



Ordinary Meeting of Council

24 November 2021

**UNDER SEPARATE COVER
ATTACHMENTS**

ITEM 9.8

**QUEANBEYAN-PALERANG REGIONAL COUNCIL
ORDINARY MEETING OF COUNCIL**

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QUEANBEYAN-PALERANG REGIONAL COUNCIL

Council Meeting Attachment

24 NOVEMBER 2021

ITEM 9.8 ANNUAL REPORT 2020-21

ATTACHMENT 1 ANNUAL REPORT 2020-21

Annual Report 2020-21



QPRC 

Annual Report 2020-21

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Message from the Mayor and CEO

Welcome to Queanbeyan-Palerang Regional Council's Annual Report for the 2020-21 financial year. The year presented many challenges for Council, as we emerged from the Covid-19 lockdown of early-mid 2020 and braced ourselves for further lockdowns and restrictions early in the 2021-22 financial year.

The impacts of Covid were felt on our business during the financial year, with income at many of our facilities and related services impacted by density restrictions and general community concerns.

The financial year represented the final year of the adopted three-year QPRC Delivery Program, the first developed following the merger in 2016. The Delivery Program outlined Council's response to the goals and aspirations the community identified in the Community Strategic Plan. Council's End of Term Report, which is included as an addendum to this Annual Report, provides an overview on Council's progress in achieving the Community Strategic Plan.

The new Council to be elected in December 2021 will be responsible for reviewing and updating the Community Strategic Plan and developing their own Delivery Program which will identify the projects, services and initiatives they intend to undertake during their term in office to further progress the achievement of the Community Strategic Plan.

The overall performance and progress of this Council was recognised during 2020 when presented with the prestigious A.R Bluett Award for being the state's most progressive and innovative Council. In a media statement, LGNSW president Linda Scott commended Queanbeyan-Palerang's "remarkable transformation journey" since the merger in 2016. This is a significant achievement for the organisation, especially considering the pressures of the merger and the impact of drought, bushfire, floods and Covid-19 during the period.

Some of the key matters from the 2020-21 financial year included:

- Opening of the refurbished Rusten House, Queanbeyan's first hospital, as an arts hub
- Opening of the Ellerton Drive extension and Old Cooma Road duplication
- Recycled water supply turned on for Googong Township
- Lodgement of development application for the \$1m Braidwood Pool upgrade
- Preparation of concept designs for the Monaro St upgrade
- Construction underway at the Bungendore Sports Hub
- Progression of the Queanbeyan Civic and Cultural Precinct, with the development application approved and construction contract finalised.
- South Jerrabomberra Innovation Precinct under construction and announced as a Regional Jobs Precinct
- Planning Proposal for the Memorial Park lodged with NSW Government
- Detailed design and EIS progressed for Queanbeyan Sewage Treatment Plant upgrade
- Award of tender for the construction of the Bungendore off-street car park
- Adoption of the QPRC Waste Strategy and harmonisation of waste-related charges
- Opening of the new Gidleigh Bridge
- Grant funding awarded for bridge replacements, road sealing and a new Bungendore playground
- Working through several complex Land and Environment Court matters
- Providing in principle support for the NSW Department of Education's proposal to construct a new Bungendore High School on a portion of Mick Sherd Oval, Majara St and Council's buildings in Majara St
- Working with NSW Government taskforce regarding the identification and management of lead contamination in Captains Flat
- Comprehensive Queanbeyan-Palerang Local Environmental Plan forwarded to the NSW Government for finalisation.

The Annual Report Program Update provides information on Council's progress against 147 key performance indicators. Generally, KPIs are recorded as either green (on target 95-100%), orange (require attention 80-94%) or red (critical <79%). In this report, an additional icon has been added to

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show where a KPI has not been achieved due to the impact of COVID-19. Of the 140 KPIs, 112 were rated as on target, seven as require attention, 13 as critical and eight failed due to Covid-19 restrictions. In regards to projects, 22 of the 63 major projects are completed, 33 are in progress, five are yet to start and three have been delayed.

Council has undertaken its annual organisational financial review, with the adoption of the previous 2020 Long Term Financial Plan (LTFP) and updated budget forecasts with the 2022 Operational Plan and Budget. This review has highlighted the long-term structural deficit position that Council inherited at the time of amalgamation, that has not yet been resolved. While water, sewer and waste funds are balanced, the base case projections show the General Fund continuing to make losses in the long term, and eventually running down to a negative cash position in 2026.

While noting Council has followed the Financial Strategy prepared by Percy Allan and adopted by Council in 2017 focusing on renewal of assets to reduce backlog, pursuing grants and raising debt, the deficit forecasts have been formed due to:

- Growth in asset base (and additional associated depreciation expense at ~\$2m pa) due to grant funded and development gifted infrastructure to levels not contemplated
- Rate path freeze imposed on merged councils. The 'responsible scenario' of the Financial Strategy proposed a 1% pa increase in rates above rate peg/CPI from 2017 (~ \$0.35m/yr)
- Delay in production and adoption of Integrated Water Cycle Management Plan which enable ~\$1.2m pa dividends
- In the absence of those revenue streams, Council was required to draw down on reserves and contributions to complement grant and developer funding obligations
- Growth from merger budget of ~\$180m (70/30% split opex to capex) to current budget of ~\$300m (50/50% split) due primarily to disaster stimulus and grants
- Shift in annual carried forwards from expected (80/20 split of completed capex from current FY and previous FY carried forward) to near 60/40 split, impacting attributions
- Service and FTE growth above the responsible scenario (2% v 0.5% pa)
- Higher population growth (and subsequent servicing costs) than expected – IPART population rate peg review refers
- Reduction in general purpose revenues as portion of total revenues due to increased access to grants and use of contributions for assets

The impacts of Council's financial position will be further examined through the adoption of the new LTFP which will explore options to improve Council's financial position and ongoing financial sustainability. As shown in the Financial Statements, Council has achieved three of the six financial benchmarks set by the NSW Government and the LTFP outlines a path to achieve all of the benchmarks.

Finally and most importantly, we'd like to recognise and thank our staff and councillors for their commitment to continue to deliver high quality services and assets for the community.



QPRC Mayor
Cr Tim Overall



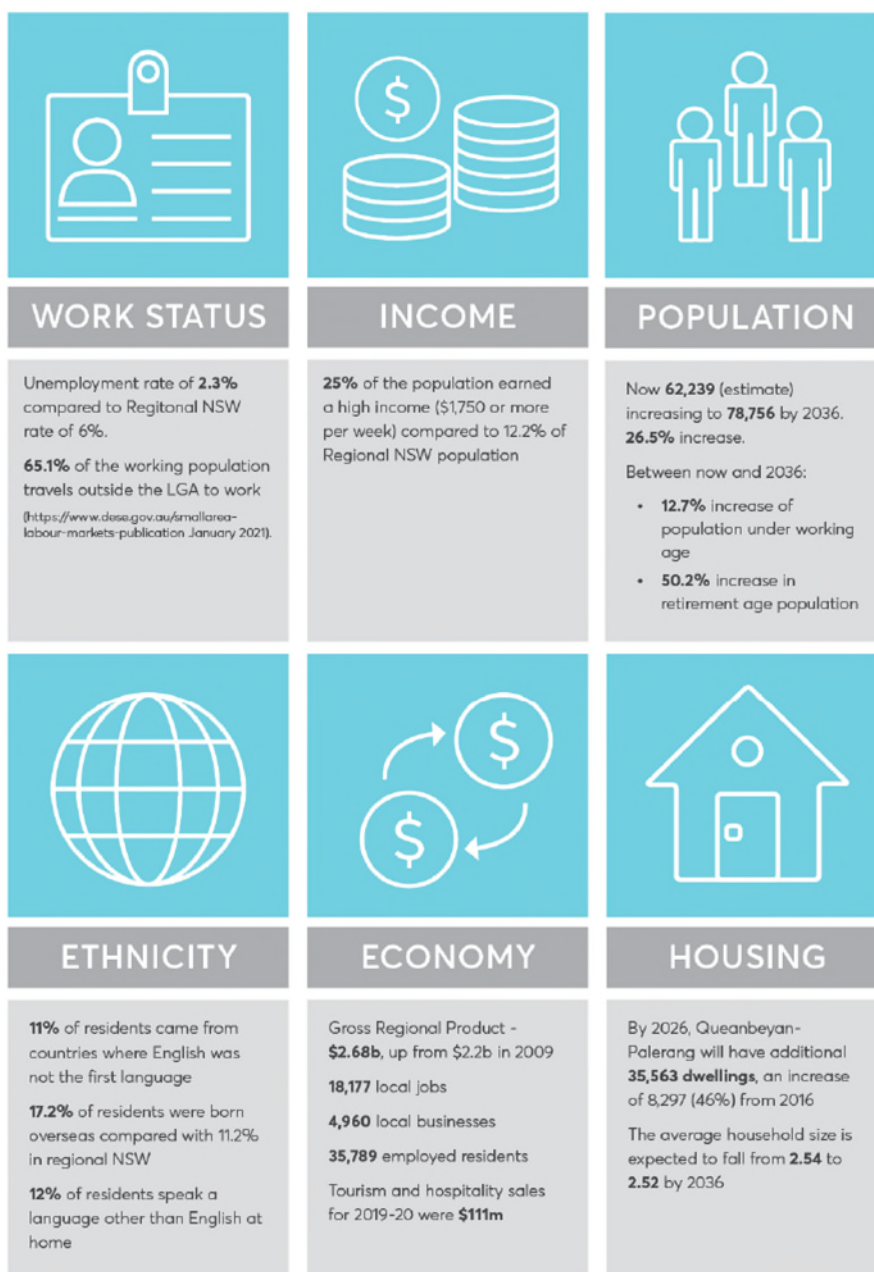
QPRC CEO
Peter Tegart



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Queanbeyan-Palerang – who are we?

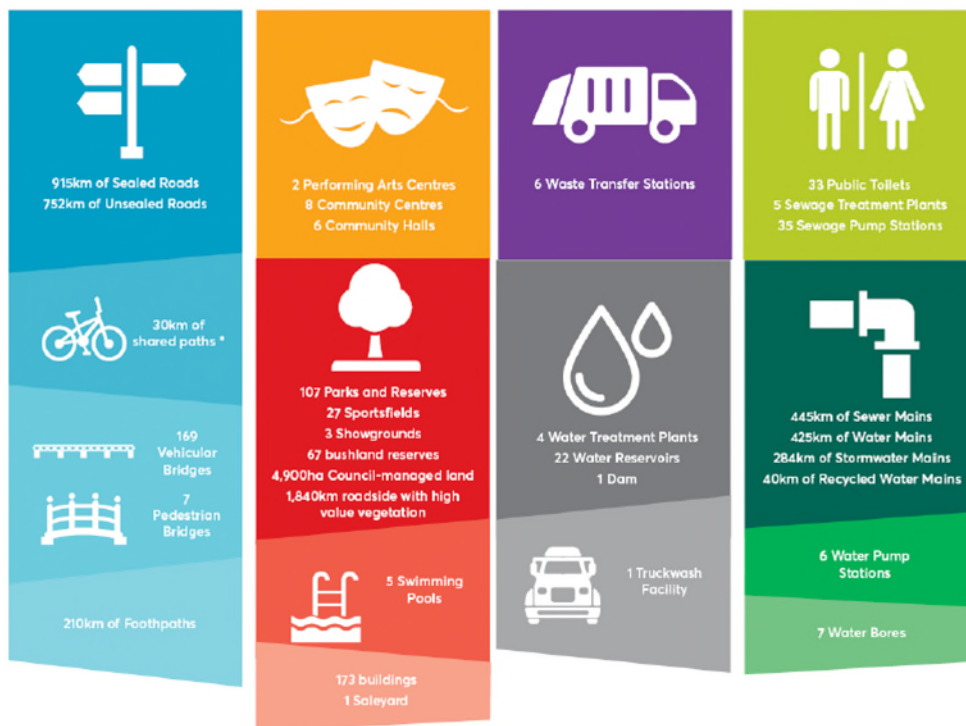
Queanbeyan-Palerang is located in south-eastern NSW and lies adjacent to the Australian Capital Territory (ACT). The local government area stretches to the bottom of the Clyde Mountain in the east, the Shoalhaven River in the north-east, Collector in the north and borders Snowy Monaro Regional Council in the south. The Council came about after a merger in 2016 of the former Queanbeyan City and Palerang councils. QPRC's population for 2020 was 62,239 (ABS estimated resident population) and is expected to grow to 78,756 by 2036.



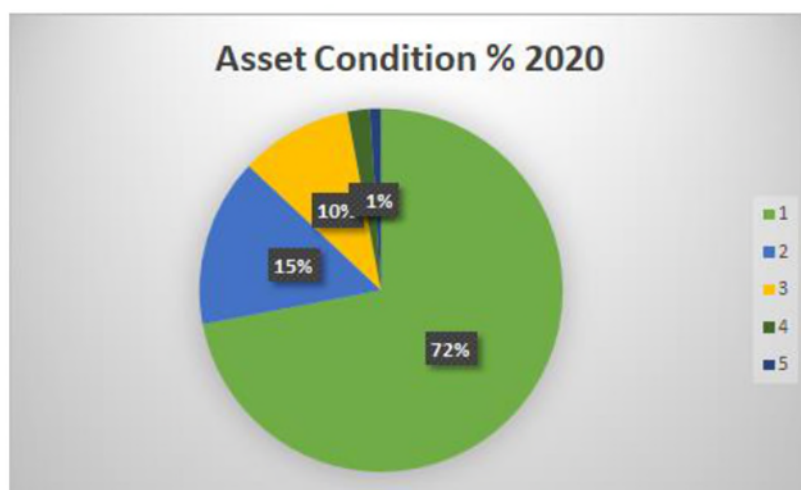
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QPRC Assets

Queanbeyan-Palerang Regional Council has a total asset base of \$1.725 billion. The majority of Council's assets are either road, water or sewer assets, with significant investment made in those categories to ensure assets are maintained and renewed.



Importantly, the condition of those assets continue to improve through the expansion, renewal and upgrade programs – notwithstanding several of the road and bridge assets have been subsequently damaged by fire, flood and rain events.



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Your elected representatives

Elections for all merged councils were held in September 2017. The Queanbeyan-Palerang community elected 11 councillors. At an Extraordinary Meeting on 20 September 2017, councillors elected Cr Tim Overall as Mayor for a two-year term. That two-year term expired in September 2019 and Cr Overall was re-elected by councillors at the September 2019 meeting to remain as Mayor until the scheduled local government election in September 2020. Due to Covid-19 restrictions, the NSW council elections was postponed by the Minister for Local Government until September 2021 and then until 4 December 2021.

The election of Deputy Mayor occurs every 12 months, with Cr Michele Biscotti elected to the position in September 2020, replacing Cr Trudy Taylor.

In June 2020, Cr Peter Bray announced his retirement from Council due to ill health. Sadly, Cr Bray passed away in August 2020. Due to the impending election, his position on Council was not filled.



Cr Tim Overall
Mayor

Cr Michele Biscotti
Deputy Mayor



Cr Peter Bray AM (dec)



Cr Brian Brown



Cr Pete Harrison



Cr Trevor Hicks



Cr Peter Marshall



Cr Rodmila Noveska



Cr Mark Schweikert



Cr Trudy Taylor



Cr Kenrick Winchester

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Our organisation

Queanbeyan-Palerang Regional Council is one of the largest employers in the area, with more than 500 staff members working across a range of services. As at 30 June 2021, Council employed 437 full time equivalent staff members (including vacancies). The structure was endorsed by Council with the Operational Plan in June 2018.



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Our Strategic Pillars and Community Vision

During 2016-17 Council sought the views of the community to ascertain what they want to see happen in the region over the long term. The Community Strategic Plan (CSP) provides a comprehensive overview of this engagement process. At the macro level, this engagement has identified the community's broad likes and dislikes and the key strategic priorities they would like to see addressed.

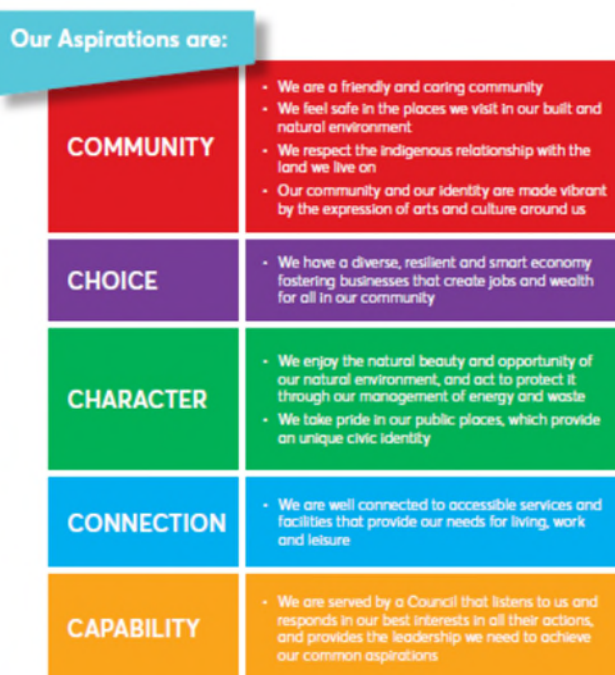
The community engagement exercise asked the Queanbeyan-Palerang community to identify their long-term aspirations for the region. This is set out in their Vision of what they want our region to be within the next 10 years and a series of aspirational statements (which set out specific desires within the quadruple bottom-line of community, economy, environment and leadership as well as infrastructure.) These align well with the strategic pillars of Community, Choice, Character, Connection and Capability.

In preparation for the local government election in December 2021, Council has partnered with the Canberra Region Joint Organisation and six other councils to develop a Regional Community Strategic Plan. While having a regional focus, each Council will still be presented with their own CSP specific to the LGA which will inform the new Council's Delivery Program

QUEANBEYAN PALERANG **Our Vision – Our Future**

A place offering a wonderful lifestyle for residents, families and visitors, a lifestyle created in large part by passive and active enjoyment of the natural and built environment.

The lifestyle is friendly, safe and relaxed – the result of living in an environmental haven, with clean and pristine waterways and bushland, well maintained public spaces and a commitment to sustainable energy and waste.



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About this document





The 2020-21 Annual Report has been developed in line with the Office of Local Government's Annual Report and Annual Performance Statement Checklist which is available at www.olg.nsw.gov.au

Over the coming pages, a summary is provided on Council's performance against each of its five Strategic Pillars. Progress of major projects, key performance indication and the financial results of each service aligned to each Strategic Pillar is shown between **pages 12-23**. Progress updates on all projects aligned to the Strategic Pillars are shown in Appendix 1.

Various legislation or Council policy requires the organisation to report on a number of other matters in the Annual Report. These reports are shown from Page **23** onwards and are referred to as Statutory Declarations.

Performance legend

The key performance indicators listed in the Annual Report are reported on by Service Managers every six months. Depending on the performance, each KPI has the relevant 'traffic light' applied as per below

	on target and between 95-100% achieved
	Requires attention and between 80-94% achieved
	Critical and less than 79% achieved
	KPI did not meet target, however this was due to the impact on Covid-19

Similarly, projects are reported on six monthly and are categorised as complete, in progress, not yet started, delayed,

STRATEGIC
PILLAR

1

COMMUNITY

A VIBRANT AND ACTIVE QUEANBEYAN-PALERANG

A SAFE, HARMONIOUS AND HEALTHY COMMUNITY
LEADING FULFILLED LIVES

COMMUNITY STRATEGIC PLAN KEY GOAL

COMMUNITY OUTCOME

1.1 We build on and strengthen
our community cultural life and
heritage

The community has a diverse and active cultural environment and takes
pride in its rich heritage

1.2 We are an inclusive region with
access to opportunities and
community support services
by those who need them most

The community is welcoming and inclusive and residents feel they are
connected and belong

1.3 We are a safe community

The community feels safer and more secure

1.4 We are a learning community

The community has access to a socially inclusive and welcoming library
and museum service to allow for the ongoing expansion of our knowledge
capacity

1.5 We have an active and healthy
lifestyle

Health and quality of life are improved through access to a range of
recreation and leisure opportunities

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Major projects – Strategic Pillar 1

A full list of projects associated with Strategic Pillar 1, Community can be found at Appendix 1.

Project	107001 QBN – Rusten House Arts Centre Refurbishment		
Status	Completed	Branch	Community and Education
Budget	Original	Revised	Expenditure to date
	\$0	\$745,368	\$750,970
Timeframe	End date	Revised end date	Completed Date
			22 April 2021
Comment	Rusten House refurbishment project has been completed with only minor additions required to the interior fitout (for example, blinds have been ordered but will need installation). Slight over expenditure but continuing operational budget will now apply and can cover any shortfall. Car park has also been completed and the facility was officially opened by Deputy Premier John Barilaro and Mayor Overall, with Aunty Matilda House on 22 April 2021.		



Mayor Tim Overall, local Aboriginal elder Aunty Matilda House and Deputy Premier and Member for Monaro, John Barilaro at the opening of the refurbished Rusten House.

Project	104374 BGD - New Bungendore Pool		
Status	In progress	Branch	Recreation and Culture
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
Comment	Detailed design is in the process of being prepared. Funding for this project is linked to the Bungendore High School proposal. The Heads of Agreements is yet to be finalised. Funding will be made available when this is executed.		

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Project	104291 QBN - Aquatic Centre HVAC/ Boiler replacement		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$350,000	\$350,000	\$73,503
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	Specification received, investigating viability of expanding the scope to include the indoor pool boilers and associated controls. Works to be completed in 2021-22 financial year.		




Project	104105 BWD - Pool Upgrade		
Status	In Progress	Branch	Recreation and Culture
Budget	Original	Revised	Expenditure to date
	\$1,000,000	\$400,000	\$29,253
Timeframe	End date	Revised end date	Completed Date
Comment	Development application lodged, work expected to commence after the 2021-22 swimming season.		





An artist's impression of the Braidwood pool following the \$1m upgrade project

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Key Performance Indicators – Strategic Pillar 1

Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 1 - Culture						
P: Community Gathering O: Community Centres	Income Return vs Expenditure >15%		15%	175%	Recreation and Culture	Income for 2020-21 for Letchworth, Braidwood, Bungendore, Captains Flat, Jerrabomberra, Googong, Riverside and Library = \$246,742. Expenditure for 2020-21 for the above venues = \$141,356. 172.55% (income Vs Expenditure). Average total bookings for the venues is 98.2%
	Number of unique hirers p.a. - At least 100 p.a.		100	106	Recreation and Culture	The number of separate hires for 2020-21 was above target at 106.
P: Events O: Economic and Community Events	Community satisfaction with events increasing >75%.		75%	60%	Community Choice	Due to Covid restrictions, limited community events held by QPRC. Australia Day and Anzac Day had limited crowds compared to previous years Music by the River was limited to 2,200. 60% satisfaction achieved from these to attend. Some were not happy with the changes and missed out on attended due to restricted numbers Four Citizenship ceremonies were held with restricted number as per Covid guidelines.



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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
P: The Q (Performing Arts Centre) O: Live Performance Program	Growth in total attendance p.a - 35,500 patrons p.a.		35,500	23,654	Community Choice	<p>With Covid restrictions easing between January and June, The Q was able to run successfully, with good crowds.</p> <p>During the financial year, 26 performance/events were held, attracting 23,654 attendees.</p> <p>There has been a change in the marketing strategy, with more social media activity. As a result, The Q has reached 18,400 likes on Facebook. Instagram followers have increase and a larger increase of followers for Youtube</p>
Service 2 - Community						
P: Customer O: Integrated customer service	% Unresolved triaged service requests < 20%		20%	46%	Customer and Communications	<p>20,985 service requests were raised in 2020-21. As of 30 June 9,730 remain as 'current' which represents 46.36% of requests raised during this time period. This does not necessarily mean the requests have been unactioned. More likely, as reported previously, staff may not have the resources, time or knowledge for how to close requests off. Continued education will occur with responsible officers.</p>





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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
	Call abandonment rate < 10%		10%	12%	Customer and Communications	Total calls received for 2020-21 were 76,180. 9,096 calls were abandoned (callers hung up after 30 seconds) before Customer Service staff could respond. There have been some technical issues with the new Genesys phone system which IT is currently working on. This includes failing to connect to some calls. Having said that 'failed to connect calls' are not the main contributing factor in relation to the abandonment rate being in excess of 10%. Peak time for incoming calls occurs around 9.30am - 10.45am and again around lunchtime and after 3pm. There are not enough resources available to cope with the volume of calls during these times. In addition, there are only seven concurrent licences available within Genesys which means only seven CSOs can be logged in concurrently before the burst rate kicks in (additional cost). We are looking into obtaining more licences to allow more staff to assist (especially during peak times) whilst also avoiding any burst rate charge. Recruitment for casual call centre staff has recently been completed with five suitable candidates chosen. It is hoped these additional resources will contribute to a reduction in call abandonment.
P: Engagement O: Community Engagement	Increase in subscriptions to Council's online engagement hub - 20% per annum		20%	28%	Customer and Communications	As at 30 June 2020, we had 2,385 participants on the Your Voice engagement website. As at 30 June 2021, we have 3,050 participants. This is an increase of 665 which equates to 28%.






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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
P: Indigenous O: Reconciliation Action Plan	Ongoing implementation of initiatives identified in the Reconciliation Plan - At least 4 initiatives p.a.		4	6	Community and Education	<p>Aboriginal Community Liaison Officer (ACLO) was appointed in May 2021</p> <p>Five initiatives have been achieved in 20-21 – They include:</p> <ul style="list-style-type: none"> • Reconciliation Walk • National Day of Healing (Sorry Day Lunch Event for local Elders) • Aboriginal Playgroup • Interagency group • NAIDOC week. <p>Assisted the Queanbeyan NAIDOC committee in organising events and activities.</p> <p>The ACLO provided advice on the Ellerton Drive Extension project.</p> <p>A QPRC Reconciliation Action Plan (RAP) Working Group was proposed to revise and update the Reflect RAP in 21-22.</p> <p>The Aboriginal Consultative Committee will be a key contributor to community-based decision making into the future.</p>
P: Youth O: Youth Centre	Attendance levels at the Youth Centre increasing - 400 per month		400	300	Community and Education	<p>Operations of the present QPRC Youth Service will cease on 30 June 2021 with PCYC taking over the QPRC Indoor Sports Centre as a regional youth and recreation service. For the annual performance review, the Youth Centre and team have continued good performance after Covid restrictions eased. However programs have been winding down in recent months. The Youth Centre has been maintaining 300-400 per month with the changing focus in June from major funded programs to drop-in only.</p> <p>Continued outreach programs at Braidwood, Queanbeyan High School and Karabar High School throughout the year apart from COVID 19 restrictions.</p>

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 3 - Education						
P: Animals O: Companion Animal Management	Annual inspection of properties containing dangerous/ menacing dogs in the Local Government Area		100%	100%	Customer and Communications	Two declared dangerous dogs are listed as remaining in QPRC area. Inspections undertaken during 2020-21 indicate the details for the two remaining dogs are out of date and they are no longer in the area. Infringements were issued for failing to update details.
	Dog attacks response to within 48 hours >75%		75%	85%	Customer and Communications	All dog attacks are responded to within 48 hours after being alerted to Animal Management Officers. On occasions, residents have reported dog attacks well after the event. On some further occasions, calls to Council's general enquiries phone number about dog attacks have been lodged as customer requests without a follow up call to Animal Management Officers. This has resulted in some slight delays in immediate attendance onsite. This process is being improved.
P: Library O: Collection Management	Satisfaction with Library service increasing > 5% pa		5%	5%	Community and Education	Apart from the Covid lockdown disruptions, the community continues to use and support the Library activities and general loans have been consistent. Most activities have resumed and the new capacities have been filled. Mystery shopper program gave good scores for library service at all branches.
	Circulations – growth in loans including e-resources per year > 5% p.a		5%	6%	Community and Education	E-resources have been increased and promoted. Online resources are improving in quality and quantity and the usage of the QPRC collection is growing faster than other services - especially during Covid restrictions. This is consistent across customers in the region. New contracts with suppliers are now in place with a higher percentage of material now in online formats. A new App has also been contracted which aggregates e-resources to make the use of these resources easier and quicker to download and use.

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
	Mobile Library usage - On the road at least 4 days per week		100%	100%	Community and Education	The Library service to our regional community remains very popular and is highly valued in the outlying villages and settlements. Full service has continued after the Covid restrictions eased and are returning close to a normal schedule four days a week.
	Registered library members >50% of population - 30,000		30,000	31,443	Community and Education	Membership continues to be consistent - there have been small increases in membership over the last six months as patrons join to use online resources.
Service 4 - Recreation						
P: Indoor sports O: Indoor Sports Centre Operation	Income return vs expenditure >55%		55%	53%	Recreation and Culture	Financial figures - as of 30 June 2021 - Income: \$229,803 - Expenditure: \$438,095
	Patronage increasing 10%		10%	17%	Recreation and Culture	Estimated patron attendance of 31,752 from July 2020 to June 2021. This information is calculated from people counters situated at the entrance. This information can be tracked from https://qprc.sensorserver.com.au/dashboard/ Please note that the venue was running at limited capacity during the period due to Covid-19 restrictions. Estimate patron attendance of 27,038 for 2019-20. Noting that the venue was shut between March and June 2020. This information is calculated by estimating Point of Sale system data – Links.
P: Sportsfields O: Sportsfields - Maintenance	Sportsfields maintained to user satisfaction >90%		90%	100%	Urban Landscapes	All sporting facilities have been maintained to a very high standard. User clubs have provided positive feedback during season and via QPRC Sports Council

STRATEGIC
PILLAR

2

CHOICE

A PROSPEROUS QUEANBEYAN-PALERANG

A DIVERSE, RESILIENT AND SMART ECONOMY THAT
CREATES CHOICE AND JOB OPPORTUNITIES

COMMUNITY STRATEGIC PLAN KEY GOAL

COMMUNITY OUTCOME

2.1 We will continue the ongoing revitalisation of the Queanbeyan CBD, suburban centres and rural villages

The city and village CBDs are dynamic and thriving places which attract economic activity

2.2 We will promote Queanbeyan-Palerang as a tourism destination of choice




The region has a thriving tourism sector built upon the economic and environmental advantages the region provides

2.3 Our local businesses are well run and environmentally sound ensuring quality services and high level risk management


The region's businesses underpin good economic performance with a sound public risk management approach

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Key Performance Indicators – Strategic Pillar 2

Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 11 - Business						
P: Economic O: CBD Transformation Strategy	Ongoing implementation of actions identified within the CBD Transformation Strategy - At least 4 actions p.a.		4	6	Business and Innovation	<ul style="list-style-type: none"> Monaro St upgrade commenced - consultation and planning workshops Monaro St Lanes commenced Qbn Place Plan complete Queanbeyan Civic Cultural Precinct planning Place assessments benchmarking underway Town Centre Performance Framework commenced
P: Economic O: Economic Development	Key actions identified for implementation on an annual basis - 4 actions p.a.		4	10	Business and Innovation	<ul style="list-style-type: none"> Monaro Lanes upgrade commenced Monaro St upgrade - design and consultation commenced Qbn Place Assessment commenced Qbn, Braidwood and Bungendore Town Centre Performance analysis using Big Data commenced Place Performance Framework commenced Sth Jerra Regional Jobs Precinct announced and construction commenced Poplars Innovation Hub Business Case commenced CRJO Economic Development Strategy continuing Treasure Trail Campaign completed Various Bushfire Recovery projects completed including business grants program and town beautification projects
P: Tourism O: Tourism Planning	Visitor numbers show increasing trend p.a. - >2% increase p.a.		2%	0%	Business and Innovation	<p>No data available for the period. There is a lag in visitation data which has historically always been a problem in measuring visitation. Small sample size used in the reporting when available, also adds to data issues. From July 1 2021, the Tablelands councils will be commissioning regular visitor reports that will help with reporting. With the impact of bushfires and Covid-19, it is expected that there may be a decrease over the annual period. For the 19-20 period there were an estimated:</p> <ul style="list-style-type: none"> - 511,242 domestic visitor nights - 319,217 domestic day visitors <p>QPRC is part of the Southern Destination Tourism network. During 2019-20, the stats for the network were:</p> <ul style="list-style-type: none"> - 5.675m domestic visitors - 9.904 domestic visitor nights - \$1.8b domestic visitor expenditure

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 12: Health						
P: Food/Premises O: Food Safety	Undertaking inspections required by the Food Authority partnership agreement - 100% of food premises inspected annually		100%	100%	Natural Landscapes and Health	Annual inspection program completed. The recent change to a risk-based food inspection regime results in half of these inspection being secondary inspections within the 2020-21 financial year. It is worth noting that some seasonal-based food premises such as wineries and rural homesteads cannot be inspected multiple times due to only operating for a short time each year.
P: Food/Premises O: Surface Water Monitoring	Regular testing of sites across the LGA - 9 sites tested monthly		108	114	Natural Landscapes and Health	During the financial year, 114 sites were tested. In March, the Wickerslack Lane site could not be accessed as the private road was blocked by vehicles. Monitoring was also undertaken on the Shoalhaven River at two sites in February, and 3 sites in May and June.



Queanbeyan-Palerang Regional Council was the winner of the Supporting Local Enterprise award at the Local Government Professionals Awards for the successful Treasure Trail campaign. Pictured is Council's Service Manager, Business and Innovation Martin Darcy and Portfolio General Manager, Community Choice Jacquelyn Richards.

STRATEGIC
PILLAR

3

CHARACTER

A SUSTAINABLE QUEANBEYAN-PALERANG

A CLEAN, GREEN COMMUNITY THAT CHERISHES ITS NATURAL
AND PHYSICAL CHARACTER

COMMUNITY STRATEGIC PLAN KEY GOAL

COMMUNITY OUTCOME

3.1 We consider the environmental
impacts of future development

The region has quality development which supports the sustainable
growth.

3.2 Our region's urban landscapes are
well managed and maintained
promoting community pride

The region's public places are clean and attractive

3.3 Our natural landscapes and water
resources are sustainably managed

The land, vegetation and waterways of the region are managed in
an integrated manner.

3.4 We actively promote and implement
sound resource conservation and
good environmental practice

The community applies good environmental practice in their
activities

3.5 We ensure the future planning
for the region is well coordinated
and provides for its sustainable
management

The planning for the future of the region provides for and enhances
the sustainable management of our natural and built landscapes

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Major projects – Strategic Pillar 3

A full list of projects associated with Strategic Pillar 3, Character can be found at Appendix 1

Project key: * = grant funding carried over from previous financial year. ** = project is reliant on grant funding. *** = Election promise – awaiting confirmation on funding arrangement.

Project	100184 QPR - Regional Sports Complex - Stage 1		
Status	In Progress	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$19,000,000	\$9,554,980	\$1,389,259
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	Civil contractors engaged and working on detailed construction design. Aboriginal archaeological survey work required by NSW Heritage is holding up the DA.		

Project	100285 QBN - Showground Pavilion and Storage		
Status	Delayed	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$699,617	\$86,097	\$121,377
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	Lengthy and protracted heritage and archaeology requirements imposed by Heritage NSW has placed this project on stop clock. All survey and assessment work is complete and we are not awaiting NSW Heritage response.		

Project	100557 BWD - Braidwood Recreation Ground Construction		
Status	In Progress	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$250,000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	Drainage work underway, field extension programmed for after winter sports		

Project	100692 BGD - Stronger Communities \$9m – Bungendore sports hub		
Status	Completed	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$2,242,224	\$2,242,224	\$2,204,935
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	Work associated with this grant are complete. Land has been acquired and bulk earthworks complete. Sewer, water and recycled water mains are installed. Site is fenced. Remainder of the project is covered under project 100984 – see appendix 1 for comments		

Project	104244 QBN - Moore Park improvements **		
Status	Not Yet Started	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$250,000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	Project is reliant on grant funding, which has not yet been received.		

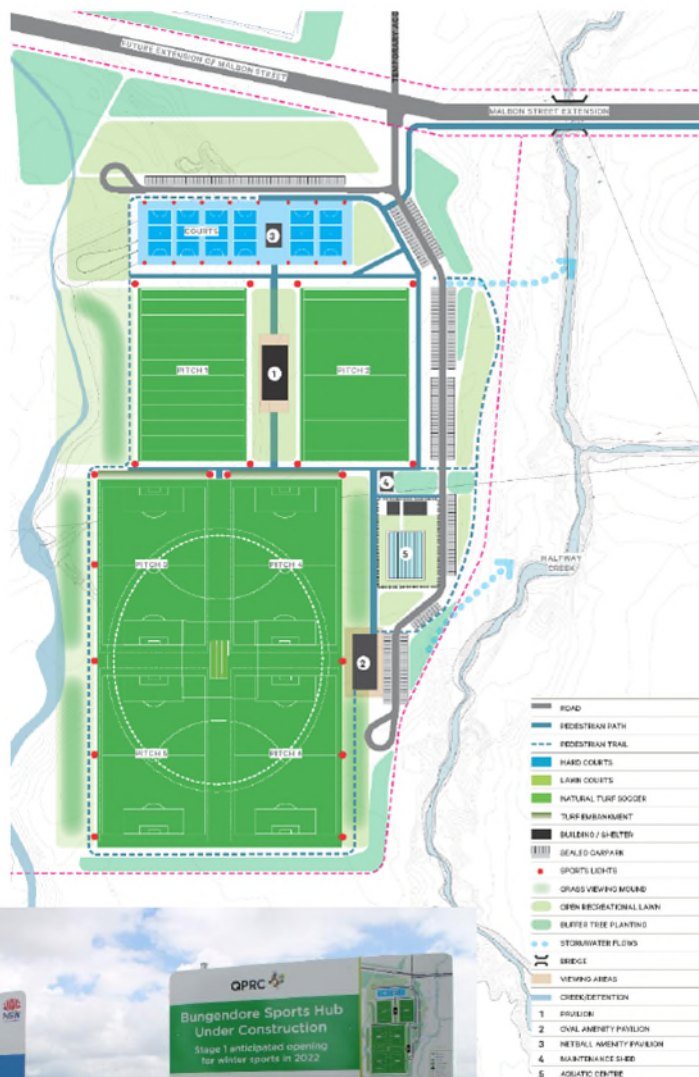
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Project	760502 QPR - Memorial Park Site Studies		
Status	In Progress	In Progress	In Progress
Budget	Original	Original	Original
	\$1,000,000	\$1,000,000	\$1,000,000
Timeframe	End date	End date	End date
	30 Jun 2021	30 Jun 2021	30 Jun 2021
Comment	Planning Proposal referred to Minister for determination. Results pending.		

Construction of the Bungendore Sports Hub has commenced. Stage 1 will deliver






- bulk earthworks
- construction of two flood-lit sports fields
- installation of irrigation infrastructure (to be completed by the end of April 2021)
- two flood-lit hard courts
- car parking and amenities including change rooms, toilets and canteen facilities

The full complex will have six grass sports fields, six hard courts, floodlights, irrigation, amenities and sporting club facilities, car parking, shared path ways, and an aquatic centre.






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Key Performance Indicators – Strategic Pillar 3

Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 21 - Development						
P: Development Assessment O: Development Applications	Dwellings development applications processed within statutory timeframe		90%	70%	Development	This target was not able to be achieved for this reporting period. Influencing factors include: <ul style="list-style-type: none"> • 20% more DAs lodged in 2020-21 than previous year • 15% - 25% staff shortage during reporting period • delays caused by additional processes and teething problems with NSW Planning Portal implementation.
	DAs lodged and assessed online via e-portal		70%	100%	Development	Application are lodged online via the NSW Planning Portal. We are currently working on building an interface to link directly to TechOne to reduce data re-entry.
Service 23 – Urban Landscapes						
P: CBD O: CBD Street Cleaning	Urban street cleaning program delivered to agreed standard - Footpaths swept daily basis – QBN CBD, Footpaths swept weekly - Bungendore/ Braidwood town centres		100%	100%	Urban Landscapes	CBD swept daily as planned, New mini sweep commissioned
P: Parks/Playgrounds /Sportsfields O: Parks and Reserves (including Showgrounds)	Maintenance of grounds and facilities in accord with adopted standards in the Asset Management Plan		100%	100%	Urban Landscapes	All facilities maintained to high standard. Covid did impact sports, however facilities were kept up to standards.
P: Public Amenities O: Public Conveniences	Public conveniences maintained to agreed standard - CBD and town centre toilets cleaned daily, Other urban and rural toilets cleaned weekly		100%	100%	Urban Landscapes	All urban toilets daily and additional hygiene/sanitising carried out in high volume facilities





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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 24 – Natural Landscapes						
P: Biodiversity O: Native Species conservation works	No net loss in native vegetation condition on council land - >90% of activities scheduled for council natural area land completed.		100%	99%	Natural Landscapes and Health	National Tree Day did not go ahead due to Covid. Have progressed Plans of Management for Natural Areas to Draft document and the Draft Mount Jerrabomberra Plan of Management is almost completed.
P: Biosecurity O: Biosecurity weed control on Council land	Weeds on Council land posing a biosecurity risk are properly managed - >90% biosecurity weeds on Council land are properly managed annually		90%	95%	Natural Landscapes and Health	Program is continuing despite loss of two fixed term weed sprayers.
P: Biosecurity O: Biosecurity weed education, inspection and enforcement	Inspect every property 4 yearly; priority protection sites two yearly and weed sites yearly; high risk pathways 1-3 times per year according to risk - >90% of inspections completed as scheduled.		90%	106%	Natural Landscapes and Health	


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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
P: Environmental Health O: Environmental Protection and Compliance	Pollution complaints investigated (prioritised according to risk)		100%	100%	Natural Landscapes and Health	During the financial year, 241 pollution complaints were received and investigated. - Air (28) - Land (29) - Water (38) - Noise (74) - Waste Dumping (45) - Hazmat (16) - Other (11) Enforcement action: Penalty Infringements issued - 5 Notice of Intention to serve Notice under POEO - 9 Compliance cost notice - 1 Clean Up Notice - 10 (Two of these notices were as a result of verbal clean up notices, another 5 related to Notices of Intents issued last year) Prevention Notice - 1 Notice to Provide Information - 17
Service 25 - Sustainability						
P: Education O: Environmental education	Community events run by Council with sustainability initiatives promoted - 4 events per year		4	8	Natural Landscapes and Health	Covid changed our planned annual activities. Our contribution focused on World Environment Day festivities which were held throughout the local government area from the 2-6 June 2021. Various events were held included: <ul style="list-style-type: none"> • Sustainable Fashion webinar • Frog ID Workshop • Platypus online workshop • Heritage Tree walk • Living with lead at Captains Flat • 2040 Viewing at The Q • Queanbeyan River clean up
Service 26 – Land-Use Planning						
P: Community Land O: Plans of Management (PoM)	Compliance with all legislative and Council requirements for Plans of Management - One community land Plan of Management reviewed annually.		1	70	Land-Use Planning	During the period, a new Plan of Management Bushland was drafted which also incorporates parcels of suitable Crown land that Council is likely to become the Crown Land Manager for.

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
P: Heritage O: Queanbeyan-Palerang's heritage	Heritage Grants and awards provided annually - 100% applications processed and dispersed annually		100%	95%	Land-Use Planning	Council funded 10 projects during the period with one carryover from the previous period. All but part of one project have been completed and reconciled.
P: Land-Use Planning O: Planning Instruments (LEP/DCP)	Reviews are undertaken on a five-yearly cycle - 100% of principal local environmental plans are reviewed during the five year period		100%	95%	Land-Use Planning	The planning proposal and background material including 199 maps for the draft Comprehensive Local Environmental Plan were forwarded to the Department of Planning, Industry and Environment on 26 January 2021. At this stage staff have received feedback in regard to the maps and have acted on this in some cases. In relation to the written instrument, Council has been advised that it is with the Parliamentary Counsel's Office and legal opinion is yet to be issued. This is necessary before a draft instrument can be notified (gazetted). Background work has begun on a major review of the Braidwood Heritage Development Control Plan including participating in a parallel review of it being done by Heritage NSW.
P: Land-Use Planning O: Planning Strategies and Policies	Reviews are undertaken and completed on a seven-yearly cycle - 100% completed on time		100%	20%	Land-Use Planning	A number of actions of the Local Strategic Planning Strategy (LSPS) are currently being implemented. These include actions such as drafting appropriate heritage management controls for Braidwood township, continue to provide for heritage grants, heritage advisory service and support for heritage events and preparing contribution plans. It is anticipated that as these are completed there will be an opportunity to refresh the LSPS although a total review will not be required for some time.
P: Land-Use Planning O: Regional Planning	Reviews undertaken in accordance with the required timeframes in the South East and Tablelands Implementation Plan		100%	100%	Land-Use Planning	During the period no reviews were required.

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
P: Spatial/LIS/Naming O: Geographic Information System (GIS) – data layer management	GIS database updated as required - 100% accurate each entry		100%	100%	Land-Use Planning	Work continues on maintaining the currency of data layers. One example during the period included making corrections raised by the Department of Planning, Industry and Environment in regard to the layers necessary for a number of maps for the Comprehensive Local Environmental Plan. Another example has been to take corrective action to layers due to cadastre shifts at various locations in the LGA while yet another has been to undertake a data audit.

STRATEGIC
PILLAR

4

A CONNECTED QUEANBEYAN-PALERANG

CONNECTION

A WELL CONNECTED COMMUNITY WITH GOOD
INFRASTRUCTURE ENHANCING QUALITY OF LIFE

COMMUNITY STRATEGIC PLAN KEY GOAL	COMMUNITY OUTCOME
4.1 Our transport infrastructure and networks are well planned and maintained	The region's transport network and infrastructure allows for the safe systems approach which allows for the safe ease of movement throughout Queanbeyan-Palerang.
4.2 We plan for and provide access to potable water supplies for communities across our region	The region's potable water supply systems meet national standards and are managed to adequately meet community demand
4.3 We plan for and provide for the management of sewage, stormwater and recycled water within the communities of our region	The region's sewage treatment, stormwater and recycled water systems meet national standards to support public and environmental health in our region
4.4 We actively promote and implement sound resource conservation and good environmental practice for our waste management systems	The region increases waste minimisation and greater recycling levels of our waste
4.5 We plan for and provide regional facilities which promote better social connection and access for the community	Social connection within our region is provided for via access to a range of community facilities across the region
4.6 We undertake planning to ensure infrastructure is prepared for future growth	Changing community demand is met by well planned for and placed infrastructure

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Major projects – Strategic Pillar 4

A full list of and projects associated with Strategic Pillar 4, Connection can be found at Appendix 1

Project key: * = grant funding carried over from previous financial year. ** = project is reliant on grant funding. *** = Election promise – awaiting confirmation on funding arrangement.

Project	100004 QBN - Network - Water		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$350,000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	This project holds no budget and is separated into smaller projects. All smaller projects have been complete		

Project	100119 QBN - Googong Water Recycling Plant		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$350,000	\$350,000	\$141,831
Timeframe	End date	Revised end date	Completed Date
	Ongoing	30 Jun 2023	
Comment	The project is ongoing and involves Council's Engineer for the Googong water recycling plant and Hill 800 project. It is across multiple financial years		

Project	100123 QBN - Sewage Treatment Plant Upgrade		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$4,000,000	\$4,000,000	\$2,799,955
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Draft Environmental Impact Statement (EIS) has been submitted to the ACT Government. Comments have been received on EIS with additional studies currently being completed. Detailed design has been commenced with user workshops progressing well. Most equipment supply tenders complete and project on target.		

Project	100124 QBN - Sewer Mains Rehabilitation		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$2,500,000	\$150,000	\$147,222
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021	30 Sep 2020	31 Dec 2020
Comment	Works program for 2020-21 is complete.		

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Project	100183 QBN - Efficient street lighting upgrades		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$3,300,000	\$0	\$2,516,835
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021	30 July 2021	
Comment	Essential Energy is approximately 98% complete with the installation of the LED lighting upgrades. The only remaining installations include decorative and heritage style units.		

Project	100265 QBN - Civic and Cultural Precinct		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$37,471,998	\$4,718,038	\$2,970,677
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Tender has awarded with site possession expected in early 21-22. Communications plan finalised to ensure key stakeholders are aware of progress and disruptions.		



Project	100353 QBN - SRV - Bitumen Resealing - CityCARE		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$459,000	\$459,000	\$459,000
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		28 May 2021
Comment	The 2020-21 SRV bitumen resealing program has been completed.		

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Project	100354 QBN - SRV - Pavement Rehabilitation - CityCARE		
Status	Completed	Status	Completed
Budget	Original	Budget	Original
	\$282,000	\$100,000	\$282,000
Timeframe	End date	Timeframe	End date
	30 Jun 2021		30 Jun 2021
Comment	The 2020-21 SRV pavement rehabilitation program has been completed.		

Project	100548 BGD - Bungendore Landfill Reinstatement		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$1,500,000	\$100,000	\$11,440
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	The consultancy for this project has commenced. Expect to go to tender for earthworks in first quarter 2021-22		

Project	100565 BGD - South Bungendore Drainage - Ellendon to Molonglo St		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$250,000	\$319,000	\$290,000
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	Project part funded by Council (VPA) and now complete as part of private development		

Project	100861 BGD - car park off Ellendon St		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,680,000	\$656,423	\$45,148
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021	30 November 2021	
Comment	The contract for the car park has been awarded and construction will commence during July. Completion expected early in second/third quarter of 2021-22..		

Project	100862 BWD - Car park Wallace St		
Status	Not Yet Started	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$820,000	\$0	\$347
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Further scoping requirement. Contamination report on building and land under D&S Motors to be completed		

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Project	100868 QBN - Route N1-N3 Stage 1		
Status	Not Yet Started	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$367,710	\$367,710	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment			

Project	100879 BWD - office smart hub/cultural space		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$309,0000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Plans accepted by Council following consultation. Designs being reviewed to determine accurate costing. Further funding likely required.		

Project	100894 QBN - Monaro St Refurb Stage 1		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$10,000,000	\$2,385,863	\$335,489
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	This project involves the design of refurbishment works in Monaro Street from Lowe Street to Collett Street and construction of refurbishment works in Monaro Street from Lowe Street to Crawford Street. Investigation works for this project began on site in October 2020 with contractors undertaking traffic counts, site survey and services location. Traffic modelling and study report has been submitted to Transport for NSW and negotiations are ongoing with TfNSW and Council's contractors to gain TfNSW's in-principle approval. Delays have been experienced in the processing of survey information and are currently being addressed. Four design scenarios have been prepared and feedback sought from stakeholders. Scenario four was presented to a stakeholder workshop to progress the concept design. The concept design will be presented to Council for endorsement to be placed on public exhibition. Communication and engagement commenced with a series of internal and external stakeholder engagement activities focusing on highly impacted stakeholders. Feedback from these sessions has informed the draft scenarios. Council's Placemaking Team has continued liaising with impacted businesses and stakeholders.		

Project	100896 QBN - Rutledge car park		
Status	Not Yet Started	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment			

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Project	100953 BGD - Bungendore Flood Plain Works		
Status	Completed	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$700,000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	Funding has been shifted to project 104212 BGD Flood Risk Management Study and Plan		

Project	100986 BWD - Majors Creek RFS Station replacement		
Status	Completed	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$400,000	\$665,323	\$638,090
Timeframe	End date	Revised end date	Completed Date
			31 Dec 2020
Comment	The construction of the RFS is now completed, and RFS is now moved to a new shed. The old shed will be handed over to Majors Creek reserve trust group.		

Project	101002 QPR - Local Roads Renewal		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$2,625,000	\$2,625,000	\$2,625,000
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		18 Jun 2021
Comment	The local roads renewal program for the 2020-21 financial year has been completed.		

Project	101013 QPR - Roads to Recovery		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,527,709	\$1,527,709	\$1,527,709
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		14 May 2021
Comment	The 2020/21 Roads to Recovery program is now complete.		

Project	101297 BGD - Rehab Tarago Road Between Mt Fairy and Goulburn Mulwaree border		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,000,000	\$1,000,000	\$79,543
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	The survey and design for this project is now complete. Land acquisitions for this project have now been agreed with adjacent landowners. Construction is scheduled to commence in 2021-22.		

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Project	101300 QPR - Local Roads Rehabilitation		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$600,000	\$600,000	\$600,000
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		21 May 2021
Comment	The 2020-21 local roads rehabilitation projects have been completed		

Project	101459 QBN- Purchase Dunns Creek Road corridor and design ***		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	<p>Council is collecting data to feed into the validation report that will be used to update the Queanbeyan traffic model. Work on the updated traffic model is expected to commence in 2021-22. Once completed, the updated traffic model will inform Council if there are suitable alignment options to progress. This work is not expected to be costly and it is proposed that \$4.8m of the budget for 21-22 be reallocated into 22-23 and 23-24 financial years as follows:</p> <ul style="list-style-type: none"> • \$0m – FY21 • \$0.2m – FY22 • \$10.8m FY23 – • \$16m – FY24 		

Project	101460 BWD - Drought Relief - Araluen Road – Braidwood		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$300,000	\$430,000	\$508,095
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		21 Jun 2019
Comment	This project was funded in the 2018-19 financial year and completed in June 2019.		

Project	102012 BWD - Cooma Rd/Krawaree Rd		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$324,000	\$324,000	\$324,000
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Apr 2021
Comment	The gravel resheeting works on Cooma Road as part of the regional roads block grant funding and subsequent Disaster Recovery Funding Arrangement (DRFA) funding has been completed.		

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Project	102064 NRG - Nerriga Rd Section 3 - Reconstruct widen and seal - Ningenimble Project		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$3,950,000	\$3,550,000	\$60,383
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Environmental assessments and survey works are now complete. Finalising design and land acquisitions. This project is not currently in the Monaro Palerang roads package, pending savings on other package projects.		

Project	102065 NRG - Nerriga Rd Section 4 - Reconstruct widen and seal - Durran Durra		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$6,900,000	\$6,900,000	\$5,135,132
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Survey, design and environmental approvals has been completed. Construction activities are progressing well onsite with majority of vegetation removed and drainage installations complete. Pavement works are also progressing well, with approximately 2.3km out of the 3.1km ready for seal.		

Project	102073 BWD - Captains Flat Rd - between Jinglemoney Rd and Obriens Rd		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$714,000	\$1,302,367	\$1,694,739
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		14 May 2021
Comment	The 2020-21 section of Regional Roads Repair Program funding has been completed. Further funding has been sourced to continue this rehabilitation project in the 2021-21 FY.		

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Project	102076 BGD - Roundabout on Malbon St *		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$2,274,452	\$80,000	\$71,881
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Delays were experienced with initial Transport for NSW reviews taking 12 weeks longer than expected. TfNSW also rejected a garden bed in the central island of the roundabout, which resulted in delays with finalising the designs and referring the matter back to Council. Final designs were accepted by TfNSW on 16 February 2021. Preliminary construction activities (early works) commenced in early May 2020 and have been completed. This involved relocating utilities such as water, gas and telecommunications in the vicinity of the intersection to make way for construction of the roundabout. Dale and Hitchcock were selected through a competitive tender process for the main construction works. When the main works commence, there will be some disruption to traffic. It is the intention to minimise disruption to traffic during the school holidays. Main construction work is expected to commence after the 2021 winter school holidays		

Project	102088 BWD - Nerriga Rd Section 18 – Construct Intersection with MR51		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$950,000	\$950,000	\$331,299
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Construction works have commenced onsite.		

Project	102098 CFL - Upgrade Captains Flat Road		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$5,000,000	\$961,538	\$94,623
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Survey and design works have commenced on priority sections of Captains Flat Road. A nominated schedule is to be workshopped with Council prior to formal approval being sought from Transport for NSW.		

Project	104073 QBN- The Q Performing Arts - Fire System		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$690,000	\$690,000	\$312,670
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	All internal improvement works have been completed. External tank and pumps to be designed and installed in 2021-22 as well as the replacement fire curtain.		

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Project	104107 QBN - South Jerrabomberra Northern Entry Road		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$20,500,000	\$17,599,646	\$8,392,208
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	<p>Work on progressing the construction of Environa Drive is continuing. This new road will connect Tomsitt Drive to the South Jerrabomberra Innovation Precinct, Regional Sports Centre, future Jerrabomberra High School and the South Jerrabomberra residential estate. Over the last months Council's contractor has been progressing the installation of a new local watermain through the Jerrabomberra Circle to Jerrabomberra Parkway while the South Jerrabomberra developer has continued the installation of the trunk watermain from Edwin Land Parkway through to the roundabout. These works are nearing completion. Along Environa Drive, installation of underground services such as new watermain, sewer, stormwater, electrical, gas and telecommunications conduits are approximately 80% completed. Installation of new streetlights is halfway completed. Work on placement of road pavement layers has largely been completed with some asphalt along Tomsitt Dr and Environa Dr laid. Work to shift the centre median on Tomsitt Dr to accommodate new right turn lanes has commenced. Work on temporary pavement to switch all traffic into the eastbound lanes to accommodate pavement rebuild on the westbound lanes has commenced. The contractor is continuing the installation of sewer pipes near Bayside Ct properties to connect the new local sewer main to the pumping station on Bayside Court. Some rock was encountered unexpectedly behind Bayside Court which required rock hammering. New shared path installation connecting Coachwood Avenue and the skatepark has been completed. Work on connecting this new path to Bayside Court will occur once sewer work to the pumping station has been completed.</p>		



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Project	104160 BGD - Gidleigh Lane – Gidleigh Bridge Replacement		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$545,680	\$545,680	\$591,368
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		25 May 2021
Comment	The replacement of the timber bridge on Gidleigh Lane has now been completed. The new concrete bridge is now in service.		



The former Gidleigh Bridge and the upgraded, concrete bridge which was completed in May 2021.

Project	104161 BWD - Mayfield Road – Reedy Creek Bridge Replacement		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,333,940	\$1,333,940	\$676,619
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment	Survey works have been completed. Consultants have completed the final design for the bridge replacement and an order for the bridge componentry has been placed. Construction is scheduled to commence in September/October 2021.		

Project	104169 BGD - Mulloon RFS Station – Design and Construction		
Status	Not Yet Started	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$700,000	\$700,000	\$285
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021	December 2022	
Comment	Construction for this project has not started and is anticipated in March 2022 and to conclude in December 2022.		

Annual Report 2020-21

Project	104212 BGD - Flood Risk Management Plant Implementation		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$765,000	\$1,111,237	\$1,042,537
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021	31 August 2021	
Comment	The close out documents haven't been completed yet, as there is one item left, which is the stockyards. These are due to be delivered in August.		

Project	104249 BWD - Blackspot - Araluen rd – Corridor Safety Treatment		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$669,793	\$669,793	\$425,263
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment			

Project	104359 QBN - Shared Path along Lanyon Drive		
Status	Delayed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$300,000	\$300,000	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		
Comment			

Project	104368 QBN - Williamsdale Road Seal		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$607,709	\$607,709	\$20,737
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Survey and designs works are complete. Environmental approvals have been sourced. Liaising with the adjacent landowner to complete the required land acquisition. Construction activities to commence onsite in July/August 2021.		

Project	104370 BWD - Lascelles St Upgrade		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$400,000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	Ongoing	30 November 2021	
Comment	The project involves pavement rehabilitation and landscaping works on Lascelles Street, Braidwood between Wallace Street and Rylie Street. Grant funding has been allocated from the Stronger Communities Fund and the Local Roads and Community Infrastructure Program. Minor design changes are being prepared in response to heritage comments. Confirmation from NSW Office of Local Government of continuing access to the initial grant funding is still pending. Construction is proposed to be completed by November 2021, however that timeframe is dependent on confirmation from NSW Government departments		

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Project	104458 BGD – Bungendore Office Relocation		
Status	In progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$0	\$5,873,000	\$10,716
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Planning underway, with preferred site selected and negotiations underway. Progression is reliant on finalisation of agreement with Department of Education and funding being provided.		

Project	700031 QBN - Stormwater Improvement Program		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$1,000,000	\$1,200,000	\$1,243,904
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021	30 Sep 2020	31 May 2021
Comment	Project complete and working well as evidenced in recent rains		

Project	700140 BGD - STP Recycled Water System		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$2,500,000	\$4,626,000	\$947,563
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021	30 December 2021	
Comment	Works underway. Site reservoir poured 30 June 2021. Project expected to be complete around Christmas 2021		

Project	700191 BGD - water treatment plant		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$1,100,000	\$1,100,000	\$705,760
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Project underway. Subsidiary projects to follow in 2021-22 for individual components		

Project	700193 QBN - Mains		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$750,000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	This was the allocation for Wattle St and Ross Road. Both project complete		

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Project	700226 QBN - Water Connection Jerra Business Park		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$3,565,000	\$3,427,885	\$2,043,764
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	See comment related to project 104107 – South Jerrabomberra Northern Entry Road		

Project	700227 QBN - Sewer Connection Jerra Business Park		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$3,565,000	\$3,427,885	\$1,431,678
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	See comment related to project 104107 – South Jerrabomberra Northern Entry Road		

Project	710025 QPR - Old landfills		
Status	Delayed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$1,500,000	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	Ongoing		
Comment	Project held over due to funding limitations and a priority focus on the Bungendore landfill site		

Project	800000 QPR - Fleet Purchases		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$1,000,000	\$1,000,000	\$1,186,275
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	Ongoing with some items to be delivered after 30 June		

Project	800010 QPR - Plant Purchases		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$2,000,000	\$3,500,000	\$2,011,833
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	Ongoing with some items to be delivered after 30 June		









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Project	800020 QPR - Fleet Sales		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	Ongoing with some items to be sold after 30 June		






Project	800025 QPR - Plant Sales		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2021		30 Jun 2021
Comment	Ongoing with some items to be sold after 30 June		

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Key Performance Indicators – Strategic Pillar 4

Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 31 - Transport						
P: Bridges O: Bridges and Culverts	Quantity of timber bridges reduced each council term - 4 per term		4	5	Transport and Facilities	Five timber bridges have been replaced in the past three years. Silver Hills Bridge, Gidleigh Bridge and Back Creek Bridge have both been replaced with concrete structures. Council received funding under the Fixing Country Bridges fund to replace a further three bridges - Captains Flat, Wallaces Gap Rd and River Forest Rd.
	% of bridges/culverts inspected annually 30% p.a.		30%	100%	Transport and Facilities	100% of QPRC's bridges and major culverts were level two inspected in the 2020-21 financial year. This will be repeated every four years. Council staff inspect all timber bridges annually during maintenance works.
P: Paths/Cycleways O: Footpath	% of extreme footpath defects fixed < 7 days >90%		90%	100%	Transport and Facilities	All reported extreme footpath defects have been repaired within the seven days.
P: Roads O: Sealed Roads	Resealing sealed roads < 15 year cycle >80%		80%	98%	Transport and Facilities	Council's asset system shows that more than 98% Council's bitumen seals remaining life is greater than two years. All seals are input in the system with a proposed 20 year life. KPI 80% <15 years is achieved.
P: Roads O: Street Sweeping	Annual street sweeper program developed and implemented -% kms swept vs kms proposed in annual program		100%	100%	Transport and Facilities	The street sweeping program is meeting its goals. The city and town streets are generally looking ok.
P: Roads O: Unsealed Roads	Annual target for grading roads - 749.6km		749	729	Transport and Facilities	A total of 729km of maintenance grading has been undertaken in the 2020-21 FY.
Service 32 – Water						
P: Water Infrastructure O: Water Mains	Service requests per 1000 customers p.a. <15		15	5	Utilities	106 requests were lodged during the financial year.
P: Water Infrastructure O: Water Mains	Failures per KM mains pa < 1		1	0	Utilities	106 requests were lodged during the financial year.

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
P: Water Infrastructure O: Water Mains	Mains breaks responded < 2 hours - > 75%		75%	98%	Utilities	
P: Water Operations O: Water Meter Reading	Water revenue accounts issued on time		100%	100%	Utilities	
P: Water Operations O: Water Treatment	Compliance with ADWG standards and adopted DWQMP >99%		99%	100%	Utilities	
Service 33 – Sewer						
P: Sewer Infrastructure O: Sewer Collection Network	Sewer chokes responded <2 hours - > 75%		75%	95%	Utilities	
P: Sewer Infrastructure O: Sewer Collection Network	Network failure per km main p.a. <1		1	1	Utilities	
P: Sewer Operations O: Other Sewerage Treatment Plants	Effluent meets Environmental Authorisation license limits >90%		90%	95%	Utilities	
P: Sewer Operations O: Sewerage Treatment Plant	Performance report published as per required timeframe annually		100%	100%	Utilities	
P: Sewer Operations O: Sewerage Treatment Plant	Effluent meets Environmental Authorisation license limits >90%		90%	85%	Utilities	Plant overloaded. Tertiary ponds now being run at lower levels to deal with seepage issues
Service 34 - Waste						
P: Waste Operations O: Domestic Waste Collection Service	Number of missed service complaints p.a. - <= 12 per 1000services p.a.		12	8	Utilities	
P: Waste Operations O: Recycling Collection Service	Number of missed service complaints p.a. - <= 12 per 1000services p.a.		12	1	Utilities	

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 35 - Facilities						
P: Buildings O: Building Maintenance	Compliance with Council's Five Year Building Maintenance Program >90%		90%	90%	Transport and Facilities	Council's building maintenance program is generally performing well. High priority projects are being completed.
Service 36 - Logistics						
P: Asset Planning O: Asset Database Management	Infrastructure Asset Registers are up to date and data validated - Undertake data audit - 1 asset class per year		1	1	Assets	Full revaluation undertaken and reconciled against 19/20 Audited records
	Assets renewed, created or rehabilitated as part of a capital works project - All capex projects correctly capitalised for FY		100%	95%	Assets	
P: Projects/contracts O: Contract Management	Delivery in accordance with capex program >90%		90%	95%	Contracts and Projects	All Projects adopted by Council without budget review have been deliver
	Variations and delays to contract < 5%		5%	1%	Contracts and Projects	The majority of Council Projects are delivered within the allocated budgets.
	Procurement in accord with policy and tender legislation		100%	100%	Contracts and Projects	All procurement inline with QPRC policy

Staff work on a broken water main in Queanbeyan.



STRATEGIC
PILLAR

5

CAPABILITY









A WELL GOVERNED QUEANBEYAN-PALERANG

A CAPABLE ORGANISATION THAT LEADS A
COMMUNITY WHICH IS ENGAGED AND PARTICIPATIVE










COMMUNITY STRATEGIC PLAN KEY GOAL	COMMUNITY OUTCOME
5.1 Our Council is highly professional in delivering services to the community	Council has a highly trained and professional workforce which achieves excellence in its activities
5.2 Our Council is efficient and innovative and actively seeking partnerships to deliver outcomes to the community	The community is serviced by an efficient, effective and innovative Council that provides value for money
5.3 Our Council has in place systems to provide quality services to its customers	Council has in place systems to provide for smart and authoritative self-service
5.4 Our Council's financial systems are reliable, efficient and effective	Council has in place reliable financial management systems which provide for authoritative and prompt decision making
5.5 Our Council has in place appropriate risk management frameworks	Council operates within a risk minimisation framework to provide for organisational efficiencies
5.6 Our Council's property portfolio is managed efficiently and effectively to maximise returns to the community	Council strategically manages its property portfolio
5.7 We have a well informed and engaged community	Council communicates and engages effectively and efficiently with its stakeholders
5.8 Our Council's activities work to achieve the Community's Vision and aspirations	Council actively works with the community to help it achieve its long term aspirations as set out in the Community Strategic Plan

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Key performance indicators – Strategic Pillar 5

Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
Service 41. People						
P: Human Resource Management and Organisation Development O: Attraction	Candidates suitable for shortlisting		10%	12%	Workplace and Governance	12% of candidates suitable and shortlisted
	Students participating in work experience per annum equivalent to 1% of QPRC overall FTE count		100%	100%	Workplace and Governance	Impacted by Covid-19, however four work experience placements undertaken in 20-21. 1 x engineer, 1 x Duke of Edinburgh, 2 x Community Development
	Job information promoted during Local Government Week		100%	100%	Workplace and Governance	Promotion conducted online only for August 2020 LG Week due to Covid-19. Aiming to hold a number of small events in August 2021, Covid pending.
P: Human Resource Management and Organisation Development O: Development	Successful completion of formal coursework within the prescribed timelines by Trainees and Cadets		90%	100%	Workplace and Governance	All trainees and cadets progressing well through their coursework
	Staff attendance at training identified in the annual training plan		90%	90%	Workplace and Governance	Still some people not attending at last moment.
	Compliance in obtaining and retaining required qualifications and tickets		100%	97%	Workplace and Governance	Availability of facilitators hampered due to COVID-19. Have scheduled 'catch up' accredited training early 2021-22 financial year
	Number of trainees/cadets as total of organisation FTE		10% by 2025	5%	Workplace and Governance	21 positions are cadets or trainees = 5% of FTE. QPRC Workforce Management Strategy aims to achieve 10% over the next four years
P: Human Resource Management and Organisation Development O: Engagement	Decrease employee unplanned absences per annum		5%	-6%	Workplace and Governance	Year on year - 6% reduction of unplanned leave taken by employees. This includes the following leave types: bereavement leave, carers/family leave, COVID-19 special leave, family and domestic violence leave, leave without pay (approved and unauthorised), sick leave (certified and uncertified), special leave (paid) and WorkCover. Recommended in future reporting that leave without pay - unauthorised is excluded from data.










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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
	Culture survey conducted every two years		100%	100%	Workplace and Governance	Conducted in March 2021
	Increase in constructive employee behaviours each cultural survey		20%	15%	Workplace and Governance	Slight increase in all constructive behaviours between 2018 and 2021 surveys. Cohort or concern is QPRC's Team Leaders. Report to Executive in June 2021 considers some strategies to address this matter.
	Workplace Consultative Committee meetings per annum		10%	10%	Workplace and Governance	10 meetings held
	Industrial matters resolved without IRC intervention		95%	100%	Workplace and Governance	Nil matters needing Industrial Relations Commission intervention during the year.
P: Human Resource Management and Organisation Development O: On boarding	New employees completed Council's induction program		100%	87%	Workplace and Governance	Induction program is run quarterly. All new starters were invited to most suitable session, but 13% did not attend on the day. Have been rescheduled for next program.
	New starters successfully complete their probationary period		90%	71%	Workplace and Governance	New process implemented mid year - increased completion achieved over final six month of financial year. Probation process will become fully electronic during 2021-22, further enhancing completion rate.
	New starters sign off on their delegations		100%	80%	Workplace and Governance	Major rework of process associated with delegations. A number of hurdles to clear to ensure process is consistent and followed through onboarding process. Progressing with new delegations database and use of DocuSign has enhanced sign off process.
	Orientation of position, team and organisation undertaken in the first three months		100%	97%	Workplace and Governance	Orientation occurring, checklist document not being 100% returned.
P: Human Resource Management and Organisation Development O: Recruitment	Position Descriptions and employment material are reviewed and accurate before advertising the position commences		100%	100%	Workplace and Governance	All position descriptions are reviewed on vacancy by the responsible Service Manager or Program Coordinator.






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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
	Cost of hire to vacant position is within 10% of the annual salary for the position		90%	90%	Workplace and Governance	Total process average = 21% of salary. Average for Workplace and Governance part of the process = 5.9% of salary. 90% of vacancies less than 10% of salary for Workplace and Governance part of process.
	Turnover in first six months of employment (quality of hire)		10%	9%	Workplace and Governance	Five of 54 permanent staff separations had less than six months service
P: Human Resource Management and Organisation Development O: Retention	Staff turnover rate per annum		10%	12.7%	Workplace and Governance	
	Staff separation rate at years one to two of employment		10%	11%	Workplace and Governance	Six out of 54 permanent separations were between 1 to 2 years of service.
	Delivery of the QPRC annual 'Years of Service' ceremony		100%	100%	Workplace and Governance	2020 delivered and 2021 planned
P: Human Resource Management and Organisation Development O: Separation	Separating staff participate in an exit interview		90%	90%	Workplace and Governance	
	Accurate completion of employee exit forms		100%	100%	Workplace and Governance	
	Critical positions are identified and have succession plans		100%	34%	Workplace and Governance	34% of staff have their flight risk and potential recorded in CiAnywhere.
P: Payroll Management O: Salary System	Accurate completion of payroll processing (accurate individual payments vs advance individual payments)		99%	100%	Workplace and Governance	
	Accurate completion of separation payments		100%	100%	Workplace and Governance	
	Accurate interpretation, implementation and update of award and legislative requirements		100%	100%	Workplace and Governance	
P: Workplace Health and Safety	Claims lodged within 48 hours		90%	74%	Workplace and Governance	Of the 15 claims lodged, 11 were lodged within the timeframe





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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
(WHS) and Wellbeing O: Incident and Claims Management	All lost time injuries are managed in accordance with Council processes and procedures 100%		100%	100%	Workplace and Governance	All completed per requirements to date
	Workers Compensation Insurance maintained or reduced annually		100%	100%	Workplace and Governance	Achieved - FY19-20 premium was \$1,159,251.90. FY20-21 premium is \$987,444.29. This is a 14.8% reduction.
P: Workplace Health and Safety (WHS) and Wellbeing O: Wellbeing	The number of overall employees engaged in wellbeing initiatives		50%	75%	Workplace and Governance	Wellbeing sessions at Bungendore and Queanbeyan Depots, three Zoom sessions
	Successful delivery of the annual Safety Day		100%	0%	Workplace and Governance	Safety Day for 2020-21 did not proceed due to Covid-19. Plans in place for Safety Day to be held in 2021.
	Active participation, through attendance at wellbeing initiatives, by the nominated Peer Support ambassadors		75%	0%	Workplace and Governance	Due to Covid no activities organised
	Peer Support meetings per annum		4	1	Workplace and Governance	Meeting held April 2021 next meeting July. Call for nominations Feb for two-year period 2021 -2023, Welcomed three new members, farewelled two members and five returning members. Giving a total of eight members.
P: Workplace Health and Safety (WHS) and Wellbeing O: WHandS	The average number of employees tested annually as part of the QPRC random drug and alcohol program		20%	21%	Workplace and Governance	Target: 92, Tested: 94
	WHS Committee meetings per annum		4	4	Workplace and Governance	Four meetings held during financial year.
	HSEQ Accreditation maintained		100%	100%	Workplace and Governance	HSEQ audit undertaken in May 2020. QPRC will be recommended for re-certification. During audit, two minor non-conformances were identified and six observations. All will be resolved within required timeframe.









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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
	Health monitoring undertaken and maintained as per legislative requirements		100%	100%	Workplace and Governance	All employees to date have undergone health monitoring as per policy
	Mock evacuations undertaken in accordance with legislative requirements		100%	0%	Workplace and Governance	Council cancelled the contract with the contractor engaged to undertake evacuation drills. New contractor did not commence until early in 2021 due to Covid restrictions. Evacuations scheduled across 26 council sites for end-July 2021
Service 42 Digital						
P: Applications O: Applications	Availability to users p.a.		99%	100%	Digital	There have been no significant issues during the reporting period, although we still receive occasional reports from some staff re suboptimal responsiveness of applications. This is highly intermittent and across all applications, and we are yet to find the root cause. When this happens, we request staff to use Citrix as this seems to eliminate the issue.
P: Network O: Network	Network availability to users		99%	100%	Digital	The first half of 2020-21 saw major wide area network upgrades and cybersecurity hardware. During these changes, a couple of minor network outages had occurred. During the second half of the year, There were no unplanned outages except for a few minor local site outages due to electrical works, etc. However, these outages were scheduled out of business hours and managed with close stakeholder engagement.
P: Network O: Telecoms	Availability to users p.a.		99%	100%	Digital	The first half of the financial year saw significant upgrades to the telephony links at all three main sites. The Digital team worked with Telstra and scheduled most outages out of hours to upgrade Council's VoIP telephony links to Telstra Connect IP network with minimal business hours impact. There was a brief unplanned outage in July








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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
						<p>2020 due to a bug in the new hardware from our cybersecurity vendor and a five minute scheduled outage during business hours in September and October.</p> <p>The second half of the year saw no telephony outages to Council's Mitel VoIP telephony. Also, a significant change saw all customer service officers moving to the cloud-based Genesys contact centre to manage inbound calls to Council and improve customer experience efficiently. The 0.1% percent deviation from 100% up-time reflects that there have been occasional call dropouts within the new Genesys system and are currently under investigation by vendor support.</p>
P: Systems O: Systems	ERP integration failures		1%	0%	Digital	No changes were made within the production database for the reporting period, and no systems failures to report. We are continuously testing the disaster recovery method using our test environments. This has had a slight impact on the availability of the test environments. They could go down for the day while we test the failover/failback procedures.
Service 43 Financial						
P: Financial Accounting	Quarterly Budget revisions reported within required statutory timeframes.		100%	100%	Finance CFO	
O: Management Accounting	Grants are acquitted within required timeframes.		100%	100%	Finance CFO	
P: Revenue O: Revenue Accounting	Rates, Annual charges, interest and extra charges outstanding percentage is under Local Government Benchmark		10%	9%	Finance CFO	Estimated prior to finalisation of financial statements.





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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
	Rates and Water billing notices issued in accordance with statutory requirements		100%	100%	Finance CFO	
	Revenue Policy developed within required statutory timeframes		100%	100%	Finance CFO	
Service 45 Risk						
P: Business Continuity	Business Continuity Plan updated following test		100%	0%	Workplace and Governance	The 2020-21 Business Continuity Test was undertaken on 24 June 2021. The Business Continuity Plan will be updated during 2021-22 following this test.
O: Business Continuity Plan	Annual Test and Review completed		100%	100%	Workplace and Governance	Business Continuity Test undertaken on 24 June 2021 with key leadership representatives in attendance.
	Conducted annually		100%	100%	Workplace and Governance	Plans are maintained and updated as required. Wholesale review will be undertaken following 24 June test.
P: Insurances	Insurances reviewed, valued and renewed by due date		100%	100%	Workplace and Governance	
O: Review of Council's insurances						
	Premium rebate as % of value from Statewide following audit		5%	0%	Workplace and Governance	There hasn't been a rebate issued since 2017.
P: Risk						As part of the 2020-21 Continuous Improvement Pathway program, Statewide Mutual retained a self-assessment audit to facilitate the capture of benchmarking information.
O: Risk Management	Audit of one risk system (annually in conjunction with Statewide Mutual) - a		1	4	Workplace and Governance	<p>The current program looks at how Council has integrated the operational management of key risk exposure area against the integrated planning and reporting requirements and best practice principles.</p> <p>The 2020-21 CIP topics were:</p> <ul style="list-style-type: none"> • Building Assets • Event Management • Footpaths • Motor Vehicles

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
P: Risk O: Risk Register	Risk Register updated regularly - Twice p.a.		100%	100%	Workplace and Governance	Risk registers reviewed with PGMs as part of Internal Audit Plan review November 2020. Strategic risks reviewed 3 May 2021. Risk register reviews also form part of performance reporting for individual areas as of 2021.
Service 46 Property						
P: Property Management O: Property management	Leases and licenses register kept up to date		100%	100%	Workplace and Governance	Register now fully up to date and information held within Tech1 system.
Service 51 Strategy						
P: Communications O: External Communications	Increase in subscriptions to weekly e-newsletter - 10% increase p.a.		10%	-1%	Customer and Communications	The total number of subscriptions on 1 July 2020 was 2,105. This decreased by 20 to 2,085 on 30 June 2021. This represents a 1% decrease.
P: Communications O: Internal Communications	Increase in staff satisfaction with internal communications - Annual internal communications survey		100%	0%	Customer and Communications	An internal communications survey was not conducted in 2020-21. Anecdotal reports show satisfaction with internal staff and councillor newsletters. Numerous positive comments have been received about a revamp of the design and content of the Quangerang Express staff newsletter. A formal internal communications survey is planned to be conducted in September 2021.
P: Communications O: Media Liaison	Media enquiries responded to by requested deadline		100%	100%	Customer and Communications	In a small number of cases, journalists were advised that the deadline was unrealistic and the deadline was renegotiated.
P: Communications O: Social Media	Growth in corporate social media accounts - 20% per annum		20%	19%	Customer and Communications	The total number of Facebook and Twitter followers at 1 July 2020 was 13,766. This has increased by 2,624 to 16,390 at 30 June 2021, representing a total growth rate of 19%. Instagram followers were not reported in previous years, but was 1762 at 30 June 2021. Twitter followers was 2,493 and Facebook was 13,897.
P: Communications	Increase in number of unique hits on website 10%p.a.		10%	10%	Customer and Communications	In the 2019-20 financial year, there were 810,869 unique hits on the QPRC website. In the 2020-21









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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
O: Website and Intranet						financial year, there were 891,440 hits. This is an increase of 10%.
	Increase in usage of online services 10%p.a.		10%	0%	Customer and Communications	No monitoring via analytics was available from 1 July-19 August and 13-23 March due to upgrades to One Council and technical issues. Total unique views during 2020-21 were 160,026. In the previous 2019-20 financial year, monitoring was only available from 24 November 2019 - 13 February 2020 and unique views were 33,567. For 2020-21, we received 2,376 online requests, 12,418 online payments, and 7,629 certificate requests. The NSW Planning Portal is in place from 1 July 2021 and will replace the following services processed through eServices this year: Construction Certificates - 634, Complying Development Certificates - 1,876, Subdivision Certificates - 37, Occupation Certificates - 537.
P: Integrated Planning and Reporting O: Community Survey	Satisfaction with Council is improving >75%		75%	70%	Customer and Communications	Council's overall satisfaction remained steady at 3.5 out of 5 in the survey that was conducted in March 2020. The rating of 3.5 equates to 70% and was above nine other similar-sized councils. The next survey is not scheduled until 2022, however funding for 2022 survey was removed from 2021-22 Operational Plan.
P: Integrated Planning and Reporting O: Integrated Plans (CSP, DP, OP) and Resourcing Strategy	Plans prepared and reviewed within required statutory timeframes and engagement strategy		100%	100%	Customer and Communications	The 2019-20 Annual Report was presented to Council in November 2020. Operational Plan 2021-22 adopted by Council on 30 June 2021.
Service 52 Executive						
P: CBRJO O: Other Regional Participation	Delivery of annual cross border workplan >80%		80%	0%	Workplace and Governance	The ACT/QPRC cross border workplan has not been updated. COVID recovery took priority for both jurisdictions. A new

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
						MoU has been drafted and discussed with the Chief Minister in June 2021. QPRC has identified the following potential priority areas for collaboration: <ul style="list-style-type: none"> • Cross border connectivity of transport including rail and freight. • Promoting the visitor economy of the Canberra-QPRC metropolitan area. • Collaborating on matters of regional employment and skills. • Collaborating on new opportunities to address climate change and sustainability The refreshed MoU will be reported to Council for endorsement.
P: Complaints/ Privacy Management	Code of Conduct complaints managed and processed in line with Councils Code of Conduct and Code of Conduct Guidelines	●	100%	100%	Workplace and Governance	One complaint ran overtime at the request of the reviewer, however, this was outside the control of QPRC.
O: Code of Conduct	Code of Conduct complaints reported as required by Office of Local Government	●	100%	100%	Workplace and Governance	Completed and submitted by 30 November 2020
	Annual report produced within required timeframe	●	100%	100%	Workplace and Governance	The 2019-20 Annual Report was presented to Council in November 2020 and uploaded to the website.
P: Councillors	Training Program developed and delivered for each councillor	●	100%	100%	Workplace and Governance	Training offered and provided as requested.
O: Councillor Induction and Training						
P: Councillors	Designated persons required to complete returns and register reported to Council within statutory timeframe	●	100%	100%	Workplace and Governance	Completed and submitted to September 2020 Council meeting. Staff completing declarations during July 2021 for 2021-22 financial year.
O: Disclosure of Interests						
P: Governance	Policies reviewed by their required date	●	100%	75%	Workplace and Governance	Assessment of former councils' policies to be presented to Council in July 2021. Review dates for adopted QPRC policies
O: Policy						

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Program/Output	KPI	Result	Target	Actual	Responsible Branch	Comment
						have been set and are monitored.
P: Legal O: Delegations	Delegations Register kept up to date		100%	10%	Organisation Capability	Major rework of process associated with delegations. Large percentage of delegations have been updated, but awaiting Service Manager signoff before process can be completed. Also focusing on improving the onboarding process re delegations.
P: Meetings O: Agendas/ Minutes	Agendas publicly available Friday prior to Council meeting		100%	100%	Workplace and Governance	All business papers and agendas are made available on Council's website by the Friday afternoon before meetings.
	Resolutions actioned before next meeting >90%		90%	90%	Workplace and Governance	
P: Public information O: Government Information Public Access Management	Applications processed within statutory timeframe of 20 working days		100%	75%	Workplace and Governance	Internal process has been refined. Two applications were completed outside of the deadline.
	Eligible entries placed into the Disclosure log on Council's website		100%	0%	Workplace and Governance	Log is provided on website. Last input was 2016. Requires full review and process development and will be implemented for 2021-22.
	Completion of Annual GIPAA Report		100%	100%	Workplace and Governance	Annual GIPAA report was completed and included in the 2019-20 Annual Report. Report for 2020-21 will be finalised by August 2021 and included in 2020-21 Annual Report.
P: Public information O: Public Interest Disclosures	Complaints processed within prescribed timeframe		100%	100%	Workplace and Governance	No complaints received
	Six monthly report completed within required timeframe		100%	100%	Workplace and Governance	Reports provided as required. Next report due on 31 July 2021.

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Statutory Disclosures

In accordance with the *Local Government Act NSW 1993* and various other pieces of legislation, NSW councils are required to include specific information in their Annual Reports. Alongside these legislative requirements, Council has also included annual reporting requirements in a number of adopted policies.

Special rate variation

The former Queanbeyan City Council gained approval for a one-off Special Rate Variation of 5.8% in 2010. The 5.8% increase was applied in the 2010-11 financial year and has remained in the rate base since.

The Special Rate Variation was introduced to fund the CityCARE program of works, including the maintenance and renewal of roads, footpaths and parks and sportsfields in the former Queanbeyan City Council local government area. The projects funded by this Special Rate Variation in 2020-21 were identified in Council's Operational Plan and are listed below:

Special Rate Variation - Former Queanbeyan City Council	2020-21 Budget \$,000
QBN – Blackall Park shelter	44
QBN – Hope Marland Park Playground	297
QBN – Taylor Park irrigation	132
Footpath grinding	17
Footpath replacement	270
Furlong Road – reseal	25
Glebe Ave – reseal	10
Hellmund St – reseal	25
Hinksman St – reseal	52
Nimmitabel Place – reseal	32
Old Cooma Rd – reseal	53
Old Sydney Rd - reseal	20
Paterson Parade – reseal	36
Stephens Rd – stabilisation	164
Total	1,177

Council is required to report to the community on the expenditure of the Special Rate Variation until 2020-21.

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Rates and charges written off

Rates and charges written off	Amount \$,000
Rates relief	4
Rates and charges (pension concessions)	914
Special Rate Variation pension concessions (Council-funded) Queanbeyan only	66
Water undetectable leak write offs	35
Small balance/interest write offs	0.7
Total	1,019.7

Contracts awarded

Council awarded the following contracts valued at more than \$150,000 during the 2020-21 financial year:

Contract number	Nature of contract	Name of Contractor	Contract amount
2020-26	Hoover Road Stormwater Realignment	Guideline ACT Pty Ltd	\$1,058,249.09
2020-29	Civil works contract Regional Sports Complex	Huon Contractors Pty Ltd	\$17,250,484.50
2020-31	QCCP Head Contractor - Design finalisation and construction	ADCO	\$62,922,380.91
2020-34	Stage Lighting and Drapes	HME Services Pty Ltd	\$179,122.12
2020-37	Design And Construction Bulk Earthworks Bungendore Sports Hub	TRN Group	\$629,695.64
2020-40	South Jerrabomberra Stage 1A Electrical Supply Child project	ECOWISE Services	\$1,985,003.03
2020-43	Lyons Bridge Installation (InQuik System)	HD Civil	\$172,614.49
2020-44	Supply and Installation of Sports ground Floodlighting at Bungendore Sports Hub	Gasniers Electrical	\$456,335.00
2020-54	61 and 62 Equipment Supply and Delivery for QSTP Upgrade	Hydroflux EPCO Pty Ltd	\$2,366,950.35
2020-55	Grit Removal Equipment for QSTP Upgrade	VOR Environment	\$318,495.45
2020-56	Equip Supply and Delivery for QSTPU	Xylem Water Solutions Australia	\$3,474,741.14
2020-57	UV Disinfection Equipment for Queanbeyan STP upgrade	Xylem Water Solutions Australia	\$3,474,741.14
2021-10	Captains Flat Dam Load Testing of Post Tensioned Anchors	FORTEC Australia	\$182,894.55
2021-11	Construction of New Retaining Wall at Turallo Reservoir Site	EARTHTECH Pty Ltd	\$228,664.45
2021-12	Design and Construction of effluent recycling plant at Bungendore STP	Gongues Constructions Pty Ltd	\$3,826,500.00
2021-33	Program Fee for Applied Organisational Colloquium	Workplace Training and Advisory Aust. Pty Ltd (T/A Australian School Of Applied Management)	\$228,000.00

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Legal Proceedings

Council is required to report on costs that relate to legal proceedings taken by Council or are initiated against Council. Additionally, a precis status of each legal proceeding and the result is required.

In the financial year ending 30 June 2021, Council expended a total of \$364,000 on legal proceedings of which \$284,000 related to planning matters and \$80,000 related to the acquisition of land. Expenses related to civil proceedings were deferred to our insurer and are not considered under this figure.

It is noted that the ongoing impact of Covid throughout the previous financial year meant many different areas of Council legal proceedings were either halted or delayed. Council is expecting a change in the number of proceedings in the 2021-22 financial year.

Details are set out below:

Case Reference	Description of Matter	Outcome (Status)	Expenses	Costs Awarded
BAL 211284	QPRC v Australia Forestry Holdings - Sandhills Road Creek pollution - local court litigation.	This matter is ongoing.	\$9,898.30	Matter ongoing
BAL 210834	Importation of fill - Class 5 Prosecution (Land and Environment Court).	Preparing for commencement or proceedings. This matter is ongoing.	\$14,042.40	matter ongoing
BAL 210670	Class 1 (Land and Environment Court).	Matter is complete - resolved by s.34 agreement.	\$12,205.40	Class 1 proceedings: no costs awarded
BAL 210561	Acquisition Class 3 (Land and Environment Court) .	This matter is ongoing. Preparing agronomy report and awaiting hydrology report.	\$47,732.40	Matter ongoing
BAL 210530	R.I.G Consulting - Court of Appeal.	Matter complete. Council successful in proceedings. Agreement reached as to costs and Council has been paid.	\$19,162.90	Costs awarded to Council and paid.
BAL 201172	Land Acquisition.	Matter complete.	\$53,915.10	Not litigation - acquisition file.
BAL 151431	Class 4 - (Land and Environment Court) -Junkyard- Enforcement.	This matter is ongoing. Council has obtained Court orders against subject (by consent). Council has filed a motion for contempt. Matter listed for mention in December.	\$36,717.70	Cost order in Council's favour. Not yet recovered.
BAL 191359	Class 1 Appeal - (Land and Environment Court) - Shooting Range development application .	This matter is ongoing. Awaiting judgment.	\$107,275.70	Class 1 proceedings: no costs awarded (except for costs thrown away by amendments to the application; letter with offer to resolve costs thrown away currently with Council for instructions)
BAL 172150	Class 4 - enforcement action	Council obtained Court orders against subject. This matter is ongoing. Awaiting further instructions re enforcement.	\$43,750.80	Cost order made in Council's favour. Not yet recovered.
BAL 191699	Enforcement of Costs.	This matter is ongoing. BAL pursuing bankruptcy.	\$2,980.30	Cost orders made in Council's favour - these proceedings brought to recover the amounts owing. Not yet recovered.

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Case Reference	Description of Matter	Outcome (Status)	Expenses	Costs Awarded
BAL 191061	Class 4 Enforcement proceedings (Land and Environment Court.	Council obtained Court orders against subject (consent orders). This matter is ongoing. Awaiting further instructions re enforcement.	\$8,527.40	Cost order in Council's favour. Not yet recovered.
BAL 192198	Class 1 (Land and Environment Court) Appeal	This matter is complete.	\$4,432.00	Class 1 proceedings: no costs awarded
BAL 201006	Class 1 (Land and Environment Court) Appeal – Subdivision of Community Title Land, Royalla.	Council successful in proceedings. This matter is complete.	\$34,325.10	Class 1 proceedings: no costs awarded
BAL 202009	Class 1 (Land and Environment Court) Appeal.	Council successful, appeal dismissed. This matter is complete and the file has been closed.	\$46,821.10	Class 1 proceedings: no costs awarded
BAL 200918	NCAT discrimination claim.	This matter is complete and the file has been closed.	\$9,729.10	Merit review proceedings: no costs awarded

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Donations and contributions

In accordance with the Donations Policy and by separate resolution, Council made the following donations and contributions during the 2020-21 financial year.

Donation recipient	Amount (\$)
Braidwood Lions Club Inc	2,000
Bungendore Public School P and C	2,000
City of Queanbeyan Pipes and Drums Band	2,000
High Street Care	2,000
Karabar Housing Cooperative	2,000
Queanbeyan Postnatal Depression Community Advisory Group	697
Queanbeyan Sustainability Group	1,975
Roslyn Maddrel, Elaine Collins, Paris Sylvester – Photographic History Book Braidwood Hospital	2,000
Rotary Club of Canberra Inc.	960
The Shepherd Centre for Deaf Children	2,000
Wamboin Social Club	250
Wildcare Queanbeyan	2,000
ACT Maori Performing Arts Inc	1,591
Anglican School Googong	1,519
Captains Flat Community Association Seniors Group	250
Googong Mainly Music	1,000
Jerrabomberra Combined Probus Club	1,519
Knitters Guild NSW Queanbeyan Group	375
Queanbeyan Landcare Inc.	750
Queanbeyan Quilters Inc.	2,000
QWriters (Queanbeyan Writers)	675
Rotary Club of Jerrabomberra	270
Toastmasters Queanbeyan	750
University of the Third Age, Jerrabomberra – Current Affairs Group	1,120
Upper Murrumbidgee Catchment Network Inc.	540
Wamboin Social Club	750
Way Ahead Mental Health Association	500
YMCA of Queanbeyan	2,000
Cultural Arts Assistance Scheme	
Braidwood Regional Arts Group	1,500
Queanbeyan Junior Brass	1,500
Queanbeyan Art Society	1,500
Heritage Assistance Scheme	
D Brown and J M Taylor	1,600
Kathleen Mills	2,400
Vanessa Barratt	3,000
K E Soltan	2,000
Kemp Reichert	2,084
Australia Day donations	
Queanbeyan Girl Guides	400
City of Queanbeyan pipes and drums	200
Rotary Queanbeyan Branch (MC Brian Lenard)	400
Captains Flat Community Group	200
Lions Club Braidwood	200
Queanbeyan Girl Guides	400
City of Queanbeyan pipes and drums	200
Other donations	
Rates relief	69,552
Schools annual prize giving ceremony-various schools see Council resolution 189-16	1,155
Total Donations and Contribution in 2020-21	123,783
Total Donations and Contribution in 2019-20	108,094

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Other donations (values included above)

Public Schools

Public schools located within the Queanbeyan-Palerang Regional Council Local Government Area received a donation for their annual prize giving/speech day ceremonies. The donation was increased by the annual rate peg amount, rounded up to the nearest \$5 starting from \$100.

Donations equivalent to ordinary rates

A donation equivalent to the ordinary rates levied for the year to the following organisations and facilities located within the local government area:

- Any Scouts Australia group
- Braidwood and District Historical Society
- Braidwood Show Society
- Any Country Women's Association branch
- Any service club including Lions and Rotary
- Any registered pre-school
- Bungendore War Memorial Hall
- Araluen Community Hall
- Charleys Forest Community Hall
- Gundillion Community Hall
- Majors Creek Community Hall
- Nerriga Community Hall
- Any men's shed registered with the Australian Association of Men's Sheds

Note: The Captains Flat Community Hall, and Queanbeyan halls and community centres are under Council's control.

Equal Employment Opportunities (EEO) Management Plan

Council's Equal Employment Opportunity and Diversity (EEOandD) Policy aims to recognise and enhance the capability of the organisation and our employees, through a commitment to:

- a workplace free of unlawful discrimination on the basis of race, gender, marital or domestic status or disability and providing equal opportunity to ensure our workforce is reflective of our staff and the diversity within the community we serve; and,
- supporting diversity to build organisational capability – each employee brings perspectives that can support innovation, efficiency, productivity and service improvement to our community.

Supporting this policy, the EEO and Diversity Plan was implemented and evaluated in line with Council's Delivery Program and includes;

- progress reporting in Council's Annual Report;
- a period (leading up to the development of the 2021-2025 Delivery Program) for research with data capture and development of an interim EEO and Diversity Plan (2020 – 21) to further inform the future plans and actions to be undertaken for the next Delivery Program \;
- ensuring all data gathered is voluntary, confidential and will not identify individual employees or members of the community;
- annual reporting requirements to the Executive; and,
- incorporating the Focus Strategies identified in Council's Workforce Management Plan and actions recommended in the Disability Action and Reconciliation Action Plans.

A Diversity and Inclusion Group has been established with representatives from across the organisation broadly reflecting gender, ethnicity, disability and staff from non-English speaking backgrounds.

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The EEOandD Policy and Plan for Council will be reviewed with the incoming Council.

EEO Statistical Information

EEO statistical information is voluntarily provided by employees on commencement of their employment and confidentially retained on Council's Human Resource Management Information System.

At the end of the 2020-21 financial year, the percentage of staff members for Council within each EEO target group were as follows:

Group	2019-20	2020-21	Annual Variation
Women	42.3%	41.7%	-.6%
Culturally Diverse	9%	9.2%	-1.8%
Aboriginal	2.1%	1.3%	-.8%
Disability	1%	1.9%	+.9%

Aside from a slight increase of employees living with a disability, there were decreases in employee representation for those identifying as women, from a culturally diverse and Aboriginal and Torres Strait Islander backgrounds. This was due to a higher percentage of voluntary separations from these cohorts during the financial year compared to the previous financial year.

The age demographic for all Council employees is outlined below. There was an increase of staff over 50 years of age (+3.7%) which was due to increased appointments of staff within that age cohort and less voluntary separations (than appointments) due to retirement. The slight increase of staff aged between 20 and 29 years, did not offset the decline of staff employed by Council within other age groups below 50 years of age. This decline has been attributed to younger casual staff leaving due to COVID restrictions and limited casual work within the leisure and hospitality business lines.

Age Group	2019-20	2020-21	Variation
Less than 20 years	5.5%	3.8%	-1.7%
20 to 29 years	15.3%	16.8%	+1.5%
30 to 39 years	15.9%	14.1%	-1.8%
40 to 49 years	20.3%	19.2%	-1.1%
50 to 59 years	29.9%	31.4%	+1.5%
60 to 69 years	12.2%	13.5%	+1.3%
70 years or older	.2 %	1.1%	+0.9%

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Activities for the implementation of Council's EEO and D Plan

Workforce Strategic Focus	Activities, outcomes, successes for 2020-21												
Building our Capability	<p>Attracted a diverse range of candidates to apply for Council vacancies as follows:</p> <table border="1"> <thead> <tr> <th>Candidate Identifies as:</th><th>Percentage of Candidates</th></tr> </thead> <tbody> <tr> <td>Culturally Diverse Background</td><td>29%</td></tr> <tr> <td>Aboriginal and Torres Strait Islander</td><td>4%</td></tr> <tr> <td>Disability</td><td>2%</td></tr> <tr> <td>Women</td><td>46%</td></tr> <tr> <td>Non-binary</td><td>1%</td></tr> </tbody> </table> <p>Certificate IV in Community Development Aboriginal and Torres Strait Islander Traineeship position created.</p>	Candidate Identifies as:	Percentage of Candidates	Culturally Diverse Background	29%	Aboriginal and Torres Strait Islander	4%	Disability	2%	Women	46%	Non-binary	1%
Candidate Identifies as:	Percentage of Candidates												
Culturally Diverse Background	29%												
Aboriginal and Torres Strait Islander	4%												
Disability	2%												
Women	46%												
Non-binary	1%												
Developing our Capacity	<ul style="list-style-type: none"> • Purchase of Aboriginal and Torres Strait Islander Awareness e-learning module purchased for all staff to complete. • All staff required to complete with EEO and Diversity training in 2020-21. • Mental Health First Aid Training delivered to leaders ensuring a consistent and respectful approach to dealing with workplace mental health issues. • 20% of staff improving their communication, resilience, conflict resolution and negotiation skills by attending training workshops during the year. 												
Maximising Employee Engagement	<ul style="list-style-type: none"> • Diversity and Inclusion Group created to: <ul style="list-style-type: none"> ○ Actively promote and support the principles of inclusion, respect and equity across the workplace. ○ Identify, analyse and report on respect, inclusion and equity gaps, barriers, arising opportunities and/or successes and identify productive strategies in response. ○ Identify and prioritise new initiatives and training to improve inclusion, respect and equity within the workplace. ○ Identify initiatives that could be considered best practice and adapt these for possible introduction into the operation of the organisation, for endorsement by the Executive. ○ Develop and monitor a list of key inclusion, respect and equity measures to be reviewed on an annual basis. ○ Report bi-annually to the QPRC Executive Group on key inclusion, respect and equity issues for staff. ○ Guide a coherent and integrated approach to inclusion, respect and equity across the workplace. ○ Identify risks and recommend mitigation strategies. ○ Provide an avenue for staff to bring related matters and to seek direction and support. • Transition to Retirement Directive and process developed and utilised by employees 												

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Workforce Strategic Focus	Activities, outcomes, successes for 2020-21
Achieving Organisation Excellence	<ul style="list-style-type: none"> Commenced Organisation Culture Colloquium workshops program for all staff. Participants will be provided the tools, techniques and skills to: <ul style="list-style-type: none"> Promote and develop a unified QPRC; Develop options to resolve cultural challenges; Reflect on QPRC Values based behaviours; and Develop self-awareness for personal behaviour to ensure a constructive, respectful and inclusive workplace. QPRC became a member of the Human Rights Commission's 'It Stops With Me!' anti-racism program. QPRC became a member of Diversity Council Australia

Chief Executive Officer remuneration package

The CEO's total remuneration package comprising salary and superannuation, was valued at \$359,001.34 plus a vehicle use allowance.

Senior staff remuneration package

Council employed four senior staff members (excluding the CEO) in Portfolio General Manager roles during 2020-21. The total remuneration package for senior staff was \$1,095,526.12 (including superannuation and payments that were not included in a salary portion of their package).

Mayor and councillor expenses

Item	2019-20 (\$)	2020-21 (\$)
Fee payments		
Mayor	48,233	44,249
Councillors	223,365	204,537
Total payments	271,598	248,786
Expenses and facilities		
Office Equipment	2,909.10	154
Internal Plant charges	16,151.80	16,102
Catering and Civic Function	1,481.82	549
Telephone calls	0	0
Accompanying person	0	0
Conference And Seminars	7,295.46	2,895
Training	460	4,344
Child care expenses	2,665	2,775
Total	30,963	26,819
Delegations and visits		
Interstate	0	0
Overseas	0	0
Total delegation and visits	0	0
Total	302,561	275,605

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Overseas visits

No Council-related overseas visits were undertaken by QPRC councillors or senior staff during 2020-21.

Attendance of councillors at conferences and seminars:

Crs Overall, Schweikert, Hicks and Biscotti attended the LGNSW Annual Conference in November 2020

Councillor Induction and Professional Development

Councillors were advised of training and professional development courses conducted by LGNSW and other organisations throughout the year.

Training and professional development undertaken:

- Cr Kenrick Winchester – Executive Certificate for Elected Members – Cost - \$3,500
- Cr Kenrick Winchester – Managing Media for Councillors – Cost \$440
- Cr Kenrick Winchester – Tax considerations for councillors - \$220

Councillor attendance at meetings

At the September 2018 Ordinary Council meeting, Council resolved:

322/18 - Attendance at meetings by Councillors as delegates and representatives on Council committees, organisational committees, statutory committees, locality committees and advisory committees be published in the QPRC Annual Report.

From March 2020, changes to the Local Government Act allowed councillors to participate in meetings remotely.

A summary of Council attendance at all Council and Committee meetings is shown in **Appendix 2**

Stormwater levy

A stormwater levy has been applied to residential and business properties within the Queanbeyan urban area (including Googong). Properties classified as residential and business were charged \$20 per year for the Stormwater Levy, while residential (strata/flats) and business strata units were charged \$12.50.

During 2020-21, stormwater rehabilitation works were undertaken on the next tranche of identified works. This rehabilitation work has improved the existing stormwater services network. Further condition inspection and rehabilitation works need to continue to improve the stormwater network system improvement. As part of the works, Council engaged contractors to realign the stormwater mains at the former Hoover Road landfill. The value of the contract was \$1.058m.

Stormwater management plans have been developed for Bungendore and Braidwood. Introduction of a Stormwater Levy for Bungendore and Braidwood was delayed one year due to Covid-19.

Swimming pool inspections

Under section 22F (2) of the *Swimming Pools Act 1992*, Council is required to report on its activities regarding swimming pool inspections. During the period 1 July 2020-30 June 2021, Council undertook the following:

Swimming pool inspections	2019-20	2020-21
Inspections of Tourist and visitor accommodation	0	1
Inspections of dwellings with more than 2 dwellings	3	1
number of inspections that resulted in issuance a certificate of compliance under s22D of the Swimming Pools Act	27	63
number of inspections that resulted in issuance a certificate of non-compliance under cl 21 of the Swimming Pools Reg	0	0
Total number of compliance certificate applications	N/A	81



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Partnerships, cooperatives and joint ventures

Council has an interest in or membership of the following organisations in accordance with the under-listed arrangements:

- Statewide Mutual - A mutual pool scheme providing liability and general insurance cover to NSW councils.
- StateCover Mutual – A mutual providing workers compensation insurance cover to NSW councils.
- South East Weight of Loads (SEWOL) – Council has a management role and has four inspectors in two vehicles patrolling roads in 11 constituent councils of the region.
- ACT and NSW Strategic Land Use and Infrastructure Planning Group.
- Joint Regional Planning Panel which provides merit-based decision making on regional development within the framework of the NSW planning system.
- Canberra Region Joint Organisation (CRJO) is a regional organisation, with a membership of 10 Councils. The CRJO also has associate members and affiliate members. Associate members being the ACT Government, Wagga Wagga City Council, East Gippsland Shire Council and Affiliate membership with Canberra Airport. The purpose of the CRJO is to facilitate opportunities and partnerships to create sustainable vibrant communities. CRJO has developed several special purpose interest groups for regional resource sharing and information exchange. The CRJO was constituted in accordance with the *Local Government Act 1993* on 1 July 2018.
- Regional Cities NSW

About Regional Cities NSW

What Regional Cities NSW do:

- ADVISE - Provide advice on issues, trends and other developments affecting our members that can inform and assist a Government response.
- PARTNER - Partner with Governments on the development of policy, planning, strategies and investment decisions.
- ADVOCATE - Advocate for appropriate government funding to invest in the services and infrastructure that regional cities need to grow, innovate and thrive.
- INNOVATE - Identify opportunities and impediments for the development of regional cities and develop innovative solutions to manage them.
- COLLABORATE - Bring alignment between state players responsible for regional development, urban policy and population growth.

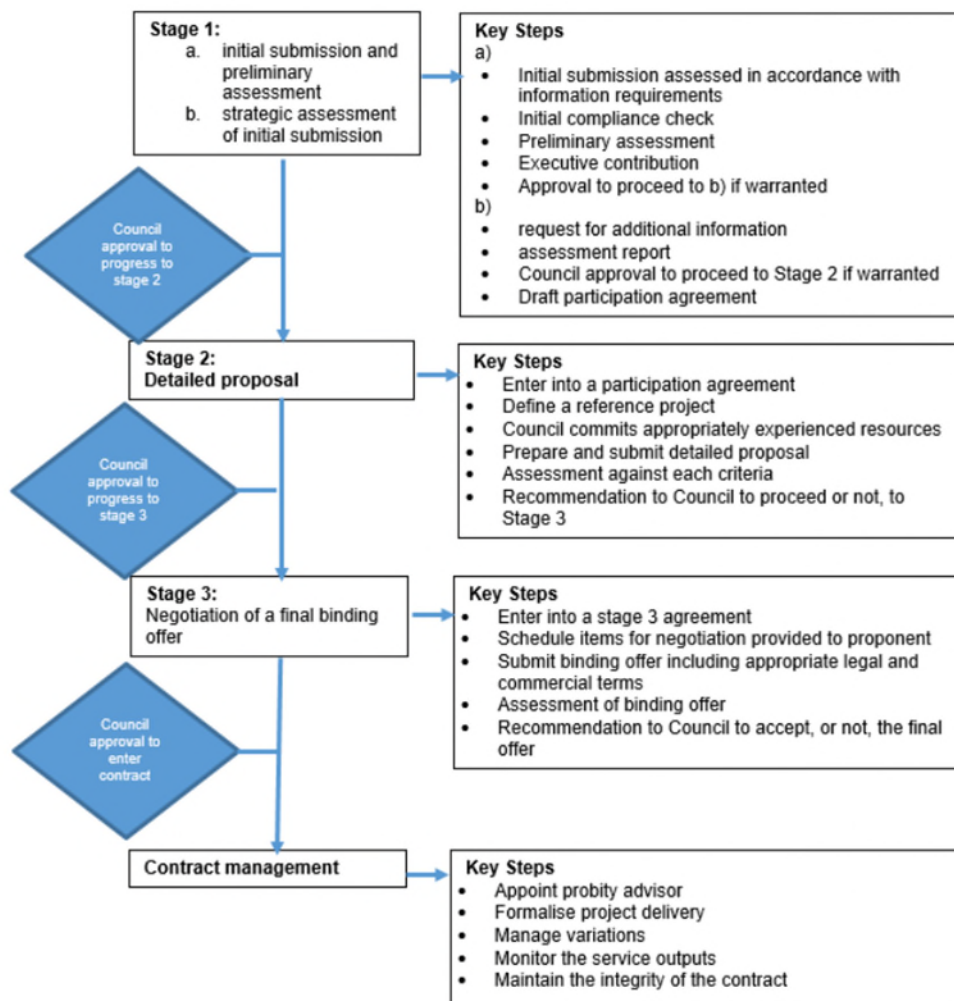
Regional cities are thriving urban centres that provide a high level of economic activity, amenity and affordability. These cities are strong regional hubs providing a central point to access essential transport, health, business, employment and education and other services. These services and infrastructure are accessed by local residents as well as those in surrounding towns and rural areas - strong regional cities create strong regions. Due to the service hub role that regional cities play, these cities can also provide a liveable and affordable alternative to people and businesses seeking to escape the crushing congestion of Sydney, Australia's largest city. All RCNSW members have scalable infrastructure and services that can accommodate a growing population – meaning all RCNSW members are ready to take a larger share of the state's growing population.

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Unsolicited Proposals

From time-to-time, Council receives unsolicited proposals from parties seeking to partner with Council in a development or project. To provide some guidance and structure in dealing with such representations, Council has adopted a Procedure for Dealing with Unsolicited Proposals. In summary the process is in stages as outlined below:

Key stages in the consideration of unsolicited proposals



Council received one new unsolicited proposal during 2020-21, while one previously submitted proposal remains open.

A new proposal was received from a resident in Burra who was wishing to purchase property owned by Council. The matter was reported to Executive in March 2021 and subsequently reported to Council in July 2021. Council resolved to

223/21 – Resolved

1. Offer for sale the property at 289 Badgery Rd, Burra via private treaty.

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2. Authorise the CEO to negotiate the sale based on independent valuation, and execute necessary documents.
3. Advise the requestor of the outcome of this report.

Moran (Queanbeyan) Pty Ltd has presented a concept to Council which is very preliminary and is being considered at the stage 1 level. No further progress was made on this proposal in 2020-21.

Privacy and Personal Information ACT 1998

The *Privacy and Personal Information Protection Act 1998 (PPIP Act)* provides safeguards to an individual's privacy in relation to a wide variety of personal information held by public sector agencies including councils. Council must ensure compliance with the requirements of the Act and adopted its Privacy Policy and Plan based on the Model Privacy Management Plan issued by the Office of Local Government. Council reviewed and adopted its Privacy Policy and Plan on 12 August 2020.

Council is required under the provisions of the *PPIP Act* to include in information collected about individuals the following:

- the nature of personal information we collect
- the purpose for which we collect personal information
- an individual's right to access their personal information.

Council collects personal information for the following purposes:

- building certificates
- compliance certificates
- consents and approvals
- land transactions
- licences held
- occupation certificates
- notification of adjoining premises of development proposals
- rates records
- record of approvals
- records of impounding
- register of pecuniary interests
- subdivision and zoning certificates
- provision of care and support
- job applications
- employment.

The purpose for collecting this information is to allow Council to complete its statutory responsibilities under the *Local Government Act 1993* and other legislation. Under the provisions of the *PPIP Act* individuals have the right to access their own personal information that we hold.

No applications were made for information under the Act during 2020-21. Further information on gaining access to this information can be obtained from the Council's Public Officer on 1300 735 025 between 8.30am - 4.30pm weekdays.

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Disability Inclusion Action Plan

The QPRC Disability Inclusion Action Plan 2017-21 (DIAP) guides Council in meeting its requirements under the *NSW Disability Inclusion Act 2014*. The DIAP is overseen by an Access Committee comprising of representatives from across the region, including a councillor representative and staff.

Annual progress in achieving the outcomes of the implementation plan for 2020-21 to address the four focus areas include the following:

1. Developing positive community attitudes and behaviours

Consultation has continued with target groups and the general community to raise awareness and understanding of the needs of people with disabilities and to encourage inclusive practices when designing and delivering services and programs. Participation in Seniors Week activities and Library programs had wide reaching impact.

2. Creating liveable communities

QPRC is a member of Zero Barriers Project, which is a statewide initiative aimed at educating and engaging local businesses in the region to eliminate barriers for people with a disability.

Zero Barriers works to:

- **Educate** businesses and services about accessibility and inclusion barriers encountered by people with disability
- **Support** businesses and services to become more disability friendly
- **Recognise and promote** businesses and services that are committed to eliminating barriers for people with disability

3. Supporting access to meaningful employment

Council employment application packs included inclusive statements encouraging applications from individuals with diverse backgrounds or those with disability.

4. Improving access to mainstream services through better systems and processes

QPRC Access Committee met five times during 2020-21 to discuss a range of issues impacting on people with disabilities in the QPRC.

Action items included

- Implementation of the Zero Barriers Project in QPRC region
- Instigation of an Access Audit of Monaro Street in Queanbeyan
- Inclusion of anyone with accessibility issues or disabilities in the QPRC Library's Click and Deliver programs including those living in regional areas

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Public Interest Disclosures Act 1994

Council is required as a public authority to report half yearly on any public interest disclosures that are reported. No disclosures were reported in the current year.

Council reviewed and adopted its Public Interest Disclosures Policy on 24 July 2019. The CEO has taken action to promote staff awareness of Council's obligations including:

- policy briefings for senior managers
- as part of induction, staff indicate that they have read and understood the internal reporting policy
- training provided to new staff during induction
- appropriate links on the intranet site
- and messages in staff newsletters and circulars

Public Interest Disclosures Act 1994			
	Made by Public Officials performing their day to day functions	Under a statutory or legal obligation	All other PIDSA
No of public officials who made public interest disclosures to your public authority	0	0	0
No of public interest disclosure received by your public authority	0	0	0
No of public interest disclosures that have been finalised in this reporting period	0	0	0
No of public interest disclosures received, how many were primarily about:	0	0	0
Corrupt conduct			
Maladministration	0	0	0
Serious and substantial waste	0	0	0
Government information contravention	0	0	0
Local government pecuniary interest contravention	0	0	0
No of public interest disclosures (received since 1 Jan 2012) that have been finalised in this reporting period.	0		
Have you established an internal reporting policy?	Yes		
Has the head of your public authority taken action to meet their staff awareness obligations?	Yes		
If so, please select how staff have been made aware:			
<div><div></div><div></div><div></div><div></div><div></div><div></div></div>			

External bodies exercising Council functions

The following external bodies have been delegated functions by Council for 2020-21:

- Araluen Area Committee
- Braidwood Gymnasium Committee
- Braidwood National Theatre Community Centre Committee
- Braidwood Recreation Ground Committee
- Braidwood Showground Reserve Trust
- Bungendore School Hall Management Committee
- Bungendore School of Arts Management Committee
- Bungendore War Memorial Committee

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- Burra/Cargill Park Management Committee
- Canning Close Reserve Management Committee
- Captains Flat Area Committee
- Carwoola/Stoney Creek Area Management Committee
- Fernleigh Park Management Committee
- Greenways Management Committee
- Hoskinstown Community Hall Committee
- Les Reardon Reserve Facility Management Committee
- Mick Sherd Oval Canteen Facility Committee
- Nerriga Sports Ground Reserve Committee
- Royalla Common Committee
- Wamboin Community Hall Management Committee
- Araluen/Majors Creek Locality Committee
- Braidwood/Mongarlowe Locality Committee
- Bungendore Locality Committee
- Burra/Urila/Royalla/Fernleigh Park Locality Committee
- Captains Flat/Hoskinstown/Carwoola Locality Committee
- Wamboin/Bywong Locality Committee

Controlling interests in companies

Council does not have a controlling interest in any companies.

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Government Information (Public Access) Act 2009 - statistical report

Clause 7A: Details of the review carried out by the agency under section 7 (3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review.

Reviews carried out by the agency	Information made publicly available by the agency
No	Yes

Clause 7B: The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications).

Total number of applications received
9

Clause 7C: The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure)

Number of Applications Refused	Wholly	Partly	Total
	0	2	2
% of Total	0%	100%	

Schedule 2 Statistical information about access applications to be included in Annual Report **Table A:** Number of applications by type of applicant and outcome*

	Access Granted in Full	Access Granted in Part	Access Refused in Full	Info not Held	Info Already Available	Refused to Deal with Application	Refused to Confirm/Deny whether Info is held	Application Withdrawn	Total	% of Total
Media	0	0	0	0	0	1	0	1	2	22%
Members of Parliament	0	0	0	0	0	0	0	0	0	0%
Private sector business	0	0	0	0	0	0	0	0	0	0%
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	0	0%
Members of the public (by legal representative)	3	1	0	0	0	1	0	0	4	45%
Members of the public (other)	2	1	0	0	0	0	0	0	3	33%
Total	5	2	0	0	0	1	0	1	9	
% of Total	58%	22%	0%	0%	0%	11%	0%	11%	0%	100%

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

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Table B: Number of applications by type of application and outcome*.

	Access Granted in Full	Access Granted in Part	Access Refused in Full	Info not Held	Info Already Available	Refused to Deal with Application	Refused to Confirm/Deny whether info is held	Application Withdrawn	Total	% of Total
Personal information applications*	3	1	0	0	0	1	0	1	6	67%
Access applications (other than personal information applications)	1	1	0	0	0	0	0	0	2	22%
Access applications that are partly personal information applications and partly other	1	0	0	0	0	0	0	0	1	11%
Total	5	2	0	0	0	1	0	1	9	
% of Total	56%	22%	0%	0%	0%	11%	0%	11%		100%

* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

Reason for invalidity	No of applications	% of Total
Application does not comply with formal requirements (section 41 of the Act)	0	0%
Application is for excluded information of the agency (section 43 of the Act)	0	0%
Application contravenes restraint order (section 110 of the Act)	0	0%
Total number of invalid applications received	0	0%
Invalid applications that subsequently became valid applications	1	100%

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of Act

	Number of times consideration used*	% of Total
Overriding secrecy laws	0	0%
Cabinet information	0	0%
Executive Council information	0	0%
Contempt	0	0%
Legal professional privilege	2	100%
Excluded information	0	0%
Documents affecting law enforcement and public safety	0	0%
Transport safety	0	0%
Adoption	0	0%
Care and protection of children	0	0%
Ministerial code of conduct	0	0%
Aboriginal and environmental heritage	0	0%
Total	2	100%

*More than one public interest consideration may apply in relation to a particular access application and if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

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Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act

Personal details (name address, phone number etc.) is never released by the Council and is redacted in any information provided.

	Number of times consideration used*	% of Total
Responsible and effective government	0	0%
Law enforcement and security	0	0%
Individual rights, judicial processes and natural justice	5	100%
Business interests of agencies and other persons	0	0%
Environment, culture, economy and general matters	0	0%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
Total	5	100%

Table F: Timeliness

	Number of applications*	% of Total
Decided within the statutory timeframe (20 days plus any extensions)	6	86%
Decided after 35 days (by agreement with applicant)	1	14%
Not decided within time (deemed refusal)	0	0%
Total	7	100%

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

	Decision varied	Decision upheld	Total	% of Total
Internal review	1	0	1	100%
Review by Information Commissioner*	0	0	0	0%
Internal review following recommendation under section 93 of Act	0	0	0	0%
Review by NCAT	0	0	0	0%
Total	1	0	1	100%
% of Total	100%	0%	100%	

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

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

	Number of applications for review	% of Total
Applications by access applicants	1	100%
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0%
Total	1	

Table I: Applications transferred to other agencies.

	Number of applications transferred	% of Total
Agency-Initiated Transfers	1	100%
Applicant - Initiated Transfers	0	0%
Total	1	

Risk Management

QPRC recognises that managing organisational risk is integral to good business practice. The organisation is committed to increasing its level of risk management maturity through embedding risk management practices into its decision-making processes to ensure the achievement of objectives. This is an ongoing continual improvement process.

As part of this continuous improvement, the basic principles and concepts for managing risks is now a formal part of the induction process for new staff with education and training to be a focus over the next 12 months. The objective of this education and training program is to increase the 'risk' culture of the organisation.

As part of its risk management framework Council has a Risk Management Policy and internal Directive. The policy is available on Council's website and outlines:

- The objectives of Council's risk management framework.
- Summarises Council's risk appetite, which is articulated in detail in the Directive along with tools for assessing and evaluating specific risks identified.
- Defines accountabilities and responsibilities for managing risk in a manner that is consistent with ISO 31000:2018.

Like many other businesses, managing the rapidly changing risk landscape as a result of Covid-19, has been a major focus of Council's risk management activities.

Council also continues to work with Statewide Mutual, of which it is a member. It uses expertise provided by the Mutual to assist with organisational risk management. Council also participates in the annual continuous improvement initiatives undertaken by the Mutual. This included participating in a business continuity scenario test. This has assisted with informing Council's business continuity planning processes. Additionally, Council reviewed its risk appetite statements which forms part of its internal Risk Directive, and assists with consistent decision-making and risk assessment process.

As part of its governance structure, the Audit, Risk and Improvement Committee (ARIC) operates to provide independent assurance and assistance to QPRC in relation to its governance, risk and internal control framework. Operation of the Committee is as per the adopted Charter. The Committee's membership includes three independent external members and a councillor. Four meetings were held in 2020-21:

- 9 September 2020
- 9 December 2020
- 18 March 2021
- 16 June 2021



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Membership and meeting attendance of the Committee during 2020-21 was as follows:

Member	Meetings attended
Mr Andrew Cox (Chair)	4
Mr Max Shanahan	4
Ms Carolyn Rosetta-Walsh	4
Cr. Pete Harrison	4

A representative of the Audit Office NSW also attends the Committee meetings. This provide members with valuable insight into the expectations and activities within the Local Government sector.

During 2020-21 the ARIC:

- Prepared a formal ARIC Work Plan of activities to be covered in the year.
- Chair provided regular briefings to the Chief Executive Officer.
- Provided input on proposed external audit coverage.
- Continued the Financial Statement Sub-Committee (FSSC) of the ARIC which met three times in 2020-21 to oversee Financial Statements preparation to provide the ARIC with sufficient assurance to recommend Council sign the annual Financial Statements.
- Confirmed effective financial controls were maintained.
- Reviewed progress of the budget and emerging issues.
- Oversaw the QPRC internal audit program.
- Oversaw enhancements to risk management and business continuity measures, including the pandemic response.
- Monitored QPRC infrastructure and ICT projects.
- Reviewed progress on policy harmonisation.
- Monitored measures in place to assure QPRC operations are conducted ethically.
- Monitored timely implementation of internal audit and external audit recommendations.
- Monitored key ICT activities including cyber security and disaster recovery.
- Encouraged QPRC assessment against recommendations contained in various reports eg Independent Commission Against Corruption (ICAC) reports.
- Concluded the ARIC achieves a good balance between strategic and operational activities and is focused on supporting QPRC in delivering its strategic objectives.

Property acquisitions and disposals

In accordance with Council's Property Policy, the details of property acquisitions and disposals during 2019-20 are shown below.

Property	Type (sale/purchase, lease etc)	Status	Previous property use	Proposed property use	\$ Funding impact, price
10 Aurora Place	Sale	Settled 27 Nov 2020	Vacant land	Industrial purposes	\$405,000
12 Malbon St	Sale	Settled 31 Oct 2019	Residential	Residential / business	\$600,000
16 Agnes Ave	Lease 30 year term commencing 1 July 2020	Lease has been signed. Legal team following up registration.	Vacant land/ park	Respite facility	Based on Crown Lands minimum annual rent. Currently \$516 p/a. Lessee pays rates and other outgoings.
2 Majara St	Sale	In progress	Community Centre	Proposed Bungendore High School	Funding not yet finalised



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Property	Type (sale/purchase, lease etc)	Status	Previous property use	Proposed property use	\$ Funding impact, price
10 Majara St, Bungendore	Sale	In progress	Council offices and chamber	Proposed Bungendore High School	Funding not yet finalised
4-6 Majara St, Bungendore	Sale	In progress	Vacant land	Proposed Bungendore High School	Funding not yet finalised
Majara St Road Reserve	Sale	In progress	Road	Proposed Bungendore High School	Funding not yet finalised
Part of Majara St road reserve, between Turallo Terrace and Gibraltar St	Lease	In progress	Vacant land	Abbeyfield Seniors Development	Not yet finalised
181-183 Cooma St, Queanbeyan	Sale	Settled 12 May 2021	Community Centre/Family Day Care	Childcare centre	\$1,150,000

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Planning agreements

During the 2020-21 financial year, the following planning agreements were in force and complied with by Council.

Googong Urban Development Planning Agreement

This applies to the urban release area known as Googong which is approximately 10km south east of the Queanbeyan CBD. It provides for the carrying out of works, the dedication of land, and the provision of other material public benefits for the provision of infrastructure, facilities and services to support the development on the land. Examples of infrastructure which has been and are to be provided under the agreement include new roads, intersections, recreational facilities, water supply, and sewerage facilities.

On 16 February 2015 it was amended by a Deed of Novation. This changed one of the entities who was a party to the Planning Agreement.

On 13 January 2020 Variation (No. 1) to the Googong Urban Development Local Planning Agreement was executed by the parties. This updated and varied the original planning agreement with changes including:

- Insertion of new items, deletion of redundant items and amendment to other items of the Development Contributions to be provided by the developer, and their respective Contribution Values, under Schedule 1 of the Planning Agreement,
- Alteration of indices used for the indexation of contribution values for offsite road contributions, and updates to the works schedule for offsite local roads.

On 14 May 2020, the second deed of variation to the Googong Urban Development Local Planning Agreement was executed by the parties. This further varied the original planning agreement in the following manner:

- Dedicate approximately 5,554m² of land to Council for a Council depot; and
- Carry out noise attenuation works to Stage D of the Googong Water Recycling Plant.

Jerrabomberra Innovation Precinct Infrastructure Planning Agreement 2020

The Jerrabomberra Innovation Precinct Infrastructure Planning Agreement 2020 was executed on 5 June 2020 and is an agreement between Council, The Village Building Company and Poplars Developments in respect of the future provision of infrastructure at areas known as South Jerrabomberra and West Jerrabomberra. This site is about 12km south west of the Queanbeyan CBD adjoining ACT Hume.

The agreement establishes a commitment between all parties to collectively contribute to specific infrastructure items in the area to facilitate new residential and commercial development. Examples of infrastructure to be provided under the agreement include new roads, intersections, recreational facilities, water supply, sewerage and electricity.

South Tralee Essential Infrastructure Planning Agreement

The South Tralee Essential Infrastructure Planning Agreement also applies to South Jerrabomberra. It was originally executed on 19 June 2018 between Queanbeyan-Palerang Regional Council and Canberra Estates Consortium No 4 Pty.

Its objective is to provide for the:

- provision of sewer and potable water supply infrastructure
- facilities and services (essential infrastructure) to meet the demands of the Development and other development within the South Jerrabomberra Urban Release Area.

18 Mecca Lane, Bungendore

The 18 Mecca Lane, Bungendore Planning Agreement applies to 18 Mecca Lane, Bungendore. It was executed in July and September 2019 between Council and Paul Gerard Niven and Alice Elizabeth Niven. Its objective is to require the developer to make development contributions for water and sewer supply in conjunction with the carrying out of the development.

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Big Island Mining Pty Ltd Planning Agreement

The Big Island Mining Pty Ltd Planning Agreement applies to the Dargues Gold Mine at Majors Creek. It was executed on 15 February 2013 between the then Palerang Council and Big Island Mining Pty Ltd.

It provides for the mining operator to:

- make a development contribution for the upgrading of sections of the Braidwood to Majors Creek Road (which, at the date of the original Agreement, lay within the Palerang Council Local Government Area) and
- contribute for the benefit of the Braidwood community (Section 94 Contribution) for the upgrading of facilities at the Braidwood Recreation Ground.

Companion Animals

Animal management expenditure in the 2020-21 financial year was \$466,504, compared to \$482,466 in the 2019-20 financial year. Expenditure included staffing costs, training and qualifications, veterinary costs, supplies such as food and cleaning products, legal fees and office supplies. Income from companion animal activities in 2020-21 was \$193,700 compared to \$193,458 in 2019-20. Income was generated from impounding fees (\$13,695), animal registration (\$62,420), animal sales (\$89,628) and fines (\$27,958). There are more than 15,500 animals registered in the Queanbeyan-Palerang Local Government Area.

During the financial year, Council employed three Animal Management Officers (including Team Leader) and two Animal Attendants (one part time for weekend work). With all resources available, one Animal Management Officer was based at Council's Bungendore office, patrolling areas such as Bungendore, Bywong/Wamboin, Captains Flat and Braidwood.

Council undertook a number of community education programs during the year, via groups and some one-on-one meetings. Responsible dog ownership articles were placed in Council's community newsletter, QPRC News which is distributed to more than 28,000 households. Animal Management Officers continue to offer ongoing education of customers at the Animal Management Facility, regularly providing information on pet ownership to customers of the animal management facility.

Council is grateful for the work undertaken by rescue groups within the region, behavioural experts who assist with temperament assessments and volunteers who regularly walk the animals. Assistance provided by these three groups provide Council with information to provide the best opportunity for animals to be re-homed in a suitable environment.

Council has in place a Dangerous Dogs Panel which meets as required to review reports on dog attacks. During the year, the Panel met on 10 occasions.

Following a request from the Panel, staff developed a Cat Containment Policy for Googong and Jumping Creek. The Policy was placed on public exhibition during February 2021, with 133 submissions received. Following a review of submissions, staff made adjustments to the draft Policy before it was adopted by Council at its meeting in May 2021. The final resolution was:

1. *Adopt the amended Cat Containment Area – Googong and Jumping Creek Policy.*
2. *Include conditions on future subdivision certificates where this Policy would apply to identify the area as being within a Cat Containment Area.*
3. *Consider applying this Policy to future urban residential developments, by commencing engagement with other new greenfield developments in the Local Government Area and reporting back to Council.*
4. *Advocate to the NSW Government to consider a review of state-wide rules relating to roaming cats.*

As required by the Companion Animals Regulation, the following information is disclosed:

Required information	Council response
Lodgement of pound data collection returns with the OLG (Survey of council seizures of cats and dogs).	Pound collection data was submitted to the Office of Local Government by the required deadline. During the period, the following occurred: <ul style="list-style-type: none">• Dogs seized: 147

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Required information	Council response
	<ul style="list-style-type: none"> Cats seized: 25 Cats arriving at Animal Management Facility: 320 <ul style="list-style-type: none"> 10 cats released to owner 173 cats sold 14 cats released to rescue organisations 36 cats euthanised 13 cats escaped or other Dogs arriving at Animal Management Facility: 408 <ul style="list-style-type: none"> 207 dogs released to owner 119 dogs sold 11 dogs released to rescue organisations 3 dogs euthanised 1 dog died while in Council's care 4 dogs left the facility for other reasons
Lodgement of data about dog attacks with the OLG.	<p>Dog attack data was provided to the Office of Local Government by the required deadline. Data included:</p> <ul style="list-style-type: none"> 34 dog attacks reported during financial year 21 infringements were issued for dog attacks 5 dogs involved in attacked were declared menacing dogs
Amount of funding spent on companion animal management and activities.	<p>Council expended \$466,504 on Companion Animal Management. This included staff costs, training and professional development, maintenance of the Animal Management Facility, office supplies, food, vet services and much more.</p>
Community education programs carried out and strategies the council has in place to promote and assist the desexing of dogs and cats.	<p>Throughout 2020-21 Animal Management staff promoted desexing through the adoption process, however were not able to conduct usual face-to-face educational programs in the community due to Covid restrictions and the fact current AMOs do not have working with vulnerable persons cards.</p>
Strategies in place for complying with the requirement under s 64 of the CA Act to seek alternatives to euthanasia for unclaimed animals.	<p>To assist with maintaining a low euthanasia rate, Council implements the following strategies:</p> <ul style="list-style-type: none"> Close relationship with Local rescue groups Weekly promotion email to various rescues Animal Promoted on Council Website and other various social media platforms Discount microchip rate for rescue groups saving animals <p>As a result of this, Council's euthanasia rate for 2020-21 was 0.7% for dogs and 11.25% for cats</p>
Off leash areas provided in the council area	<p>Council's off lead dog areas are listed on its website at https://www.qprc.nsw.gov.au/Services/Animals/Find-an-Off-Lead-Dog-Park.</p>
Detailed information on fund money used for managing and controlling companion animals in its area	<p>Funds expended during 2020-21 were from Council revenue. Council does not have a specific Animal Management Fund.</p>

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Corporate Sponsorships

Name of organisation	Relationship	What the sponsor agreed to provide	What Council agreed to provide	Financial commitment to Council	Approx value provided to Council
Bungendore and Braidwood Shop and Win Promotion					
Palerang Financial Services (Braidwood and Bungendore Community Bank)	Financial partner/sponsor	Financial sponsorship for Christmas Shop and Win 2020	Promotion of business logo on all printed/electronic material relative to Braidwood and Bungendore Christmas Shop and Win promotion	\$4,000	\$4,000
Bungendore Chamber of Commerce and Industry	Financial partner/sponsor	Financial sponsorship for Bungendore Christmas Shop and Win 2020	Promotion of business logo on all printed/electronic material relative to Bungendore Christmas Shop and Win promotion	\$3,000	\$3,000
QPRC Arts Awards					
Palerang Financial Services Ltd. T/A – Bendigo Bank – Braidwood and Bungendore Community Bank	Sponsor / Partnership	Financial for art prizes and marketing support through their branches and networks, judging of one prize known as the 'Bendigo Pic', Awards night representation, post exhibition displays in their Bank branches of the winning entries and good will	\$6,000 budget in prizes + staffing and administration support + Art exhibition venue + Awards ceremony event + advertising and marketing. Waiver of the usual 25% commission on art sales.	\$6,000	\$6,000 cash plus in kind support of approx.. \$3,000

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Appendix 1 – Project update

Project update - Strategic Pillar 1

Project key: * = grant funding carried over from previous financial year. ** = project is reliant on grant funding. *** = Election promise – awaiting confirmation on funding arrangement.

Action	Status	Progress comment	Responsible branch
100681 Stronger Communities \$9m - Eastern Pools	Completed	The project was finished prior to the opening of the Braidwood pool for the 2020-21 season. The work included the replacement of underground plumbing infrastructure and re-tiling of the pool.	Recreation and Culture
100698 QBN - Stronger Communities \$9m – Aquatic Centre paint and restore	In Progress	Quotes have been sourced. Negotiating with suitable contractors. Works to be completed in 2021-22.	Transport and Facilities
100749 QPR - Library Purchases Books and Non Books *	Completed	This project covers the purchase and processing of Library resources over the financial year, including print and digital resources. The allocation was expended and although may show a slight overspend, the rationalisation of standing orders with bring this project within the specified targets.	Community and Education
100918 QPR - Regional Animal Management Facility - identify site and design	Delayed	Funding was not carried forward to the 2020-21 financial year, however remains in reserve. This project is on hold until a suitable site is identified.	Customer and Communications
100966 QBN - Aquatic Centre Plant Replacement	Completed	This project is now complete. The resurfacing of the Queanbeyan indoor pool (pool concourse and all change rooms) have been undertaken.	Recreation and Culture
100991 QBN - Creating a welcoming community space in Queanbeyan Library	In Progress	Project has been completed to around 90% of requirements. Shelving has been purchased and installed, new furnishings and renovations have been installed in the present library with consideration of future Library in the QCCP building. Some furniture orders have just been placed and are still outstanding but should arrive in the first two months of the new financial year. This is due to the need for the QCCP architects to consider any fitout suitable for the future library.	Community and Education
104020 QBN - Refurbishment of Library Activity Room *	Completed	Activity Room refurbishment almost complete - very minor works yet to be completed.	Community and Education
104105 BWD - Pool Upgrade	In Progress	Development application lodged, work expected to commence after the 2021-22 swimming season.	Recreation and Culture
104196 QBN – Upgrade of playground at Jerrabomberra Community Centre	Completed	The project has been completed and the playground is operational. Users are very happy with the completed project.	Recreation and Culture
104252 QBN - Purchase of scanner	Completed	Scanner purchased for Records digitisation project in constant use and making huge inroads to the backlog of print records.	Community and Education

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Action	Status	Progress comment	Responsible branch
104263 BGD - Solar Heating Bungendore Aquatics	No longer required	Project no longer required due to proposed acquisition for Bungendore High School	Recreation and Culture
104291 QBN - Aquatic Centre HVAC/ Boiler replacement	In Progress	Specification received, investigating viability of expanding the scope to include the indoor pool boilers and associated controls. Works to be completed in 2021-22 FY.	Transport and Facilities
104374 BGD - New Bungendore Pool	Not Yet Started	Detailed design is in the process of being prepared. Funding for this project is linked to the Bungendore High School proposal. The Heads of Agreements is yet to be finalised. Funding will be made available when this is executed.	Recreation and Culture
104375 BWD - Teenager and Adult Disabled Change Table	Completed	Complete	Urban Landscapes
107001 QBN - Rusten House Arts Centre Refurbishment	Completed	Rusten House Refurbishment Project has been completed with only minor additions to the interior fitout (for example, blinds have been ordered but will need installation). Slight over expenditure but continuing operational budget will now apply and can cover any shortfall. Carpark has also been completed and the facility was officially opened by Deputy Premier John Barilaro and Mayor Overall on 22 April 2021.	Community and Education



The tiles on the Braidwood Pool were replaced as part of the refurbishment project in mid-2020.

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Project update - Strategic Pillar 2

Action	Status	Performance comment	Responsible branch
100944 BWD - Braidwood Saleyards upgrade	Completed		Business and Innovation
104092 QBN - City of Champions Walk	Not Yet Started	No grant funding has been secured	Business and Innovation

Project update - Strategic Pillar 3

Action	Status	Progress comment	Responsible branch
100177 QBN - CBD Improvements - Stage 2	Completed	Ramp complete and in operation	Urban Landscapes
100184 QPR - Regional Sports Complex - Stage 1	In Progress	Civil contractors engaged and working on detailed construction design. Aboriginal archaeological survey work required by NSW Heritage is holding up the DA.	Urban Landscapes
100285 QBN - Showground Pavilion and Storage *	Delayed	Lengthy and protracted heritage and archaeology requirements imposed by Heritage NSW has placed this project on stop clock. All survey and assessment work is complete and we are not awaiting NSW Heritage response.	Urban Landscapes
100557 BWD - Braidwood Recreation Ground Construction	In Progress	Drainage work underway, field extension programmed for after winter sports	Urban Landscapes
100692 BGD - Stronger Communities \$9m - Bungendore sports hub *	Completed	Work associated with this grant are complete. Land has been acquired and bulk earth works complete. Sewer, water and recycled water mains are installed. Site is fenced.	Urban Landscapes
100984 BGD - SCCF - Sports Hub Stage 2 *	In Progress	Irrigation complete, floodlights onsite awaiting erection and power supply.	Urban Landscapes
100993 QBN - Brad Haddin Oval Storage Shed	Completed	New shed built and services connected	Urban Landscapes
100996 QBN - Royalla Playground **	Not Yet Started		Urban Landscapes
104038 QBN - SRV - Blackall Park Shelter	Completed	Complete	Urban Landscapes
104039 QBN - SRV - Hope Marland Park Playground	Completed	Complete	Urban Landscapes
104040 QBN - SRV - Taylor Park Irrigation	Completed	Completed	Urban Landscapes

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Action	Status	Progress comment	Responsible branch
104087 QBN- Construction of Googong Sub-Depot - Parks	In Progress	Detailed design complete and DA lodge. Subdivision to create the block lodged by developer	Urban Landscapes
104244 QBN - Moore Park improvements **	Not Yet Started		Urban Landscapes
104245 BWD - Braidwood Recreation Ground drainage channel	In Progress	First section of drain complete allowing fields to be extended. Second section underway.	Urban Landscapes
104246 QBN - Orana Park, Crestwood Playground and Shade Sail	Completed	Complete	Urban Landscapes
104357 QBN - Botanical Garden Project - CBD Masterplan Stage 8	In Progress	Working party formed. Initial concepts prepared and placed on public exhibition. Community engagement report being referred to Council's July meeting.	Urban Landscapes
760502 QPR - Memorial Park Site Studies	In Progress	Planning Proposal referred to Minister for determination. Results pending.	Urban Landscapes



The upgraded Hope Marland Park was officially opened in December 2020.

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Project update - Strategic Pillar 4

Action	Status	Progress comment	Responsible branch
100004 QBN - Network - Water	Completed	This project holds no budget and is separated into smaller projects. All smaller projects have been complete	Utilities
100119 QBN - Googong Water Recycling Plant	In Progress	The project is ongoing and involves Council's Engineer for the Googong Water Recycling Plant and Hill 800 project. It is across multiple financial years	Utilities
100123 QBN - Sewage Treatment Plant Upgrade	In Progress	Draft Environmental Impact Statement (EIS) has been submitted to ACT Government. Comments have been received on EIS with additional studies currently being completed. Detail Design has been commenced with user workshops progressing well. Most equipment supply tenders complete and project on target.	Contracts and Projects
100124 QBN - Sewer Mains Rehabilitation	Completed	Complete	Utilities
100133 QBN - Old Cooma Road Stage 2: Googong Rd - ELP *	Completed	Project complete and road in use.	Contracts and Projects
100148 QBN - Water Telemetry - Radio upgrades	Completed		Utilities
100150 QBN - Ellerton Drive Extension	In Progress	Post construction noise monitoring still underway . Initial results have been received however some receiver failed and have been reset	Contracts and Projects
100183 QBN - Efficient street lighting upgrades	In Progress	Essential Energy is approximately 98% complete with the installation of the LED lighting upgrades. The only remaining installations include decorative and heritage style units.	Transport and Facilities
100225 QBN - Council Chambers Interior Refurbishment - building	In Progress	The project scope has been finalised and quotations have been sourced. Works to be undertaken in the 21-22 FY.	Transport and Facilities
100265 QBN - Civic and Cultural Precinct	In Progress	Tender has awarded with site possession expected in early 21-22. Communications plan finalised to ensure key stakeholders are aware of progress and disruptions.	Contracts and Projects
100353 QBN - SRV - Bitumen Resealing - CityCARE	Completed	The 2020-21 SRV bitumen resealing program has been completed.	Transport and Facilities
100354 QBN - SRV - Pavement Rehabilitation - CityCARE	Completed	The 2020-21 SRV pavement rehabilitation program has been completed.	Transport and Facilities
100359 QPR - Security Project - Access Control and key replacement	In Progress	The roll out of access control into Council sites is continuing to progress. This program has been delayed due to the loss of a team member this year, but will continue to be rolled out in the 21-22 FY.	Transport and Facilities

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Action	Status	Progress comment	Responsible branch
100548 BGD - Bungendore Landfill Reinstatement	In Progress	The consultancy for this project has commenced. Expect to go to tender for earthworks in first quarter 2021-22	Utilities
100565 BGD - South Bungendore Drainage - Ellendon to Molonglo St	Completed	Project part funded by Council (voluntary planning agreement) and now complete as part of private development	Utilities
100861 BGD - car park off Ellendon St	In Progress	The contract for the car park has been awarded and construction will commence during July. Completion expected early in second/third quarter of 2021-22.	Transport and Facilities
100862 BWD - Car park Wallace St	Not Yet Started	Further scoping requirement. Contamination report on building and land under D*S Motors to be completed	Contracts and Projects
100864 QBN - Waterfall path	In Progress		Transport and Facilities
100866 QBN - Alanbar: Cooma to Waratah	In Progress		Transport and Facilities
100867 QBN - Anne St: Brigalow to Donald	Not Yet Started		Transport and Facilities
100868 QBN - Route N1-N3 Stage 1	Not Yet Started		Transport and Facilities
100869 QBN - Thorpe to Barracks Flat Dr paths	In Progress		Transport and Facilities
100871 BWD - Monkittee Bridge path **	Delayed		Transport and Facilities
100874 BGD - Develop options report Reschs Creek Bridge	Not Yet Started		Transport and Facilities
100879 BWD - office smart hub/cultural space	In Progress	Plans accepted by Council following consultation. Designs being reviewed to determine accurate costing. Further funding likely required.	Transport and Facilities
100894 QBN - Monaro St Refurb Stage 1	In Progress	This project involves the design of refurbishment works in Monaro Street from Lowe Street to Collett Street and construction of refurbishment works in Monaro Street from Lowe Street to Crawford Street. Investigation works for this project began on site in October 2020 with contractors undertaking traffic counts, site survey and services location. Traffic modelling and study report has been submitted to Transport for NSW and negotiations are ongoing with TfNSW and Council's contractors to gain TfNSW's in-principle approval. Delays have been experienced in the processing of survey information and are currently being addressed. Four design scenarios have been prepared and feedback sought from stakeholders. Scenario four was presented to a stakeholder	Contracts and Projects

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Action	Status	Progress comment	Responsible branch
		workshop to progress the concept design. The concept design will be presented to Council for endorsement to be placed on public exhibition. Communication and engagement commenced with a series of internal and external stakeholder engagement activities focusing on highly impacted stakeholders. Feedback from these sessions has informed the draft scenarios. Council's Placemaking Team has continued liaising with impacted businesses and stakeholders.	
100896 QBN - Rutledge car park	Not Yet Started		Transport and Facilities
100953 BGD - Bungendore Flood Plain Works **	Completed	This project is PJ104212 BGD Flood Risk Management Study and Plan	Contracts and Projects
100959 QBN - Upgrade Bicentennial Hall	In Progress	Queanbeyan Bicentennial Hall upgrade works are nearing completion. The works are practically complete and the building is operational. The works are jointly funded by Create NSW and Council.	Contracts and Projects
100963 QBN - Aquatic Centre - Replace Fencing	Completed	This project has been completed.	Transport and Facilities
100965 QBN - Axis Youth Centre - Renew fencing	Completed	This project is complete.	Transport and Facilities
100975 QBN - South Jerrabomberra Business Park **	Completed	This Project is 104107 - South Jerra Northern Entry Road stage 3 The funding is Growing Local Economies	Contracts and Projects
100986 BWD - Majors Creek RFS Station replacement	Completed	The construction of the RFS is now completed, and RFS is now moved to a new shed. The old shed will be handed over to Majors Creek reserve trust group.	Contracts and Projects
101002 QPR - Local Roads Renewal	Completed	The local roads renewal program for the 2020-21 financial year has been completed.	Transport and Facilities
101013 QPR - Roads to Recovery	Completed	The 2020-21 Roads to Recovery program is now complete.	Transport and Facilities
101067 BWD - Saleyards Lane Reseal	In Progress	The survey and design works have been completed. Continuing with project estimation, looking to complete construction works in the 2021-22 financial year.	Transport and Facilities
101196 QPR - Traffic Modelling	Delayed	The update of the Queanbeyan Traffic Model will provide revised estimates for traffic movements in the greater Queanbeyan area based on changes to expected development within the area.	Contracts and Projects
101217 QBN - Uriarra/Ross/Stor naway - traffic changes	In Progress		Transport and Facilities
101219 QBN - Burra S bends	Completed	This project is now complete. The construction of the Burra S Bends project has improved the safety of this section of Burra Road considerably.	Transport and Facilities

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Action	Status	Progress comment	Responsible branch
101296 QBN - Blackspot-Crawford/Erin/Campbell Street Intersections	In Progress		Contracts and Projects
101297 BGD - Rehab Tarago Road Between Mt Fairy and Goulburn Mulwaree border	In Progress	The survey and design for this project is now complete. Land acquisitions for this project have now been agreed with adjacent landowners. Construction is scheduled to commence during 2021-22.	Transport and Facilities
101300 QPR - Local Roads Rehabilitation	Completed	The 2020-21 local roads rehabilitation projects have been completed	Transport and Facilities
101459 QBN-Purchase Dunns Creek Road corridor and design ***	In Progress	Council is collecting data to feed into the validation report that will be used to update the Queanbeyan traffic model. Work on the updated traffic model is expected to commence later this year. Once completed, the updated traffic model will inform Council if there are suitable alignment options to progress. This work is not expected to be costly and it is proposed that \$4.8m of the budget for 21-22 be reallocated into 22-23 and 23-24 financial years as follows: <ul style="list-style-type: none"> • \$0m – FY21 • \$0.2m – FY22 • \$10.8m FY23 • \$16m – FY24 	Contracts and Projects
101460 BWD - Drought Relief - Araluen Road – Braidwood	Completed	This project was funded in the 2018-19 financial year and completed in June 2019.	Transport and Facilities
102006 CFL - MR270 - Captains Flat Rd - Capital	Completed	All capital works have been undertaken on Captains Flat Road as funded through the regional road block grant funding and additional Disaster Recovery Funding Arrangement (DRFA) funding.	Transport and Facilities
102012 BWD - Cooma Rd/Krawaree Rd	Completed	The gravel resheeting works on Cooma Road as part of the regional roads block grant funding and subsequent DRFA funding has been completed.	Transport and Facilities
102064 NRG - Nerriga Rd Section 3 - Reconstruct widen and seal - Ningeenimble Project	In Progress	Environmental assessments and survey works are now complete. Finalising design and land acquisitions. This project is not currently in the Monaro Palerang roads package, pending savings on other package projects.	Transport and Facilities
102065 NRG - Nerriga Rd Section 4 - Reconstruct widen and seal - Durran Durra	In Progress	Survey, design and environmental approvals has been completed. Construction activities are progressing well onsite with majority of vegetation removed and drainage installations complete. Pavement works are also progressing well, with approximately 2.3km out of the 3.1km ready for seal.	Transport and Facilities
102066 NRG - Nerriga Rd Section 5 - Reconstruct widen and seal - Euradux Rd to Tates Ln	Not Yet Started	This section of road is not currently included in the grant funding agreement. Grant application submitted through the Bushfire Local Economic Recovery Package (BLERF).	Transport and Facilities

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Action	Status	Progress comment	Responsible branch
102067 NRG - Nerriga Rd Section 5 - Reconstruct widen and seal - Oallen Rd to Willow Fo	In Progress	This section of road isn't currently in the grant program agreement. Council has commenced survey and design on this section along with designs to replace the two existing causeways, with Bindi Brook causeway being funded through Local Roads and Community Infrastructure Program. This section of road is also part of an additional BLERF funding application.	Transport and Facilities
102073 BWD - Captains Flat Rd - between Jinglemoney Rd and Obriens Rd	Completed	The 2020-21 section of Regional Roads Repair Program funding has been completed. Further funding has been sourced to continue this rehabilitation project in the 2021-22 FY.	Transport and Facilities
102076 BGD - Roundabout on Malbon St *	In Progress	Delays were experienced with initial Transport for NSW reviews taking 12 weeks longer than expected. TfNSW also rejected a garden bed in the central island of the roundabout, which resulted in delays with finalising the designs and referring the matter back to Council. Final designs were accepted by TfNSW on 16 February 2021. Preliminary construction activities (early works) commenced in early May 2020 and have been completed. This involved relocating utilities such as water, gas and telecommunications in the vicinity of the intersection to make way for construction of the roundabout. Dale and Hitchcock were selected through a competitive tender process for the main construction works. When the main works commence, there will be some disruption to traffic. It is the intention to minimise disruption to traffic during the school holidays. Main construction work is expected to commence after the 2021 winter school holidays	Transport and Facilities
102088 BWD - Nerriga Rd Section 18 - Construct Intersection with MR51	In Progress	Construction works have commenced onsite.	Transport and Facilities
102098 CFL - Upgrade Captains Flat Road ***	In Progress	Survey and design works have commenced on priority sections of Captains Flat Road. A nominated schedule is to be work-shopped with Council prior to formal approval being sought from TfNSW.	Transport and Facilities
104068 QBN - Museum Building - Replace asbestos vinyl floor tiles	In Progress	Quotes for the works have been sourced. Delays to this project have been caused due to major works in adjacent building restricting access. Works to be completed in 2021-22 FY.	Transport and Facilities
104073 QBN- The Q Performing Arts - Fire System	In Progress	All internal improvement works have been completed. External tank and pumps to be designed and installed in 2021-22 as well as the replacement fire curtain.	Transport and Facilities
104074 QBN - Googong Community Centre- Internal upgrades	Not Yet Started	Series of minor works identified. Works planned to commence in 2021-22 FY.	Transport and Facilities
104076 BGD - Community Centre - Refurbishment	Completed	This project is now complete.	Transport and Facilities
104077 CFL - Hall repair Leaking Roof	In Progress	Lower section of roof has been replaced. Upper section of roof requires additional funding which has been requested in 2021-22 FY.	Transport and Facilities

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Action	Status	Progress comment	Responsible branch
104078 BWD - Council Offices - Customer Area	In Progress	Upstairs offices and old GM's office has been painted. This project is tied in with the smart hub project, which is currently at design and consultation stage.	Transport and Facilities
104089 QBN - Smart City Working Group - CCTV and Wi-Fi install	Completed	Install of wi-fi and CCTV in the Qbn Caravan park completed	Business and Innovation
104093 BGD - Depot Replacement	Completed	New depot lunchroom, toilets and meeting room is now complete. The project was completed in September 2020.	Transport and Facilities
104107 QBN - South Jerrabomberra Northern Entry Road	In Progress	Work on progressing the construction of Environa Drive is continuing. This new road will connect Tomsitt Drive to the South Jerrabomberra Innovation Precinct, Regional Sports Centre, future Jerrabomberra High School and the South Jerrabomberra residential estate. Over the last months Council's contractor has been progressing the installation of a new local watermain through the Jerrabomberra Circle to Jerrabomberra Parkway while the South Jerrabomberra developer has continued the installation of the trunk watermain from Edwin Land Parkway through to the roundabout. These works are nearing completion. Along Environa Drive, installation of underground services such as new watermain, sewer, stormwater, electrical, gas and telecommunications conduits are approximately 80% completed. Installation of new streetlights is halfway completed. Work on placement of road pavement layers has largely been completed with some asphalt along Tomsitt Dr and Environa Dr laid. Work to shift the centre median on Tomsitt Dr to accommodate new right turn lanes has commenced. Work on temporary pavement to switch all traffic into the eastbound lanes to accommodate pavement rebuild on the westbound lanes has commenced. The contractor is continuing the installation of sewer pipes near Bayside Ct properties to connect the new local sewer main to the pumping station on Bayside Court. Some rock was encountered unexpectedly behind Bayside Court which required rock hammering. New shared path installation connecting Coachwood Avenue and the skatepark has been completed. Work on connecting this new path to Bayside Court will occur once sewer work to the pumping station has been completed.	Contracts and Projects
104160 BGD - Gidleigh Lane – Gidleigh Bridge Replacement	Completed	The replacement of the timber bridge on Gidleigh Lane has now been completed. The new concrete bridge is now in service.	Transport and Facilities
104161 BWD - Mayfield Road – Reedy Creek Bridge Replacement	In Progress	Survey works have been completed. Consultants have completed the final design for the bridge replacement and an order for the bridge componentry has been placed. Construction onsite is scheduled to commence in September/October 2021.	Transport and Facilities
104169 BGD - Mulloon RFS Station – Design and Construction	Not Yet Started	Construction for this project has not started and is anticipated in March 2022 and to conclude in December 2022.	Contracts and Projects

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Action	Status	Progress comment	Responsible branch
104212 BGD - Flood Risk Management Plant Implementation	In Progress	The close out documents haven't been completed yet, as there is one item left, which is the stockyards. These are due to be delivered in August.	Contracts and Projects
104247 QBN - Rosa St School Pedestrian - Upgrade	Completed	Completed	Contracts and Projects
104248 QBN - Blackspot - OCR/Railway Crossing Curve Upgrades	In Progress		Contracts and Projects
104249 BWD - Blackspot - Araluen Rd - Corridor Safety Treatment **	In Progress		Contracts and Projects
104250 QBN - Cooma St/Glebe Avenue Pedestrian Safety Upgrade	Completed	Different options reviewed. Option that gained TfNSW approval implemented. Enhance Pedestrian Crossing signage and a speed zone review resulting in extension of the school zone (40km/h) and reduction to 50km/h outside of school hours.	Contracts and Projects
104290 QBN - Depot - Fire services compliance works	Not Yet Started	Staff are reviewing the fire safety schedule for the site to determine the extent of required works. Scheduled for 2021-22 FY.	Transport and Facilities
104292 QBN - Westpac/Headspace replace HVAC system	Completed	This project has now been completed.	Transport and Facilities
104296 CWL - Stoney Creek Hall Internal Refurb	Completed	This project has now been completed.	Transport and Facilities
104298 BGD - School of Arts - Refurb Toilet and external redeco	Completed	The toilets have been refurbished.	Transport and Facilities
104299 BWD - Depot - Security gates and repair to workshop	Not Yet Started	Reviewing the scope of works to determine the best way of securing the Braidwood depot.	Transport and Facilities
104359 QBN - Shared Path along Lanyon Drive	Delayed		Transport and Facilities
104362 BWD - Footpath Wallace St	Completed	The footpath works have now been completed.	Transport and Facilities
104364 QBN - Railway Park Organic Community Garden lighting	Completed	Project complete	Transport and Facilities
104365 BGD - Butmaroo St Seal	Completed	This project has been completed.	Transport and Facilities
104366 BGD - Majara Street Seal	Completed	This project has been completed.	Transport and Facilities

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Action	Status	Progress comment	Responsible branch
104367 QBN - River Path-Dane St toward Barracks Flat	Complete	This project is complete	Transport and Facilities
104368 QBN - Williamsdale Road Seal	In Progress	Survey and designs works are complete. Environmental approvals have been sourced. Liaising with the adjacent landowner to complete the required land acquisition. Construction activities to commence onsite in July/August 2021.	Transport and Facilities
104369 BWD - Recreation Ground - extend stormwater pipe to enable skatepark	In Progress	The design has been completed. Materials have been ordered. Works to commence onsite soon.	Transport and Facilities
104370 BWD - Lascelles St Upgrade	In Progress	The project involves pavement rehabilitation and landscaping works on Lascelles Street, Braidwood between Wallace Street and Ryrie Street. Grant funding has been allocated from the Stronger Communities Fund and the Local Roads and Community Infrastructure Program. Minor design changes are being prepared in response to heritage comments. Confirmation from NSW Office of Local Government of continuing access to the initial grant funding is still pending. Construction is proposed to be completed by November 2021, however that timeframe is dependent on confirmation from NSW Government departments	Transport and Facilities
104385 Bus Safety Upgrade Proposal – Burra Rd	In Progress		Contracts and Projects
104458 BGD – Bungendore Office Relocation	Not yet started	Planning underway, with preferred site selected and negotiations underway. Progression is reliant on finalisation of agreement with Department of Education and funding being provided.	Contracts and Projects
700031 QBN - Stormwater Improvement Program	Completed	Project complete and working well as evidenced in recent rains	Utilities
700128 BWD - Water Services Replacement	Completed		Utilities
700140 BGD - STP Recycled Water System	In Progress	Works underway. Site reservoir poured 30 June 2021. Project expected to be complete around Christmas 2021	Utilities
700166 QPR - Water connections – Palerang	Completed	Works completed for the year	Utilities
700168 QPR - Sewer connections – Palerang	Completed	Works completed for year as planned	Utilities
700169 QBN - Sewer connections	Completed	Works planned for year as planned	Utilities
700188 QBN - Reservoir access and integrity upgrades	Completed	Investigation component complete. Works to be developed from this in future budgets	Utilities

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Action	Status	Progress comment	Responsible branch
700191 BGD - water treatment plant	In Progress	Project underway. Subsidiary projects to follow in 21-22 for individual components	Utilities
700192 BGD - reservoir	Completed	Turallo reservoir retaining wall. Works complete	Utilities
700193 QBN - Mains	Completed	This was the allocation PJ for Wattle St and Ross Road. Both project complete	Utilities
700202 QBN - Telemetry	Completed	Not all funds required. Planned works complete	Utilities
700213 QBN - Sewer Pump stations	Completed	Project not required	Utilities
700226 QBN - Water Connection Jerra Business Park	In Progress	See comment related to project 104107 – South Jerrabomberra Northern Entry Road	Utilities
700227 QBN - Sewer Connection Jerra Business Park	In Progress	See comment related to project 104107 – South Jerrabomberra Northern Entry Road	Utilities
710025 QPR - Old landfills	Delayed	Project held over due to funding limitations and a priority focus on the Bungendore landfill site	Utilities
800000 QPR - Fleet Purchases	Completed	Ongoing with some items to be delivered after 30 June	Utilities
800010 QPR - Plant Purchases	Completed	Ongoing with some items to be delivered after 30 Ju	Utilities
800020 QPR - Fleet Sales	Completed	Ongoing with some items to be sold after 30 June	Utilities
800025 QPR - Plant Sales	Completed	Ongoing with some items to be sold after 30 June	Utilities

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Project update - Strategic Pillar 5

Action	Status	Progress comment	Responsible branch
100122 QPR - IT Tablet and Phone Purchases	In Progress	Ongoing project: During the first half of FY 20-21, Digital deployed 44 tablets/mobile phones and an additional 26 mobile phones during the second half of the year.	Digital
100168 QPR - Hardware Refresh – IT equipment	In Progress	Ongoing project: During the first half of FY 20-21, Digital deployed 55 laptops scheduled for the year. We have deployed 42 more laptops during the second half of the year. Staff have become more open to the idea of using only one device (laptop) as their user experience has been solid. As a result, more than 80% of QPRC staff are equipped with laptops, and we intend to raise this above 90%. We have also enabled secure Wi-Fi access to the corporate network, enabling staff to work from anywhere within our three main offices, thus reducing their dependence on hotdesk stations.	Digital
100970 QPR - Ipad/Laptop - Remote Access for Staff	In Progress	During the first half of FY 20-21, Digital deployed 55 of the 140 laptops scheduled for the year. We deployed 42 additional laptops during the second half of the year. As we are heading into a repeat of the WFH scenario, the entire remote access /Citrix infrastructure has come to the forefront once again and performing exceptionally well. Digital will be deploying the remaining laptops over the next six months, but it may get delayed due to an ongoing and significant shortage in the global supply chain.	Digital

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Appendix 2 - Councillor attendance at Council and Committee Meetings

Attendance at meetings by Councillors as delegates and representatives on Council committees, organisational committees, statutory committees, locality committees and advisory committees be published in the QPRC Annual Report.

Ordinary and Planning and Strategy Committee meetings

Ordinary and Extraordinary Council meetings			
Date of meeting	Attended	Apologies	Did not attend
22-07-2020	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester	Cr Bray	
26-08-2020	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester		
23-09-2020	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Schweikert, Taylor and Winchester	Crs Brown and Noveska	
28-10-2020	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester		
11-11-2020	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester	Cr Brown	
25-11-2020	Cr Overall, Biscotti, Harrison, Hicks, Noveska, Schweikert, Taylor and Winchester	Crs Brown and Marshall	
16-12-2020	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester		
27-01-2021	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Schweikert, Taylor and Winchester	Crs Brown and Noveska	
24-02-2021	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester	Cr Brown	
24-03-2021	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Schweikert, Taylor and Winchester	Cr Noveska	
28-04-2021	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester	Cr Brown	
26-05-2021	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Schweikert, Taylor and Winchester	Cr Noveska	
23-06-2021	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester		
30-06-2021	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester		Cr Brown

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Planning and Strategy Committee of the Whole meetings			
Date of the meeting	Attended	Apologies	Did not attend
08-07-2020	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska and Schweikert	Crs Bray, Brown, Taylor and Winchester	
12-08-2020	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Schweikert and Taylor	Crs Noveska and Winchester	
09-09-2020	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester	Cr Brown	
14-10-2020	Cr Overall, Biscotti, Brown, Harrison, Hicks, Schweikert, Taylor and Winchester	Crs Marshall and Noveska	
11-11-2020	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester	Cr Brown	
10-02-2021	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester		
10-03-2021	Cr Overall, Brown, Harrison, Hicks, Noveska, Schweikert, Taylor and Winchester	Crs Biscotti and Marshall	
14-04-2021	Cr Overall, Biscotti, Brown, Harrison, Hicks, Marshall, Noveska and Schweikert	Crs Taylor and Winchester	
12-05-2021	Cr Overall, Biscotti, Brown, Harrison, Hicks, Noveska, Schweikert, Taylor and Winchester	Cr Marshall	
09-06-2021	Cr Overall, Biscotti, Harrison, Hicks, Marshall, Noveska, Schweikert, Taylor and Winchester	Cr Brown	

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Organisational Committees

Audit, Risk and Improvement Committee - Cr Harrison			
Date of meeting	Attended	Apology	Did not attend
09-09-2020	Cr Harrison		
09-12-2020	Cr Harrison		
18-03-2021	Cr Harrison		
16-06-2021	Cr Harrison		

Australia Day Community Awards Committee – Mayor			
Date of meeting	Attended	Apology	Did not attend
08-12-2020	Cr Overall		

Australia Day Organising Committee - Crs Hicks and Schweikert			
Date of meeting	Attended	Apology	Did not attend
Due to COVID, no meetings held during this period.			

Consultative Committee on Aboriginal Issues - Cr Marshall			
Date of meeting	Attended	Apology	Did not attend
20-07-2021	Cr Marshall		
16-12-2020	Cr Marshall		
20-07-2021		Cr Marshall	

Dangerous Dog Panel – Cr Taylor			
Date of meeting	Attended	Apology	Did not attend
14-07-2020	Cr Taylor		
05-08-2020	Cr Taylor		
26-08-2020	Cr Taylor		
16-09-2020	Cr Taylor		
29-10-2020	Cr Taylor		
19-11-2020	Cr Taylor		
09-12-2020	Cr Taylor		
26-02-2021	Cr Taylor		
21-04-2021	Cr Taylor		
27-05-2021	Cr Taylor		

Disability Access Committee – Cr Winchester			
Date of meeting	Attended	Apology	Did not attend
28-10-2020	Cr Winchester		
09-12-2020	Cr Winchester		
03-02-2021	Cr Winchester		
28-04-2021	Cr Winchester		

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CEO's Performance Review Committee Crs Overall, Biscotti, Harrison, Hicks and Schweikert			
Date of meeting	Attended	Apology	Did not attend
03-02-2021	Crs Overall, Harrison, Hicks and Schweikert	Cr Biscotti	

Queanbeyan-Palerang Library Service – NSW Public Library Zone – Cr Winchester			
Date of meeting	Attended	Apology	Did not attend
20-11-2020			Cr Winchester
12-02-2021			Cr Winchester
14-05-2021			Cr Winchester

Queanbeyan Sporting Gallery Committee – Mayor			
Date of meeting	Attended	Apology	Did not attend
Committee did not meet during this period.			

Queanbeyan Sports Council – Crs Biscotti, Hicks and Winchester			
	Attended	Apology	Did not attend
07-06-2021	Crs Biscotti, Hicks and Winchester		
09-11-2020	Crs Biscotti, Hicks and Winchester		

Sister City Committee – Mayor and Cr Noveska			
Date of meeting	Attended	Apology	Did not attend
Due to COVID, no meetings held during this period.			

Statutory Committees

Dargues Reef Community Consultative Committee – Cr Harrison			
Date of meeting	Attended	Apology	Did not attend
19-10-2020	Cr Harrison		
14-12-2020	Cr Harrison		
15-03-2021	Cr Harrison		
21-06-2021	Cr Harrison		

District Liaison Committee – Cr Schweikert			
Date of meeting	Attended	Apology	Did not attend
11-03-2021	Cr Schweikert		

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Integrated Water Cycle Management Project Reference Group – Cr Marshall			
Date of meeting	Attended	Apology	Did not attend
Gordon advised committee finished some time ago.			

Lake George Bush Fire Management Committee – Cr Overall			
Date of meeting	Attended	Apology	Did not attend
06-08-2020		Cr Overall	
23-02-2021	Cr Overall		

Local Traffic Committee – Cr Schweikert			
Date of meeting	Attended	Apology	Did not attend
07-08-2020	Cr Schweikert		
20-10-2020	Cr Schweikert		
01-12-2020	Cr Schweikert		
02-02-2021	Cr Schweikert		
25-02-2021	Cr Schweikert		
19-03-2021	Cr Schweikert		
20-04-2021	Cr Schweikert		
09-06-2021	Cr Schweikert		

Old Cooma Road Holcim Quarry Consultative Committee – Cr Hicks			
Date of meeting	Attended	Apology	Did not attend
19-04-2021	Cr Hicks		

Locality Committees

Araluen Locality Committee – Crs Winchester and Marshall			
Date of meeting	Attended	Apology	Did not attend
Due to COVID, no meetings during this period.			

Braidwood Locality – Crs Overall and Noveska			
Date of meeting	Attended	Apology	Did not attend
Due to COVID, no meetings during this period.			

Bungendore Locality Committee – Crs Schweikert and Biscotti			
Date of meeting	Attended	Apology	Did not attend
22-09-2020	Crs Schweikert and Biscotti		

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Burra Locality Committee – Crs Hicks and Taylor			
Date of meeting	Attended	Apology	Did not attend
Due to COVID, no meetings during this period.			

Captains Flat Locality – Crs Hicks and Marshall			
Date of meeting	Attended	Apology	Did not attend
Due to COVID, no meetings during this period.			

Wamboin Locality Committee – Cr Harrison and Winchester			
Date of meeting	Attended	Apology	Did not attend
20-10-2020	Crs Harrison and Winchester		

Advisory Committees

Braidwood and Curtilage Heritage Advisory Committee – Cr Marshall			
Date of meeting	Attended	Apology	Did not attend
09-07-2020	Cr Marshall		
13-08-2020	Cr Marshall		
10-09-2020	Cr Marshall		
08-10-2020	Cr Marshall		
12-11-2020	Cr Marshall		
10-12-2020	Cr Marshall		
11-02-2021		Cr Marshall	
10-03-2021		Cr Marshall	
13-05-2021		Cr Marshall	

Braidwood Floodplain Risk Management Committee - Cr Harrison			
Date of meeting	Attended	Apology	Did not attend
Committee did not meet this financial year.			

Bungendore Floodplain Risk Management Committee – Cr Schweikert			
Date of meeting	Attended	Apology	Did not attend
Committee did not meet this financial year.			

Cultural Development and Public Art Advisory Panel – Cr Noveska			
Date of meeting	Attended	Apology	Did not attend
17-11-2020			Cr Noveska
16-03-2021			Cr Noveska

Economic Advisory Panel – Cr Schweikert			
Date of meeting	Attended	Apology	Did not attend
22-03-2021	Cr Schweikert		

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Environment and Sustainability Advisory Committee – Cr Marshall			
Date of meeting	Attended	Apology	Did not attend
15-07-2020	Cr Marshall		
02-09-2020	Cr Marshall		
04-11-2020	Cr Marshall		
05-02-2021	Cr Marshall		
07-04-2021	Cr Marshall		
09-06-2021	Cr Marshall		

Q Advisory Board – Cr Noveska			
Date of meeting	Attended	Apology	Did not attend
07-06-2021		Cr Noveska	

Queanbeyan Flood Management Committee – Cr Harrison			
Date of meeting	Attended	Apology	Did not attend
08-09-2020	Cr Harrison		

Queanbeyan Showground Advisory Committee – Cr Taylor			
Date of meeting	Attended	Apology	Did not attend
19-03-2021	Cr Taylor		
21-04-2021	Cr Taylor		

QPRC Heritage Advisory Committee - Crs Overall and Marshall			
Date of meeting	Attended	Apology	Did not attend
16-07-2020	Cr Overall	Cr Marshall	
15-10-2020	Cr Overall	Cr Marshall	
19-11-2020	Cr Marshall	Cr Overall	
18-02-2021	Cr Overall	Cr Marshall	
18-03-2021		Crs Marshall and Overall	
15-04-2021	Crs Marshall and Overall		
20-05-2021	Cr Overall	Cr Marshall	
17-06-2021		Cr Overall	Cr Marshall

Queanbeyan Trust Committee - The Crown Reserve Trust Management Committee All Councillors			
Date of meeting	Attended	Apology	Did not attend
The committee did not meet.			

Tourism Advisory Board – Cr Schweikert			
Date of meeting	Attended	Apology	Did not attend
10-08-2020		Cr Schweikert	
09-11-2020	Cr Schweikert		
15-03-2021	Cr Schweikert		

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Youth Advisory Council – Cr Winchester			
Date of meeting	Attended	Apology	Did not attend
20-10-2020	Cr Winchester		
08-02-2021	Cr Winchester		
01-03-2021	Cr Winchester		
17-05-2021	Cr Winchester		

Regional Committees

Canberra Airport Community Aviation Consultation Group – Cr Schweikert			
Date of meeting	Attended	Apology	Did not attend
No meetings held.			

Canberra Region Joint Organisation (CRJO) – Cr Overall			
Date of meeting	Attended	Apology	Did not attend
26-10-2020	Cr Overall		
11-12-2020	Cr Overall		
26-03-2021	Cr Overall		
11-06-2021	Cr Overall		

Community Safety Precinct Committee – Monaro Local Area Command - Crs Schweikert and Overall			
Date of meeting	Attended	Apology	Did not attend
30-03-2021	Crs Overall and Schweikert		

South East Australia Transport Strategy (SEATS) - Cr Harrison			
Date of meeting	Attended	Apology	Did not attend
13-14-08-2020	Cr Harrison		
26-27-11-2020	Cr Harrison		
11-12-02-2021	Cr Harrison		
13-14-05-2021	Cr Harrison		

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Southern Joint Regional Planning Panel - Cr Harrison and Cr Marshall (alternate)			
Date of meeting	Attended	Apology	Did not attend
25-09-2020		Cr Harrison (Conflict of Interest declared – DA for 257 Crawford St)	
11-11-2020		Cr Harrison (Conflict of Interest declared – DA for 257 Crawford St)	
05-03-2021	Cr Harrison		

Woodlawn Eco-Precinct Community Liaison Committee (Veolia) – Cr Schweikert			
Date of meeting	Attended	Apology	Did not attend
13-08-2020		Cr Schweikert	
12-11-2020		Cr Schweikert	
18-03-2021	Cr Schweikert		
17-06-2021	Cr Schweikert		

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Appendix 3 – QPRC Financial Statements 2020-21

To be attached when Financial Statements are completed and presented to Council



State of the **Environment** report **2017-21**

www.qprc.nsw.gov.au



Glossary

LGA	Local Government Area
CRJO	Canberra Region Joint Organisation
EPA	Environmental Protection Authority
STP	Sewage Treatment Plant
WTP	Water Treatment Plant
CDS	Container Deposit Scheme
SEPP	State Environmental Planning Policies
MRF	Materials Recycling Facility
P	Phosphorus
N	Nitrogen
PAMPs	Pedestrian and Mobility Plan
ITS	Integrated Transport Strategy
IWCM	Integrated Water Cycle Management
Cond	Conductivity
ANZECC	Australian and New Zealand Environment and Conservation Council
TDS	Total dissolved solids
DO	Dissolved Oxygen
APC	Australian Platypus Conservancy
RAPs	Remediation Action Plans
EMPs	Environmental Management Plans
QCC	Queanbeyan City Council
CO ₂ e	Carbon dioxide equivalent
GHG	Greenhouse Gas
BCRRF	Bushfire Community Recovery and Resilience Fund
kW	Kilowatt
kWh	Kilowatt hour
ML	Megalitres

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Snapshot of Environmental Indicators in QPRC

Key

Status **G** Good **M** Moderate **P** Poor
Trend **+** Improving **●** Stable **-** Getting worse
Data Quality **✓✓✓** High **✓✓** Moderate **✓** Low

Indicator	2017-18	2018-19	2019-20	2020-21	Status	Trend	Data Quality
Sustainability							
Pedestrian paths (km)	208.67	210.82	211.43	217.41	M	+	✓✓✓
Shared paths (km)	23.71	25.71	36.48	36.48	G	+	✓✓✓
Total registered passenger vehicles	46147	47524	52824	53819	M	-	✓✓
Registered EVs	38	36	19	34	P	●	✓✓
Total third-party certified sustainable infrastructure (Green star, ISCA, LEED, WELL & NABERS)	2	4	4	4	G	+	✓✓
Climate - Weather							
Queanbeyan							
Rainfall(mm)	497.6	532.4	446.6	653.4			✓✓✓
Mean maximum temperature (°C)	21.9	22.1	21.6	20.1			✓✓✓
Mean minimum temperature (°C)	6.8	7.1	7.1	7.1			✓✓✓
Braidwood							
Rainfall (mm)	446.4	659.6	461.8	1226			✓✓✓
Mean maximum temperature (°C)	20.4	20.3	20.3	19			✓✓✓
Mean minimum temperature (°C)	6.5	6.9	6.2	6.6			✓✓✓
Bungendore							
Rainfall (mm)	528.1	528.2	539.6	1111			✓✓✓
Climate - Emissions							
GHG emissions (CO2e t) Council operations	11461	12508	12695	11865	P	●	✓✓
GHG emissions (CO2e t) Community	1046000	1046000	1040000	No data	P	+	✓✓
Scope 1 emissions(CO2e t) Council operations	2049	2607	2893	2812	P	-	✓
Scope 2 emissions(CO2e t) Council operations	8070	8635	8618	7958	P	+	✓✓
Scope 3 emissions(CO2e t) Council operations	1342	1266	1184	1095	P	+	✓

Please note:

Scope 1 emissions are direct and released as a result of an activity, e.g. driving a petrol car.

Scope 2 emissions are indirect and are released specifically from purchased electricity only.

Scope 3 emissions are indirect any emissions not included in Scope 2.

Total energy consumption (kWh) <i>Council operations</i>	41963	45261	45537	41235	M	●	✓✓✓
Total unleaded and diesel fuel consumption (L) <i>Council operations</i>	626,669	769,842	886,266	No data	P	-	✓
Annual solar panel system installations	660	752	987	1264	G	+	✓✓✓
Cumulative total of solar panel system installations	4226	4978	5965	7229	G	+	✓✓✓
Annual capacity of solar panel systems (kW)	4502	5611	8275	12,225	G	+	✓✓✓
Cumulative total of solar capacity (kW)	21,900	26,767	34,950	45,961	G	+	✓✓✓
Environmental Health							
Air quality complaints							
Dust	No data	No data	13	1	M	+	✓
Odour	No data	No data	6	10	M	-	✓
Smoke	No data	No data	14	21	M	-	✓
Noise complaints							
Barking dogs	No data	No data	90	103	M	-	✓
Power tools	No data	No data	15	36	M	-	✓
Stereo system (Music)	No data	No data	17	21	M	-	✓
Air conditioners	No data	No data	8	11	M	-	✓
Vehicles	No data	No data	26	24	M	●	✓
Pollution complaints							
Waterways pollution	No data	No data	37	53	P	-	✓
Land pollution	No data	No data	22	36	M	-	✓
Other pollution	No data	No data	42	29	M	+	✓
Biodiversity							
Threatened species	119	119	119	119	P	●	✓✓
Threatened ecological communities	6	8	8	8	P	-	✓✓
Threatened populations	0	0	0	0	G	●	✓✓
Native vegetation (and associated ecosystems) affected by wildfire	0.2%	0	33%	0	P	-	✓✓✓
Native plant species identified at high risk following bushfires	0	0	0	33	P	-	✓✓
Areas of native vegetation cleared	No data	No data	No data	No data	P	-	✓
Biosecurity							
Biosecurity weed inspections	1509	1824	2295	2461	G	+	✓✓✓
New priority weed species detected	No data	No data	No data	No data	M	●	✓✓
Spread of emerging priority weeds	No data	No data	No data	No data	M	●	✓

Impact of widespread weeds	No data	No data	No data	No data	P	●	✓
Environmental Education							
Environmental education events	9	5	4	8	G	●	✓✓
Waste							
Total waste (t) landfill, recycle, organics	27745.9	31904.5	36487.4	29496.2	M	●	✓✓
Waste to landfill (t)	15849	15291.9	20287.3	17254.6	M	●	✓✓
Recycled material (t)	6506.8	9381.5	5767.5	5332.6	M	●	✓✓
Organic material (t)	5544	7230.9	10432.6	6909	G	+	✓✓
Waste from kerbside collections (t) - garbage, recycle, organics	17635	16484.9	17426.4	18802.7	M	●	✓✓
Proportion of waste material diverted	42%	52%	44%	41%	M	●	✓✓
Waste to landfill per capita (kg)	254	245	325	277	M	●	✓✓
Waste recycled per capita (kg) includes organics and other recyclables	194	266	260	196	M	●	✓✓
Catchment, Water and Sewage							
Drinking Water							
Per Capita Daily Water Use- Residential (L)	241	223	199	198	G	+	✓✓✓
Total Water Use (ML)	4300	4022	4307	4329	M	●	✓✓✓
Drinking Water- Samples complying with Standards	89.37%	97.07%	95.45%	99.37%	G	+	✓✓✓
Recycled Water							
Recycled Water Used (ML)	0	42	45	247	G	+	✓✓✓
Sewage							
Total Volume of Sewage Treated (ML)	4139	4638	4147	5287	P	-	✓✓✓
Total Discharge from Sewage Treatment Plants (ML)	3509	3550	3530	4225	P	-	✓✓✓
Catchment Health							
River Water Quality	No data	No data	No data	No data	M	●	✓✓✓
Land use Planning, Community Land and Heritage							
Development							
Development Applications Processed	325	286	522	775	P	-	✓✓✓
Heritage							
National Heritage Items	2	2	2	2	M	●	✓✓✓
State Heritage Items	21	21	21	21	M	●	✓✓✓
Local Heritage Items	545	545	545	545	M	●	✓✓✓
Local Heritage Grants	No Data	No Data	7	5	M	●	✓✓
Value of Local Heritage Grants	No Data	No Data	\$19 998	\$11 084	M	●	✓✓
Special Heritage Grants	No Data	No Data	6	7	M	●	✓✓
Value of Special Heritage Grants	No Data	No Data	\$150 000	\$150 983	M	●	✓✓

Introduction

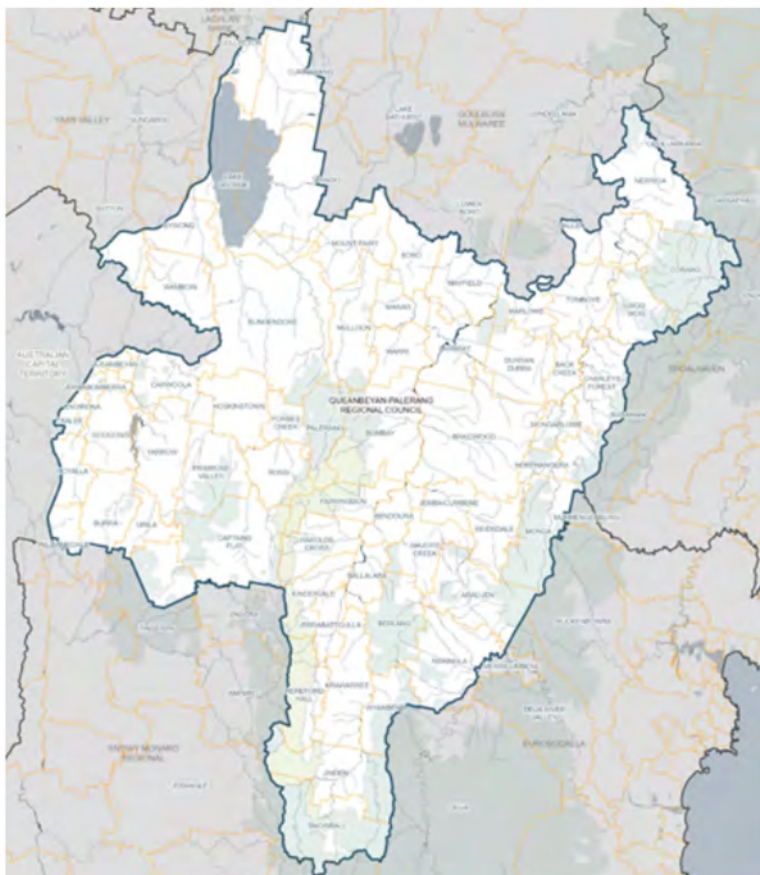
On 12 May 2016, the NSW Government announced a merger of Queanbeyan City and Palerang councils to create the Queanbeyan-Palerang Regional Council. The new local government area of Queanbeyan-Palerang has a population of 56,771 (projected to reach 76,000 by 2031) and an area of 5,319km². Population growth is naturally reflected in the growth of the number of households within the LGA.

The major population centres include Queanbeyan, Googong, Bungendore, Braidwood and Captains Flat. There are also several rural villages and large residential populations living in rural-residential areas to the west of the LGA near the ACT border.

QPRC is in a unique position within NSW as our proximity to Canberra creates some additional lifestyle opportunities for the region.

As such, Queanbeyan is quite different to other similar sized regional centres, using the water supply and waste facilities of the ACT. The Queanbeyan Sewerage Treatment Plant is located in the ACT at Oaks Estate and is planned for upgrade in the next few years with planning already underway.

Population growth in QPRC is significant due to the demand for new housing surrounding the ACT. The new urban land release area of Googong Township has seen enormous growth during the reporting period. This population growth is a key driver for many of our social, economic, environmental and governance pressures.



Sustainability and Climate

Council has become more environmentally conscious since 2017, aiming to demonstrate sustainability and environmental best practice for our community.

Sustainability

Council has a role in demonstrating sustainability and environmental best practice. Council's goal is to conduct our decision-making and operations in a responsible and ethical manner that protects the environment, benefits the community, and exemplifies leadership. Council plays an equally important role in enabling and facilitating sustainability and environmental best practice within the community through education, support and providing resources.

Sustainable Certified or Registered Non-Residential Building or Infrastructure

Queanbeyan Government Services
Centre 11 Farrer Place | Greenstar
certified | 5.5 Star Energy and Water

Queen Elizabeth II Park Queanbeyan | IS
certified | Excellent as Built

Queanbeyan Indoor Sports Centre Yass
Road | Greenstar certified | 4 Star- Best
Practice

Googong Development | Greenstar
certified | 5 Star - Australian Excellence

Poplars Innovation and Services Precinct
Jerrabomberra - Greenstar registered
only

Queanbeyan Civic and Cultural Precinct
- Greenstar registered only

New Queanbeyan STP | Queanbeyan
ISCA registered only

Sustainable Procurement

Sustainable procurement practices have been of increased focus for Council in recent years. Development of life-cycle analysis tools and sustainability guidelines is included in our procurement policy and tender documents. This directs Council operations down the path of best practice for minimising our environmental impacts from office stationary to chemical disposal and contractor environmental obligations.

Sustainable Buildings and Infrastructure

Queanbeyan-Palerang has seen significant growth (50% increase) in the number of third-party sustainability certified non-residential buildings and infrastructure since July 2017. Significantly, Queanbeyan-Palerang now has the highest proportion of Greenstar registered and certified non-residential buildings and infrastructure in non-metropolitan southern NSW.

Council has adopted the Sustainable Design for Council Buildings Policy to ensure Council buildings or infrastructure are built in accordance with sustainability and environmental best practice and will contribute to the sustainability of Council operations.

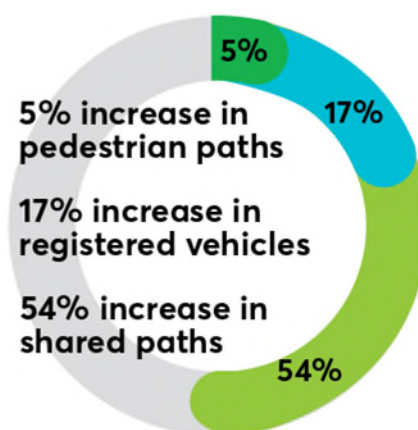
Sustainable Transport

There has been significant growth in the transport sector over the past four years. More than 21km of pathways have been added to the network since July 2017, which now encompasses over 250km of pedestrian and shared pathways. The number of registered 'private' vehicles continues to grow each year, this is likely due to continued population growth within the region.

In June 2020, Council adopted the Integrated Transport Strategy (ITS) and the Pedestrian and Bike Plans (also known as Pedestrian and Mobility Plans or PAMPs) for Braidwood, Bungendore, and Queanbeyan. The ITS and PAMPs will guide the development of road and public transport options into the future with a focus on key transport issues such as interactions between transport and land use, transport safety, traffic congestion and parking.



400m walking distance to QCity bus routes- QPRC ITS



Sustainability Communication

Council's website is regularly updated with sustainability and environmental information and plays an important role in raising awareness and encouraging sustainable practices

Recently Council has also established the quarterly 'All Things Sustainability' Newsletter that showcases sustainability, initiatives, projects, grants, and events from across the LGA.

Please contact Council's sustainability team at sustainability@qprc.nsw.gov.au to be included within the mailing list or if you have any projects, events, or initiatives that could be shared or promoted.

Sustainability Awards

Over the past four years Council has won a number of awards and accolades for our work within the sustainability and climate change sectors.

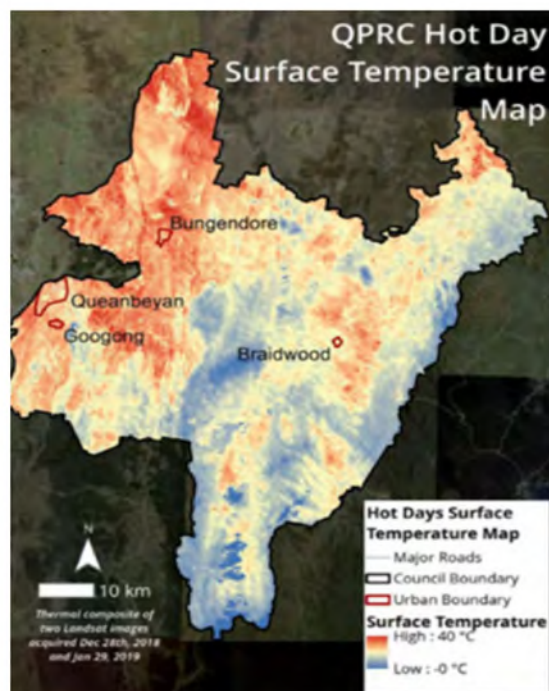
Most notably Council received the 'Infrastructure Sustainability Council of Australia Impact Award' for the Queen Elizabeth II Park and Collett Street redevelopment and the 'Keep Australia Beautiful NSW Renewable Energy Award' for Council's Renewables and Energy Efficiency projects.

Keeping it Cool – Vegetation and Heat Adaptation Projects

In early 2020, Council was successful in receiving \$44,000 in grant funding from the NSW Government to undertake several vegetation and heat adaptation projects over two years including:

- Developing heat maps of the QPRC region. *Completed*
- Undertaking climate vulnerability assessments of current urban trees. *Completed*
- Developing a QPRC Urban Forest Strategy. *Ongoing*
- Undertaking experimental pilot plantings of future climate-ready trees. *Ongoing*
- Educating and informing the community and elected Council on vegetation and heat adaptation. *Ongoing*

It is anticipated that the remaining 'ongoing' projects will be completed by December 2021.

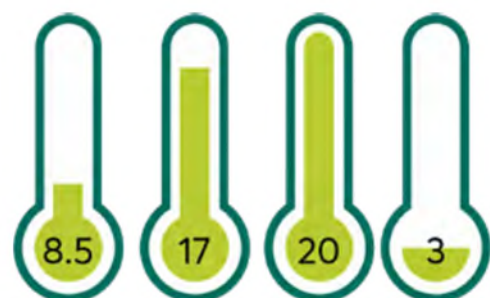


Climate and Emissions

Weather

Overall, the mean maximum temperature during the reporting period was moderately (0.5°C) above the long-term mean across the region.

Average number of hot days (>35°)



2017-18 2018-19 2019-20 2020-21

Long term average 8.5 hot days per year.

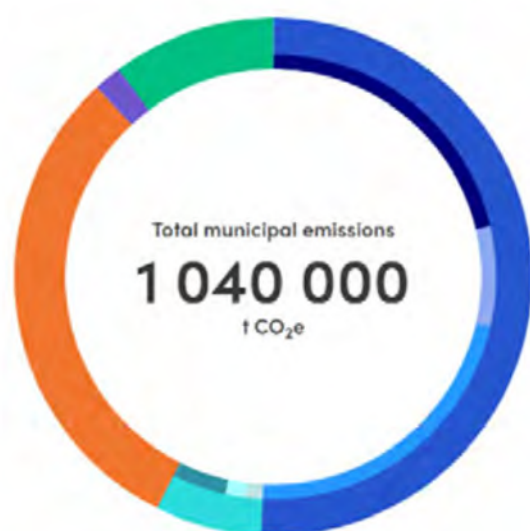
Troublingly, the region experienced a 42% increase in the number of days above 35°C during the reporting period when compared to the long-term average. Precipitation has also been extremely variable over the past four years, with the region experiencing a 26% decrease in rainfall during the 2019-20 financial year in contrast to a 53% increase in rainfall during the 2020-21 financial year.

Over the past four years, the QPRC region has experienced several extreme weather events including severe drought, bushfires, and flooding events, this has resulted in over \$8m worth of damage to Council infrastructure and assets. More than 122,000 hectares of land were burnt and 57 houses, along with numerous facilities and outbuildings were destroyed in the Black Summer bushfires. These bushfires were some of the largest and most destructive ever recorded in the region.

Emissions

Greenhouse gas emissions decreased within the community by 1% from July 2017 to June 2020. This 1% decrease equates to a 6000-tonne saving of carbon dioxide equivalent (CO₂e) and reduces the community's greenhouse emissions profile to 1,040,000 tonnes of CO₂e per annum. This is primarily driven by a reduction in electricity emissions as a result of increased penetration of renewable energy into the grid.

Community Emissions Profile, Financial Year 2019-20



Source	Sector	Emissions (t CO ₂ e)
Electricity	Residential	222 000
	Commercial	76 000
	Industrial	230 000
Gas	Residential	14 000
	Commercial	14 000
	Industrial	41 000
Transport	On road	319 000
	Domestic air travel	0
Waste	Landfill	10 000
	Water	8 000
Agriculture		106 000
Land Use		-5 000

Land Use data is not used in the chart nor the displayed total municipal emissions.

Within Council operations greenhouse gas emissions have increased from 2017-18 levels by 4% to 11,864 tonnes of CO₂e for the 2020-21 financial year. This is principally driven by a 37% increase in scope 1 emissions. However, the increase in emissions needs to be further considered in the context of the unreliability of the data for the 2017-18 financial year (as a result of Council amalgamation) which is thought to have substantially contributed to the significant increase in scope 1 emissions during the reporting period.

In this regard, further analysis of greenhouse gas emission data, including the removal of unreliable data, provides for a 5% decrease in operational emissions from 2018-19 levels to 2020-21. This decrease can be somewhat attributed to a range of renewable energy and energy efficiency projects completed by Council as well as reduced energy demand as a result of COVID-19. It is important to note that Council has an increasing number of facilities and assets. This places increased operational demands for the management of greenhouse gas emissions. Councils' positive outcomes in terms of stabilising and reducing greenhouse gas emissions must acknowledge the proactive management of emissions in the face of a growing number of assets.

LED Streetlighting Upgrade

Throughout late 2020 to mid-2021 Council worked alongside Essential Energy to replace 5,487 inefficient streetlights with energy-efficient LED's throughout the LGA. This will result in a 1,402MWh per year reduction in power use, delivering savings to Council of approximately \$441,000. It is anticipated that from this project alone, Council's operational emissions will be reduced by a further 5 to 7.5% during the 2021-22 financial year.

QPRC Climate Change Action Plans

The QPRC Community Climate Change Action Plan & QPRC Council Operations Climate Change Action Plan were developed with considerable input from the community and were adopted by Council in May 2020. Both Action Plans cover the period from 2020 to 2030 and recognise the roles that Council and the community have in ensuring that QPRC contributes to local, national, and global efforts to mitigate and adapt to climate change.

The Council Operations Climate Change Action Plan highlights pathways and opportunities for Council to make significant reductions in emissions through a program of actions within day-to-day operations. Currently, Council is committed to a 30% operational emissions reduction target by 2025.



QPRC Community and Council Operations Climate Change Action Plans

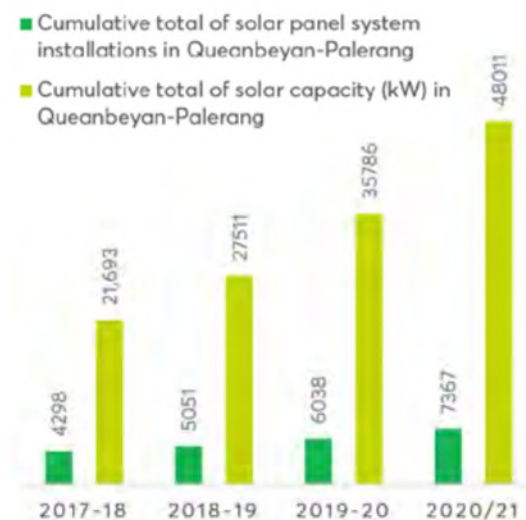
On the other hand, the QPRC Community Climate Change Action Plan recognises the important role the community has in addressing climate change and highlights measures the community can take to mitigate and adapt to climate change with the support of Council. The plan also commits Council to support the NSW Government's goal of reaching net-zero community emissions by 2050.

As at 30 June 2021, four of the 128 actions have been completed while 26 actions are currently in progress. Some notable actions which have been completed include:

- Review of Council's waterwise program.
- LED streetlighting upgrade across major and minor roads within the LGA.
- Development of a heat adaptation and urban forest strategy for the region including heat mapping.

Data available from the Australian Government Clean Energy Regulator and the Australian PV Institute shows that by the conclusion of 2020-21 there was a cumulative total of 7367 Solar Generation Units (solar panel systems) within the LGA with a combined output of 48,011kW. Subsequently, approximately 27.7% of all dwellings in Queanbeyan-Palerang have a solar panel system installed, this is slightly above the NSW average of 26.5%.

Total solar panel system installations and capacity(kW)

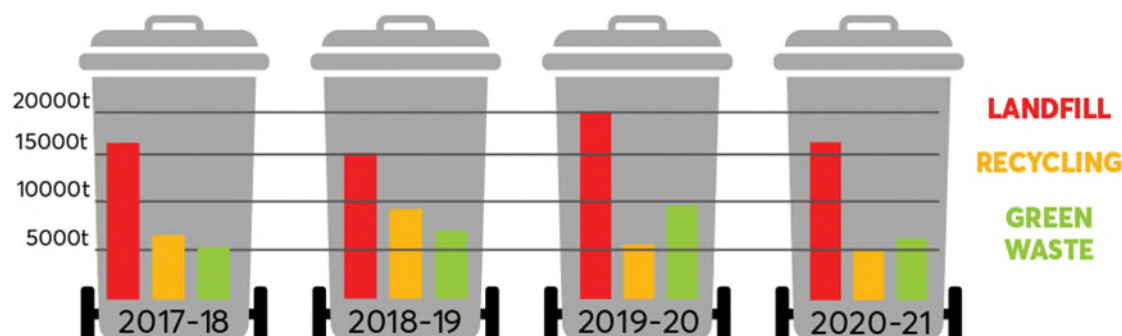


Waste

"Waste isn't waste until we waste it."

Between 2017-2021 there has been a 6% increase in total waste, which includes kerbside collections and drop off at waste facilities.

Tonnes of waste dropped off and picked up in QPRC



There has been a 6% increase overall in waste collected or dropped off from households, however not all this waste went to landfill. There was an increase in green bin organics of 28% which includes some food organics. This material does not go to landfill, it is reused as a beneficial garden mulch, compost, or food source for the Black Sword larvae.

The food organics collected from the three townships of Braidwood, Captains Flat and Bungendore are used by GoTerra to feed the Black Sword larvae. The larvae are then used as feed in the agriculture sector. This innovative project provided a solution for household food waste and has been extended to the business community.

Council won a Keep Australia Beautiful NSW Tidy Towns award for this project in 2020.

GoTerra Waste Data	kg
Food waste recycled from residents	11813.57
Livestock feed created	472.54
Insects fed per day	2362.71
CO2 emissions prevented	22436.78

Recycling was down 18%. The introduction of the Container Deposit Scheme Return and Earn in December 2017 may have contributed to this result.

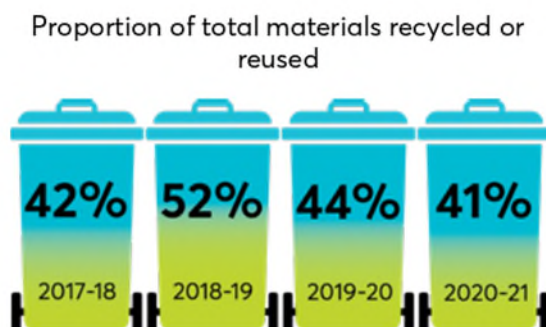
The QPRC area has two Container Deposit Machines and two bulk drop off sites for CDS approved containers. One of the Return and Earn machines in Queanbeyan is one of the highest used machines in NSW.

The tonnages collected via the Return and Earn machines, that would have normally gone into resident's yellow topped bins, are not provided to Council. This makes it very difficult to determine the true amount of recycling from the QPRC area.

Waste to landfill has increased by 9%. This may also be reflective of COVID-19. Lockdowns may have attributed to more home cleanouts, or a large increase in single use disposable items including take away food, masks and cleaning items.

Data collection at our transfer stations has also been improved from previous years which may also reflect the increase in waste to landfill.

Council had a major bush fire in 2019-2020 and significant flooding events in 2020 and 2021 which caused considerable damage to people's properties. Residents used the transfer stations to dispose of items damaged during these events which is reflective in the larger amounts of waste to landfill.



QPRC Waste Strategy

Council adopted a new waste management strategy in June 2021 for the next 30 years.

Adoption of the Waste Strategy will allow the community and Council to take a significant step towards reducing waste sent to landfill and to find better uses for some waste products. The Waste Strategy will enhance the sustainability outcomes of the community and Council. The Strategy broadly aligns with the key ambitions and actions of the ACT Waste Strategy, the NSW Waste and Sustainable Materials Strategy and the Canberra Region Joint Organisation (CRJO) Regional Waste Strategy, including:

- Reduce total waste
- Increase average recovery rate from all waste streams
- Increase the use of recycled content
- Phase out problematic and unnecessary plastics
- Reduce the amount of organic waste sent to landfill
- Community education

Food waste is not currently collected in the area of the former QCC LGA. This represents a significant amount of material that can be diverted from landfill. The introduction of FOGO (food organics and garden organics) across all urban areas in QPRC is the biggest goal in the strategy to reduce waste to landfill. The three townships of Braidwood, Bungendore and Captains Flat have FOGO, servicing around 3000 homes. This will be rolled out to the urban area of the Queanbeyan City increasing to around 20,000 homes.

Population growth in areas with a Domestic Waste Management service in the former Palerang LGA has reached the point where the number of collection trucks and drivers is not sufficient to appropriately manage the service.

Remote and rural residents are required to self-haul all their wastes to Council-provided collection points such as bin compounds, rural recycling stations and landfills. Localities that self haul include parts of Nerriga, Majors Creek, Carwoola, Araluen, Macs Reef Road and Burra.

Waste Transfer Stations

In the last four years the Braidwood, Macs Reef and Bungendore landfills were closed and transfer stations opened in their place. The transfer stations allow greater separation of waste with areas to drop off mixed recyclables, metals, green waste, mattresses, tyres, batteries and paints.

There are also Buy Back Centres which residents can drop off items that may be sold on or repurposed. The new transfer stations create an easy drop off area that encourages diversion of reusable and recyclable items from landfill.

Litter

Litter has considerably reduced across NSW, surpassing the NSW Government's 40% litter reduction target. Council has had a number of NSW EPA litter grants which included education, enforcement, cleanup, litter counts and infrastructure. Bins have been placed in locations around Queanbeyan using the EPA Don't Be a Tosser campaign material.



One litter grant worked with a local Indigenous group to design new bins for an area that was commonly highly littered. This project gave ownership to the users of the area.

Council was also involved in a Butt Littering Trial with other councils across NSW to determine the best approaches to change butt littering behaviour using different strategies. This trial partnered with engineering students from the ANU, who use the trial as part of their fourth year final project.

The results were then used to produce the NSW EPA [Identifying effective strategies to reduce cigarette butt litter](#) 2019 and the Butt Litter index 2020 report on Cigarette Disposal Behaviour.

Council won two Keep Australia Beautiful NSW Sustainable Tidy Towns awards for these projects.

Queanbeyan-Palerang is not included in the litter counts for NSW and it is difficult

to gauge the overall amount of litter, there has been a noticeable reduction in CDS containers littered since the introduction of the Return and Earn program.



Waste Education

Refuse, Reduce, Reuse, Repair, Recycle.

Council has been involved with the Canberra Region Joint Organisation (CRJO) waste working group and conducts joint education projects with the other councils and the ACT Government.

The Recycle Right campaign was introduced in 2019 across the South East area as most of the councils on the CRJO waste working group use the ACT Material Recovery Facility (MRF). This ensured consistent messaging across the councils that use the ACT MRF.



Community Recycling Centres

QPRC has two Community Recycling Centres (CRCs), in Bungendore and Queanbeyan. Residents can drop off their difficult household items including batteries, paints, oils, fluorescent globes, and smoke alarms.

The CRCs are a convenient drop off point and they allow residents to divert these harmful items from landfill.



Household Chemical Cleanout

Council continues collection of difficult to dispose of items including chemicals, poisons, fluoro globes and oils at the annual Household Chemical CleanOuts in October each year.

This is provided at 2 locations: Braidwood Saleyards or the Collett Street Car Park in Queanbeyan.

Illegal dumping

Illegal dumping is a huge problem for our LGA, which has not changed significantly during the reporting period. Some improvements have been made with the use of RIDonline NSW, which has increased the reporting of illegal dumping. RIDonline enables better data capture on illegal dumping and identification of hot spots, materials types and costs to council.

Council is an active member of the illegal dumping cross border working group, which works together on strategies to deal with the movement of waste across the borders of councils that surround the ACT. Council investigates as many reported dump sites as possible, however resources are limited and prosecution requires a lot of evidence. Council have reviewed a number of options for minimising illegal dumping and littering in public spaces, on roads and at waste management facilities.

Clean Up Australia Day

Council supports Clean Up Australia Day as a means of managing litter and to educate the community on illegal dumping.

In recent years, the risks associated with cleanup events held along rural roads have been reviewed. Council has resolved to receive waste from any resident for free on Clean Up Australia Day. This may change with the new Waste Strategy.



ACTSmart business recycling

This program was extended to include the townships of Braidwood and Bungendore. There are also businesses that used the NSW Bin Trim program. This program will be provided by Council in the future with staff using the Bin Trim program tools to assist businesses with waste minimisation.

Catchment, Water and Sewage

Our region has four very different water supplies and treatment systems alongside five waste water treatment plants, including the recycled water in Googong.

Drinking Water supplied by Council

The Queanbeyan-Palerang drinking water supply system has four very different water supplies and treatment systems. All of these water and sewer networks are maintained by Council.

Braidwood, Bungendore and Captains Flat each have their own water treatment plants (WTP) which service the urban areas of the three towns. QPRC has an agreement with Icon Water to purchase bulk potable water for the Queanbeyan and Googong area.

Together the four systems supply treated water to an estimated serviced population of over 49,586. Three of the schemes source their water from surface based supplies while Bungendore is sourced from groundwater.

Estimated population on reticulated water for each township within QPRC:

- Queanbeyan – 37,223
- Googong – 4,554
- Braidwood – 1,783
- Bungendore – 4,657
- Captains Flat – 1,369

The majority of Queanbeyan's drinking water supply comes from the Cotter system, which consists of Corin, Bendora and Cotter dams. The other major storage is Googong Dam, which is used when the Cotter system is shut down for essential maintenance or during drought. Bulk water supply is sourced and supplied under agreement with Icon Water.

In 2015, the former Palerang Council embarked on an Integrated Water Cycle Management (IWCM) project for its LGA. Bungendore requires additional water

sources, treatment and wastewater treatment to support the township's growth. The IWCM identified that Bungendore almost certainly has sufficient water entitlement to support the existing village (as well as any of its infill development) but it would require additional allocations to support any further greenfield residential expansion.

There are two water sources for Bungendore:

- Bungendore alluvial bore
- Currandooly bore

The current Bungendore water supply scheme consists of the original water supply scheme at Bungendore and a supplementary water supply scheme at Currandooly.

In Braidwood, water is sourced from the Shoalhaven River and processed at Council's Braidwood Water Treatment Plant. The availability of non-potable water supplies for Braidwood are limited. Recycled water is not available from the Braidwood treatment plant and Council does not have access to any ground water in the Braidwood area. The possibility of enhancing the Braidwood surface water system with ground water is being considered as a longer term option. Further work will be undertaken in the future to assess the viability of this.

Stage 2 water restrictions were introduced on the Braidwood water supply on 22 November 2019. By December, the entire QPRC LGA was either in drought or drought-affected. Sections of the Shoalhaven River had ceased to flow. This meant that council staff had to place several pumps along a stretch of the river

adjacent to pools, to provide enough flow for town demands and the level in off-river storage ponds was below 80%. Water was trucked from Bungendore to supplement Braidwood's supply

The Captains Flat Water Treatment Plant sources raw water directly from the on-stream dam on the Molonglo River. The dam is a post-tensioned concrete gravity structure 16m high with a crest length of 65m and a storage capacity of 820ML. Captains Flat Dam was constructed in 1939 by Lake George Mines Ltd. to provide a water supply to serve their mining operation and the town of Captains Flat. Tailing dams adjacent to the on-stream dam, failed during the 1940s releasing highly contaminated water and sediment into the Captains Flat Dam. The tailings banks were rehabilitated and re-graded to a more stable condition in the 1970s to reduce the risk of slope failure and of both sediment and polluted seepage being washed into the river. In 1981, the residents of Captain's Flat expressed deep concern regarding the quality of the water supply.

Council hired divers to explore the dam and after they recommended the intake pipes be raised higher up the dam wall, the problem was quickly rectified. The dam had never been intended for use as a supply of domestic water but after the mines had closed, it was upgraded and work carried out to improve the quality of water. Major works have since been undertaken to completely overhaul and upgrade the water supply.

Unpowered boating only is permitted on Captain's Flat Dam. Suitable for canoes, kayaks or roof top boats. There is no boat ramp provided.

In addition to testing and quality assurance checks carried out at each of the WTPs, Council undertakes routine drinking water sampling in accordance with the NSW Drinking Water Monitoring Program. Regular chemical and weekly microbial samples of the reticulated water distributed to the

community are taken to analyse the quality of the water from each of the supplies.

The quality of drinking water across the LGA remained consistently high during the reporting period.

Recycled water in Googong

On 1 December 2020 the Googong Water Recycling plant began supplying Googong with recycled water through the purple pipe network. Each water source - rainwater, recycled water, stormwater, wastewater and drinking water - is effectively used or reused for its own unique purpose.

The recycled water can be used for:

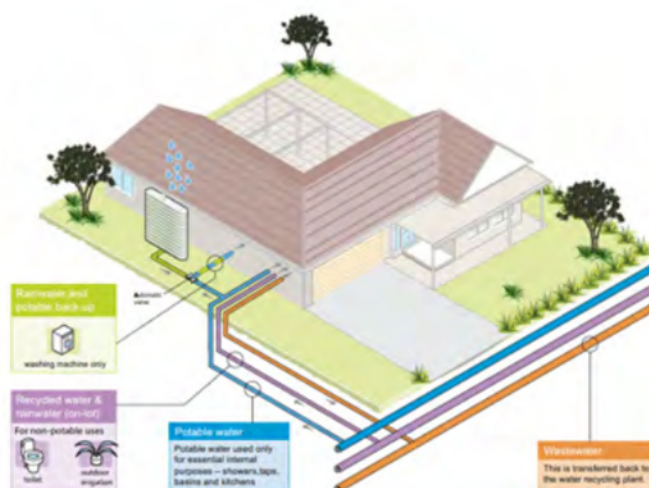
- Flushing toilets
- Watering lawns and gardens
- Washing cars, brickworks and windows
- Watering fruit and vegetable gardens (recommend washing with potable water prior to eating)
- Watering sportsfields and parks
- Fighting fires

Homes, streetscapes and parklands at Googong are all part of the township's Integrated Water Cycle system, helping to drought-proof the community. Recycled water is also used to irrigate public parks and sports fields. Council operates, monitors and maintains the plant where water is treated to a high standard and undergoes ongoing monitoring. Over the 2020-21 financial year, the plant supplied 247ML of recycled water.

Do not put cooking oils, nappies, food, or wipes down the drain. These items can harm the environment and upset the efficient recycling of water. Put them in the bin.



All properties in Googong have a three pipe system, with access to both potable (drinking) and non-potable (non-drinking) water sources as shown in the diagram.



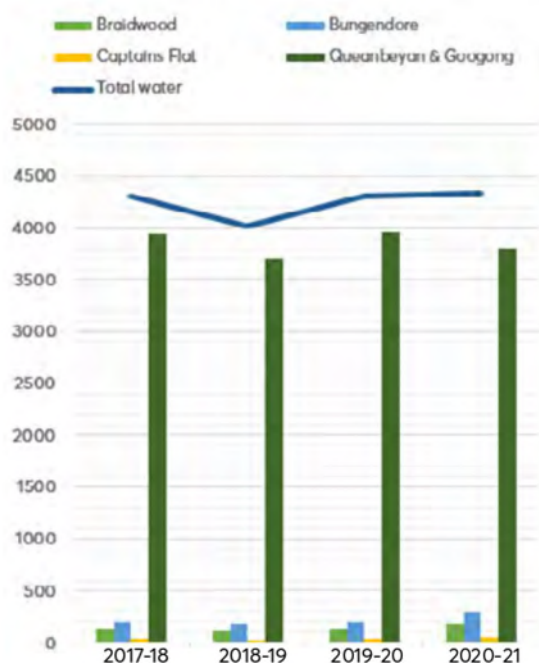
Water Consumption

After years of drought and increasing water conservation measures, water restrictions were lifted at various dates in the first half of 2020. This is believed to be the reason for an uptick in water consumption in most of our water networks in the 2020-21 financial year. It is pleasing to see how seriously restrictions were taken in our drought affected townships that water use was kept so much lower than 'normal'.

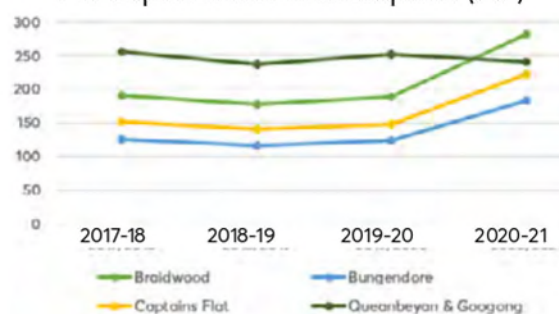
During the 2020-21 year, the only network to see a drop in per capita water consumption was the Queanbeyan and Googong supply, which is part of an ongoing downward trend. This is attributed to the impact of water saving requirements at the design stage of all Googong developments – including the requirement for rainwater tanks to supplement water for laundry use – and the Googong Water Recycling Plant beginning to supply water for irrigation and toilets during the year.

Permanent, mandatory water conservation measures apply year-round in Queanbeyan and Googong.

Total water consumption (ML)



Per capita water consumption (ML)



River water quality

Council undertakes monthly surface water quality monitoring in Queanbeyan at 9 sites to measure the physical, chemical and biological characteristics of our waterways. This water testing allows Council to monitor the health of the river system and compare it to Waterwatch ACT indicators and ANZECC guidelines for recreational use.

It is difficult to interpret too much or establish ongoing trends over the period 2017 -21, as results over the period varied up and down even when averaged. There appears to be a small downward trend in pH, an improvement which resulted in all sites coming into a good rating for this parameter over the period. Conductivity (Cond) and Total Dissolved Solids (TDS) increased (poorer water quality) along the Queanbeyan River over 2018 to 2020, before dropping back to 2017 levels in 2020-21, and in Jerrabomberra Creek and Lake had an overall downward trend (improvement). Dissolved Oxygen (DO %) overall improved at all sites except Beltana Pond, which declined. Nitrogen remained fairly steady over the period, however Phosphorous had poor results, and has shown increases (worsening) at most sites, though this has varied up-and-down year to year.



20

River report card for 2020-21

	PH	Cond	TDS	DO	P	N
Googong	●	●	●	●	●	●
Wickerslack Lane	●	●	●	●	●	●
Barracks Flat	●	●	●	●	●	●
Dane Street	●	●	●	●	●	●
QEII Park	●	●	●	●	●	●
Cemetery	●	●	●	●	●	●
Beltana Pond	●	●	●	●	●	●
Jerra Waterfall	●	●	●	●	●	●
Jerra Lake	●	●	●	●	●	●

Good water quality ●
Okay water quality ●
Poor water quality ●

Wastewater Discharge to the Environment

Council operates five wastewater treatment plants, with the one in Googong returning water to the community as recycled water. Our wastewater treatment plants treat the wastewater before it's re-used or discharged to rivers. They follow strict licence conditions issued by the [NSW Environment Protection Authority \(EPA\)](#) or in the case of Queanbeyan, ACT Environment Protection Authority (EPA) requirements. As the site is located in Oaks Estate and discharges to the Molonglo River. The discharges are regularly monitored to ensure final treatment is of high water quality and safe for aquatic life.

The Queanbeyan Sewage Treatment Plant (STP), constructed in the mid-1930s, treats sewage from Queanbeyan prior to discharge into the Molonglo River. Council has upgraded the STP on a number of occasions, with the latest upgrade being in the mid-1980s. While maintenance works are regularly undertaken on the STP, the plant is no longer fit-for-purpose. A significant works program is required to address issues including structural failure, equipment obsolescence, maintenance issues and work health and safety issues, as well as bring the treatment process in line with modern practices.

The upgrade will take vital infrastructure from its current design capacity of 40,000 equivalent persons (EP) to cater for 60,000 EP. Planning for the project is well advanced, with master planning complete and the concept design being finalised.

Licensed sewage effluent discharge	2017-18	2018-19	2019-20	2020-21
Total volume inflow (sewage treated) ML				
Queanbeyan	3,467.94	3,880.00	3,414.56	4,269.74
Googong	203.00	330.00	316.00	531.00
Braidwood	206.00	151.00	144.00	118.06
Bungendore	231.00	243.00	241.78	310.68
Captains Flat	32.00	34.00	31.33	57.93
Volume discharged ML				
Queanbeyan	3,082.56	3,017.63	2,955.31	3,616.92
Googong	108.10	192.37	243.70	193.78
Braidwood	129.86	133.00	137.50	121.41
Bungendore	157.88	174.00	161.66	238.60
Captains Flat	31.00	33.00	32.08	55.18
Mass load Nitrogen (kg)				
Queanbeyan	105,070.20	188,354.00	No data	236,648.00
Googong	No data	No data	No data	746.60
Braidwood	425.64	850.10	877.00	418.49
Bungendore	321.50	666.60	408.30	856.20
Captains Flat	178.30	161.40	137.04	22.40
Mass load Phosphorous (kg)				
Queanbeyan	1,195.76	2,213.53	No data	3,603.90
Googong	No data	No data	No data	3.10
Braidwood	15.10	25.70	10.30	6.10
Bungendore	35.70	32.40	15.70	21.10
Captains Flat	130.40	200.40	19.00	1.00

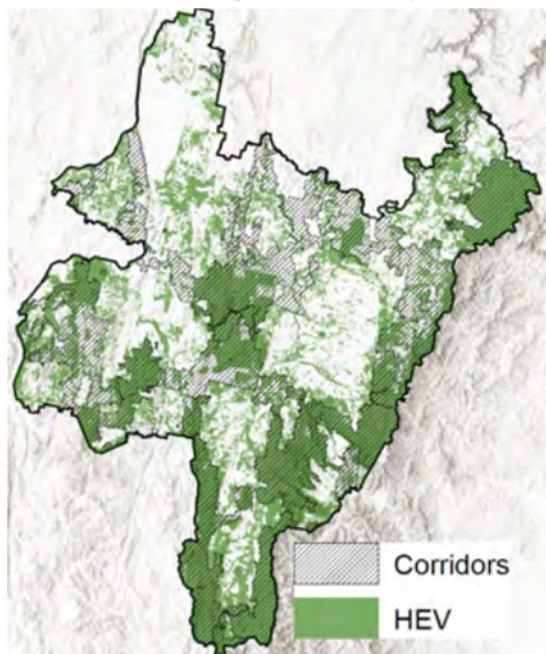
Biodiversity

The Queanbeyan-Palerang region is home to more than 3,000 native species and 34 plant community types. Six 'endemic' species are found nowhere else on earth and all six are threatened with extinction.

Native species

The Queanbeyan-Palerang region is home to more than 3,000 native species. Six 'endemic' species are found nowhere else on earth and all six are threatened with extinction – the Araluen Gum, Araluen Ziera, Bombay bossiaea, Corang Cypress Pine, Majors Creek Leek Orchid and Nerriga Grevillea.

The majority of the region (59%) is still covered with native vegetation, with 38% being modified native vegetation and 3% non-native. A significant area (39%) has been mapped as High Environmental Value vegetation and 41% as wildlife corridors. More than 5,000 seedlings were planted on Council land during the last four years.



Native Vegetation Map - showing vegetation corridors and areas of High Environmental Value

Threats

The extent of native vegetation is mainly threatened by land clearing. Following the 2019-20 bushfires many burnt trees were removed for roadside safety and boundary fence reconstruction.

The condition of native vegetation is largely threatened by climate change and extreme events. Many trees died during the drought to late 2019, one third of the native vegetation was burnt in the 2019-20 bushfires, and many trees have fallen due to saturated soils during the subsequent wet period. Weeds and pest animals continue to apply pressure, with dieback from disease a growing concern.



Cleared boundary fence line

Opportunities

Around 20% of land is protected for conservation, including National Parks estate (15.8%) and private conservation agreements (4.5%). Landholders can seek funding for conservation activities from the Biodiversity Conservation Trust. The new QPRC Local Environmental Plan and Development Control Plan will specify some local controls on biodiversity conservation, and a Biodiversity Strategy has been proposed.

Revegetation should be actively encouraged. Annual high-resolution aerial photography would improve monitoring by land managers and regulatory agencies. Mapping of carbon emission and absorption rates could help determine the value of vegetation in carbon neutral accounting.

QPRC is developing Plans of Management for 660ha of community land classed as a natural area, some under conservation agreement to offset clearing for road construction. Council is mapping high value roadside vegetation and developing a roadside vegetation management plan to help balance conservation and driver safety at priority sites.

Threatened ecological communities

The Queanbeyan-Palerang region is home to 34 plant community types. Eight ecological communities are endangered or critically endangered with extinction, including the Araluen Scarp Grassy Forest that is found nowhere else.

During the last four years Box-Gum Woodland was upgraded to Critically Endangered in NSW and two new communities were listed as Critically Endangered – the Monaro Grassy Woodland and Werriwa Grassy Woodland.

Common threats include clearing, weed invasion and overgrazing.

Threatened species

119 native species found in the region are threatened with extinction, including 77 animals and 42 plants. 39 species are Endangered and 10 Critically Endangered. During the last four years the Budawang Wallaby Grass and a Rice Flower Pimelea bracteata were upgraded to Critically Endangered. There are no threatened populations listed.

10 of the threatened plant species, plus another 23 plant species not previously determined to be threatened, are at high risk following the 2019-20 bushfires and

require urgent management intervention.

Key threatening processes are mostly related to clearing native vegetation and habitat, weeds, pest animals, disease and climate change.



Bombay bossiaea

Opportunities

QPRC is assessing the risks posed by weeds at priority environmental asset sites and regularly obtain grants to manage weeds on priority Crown public land.

Council could play a more active role in mapping, monitoring and protecting communities and species threatened with extinction, or at high risk following bushfires, particularly those that live nowhere else. Council's Biodiversity program currently has no dedicated staff and an environmental levy could fund a Biodiversity Officer and grant management.

Case Study: Corang Cypress Pine

QPRC managed a grant-funded project to survey the impacts of bushfire on the Corang Cypress Pine, which is restricted to the banks along 20km of the Corang River. Of more than 4,000 trees, only 69 mature and 6 juvenile plants were found to have survived the fire and subsequent flooding. Large numbers of seedlings have germinated, however are susceptible to another extreme event during the seven years to maturity.



Burnt Corang Cypress Pine

Biosecurity

Council's priority for biosecurity management is to prevent new weeds from entering and establishing in our region. We aim to eradicate and contain isolated hot spots of Fireweed, Gorse and Ox-eye daisy. The impacts of widespread weeds like Serrated tussock and African lovegrass must be minimised by protecting priority assets.

Prevent and eradicate new weeds

Some high priority weeds have never been recorded in the Queanbeyan-Palerang region, including species known to occur in south east NSW such as Parthenium weed and Orange hawkweed.

Other weeds have already arrived and established in isolated locations, including Fireweed, Gorse, Madeira vine and Oxeye daisy. Council's weed management objective is to prevent these weeds from establishing, or at least contain established infestations from spreading.

Ox-eye daisy



Weed control

Council's weed control program targets the following priority weeds:

- Fireweed – around 30 infestations have been eradicated. One persistent hot spot in Googong is regularly inspected and controlled under the Fireweed Fighters program.
- Gorse – Small infestations on Council land are continually controlled. The Gorsebusters program, supported by drones, kayaks and an amphibious ATV, has been surveying and controlling plants along remote river sites.
- Oxeye daisy – The Keeping an Eye on Oxeye Daisy program located several infestations and offered support to control them on private land.

Weeds Compliance

Council achievements included:

- 7,800km of high risk roadside surveys
 - 620 inspections of high risk sites
 - 6,620 routine weed inspections and reports
 - 1,200 on-site meetings with landholders
- 3 high priority weeds were detected for the first time - Spanish heath, Spanish broom and Whiskey grass.



Other new pests and diseases

The regional pest plan lists high risk pest animals, including the American corn snake that has been found in south east NSW. Phytophthora dieback has caused extensive damage in the Monaro region and appears to be establishing locally.

Opportunities

Council should continue the awareness and control programs for Fireweed, Gorse, Oxeye daisy and other new weeds. Further analysis of high risk pathways would help determine how new weeds are likely to arrive and what can be done to better intercept and detect them.



Minimise the impacts of widespread weeds

Many exotic plant species are well established in the Queanbeyan-Palerang region, and some of these are proving to be very invasive and difficult to control. These weeds include African lovegrass, Blackberry, Broom species, Serrated tussock, St John's wort and Sweet briar. Council's weed management objective is to minimise the impact of these weeds, specifically by protecting priority assets.



Widespread Broom infestation

Weed control

Seasonal control of priority widespread weeds has been completed along approximately 4,000km of roadside and 2,000ha of Council-managed land.

Following legislative changes, Council's weed control program is transitioning from controlling all declared Noxious Weeds to controlling priority weeds posing a biosecurity impact on the economy, environment or community. Priority assets on Council land are being mapped and assessed to determine which weeds need to be controlled and to what extent. In future, more effort will be placed on a wider range of weed species to protect priority asset sites, and reduced where widespread weeds are posing little or no impact.



Roadside weed control

Weeds Compliance

In addition to inspections targeting new weed species, Council achievements include:

- 60 inspections of priority assets
- 700 re-inspections for weeds that needed further control
- The award-winning \$500,000 Beefing up Braidwood project, funded by the Australian Government, that developed a weed management plan for the Braidwood grazing area asset and supported 50 farmers to develop and start implementing property weed management plans

New education programs included Fireweed Fighters in schools, Council's new Biosecurity webpage and the virtual WeedsCon2020.



Fireweed Fighters cartoon in schools

Other widespread pests and diseases

Widespread pest animals identified in the regional pest plan for asset protection management include wild/feral deer, rabbits, pigs, dogs, cats and goats. These pests are managed by Local Land Services, and Council is working with LLS to determine risk assessments and the outcomes expected to manage these animals on Council land.

Opportunities

QPRC has proactively obtained grant funds to help identify priority environmental and agricultural assets, improve risk assessment tools and deliver property-level information online. These draft resources will be merged into a practical toolkit for landholders to better understand their biosecurity duty and prioritise their actions.

Environmental Education

Council engages and educates the community on environmental issues through events, schools and business engagement activities, citizen science campaigns and funding of engagement programs.

Environmental Events

Council supports and promotes local and national environmental events across many different themes such as Clean Up Australia Day, National Recycling Week, National Tree Day and World Environment Day. Onsite events such as the Platypus Walk, generally held each year in August by the Molonglo Catchment Group have increased attendance each year, with citizen science becoming the focus for supporting species monitoring campaigns including FrogID, National Bird Week and Platypus Month.

Council hosted a series of events leading up to World Environment Day on the 5th June 2021. Guest presenters from The Australian Museum and the Australian Platypus Conservancy (APC) covered topics such as river health and post-bushfire species recovery. Workshops including guided walks were hosted for sustainable fashion and local tree heritage. The week ended with a free public screening of a sustainability film at The Q.

Engagement with Schools

Council conducts school education visits tailored to the school curriculum covering topics like waste, sustainability, composting, river health and recycling. This is supported by engagement with theatre groups such as Environmentors and the Eton Gorge Theatre Company.



When the COVID-19 pandemic impacted onsite visits in 2020, Council engaged Eton Gorge Theatre Company to film videos on location at our waste facilities covering greenwaste, community recycling centres, single use plastics and general waste education themes. This content was provided to local schools, and promoted on Council's website and through social media.



Website and social media

Council supports tailored seasonal environmental education campaigns informing the community of issues such as the dangers of free fill (EPA), bushfire and woodsmoke, pest species, waterways health, biosecurity weeds and tree management. Events and campaigns are scheduled and promoted as needed with engagement levels monitored for outreach success.

QPRC Characters

Council makes use of the Malunggang platypus cartoon character originally developed by Swamp Productions to tailor messages to younger audiences. Recently Malunggang has featured in video content and the expansion of this concept to include more characters is currently underway, starting with a Rakali who will be named by the community.



Citizen Science

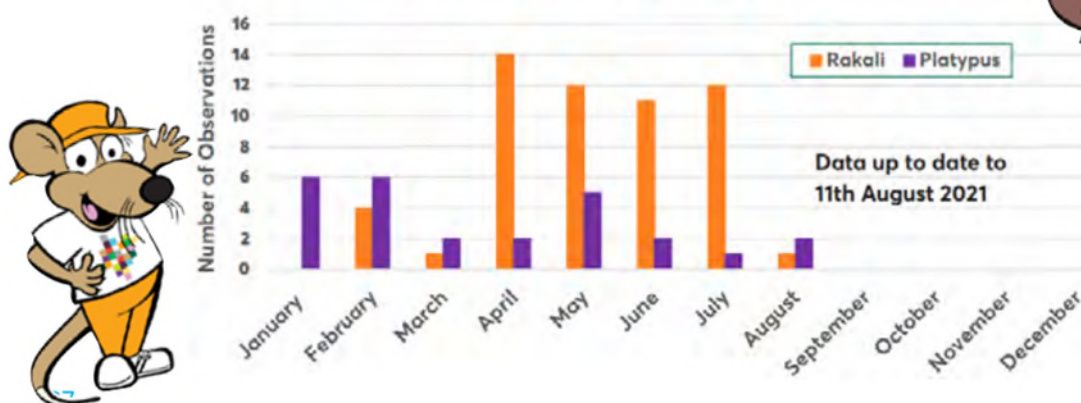
Since 2014 Council has supported public reporting of Platypus and Rakali sightings throughout the LGA with sightings spanning from Nerriga to Araluen. This program won a Keep Australia Beautiful, Habitat and Wildlife Conservation award in 2020.

Council's online reporting form has seen dozens of new reports and participants every successive year. All reports are sent to the Australian Platypus Conservancy and the Living Atlas of Australia to support ongoing population monitoring.

In 2020 Council received grant funding from Resilience NSW under the Bushfire Community Recovery and Resilience Fund (BCRRF) for use of the Canberra NatureMapr platform. This includes extensive species biodiversity datasets to further promote citizen science through use of their app and website. Council can both upload and download verified species location and sensitivity data to support community learning, appreciation and enhancing local environmental values, as well as Council's species management capability.



Platypus and Rakali Sightings by Month (2021)



Environmental Health

Council monitors noise, air quality and pollution complaints and this data allows us to gain a snapshot of environmental health in our community. In January 2021 high levels of lead were detected in the disused rail corridor adjacent to Lake George mine site and the Captains Flat Lead Management Taskforce was established.

Air Quality Complaints

Air pollution complaints remained steady over the reporting period. The main source of air quality issues is odour derived from the keeping of animals and wood smoke from solid fuel heaters. A smaller number of complaints arise from light industrial premises such as metal fabricators, vehicle repair, and furniture manufacturers who use lacquers, solvents, and other aerosol paints.

Type	2019-20	2020-21
Dust	13	1
Odour	6	10
Smoke	14	21
Total	33	32

Smoke from domestic solid fuel heaters is a seasonal problem that occurs in the colder months and creates localised temperature inversions trapping the smoke close to the ground.

As the health risks associated with wood smoke are well documented Council has taken an active role in both education and enforcement of wood smoke. Pamphlets are proactively handed out to properties that appear to operate their solid fuel heater inappropriately and legal enforcement action is taken against those that will not adequately control the smoke that their solid fuel heater generates.

To learn more about how to correctly operate a solid fuel heater (wood heater) and achieve the lowest environmental impacts, please visit homeheat.com.au

Noise Complaints

There has been a 25% increase in noise complaints between 2019 and 2021. This may be due to the COVID lockdown period meaning that people were spending more time at home and were more heavily impacted by the activities of their neighbours.

Type	2019-20	2020-21
Barking Dogs	90	103
Power Tools	15	36
Stereo System (Music)	17	21
Air Conditioners	8	11
Vehicles	26	24
Total	156	195

The vast majority of noise complaints across Queanbeyan-Palerang (and NSW) come from barking dogs. Other common noise complaints predominantly consist of residential air conditioner units, vehicle noise, power tools, and stereo systems. All of these common noise complaints can be addressed by Council under the Protection of the Environment Operation Act 1997 with various enforcement tools to ensure that the noise is mitigated or eliminated.



Smoke pollution from Wood Heater in Queanbeyan Urban Area

The NSW EPA [Dealing with neighbourhood noise](#) pamphlet is a good source of information as to what can be done to resolve many different types of noise complaints. A copy of this pamphlet can be via the EPA website.



Pollution Complaints

There has been a 16% increase in pollution complaints between 2019 and 2021, with the largest increase in reports of waterway pollution.

Type	2019-20	2020-21
Waterways Pollution	37	53
Land Pollution	22	36
Other Pollution	42	29
Total	101	118

Queanbeyan Palerang has several very important waterways that feed into, or supply water to, large populous areas such as Sydney and Canberra.

Ensuring that the water quality is not contaminated from human input has become a major focus of Council's environmental health team and resulted in large scale investigations into the pollution of waterways across the LGA. Pollution incidents range from residential properties washing cleaning chemicals into the street gutters, up to large subdivisions not adequately controlling the sediment and erosion onsite.

Most pollution incidents have the potential to reach a waterway in some capacity, although land pollution (mainly through

illegal dumping of hazardous materials such as asbestos) has also been reported and investigated.

If anyone sees a pollution incident, please contact Council immediately. The sooner we know about it the sooner we can stop the problem.



Poor erosion/sediment controls on subdivision site.

Living with Lead in Captains Flat

In response to the discovery of high levels of lead in the disused rail corridor adjacent to Lake George mine site in January 2021, the Captains Flat Lead Management Taskforce was established with representatives from the Department of Regional NSW, Transport for NSW, NSW Environment Protection Authority, Department of Planning, Industry and Environment - Crown Lands, Health NSW and Queanbeyan-Palerang Regional Council.



Captains Flat Village and Historical Mine Workings.

Mine contamination was thought to be encapsulated and therefore not a threat to human health. Now studies have revealed that some tailing fill material and exposed soils are in excess of exposure limits.

A total of 80 screening tests were carried out in public and community spaces by the EPA around the town and the EPA has received laboratory analysis results for those samples where elevated levels of lead were detected. The results show that some samples had elevated concentrations of lead, while other contaminants (ie. arsenic, copper and zinc) were below the health investigation level for the relevant land-use.

Most of the contaminated material remains buried under soil and/or turf, when the material is exposed to the surface, dust presents a potential source of lead exposure. The aim now is to prepare a Lead Management Plan to reduce exposure within the community. The testing has meant that several public areas in Captains Flat including the playground at Foxlow Parklet remain closed to the community.



Foxlow Parklet closure - Captains Flat.

Council is also working with the Lead Taskforce to develop materials for community education regarding Living with Lead.

A common way for lead to enter the body is through breathing lead-contaminated dust or consuming lead-contaminated food or water. Once within the body, lead can build up and cause a range of health problems. Exposure to lead is linked to harmful effects on organs and bodily functions. Elevated blood lead levels can cause anaemia, kidney problems, and neurological or developmental effects. Lead can harm people of all ages, but the risks are greater in pregnant women, infants, and children. Other factors that influence the impact of lead on an individual are age, health status, the amount of lead and the duration of exposure.

The education campaign is still in development but is expected to include print material, social media posts and community education activities with various stakeholders including new residents, schools, and community groups. Further information regarding living with lead in Captains Flat can be accessed in an [EPA fact sheet](#).

Land Use Planning, Community Land and Heritage

Queanbeyan-Palerang Regional Council covers an area of approximately 5320km². The Estimated Resident Population for 2020 is 62,239, with a population density of 11.70 persons per km².

QPRC continues to experience large growth in population (2.5%), much higher than the regional NSW average (0.83%) for 2020. This is due to a large demand for new housing surrounding the ACT and includes significant growth in the new urban land release area of Googong Township. This population growth is a key driver for pressures on the natural environment and requires careful land use planning to manage these pressures.

Land Use Planning

Strategic Planning

Council has developed a comprehensive Local Environmental Plan which is currently with the Department of Planning for consultation. This plan aims to standardise requirements across the merged Council areas and improve sustainable development and appropriate land use management. It is expected this plan will be gazetted in early 2022.

Land Use

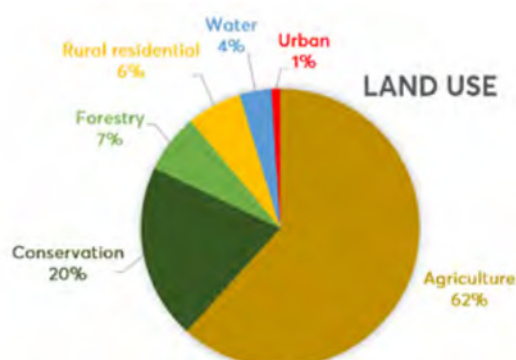
Queanbeyan Palerang has a wide variety of land uses ranging from traditional agricultural use including broadacre cropping, livestock production, horticulture, and forestry plantations, to intensive urban uses and nature conservation areas such as national parks. Agriculture continues to be the dominant land use in the area.

Tree Canopy Cover

As part of the QPRC Urban Forest and Cooling Strategy tree canopy cover was measured over three urban areas. This data is only available for the 2020/21 financial year. This information provides baseline data to allow Council to make strategic decisions to balance pressures on the environment from continued urban development, and to achieve the following goals:

- A resilient urban forest
- A fairly distributed urban forest
- A cooler, greener urban environment
- Increased biodiversity and tree canopy
- An actively managed urban forest

Area	% Canopy Cover
Queanbeyan	30.9%
Braidwood	19.3%
Bungendore	14.2%



Contaminated Land

Council currently has 3984 parcels of land mapped as containing some form of contamination, mostly due to previous land uses. This represents just over 10% of the land parcels in the QPRC area and equates to an area of 3176.15 hectares.

Council has an obligation under the planning and development framework to consider potential contamination in the development process and ensure that the land is suitable for the proposed use. This is managed through the process outlined in State Environmental Planning Policy Number 55 (SEPP55) Remediation of Land.



Extent of Land Contamination

One of the major causes of land contamination (not associated with a historical land use) is contaminated fill material. Due to the close proximity of the ACT, much of the contaminated material brought into QPRC originates from demolition and construction sites in Canberra. This fill is often marketed to rural residents as 'clean fill'.

This 'clean fill' can be contaminated with various materials such as lead, asbestos and building wastes including rubble. This has potential impacts on the health of occupants and the surrounding natural environment as these materials not only contaminate the land but may leach into nearby waterways.

It is important that landowners consider where material is coming from and whether there is reasonable evidence that the fill is clean. If the 'dirt deal' seems too good to be true, it probably is. By accepting contaminated fill on to a property, owners are inadvertently breaking the law and can be left holding the bill for any clean-up costs. The best way to prevent the financial and environmental risks is to stop the material reaching your property in the first place.

Landowners should:

- Check before you start - get Council approval (development approval is needed for amounts over 100m³ in rural or environmental zoned land)
- Ask questions and keep detailed records - certify the fill
- Supervise delivery
- Understand the risks - fines, contaminated land, health impacts and associated clean-up costs

See the [EPA webpage](#) for more information.

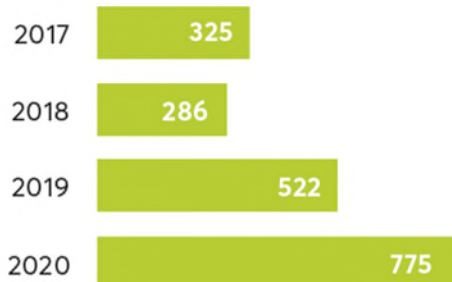


Free fill brought into QPRC

Development

Within the urban areas QPRC is experiencing significant growth. This is evidenced by the steady increase in approvals, particularly for new dwellings, over the reporting period.

Number of Development Applications



Expansion of Googong Township during reporting period (First photo May 2017, Second Photo June 2021)

Heritage

Queanbeyan-Palerang has a diverse and important range of significant heritage items. These items include National and State Heritage sites, State and Local Heritage items, conservation areas and archaeological sites. They represent both indigenous and non-indigenous heritage items including built form and landscapes. The number of heritage items has remained consistent throughout the reporting period.



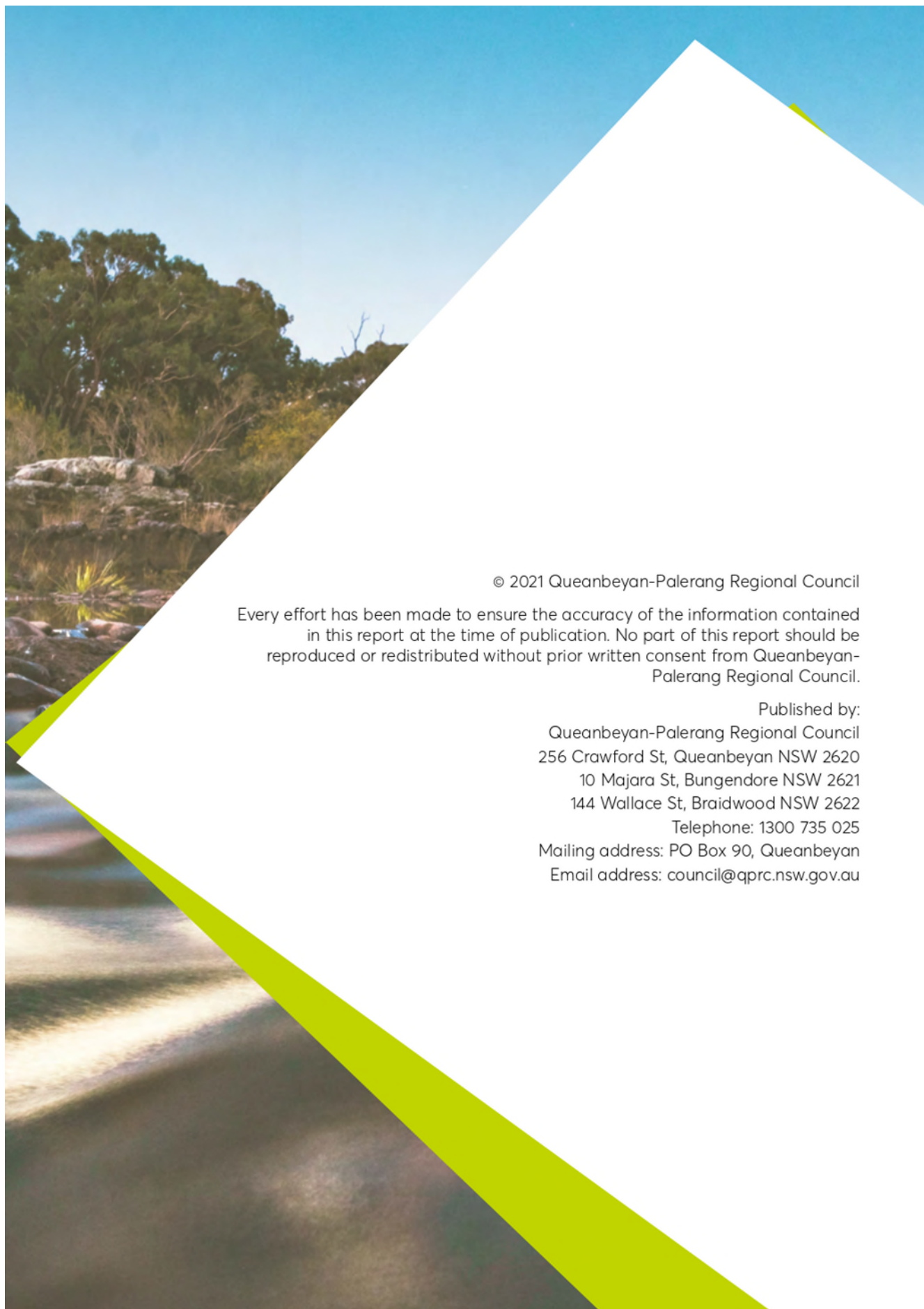
Number of heritage items and listing type.

Council's Heritage Conservation program works on the identification, protection, and promotion of heritage sites within QPRC.

- Identification of heritage items for inclusion in the draft comprehensive QPRC LEP
- Provision of advice to the community
- Provision of local and special heritage grants for works to listed buildings

Reliable data around heritage grants is only available for the 2019-20 and 2020-21 financial years. The data shows a decrease in local heritage grants (in number and dollar value) and an increase in special heritage grants (in number and dollar value).

	Number	Value
Local Heritage Grants		
2019-20	7	\$19,998
2020-21	5	\$11,084.38
Special Heritage Grants		
2019-20	6	\$150,000
2020-21	7	\$150,983.25



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Annual Report 2020-21

Appendix 5 - QPRC End of Term Report 2017-21

To be attached following separate report on End of Term Report to 24 November Council meeting.

