infrastructure works.

Residents will be able to have their say by attending consultation meetings, completing online surveys, and making submissions on advertised projects.

**Improving the way Edward River Council is run**

Edward River Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Council has centralised its customer service operations providing residents and ratepayers with a one-stop shop for doing business with council

- **Providing better service delivery**
  - Council has completed a $1m road resealing program ahead of schedule

- **Improving communication**
  - Council has launched a 15-minute local radio program, broadcast monthly and on Saturday morning, to keep the community up to date on the work of council

- **Delivering improved services across more communities**
  - Council has improved its response to floods through the new combined workforce and increased resources to the region

- **Encouraging business development**
  - Council signed a memorandum of understanding which aims to provide air freight services between Deniliquin and Brisbane West Wellcamp Airport at Toowoomba
Federation Council is delivering significant benefits to the community through projects residents have said are important.

**Funding new projects and services**

Federation Council received $10m from the Stronger Communities Fund to kick-start priority community projects including:

- $50,000 for the Corowa Rutherglen Football and Netball Club to construct a new netball court at John Foord Oval
- $50,000 for the Rand Sports Ground Committee and Rand Town Improvement Committee to develop the new Rand Community Playground
- $40,000 for the Urana Hall Committee to refurbish Urana Soldiers Memorial Hall
- $40,000 for the Urana Progress Association to go towards Urana Adventure and Skate Park
- $40,000 for the Boree Creek Community Committee to repair the local Memorial Hall

**Identifying local infrastructure projects**

Federation Council continues to consult the local community to help it identify large-scale infrastructure and services projects that will deliver long-term economic and social benefits to the community.

Council has also started assessing projects that have been identified through the consultation process and final recommendations will be put forward to the community in early 2017.

**Improving the way Federation Council is run**

Federation Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Residents in Urana can now pay their rates via EFTPOS for the first time
- **Providing better value for money**
  - Council has saved $208,000 across a range of functions including insurance premiums, employment costs, subscriptions to organisations and other administrative costs
- **Improving communication**
  - A new and proactive approach to flood mitigation by hosting flood recovery assistance sessions, and providing information and resources
- **Delivering improved services across more communities**
  - Federation Council have centralised their irrigation systems to improve council’s water usage and cut electricity costs. The new system also alerts council when there is an issue in real time so it can be fixed immediately.
- **Encouraging business development**
  - The Tourism Treasure Trail was a successful initiative that was designed to launch Council’s new tourism destination website and Official Visitor Guide

Residents in Urana can now pay their rates via EFTPOS for the first time.
Georges River Council is delivering significant benefits to the community through projects residents have identified as important.

**Funding new projects and services**

Georges River Council received $10m from the Stronger Communities Fund to kick-start priority community projects including:

- $50,000 for the Australian Kookaburra Kids Foundation to provide 100 local children living with families affected by mental illness with support
- $50,000 for the 3Bridges, The IDF of St George, Sunnyhaven and Civic to provide volunteering experiences for those with intellectual and physical disabilities
- $50,000 for Project Youth to help disadvantaged young people in the area
- $50,000 for a kitchen and kiosk upgrade at the Kogarah Storehouse to help meet increasing demands for weekly meals from those in need
- $31,000 for mental health support service Verge Collaborative Limited to support new and existing sole-traders identify opportunities or establish their business

**Identifying local infrastructure projects**

Consultation with the local community is underway to decide how Georges River Council will invest $9m on infrastructure and service projects that provide lasting economic and social benefits. Projects under consideration include:

- $1.5m to repair Kogarah Library and establish new Customer Service Hubs at Kogarah, Beverley Hills and Riverwood including free wifi to improve access to council.
- $1.1m for the Town Centres’ Place-Making and Economic Development Program
- Over $6m in community infrastructure at parks, sporting fields and playgrounds to improve amenity

**Improving the way Georges River Council is run**

Georges River Council is implementing changes that are making it a more efficient and responsive council, such as:

**Improving customer service**

- The new Independent Hearing and Assessment Panel (IHAP) has already determined more than $20m in development applications. IHAP has significantly helped to fast track the DA process by cutting red tape and streamlining processes for applicants

**Providing better value for money**

- $1.3m saved through renegotiating contracts, insurance premiums, legal expenses and other savings which has been reallocated to extend pensioner rebates to an additional 3,300 people and to service enhancements such as improved children’s services

**Improving communication**

- Significant community consultation initiatives are underway to ensure community participation in shaping the future of the area. This includes rotating Council meetings throughout the area, Administrator events, and both online and face-to-face consultation on local developments, new grant funding program, branding and community vision. Social media and website presence has been significantly expanded

**Delivering improved services across more communities**

- Council has extended its free graffiti removal service from private property across the whole LGA and have increased service levels at no additional cost in minor road repair by utilising existing plant and equipment. Savings of over $250,000 in road resheeting have been generated and the capital works program expanded

**Encouraging business development**

- Austral the creation of a regional chamber of commerce with free office space and additional cash funding of $150,000 over five years to deliver services to the local business community
Hilltops Council Progress Report

Hilltops Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Hilltops Council received $10m from the Stronger Communities Fund to kick-start priority community projects and local infrastructure projects and services.

Examples of community projects that residents have identified as being important include:

- $47,748 for the Harden Murrumburrah Arts Council for the upkeep and maintenance of the iconic Murrumburrah/Harden Court House
- $36,240 for the Young Lions Soccer Club to extend and refurbish the amenities building at Gus Smith Oval
- $20,000 for the Rye Park Soldiers Memorial Hall to help maintain this important community asset
- $22,000 for the Jugiong Development Group to enhance and improve Jugiong Recreation Ground
- $18,735 for the Boorowa Show Society to upgrade the Showground Pavilion Kitchen.

Improving the way Hilltops Council is run

Hilltops Council is implementing changes that are making it a more efficient and responsive council, such as:

- Improving customer service
  - Residents and ratepayers in the Hilltops region will be able pay their bills and access services online once the new Local Government Information System is implemented

- Providing better value for money
  - Council has identified annual savings of approximately $125,000 by consolidating existing insurance policies enabling more money to be invested back into the community

- Improving communication
  - Residents of the Hilltops region now receive a new quarterly Community Newsletter and a monthly Works & Technical Services Newsletter to keep them informed and up-to-date with operational activities, infrastructure maintenance and planned works

- Delivering improved services across more communities
  - The major water main upgrades in Harden came in under budget, meaning more funds are available for other important works and projects in the community

- Encouraging business development
  - Council has launched the new 44-page Hilltops Regional Visitor Guide, supporting the business community and encouraging tourism

Identifying local infrastructure projects

Hilltops Council is consulting the local community to identify $14m worth of local infrastructure and services projects that will deliver long-term economic and social benefits to the community. Projects under consideration include:

- Providing natural gas to Harden and long-term water security to Boorowa
- Building a new regional library in Young

Hilltops Council is committed to promoting tourism in the beautiful Hilltops Region.
Inner West Council Progress Report

Inner West Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Inner West received $15m from the Stronger Communities Fund to kick-start priority community projects including:

- $50,000 for the Pratten Park Community Sports and Bowling Club to renovate the club’s kitchen
- $47,000 for the Marrickville Youth Resource Centre to make the youth centre more sustainable and energy efficient
- $10,000 for the Style Street Children’s Community Long Day Care Centre to revamp and upgrade the centre’s playground
- $13,500 for the Bower Reuse and Repair Centre to upgrade their collection truck
- $41,562 for TechKNOWLEDGE to equip the organisation with the necessary tools to continue their Skills for Life programs for people with intellectual disability

Funding Local Infrastructure Projects

Inner West Council has worked closely with the community and former councillors to determine priority, local infrastructure projects to be funded by the Stronger Communities Fund. The Inner West Council will invest $14m in projects that deliver long-term economic and social benefits to the community.

Approximately $2m has been allocated to projects related to the Greenway project. These projects include:

- $500,000 for the GreenWay Missing Link pedestrian/cycle way tunnel under Longport Street
- $600,000 for the GreenWay Missing Link Gadigal Reserve Cycle path
- $700,000 for the GreenWay Missing Link pedestrian/cycle bridge under Battle Bridge at Parramatta Road

Other approved local Infrastructure projects include:

- $490,000 to upgrade the Birchgrove park sports pavilion
- $650,000 to renew and repair Leichhardt Town Hall
- $700,000 to upgrade basketball courts and lighting at Sydenham Green
- $450,000 for new pathways in Steel Park
- $990,000 to refurbish and upgrade Petersham Town Hall
- $590,000 for new lighting at Ashfield Park

Improving the way Inner West Council is run

Inner West Council is implementing changes that are making it a more efficient and responsive council, such as:

- Improving customer service
  - The community now has a direct say on decisions affecting the local area with the establishment of new interim Strategic Reference Groups

- Providing better value for money
  - $1.5m has been saved consolidating insurance premiums, which will be redirected back into the community

- Improving communication
  - Developing a ‘Your Say’ website to get residents involved in important projects that will shape the future of the Inner West

- Delivering improved services across more communities
  - Delivery of over $28m in capital works projects across the local government area since June 2016

- Encouraging business development
  - The proposed Sydenham Station Creative Hub - a new, vibrant entertainment and employment precinct where live music venues, small bars, restaurants and cafes thrive alongside traditional and creative industries
Mid-Coast Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Mid-Coast Council received $15m from the Stronger Communities Fund to kick-start priority community projects and local infrastructure projects and services.

Community projects include:

- $50,000 for the Great Lakes United Football Club to install lighting at field number 3 at Boronia to cater for training, night winter games and the Twilight Competition
- $47,940 for the North Arm Cove Residents’ Association to enhance the Community Centre and create a community precinct, including a village green, walking tracks, play and nature areas, park furniture, privacy screening, and new car park
- $25,000 to help Forster Tuncurry Girl Guides refurbish the Guide Hall and create backyard space for outdoor activities
- $21,740 towards upgrading the Cuddlepie Early Childhood Learning Centre to create new outdoor environment for the children
- $8,186 for Flourish Australia to purchase equipment to develop and maintain a community garden

Identifying local infrastructure projects

Mid-Coast Council consulted the local community via a community survey and community information sessions to help identify major projects that deliver long-term economic and social benefits to the community.

There was clear agreement that roads are a top priority for the community across the MidCoast area. Some of the approved projects for 2017-2019 include:

- $6.5m towards road renewals
- $3m towards road resealing
- $3m towards bridge upgrades and improvements

Improving the way Mid-Coast Council is run

Mid-Coast Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Council’s Gloucester office now offers services on behalf of three levels of government, enabling local residents to access all Service NSW, Centrelink and Council services under one roof

- **Providing better value for money**
  - Mid-Coast has achieved substantial savings by: merging their customer telephone contact centres; consolidating staff mobile phone bills; combining the three former councils’ audit functions into one; and rationalisation of waste management facilities enabling Council to freeze waste charges for 3 years

- **Improving communication**
  - The interim General Manager has held two rounds of community meetings, 20 in total across the LGA. The initial meetings focused on Council’s integrated asset management and financial position, and on workforce planning to right size the organisation. The second round provided a strategy to address the priority issues facing our community

- **Delivering improved services across more communities**
  - Savings have been identified to increase the capacity to fund an expanded roads program of $16m that will be placed on high priority assets. Council is also using specialist bridge staff across the LGA to allow essential works to be undertaken in house

- **Encouraging business development**
  - The Vibrant Spaces policy has now been introduced to six more CBD localities increasing life and trade in the areas by allowing businesses to use the footpath free of charge, and reducing red tape and costs with no development application necessary
Murray River Council Progress Report

The Murray River Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services
Murray River Council received $10m from the Stronger Communities Fund to kick-start priority community projects and for local infrastructure projects.

Examples of priority community projects that have been identified include:

- $50,000 for Barham Local Health Medical Trust to accommodate a new dental office
- $52,096 for the Mathoura Recreation Reserve storage shed, multipurpose shelter and bike facilities
- $50,000 for Moulamein Pre School to extend and refurbish the day care building
- $37,857 towards Barham Boardwalk Committee for lighting along Barham Boardwalk
- $37,835 for the Golden Rivers Theatre Group to install accessible toilet facilities

Identifying local infrastructure projects
Murray River Council is consulting the local community to help it identify local infrastructure and services projects that will deliver long-term economic and social benefits to the community. Projects under consideration for $9m of funding for these projects include:

- $3.2m to establish a multi-purpose field and associated civil works, new pavilion, amenities, stand and pedestrian area at Moama Recreation Reserve
- $2.5m towards the multi-purpose complex at Barham Recreation Reserve, centralising and upgrading the outdated facilities

Improving the way Murray River Council is run
Murray River Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Council is modernising its IT by establishing a single, cloud-based system, that will enable residents and ratepayers to pay bills online and conduct other council business from any location

- **Providing better value for money**
  - Council has integrated the two financial systems thereby simplifying and streamlining processes and procedures for processing and payments

- **Improving communication**
  - Council established a community newsletter for the entire region and is communicating its decisions and initiatives to staff in all locations so they can better assist residents

- **Delivering improved services across more communities**
  - Council has reviewed 68 services, including management of the region’s unsealed roads, and will prioritise and implement improvement opportunities that most benefit the local community

- **Encouraging business development**
  - Council is integrating the strategic land use and local environment plans from the former shires to ensure a more consistent approach across the region, whilst continuing to deliver the plans and strategies that their communities were consulted on prior to the merger
Murrumbidgee Council Progress Report

Murrumbidgee Council is delivering significant benefits to the community through projects residents have said are important.

**Funding new projects and services**

Murrumbidgee Council received $10m from the Stronger Communities Fund to kick-start priority community projects including:

- $50,000 for the Darlington Point Men’s Shed to construct a meeting room, repaint and improve storm water drainage
- $50,000 for the Murrumbidgee Council Experimental Farm to develop a 22 hectare farm plot
- $47,000 to purchase equipment for the Jerilderie Community Gym
- $21,000 to install air conditioning at Darlington Point Hall
- $7,500 for Coleambally Lions Club to purchase a ride-on lawn mower

**Identifying local infrastructure projects**

Consultation with the local community is currently underway to decide how Murrumbidgee Council will invest the $9m allocated for local infrastructure and services projects that deliver long-term economic and social benefits to the community. Projects under consideration include:

- A new boat ramp at Darlington Point
- Refurbishment of the Jerilderie Swimming Pool
- Revitalisation of Coleambally shopping precinct
- Major upgrades to sporting facilities at Darlington Point, Coleambally and Jerilderie.

**Improving the way Murrumbidgee Council is run**

Murrumbidgee Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Council has installed an ATM at Jerilderie’s Council Office to support residents after the town’s only bank closed its doors last year

- **Providing better value for money**
  - $322,000 has been saved through reducing and streamlining policies and office processes which can be reinvested in community services

- **Improving communication**
  - Council has awarded a contract for the construction of a microwave Wide Area Network (WAN) which will provide an exclusive communications data network for the new Council to undertake its business operations as well as providing the infrastructure for improved community engagement (via the introduction of online services)

- **Delivering improved services across more communities**
  - Residents across the region now have an organic waste recycling program, improving environmental outcomes by reducing food and other organic waste going to landfill

- **Encouraging business development**
  - A three-year Economic Development Action Plan will be developed using Energise Enterprise funding, and supported by Council’s new Economic, Tourism and Community Development Manager

Jenilderie Netball Club President Tiffany Sutton and Murrumbidgee Council Local Representation Committee (LRC) Chair Ruth McRae applaud the start of works to upgrade the Monash Park Oval. The club received funding under the Stronger Communities Fund for this project.
Northern Beaches Council Progress Report

Northern Beaches Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Northern Beaches Council received $15m from the Stronger Communities Fund. Part of the Stronger Communities Fund included $1m for a Community Grants Program kick-start priority community and infrastructure projects. Examples include:

- $29,106 to complete the Manly Women’s Shelter Vehicle Project
- $49,750 for the Northern Beaches Interchange to increase the Beaches After School Club services
- $8,000 for the Community Pantry to purchase additional essentials to help to continue to feed and support its guests
- $49,000 to fund the Shepherd Centre for Deaf Children’s new “Clear & Confident Class Mate” program, which supports the social integration of deaf children (and their families) from the Northern Beaches as they start mainstream school education
- $25,000 for Barrenjoey High School P&C Association to construct a 200-seat auditorium

A further $500,000 will be offered to local community groups in 2017 as part of the Stronger Community Fund Grants.

Identifying local infrastructure projects

Northern Beaches Council is consulting the local community to help identify local infrastructure and services projects that will deliver long-term economic and social benefits to the community. Projects that have been identified or approved include:

- $32.6m Connecting Northern Beaches initiative
- Hospital Precinct Structure Plan
- Dee Why Town Centre Streetscape
- South Palm Beach Masterplan
- Church Point development
- $10.2m major road upgrade in Warriewood

Improving the way Northern Beaches Council is run

Northern Beaches is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Northern Beaches Council announced that resident parking stickers for the three former councils would be valid across the entire new Northern Beaches Council area, permitting residents to park for free at over 40 locations

- **Providing better value for money**
  - Generating almost $4.5m of savings per year through changes to insurance/workers compensation management and the adoption of a self-insurance license

- **Improving communication**
  - Council has held 18 Council meetings, 103 community meetings, and drop in sessions and 120 Administrator meetings with local community groups

- **Delivering improved services across more communities**
  - Integration of emergency response services

- **Encouraging business development**
  - Council has launched a Northern Beaches Sustainable Business Network with the aim of increasing community engagement in the business sector

Artists impression of the new Northern Beaches Town Centre
Queanbeyan-Palerang Regional Council Progress Report

Queanbeyan-Palerang Regional Council is delivering significant benefits to the community through projects residents have said are important.

**Funding new projects and services**

Queanbeyan-Palerang Regional Council received $10m from the Stronger Communities Fund to kick-start priority community projects and local infrastructure projects and services.

Examples of community projects that residents have identified as being important include:

- $100,000 for Braidwood facility improvements, including the Braidwood National Theatre
- $25,000 for building improvements at the Bungendore War Memorial Hall
- $50,000 towards resurfacing of Queanbeyan netball courts, for this fast growing local sport
- $25,000 for Queanbeyan District Cricket Club to undertake improvements to the Queanbeyan Cricket Pavilion and purchase a clock for the Pavilion.

**Identifying local infrastructure projects**

Queanbeyan-Palerang Regional Council is consulting the local community to identify how it can invest $9m allocated for local infrastructure and services projects that will deliver long-term economic and social benefits to the community. Projects under consideration include:

- $400,000 for improvements and repairs to swimming pools in Braidwood, Bungendore and Captains Flat
- $550,000 restoration of historic Rusten House, which will become an arts and cultural hub for Queanbeyan
- $1m Town Centre improvements and main street beautification projects for Braidwood and Bungendore
- $1.5m towards stage 1 of the proposed new Bungendore Recreation Grounds

**Improving the way Queanbeyan-Palerang Regional Council is run**

Queanbeyan-Palerang Regional Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - Council has synchronised processes to provide a one-stop-shop single service across three office sites

- **Providing better value for money**
  - $120k water treatment chemical savings as result of combined procurement

- **Improving communication**
  - Queanbeyan-Palerang Regional Council has installed live streaming equipment to increase community accessibility to Council meetings held in both Queanbeyan and Bungendore

- **Delivering improved services across more communities**
  - Pool activation, open air cinema and Christmas celebrations across Queanbeyan, Bungendore and Braidwood, attracting thousands of residents to these new community events

- **Encouraging business development**
  - Council is extending of economic development assistance into Bungendore and Braidwood; and has prepared a CBD transformation strategy and a Tourism Strategy for the first time for the entire region, in consultation with local business

The Bungendore Christmas party
Snowy Monaro Regional Council Progress Report

Snowy Monaro Regional Council is delivering significant benefits to the community through projects residents have said are important.

Funding new projects and services

Snowy Monaro Regional Council received $15m from the Stronger Communities Fund to kick-start priority community projects including:

- $50,000 for the Jindabyne Cycling Club to upgrade Lake Jindabyne’s shared trail
- $20,000 for Nimmitabel Preschool to modernise the school’s playground
- $12,161 for Adaminaby Campdraft Association to construct a mobile office and permanent PA system
- $20,000 for the Bombala Golf Club to seal the club’s carpark and upgrade drainage
- $33,000 for the Upper Snowy Landcare to re-vegetate with native plants
- $44,992 for the Coolamatong Snowy Mountains Country Club commercial kitchen upgrade

Identifying local infrastructure projects

Consultation with the local community is currently underway to decide how Snowy Monaro Regional Council will invest $14m of the Stronger Communities Fund allocated for big building and services projects. Projects under consideration include:

- $170,000 for the Cooma Basketball and Gymnastics Facility Upgrade
- $500,000 for the Berridale Streetscape Project - Stage 3

Proposed projects are being presented to the Council’s Local Representative Committees before residents have their say.

Improving the way Snowy Monaro Regional Council is run

Snowy Monaro Councils is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - A new 24/7, 1300 contact number has been introduced so residents can contact council anytime, anywhere

- **Providing better value for money**
  - Interaction with local representative committee members utilising available technology has decreased administration and travelling expenses

- **Improving communication**
  - A new regular council newsletter is keeping residents informed of what’s happening in their area.

- **Delivering improved services across more communities**
  - A consistent approach to management of public health across the region is being achieved by utilising multi-skilled, professional staff within the organisation to develop capability of our workforce

- **Encouraging business development**
  - Investing in young people by offering new council apprenticeships to locals so that they get a trade and contribute to the local economy

Lake Jindabyne shared trails are being upgraded through the Stronger Community Fund
Funding new projects and services

Snowy Valleys Council received $10m from the Stronger Communities Fund to kick-start priority community projects including:

- $40,212 to improve the athletics program for Tumbarumba Little Athletics Club
- $50,000 for a new multipurpose training facility for the Tumut Junior Cricket Association
- $50,000 to upgrade broadcasting equipment for Sounds of the Mountain
- $50,000 to restore the Brungle Memorial Hall Committee
- $14,880 to upgrade the beer garden and repair the roof of the Khancoban Country Club

Identifying local infrastructure projects

Snowy Valleys is consulting the local community to help it identify $8.5m worth of local infrastructure and services projects that will deliver long-term economic and social benefits to the community.

The type of projects under consideration include:

- Major upgrades to sport, recreational and community facilities across the shire with a focus on swimming pools, caravan parks, toilets, and netball courts
- Major CBD upgrades including Tumut Bridge to Ridge, the Batlow Town Precinct, and Talbingo shopping area, and upgrades as outlined in the Khancoban Town Plan and Tumbarumba Creekscape Masterplan

Snowy Valleys Council has now finished conducting a series of workshops which allowed the community to have their say.

Improving the way Snowy Valleys Council is run

Snowy Valleys Council is implementing changes that are making it a more efficient and responsive council, such as:

- **Improving customer service**
  - More young people across the new council area have access to services like the youth holiday program

- **Providing better value for money**
  - Saving $81,000 by consolidating insurance premiums

- **Improving consultation**
  - Consulting widely with Council staff and the community to develop a visual identity for Council

- **Delivering improved services across more communities**
  - Establishing new community recycling centres in Tumut and Tumbarumba to provide households with a disposal facility for ‘problem wastes’ such as paints, oils, gas bottles and batteries

- **Encouraging business development**
  - Introduced the Snowy Valleys industry tour to enable local business owners to showcase their business and industry