



Delivery Program Update

JULY TO DECEMBER - 2024
QUEANBEYAN PALERANG REGIONAL COUNCIL

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Executive Summary

Queanbeyan-Palerang Regional Council's Delivery Program is a four-year operational document outlining the major programs and projects the Council plans to undertake during the current term.

Actions within the Delivery Program are categorised as either projects or programs. For projects, we provide updates on progress, costs, and estimated delivery dates. For programs, we develop key performance indicators (KPIs) to monitor progress, quality, and compliance. All KPIs are integrated across relevant programs and projects to ensure timely and cost-effective delivery.

To keep the community informed about our progress, we provide biannual updates detailing our advancements towards these initiatives. This update covers the period July to December 2024.

The \$28 million Regional Sports Complex in Jerrabomberra was officially opened in November. The complex was built with the support of NSW Government grant funding to build high-quality, elite fields for our local football and hockey clubs. The land was gifted to Council from Village Building Company through the development of South Jerrabomberra. The complex is designed to meet the growth needs of the region. The complex includes premier level synthetic and natural fields, parking, seating, amenities, a minor and major pavilion in a state-of-the art recreation precinct. It offers a space for young regional athletes to train and compete. Earlier this year the Lebanon international football team trained here before playing the Socceroos and this kind of professional use reinforces the calibre of this ground.

We have almost finished replacing all timber bridges in the local government area, as well as securing our Health, safety, environment and quality Compliance Certification for the Transport for NSW Federal Highway Contract. This contract, and subsequent certification, provides for safe State Roads and employment and important revenue for Council's transport infrastructure team.

Queanbeyan Park and Queen Elizabeth II Park were awarded the internationally recognised Green Flag award for the fifth year in a row. The parks are two of only 11 Green Flag awarded parks in Australia recognising well-managed green spaces around the world, setting a benchmark for excellence and celebrating great parks.

We encountered a setback when emergency decontamination works were required at the Animal Management Facility responding to a parvovirus outbreak in October. The incident led to the closure of the facility to enable the site decontamination and prevention measures to prepare the site for safe re-opening.

This update provides information on QPRC's progress against its key performance indicators (KPIs). Achievement is recorded as green (achieved/concluded 95-100%), orange (requires attention 80-94%), or red (critical/incomplete <79%). The orange indicator is also utilised to identify circumstances where a KPI is on track to be completed by the end of the financial year.

Of the 171 KPIs, 108 were rated as achieved, 29 require attention or are approaching 34 are rated as critical, and two were not reported on.

Regarding projects, 9 of our 76 projects have been completed, 50 remain as of 31st December 2024, 4 had been delayed, 8 are yet to start, and 4 have been cancelled. Progress reports were not submitted for the two remaining projects.

If you require any more information regarding this document, what it means, or how you can have your say - Please reach out to your closest QPRC Customer Service Centre.

Significant matters for the period

- Major road works including Oallen Road, Nerriga Road, Captains Flat Road, Larbert Road, Tarago Road, Cooma Road and Monaro Street.
- Progress on major infrastructure projects including the Honeysuckle Bridge replacement project, Cooma Street water mains, Turallo Creek rehabilitation works, Queanbeyan Sewage Treatment Plant Replacement, a second Jerrabomberra Reservoir, Braidwood Landfill Rehabilitation, Women's changerooms at Queanbeyan Freebody Oval, new carpark at the Braidwood pool, the Queanbeyan Showground Pavilion, the Jerrabomberra Pump Track and Frogs Hollow in Bungendore, new changerooms at the Queanbeyan Pool,
- Adoption of the Braidwood Community Plan.
- Significant community events, including: QPRC Community Christmas Parties, National Tree Day, NAIDOC Day, Diwali Mela Festival, and Christmas Carols in the Park.
- Adoption of the Climate Change Resilience Policy, a new Council Meeting Code of Conduct, Compliance and Enforcement Policy, and Roadside Vegetation Management Policy.
- Attendance at careers expos in Canberra and Queanbeyan schools to attract the next generation of new Council workers.
- Rollout of smart metres for water consumption monitoring.
- Progress towards our bridge replacement program:
 - Design for the Briars Sharrow and Reschs Creek bridge upgrades has begun.
 - Mullon Creek, two causeway culverts across Curradux Creek and one for Bindi Brook Creek.
 - Contracts signed for Bedding Ground Creek Bridge, and Jembaicumbene Bridge replacement.

A VIBRANT AND ACTIVE QUEANBEYAN-PALERANG

A safe, harmonious, happy and healthy community leading fulfilled lives

COMMUNITY STRATEGIC PLAN KEY GOAL

1.1 Our community is strengthened through connection and participation that enhances our community and cultural life.

1.2 Our health and wellbeing is supported by strong partnerships and access to services.

1.3 Our public and community places are inviting, encourage participation and are well maintained.



Strategic Pillar 1 - Key Performance Indicators

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 1. Culture Heritage and Visual Arts						
P: Community Gathering O: Community Centres	Income Return vs Expenditure	●	15%	15.5%	Community and Recreation	QPRC Community Centres currently are AXIS Youth Centre, Braidwood Community Centre, Bungendore Community Centre, Bungendore Multipurpose Hall, Captains Flat Multipurpose Health Centre, Googong Community Centre, Jerrabomberra Community Centre, Letchworth Community Centre and Riverside Oval Meeting Room. Financial figures as of 2 January 2025. Income - \$198,532 and Expenses (including salary estimates and Property Management expenses) - \$168,135. As a percentage – 15.5%.
P: Community Gathering O: Community Centres	Number of unique hirers p.a	●	200	203	Community and Recreation	203 unique hirers have used identified QPRC Community Facilities through the Intelligenz booking system. This is in addition to information from the Braidwood Youth and Performing Arts Association (BYPAA) who administer bookings for the Old Braidwood Library. On 26 April 2023, Council endorsed the use of the Old Braidwood Library by the Braidwood Youth and Performing Arts Association as a no cost hire eligible community group.
P: Community Gathering O: Community Centres	Total bookings for community centres per annum	●	2000	1892	Community and Recreation	Total bookings taken from Intelligenz booking system (and BYPAA) up until 31 December 2024: * AXIS Youth - 404 * Braidwood Community Centre - 11 * Braidwood Community Centre (BYPAA Bookings) - 119 * Bungendore Multipurpose Hall - 28 * Bungendore Sports Hub Community Space - 34 * Captains Flat Multipurpose Health Centre - 46 * Googong - 310 * Jerrabomberra - 720 * Letchworth - 177 * Riverside - 39 * Other - 4 Total of 1,892 bookings for the six month period.
P: Cultural Development O: Cultural Arts Assistance	Number of cultural and arts events supported per year	●	4	4	Economy, Events and Arts	Cultural Grant - Braidwood Lions Club Young Writers Festival Cultural Grant - Create Collaborate Collective event Cultural Grant - 70+ Seniors Podcast with Roslyn Townsend QPRC Event - Annual Arts Trail Oct 2024



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Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Cultural Development O: Exhibitions	Number of exhibitions delivered	●	10	18	Economy, Events and Arts	9 Exhibitions at Rusten House QBN July-Dec 2024 4 Exhibition at Q Exhibition Space - July-Dec 2024 1 Exhibition at the Braidwood Library Oct-Dec 2024 0 Exhibitions B-Foyer Display Cases 1 Exhibition Heritage Library Display Cases July-Dec 2024 2 exhibitions STA Box Gallery - Q Foyer July-Dec 2024 1 Exhibitions in Digital Format for online, gallery and off site locations NOTE: separate report summary available for all exhibitions
P: Cultural Development O: Public Art	Attract grant funding to initiate or deliver public art projects in region	●	1	0	Economy, Events and Arts	No Public art projects were undertaken in this period. Grant Funds for public art projects are becoming increasingly rare and difficult to secure. No council funds were made available in the budget for this KPI.
Service 2. Community Development						
P: Aged O: Active Ageing	Delivery of two seniors events per year	●	2	0	Community and Recreation	Seniors' week is being held in March 2025. Planned activities will be held across the LGA following consultation with local Seniors groups. We will exceed target during 2024/2025.
P: Community Development O: Support for Community Groups	Administer the NSW ClubGrants Program	●	1	1	Community and Recreation	The Community Team continue to offer support and guidance to Clubs and successful applicants of the Queanbeyan-Palerang ClubGrants program. Working alongside the QPRC Grants officer. This year the Committee selected 34 projects worth approximately \$290,000 to receive either full or partial funding under the Category 1 funding round. Applications were received from all regions across the LGA.
P: Engagement O: Community Engagement	Increase in Your Voice subscriptions	●	15%	5%	Customer, Communication and Libraries	From 1 July 2024 to 23 December 2024, we went from 4,916 subscribers to 5,173 subscribers. This is an increase of 257 subscribers, or 5.23%.
P: Indigenous O: Reconciliation Action Plan	Progress towards the Reconciliation Australia and QPRC Reconciliation Action Plan key themes and actions.	●	4	4	Community and Recreation	The RAP 2025 – 2027 has been developed during this period and is currently being finalised with Reconciliation Australia. QPRC has an engaged working group that will help drive progress of deliverables.
P: Volunteers O: Volunteer Programs	Number of volunteer hours increase from previous year	●	5%	14%	Community and Recreation	A total of 1649 volunteer hours were recorded from 1 July - 31 December 2024. this is an increase of 14% from the previous six (6) month period.

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Youth O: Youth Intervention Program	Delivery of skills-based workshops as per funding agreement	●	5	5	Community and Recreation	The Community Team deliver a range of programs supported by this DCJ funding. These include weekly Platypus Playgroup sessions for First Nations families, supporting the twice weekly Police Citizens Youth Club - Fit4Life program. The team also delivers a Youth wellbeing program called Library Lounge Group and a Young Parents group. Staff also support the Aboriginal girls group "Step Up Sisters" program at Karabar HS. Staffing is back to full capacity, and we are up to date with data entry and reporting requirements.
Service 5. Performing Arts and Events						
P: Performance (The Q and The B) O: Live Performance Program	Income return vs Expenditure (55% recovery)	●	55%	22.5%	Economy, Events and Arts	From July 1 to December 31, 2023, there were 35 hires, compared to 43 in the same period of 2024, marking a 22.86% increase. The changes to the data capturing processes are ongoing and accurate reporting on this measure is still challenging, however the 22.86% increase in hirers indicates we are on track to meet or exceed our target for this FY.
P: Performance (The Q and The B) O: Live Performance Program	Growth in attendance p.a.	●	5%	16%	Economy, Events and Arts	Total attendance to performance between July 1 - December 31 2023 was 23,232, and attendance for the same period in 2024 was 27012, an increase of 16.27%.
Service 6. Children						
P: Children O: Family Day Care	% compliance with National Quality Framework and licensing obligations	●	100%	100%	Community and Recreation	We have had 2 Departmental spot checks between July and December and zero non-compliance was identified.
P: Children O: Family Day Care	Maintain at least 25 FDC educators across the LGA	●	25	26	Community and Recreation	As of 31st December 2024, we have 26 educators across the LGA.
Service 7. Library						
P: Library O: Collection Management	Mobile Library usage - On the road at least 4 days per week	●	100%	100%	Customer, Communication and Libraries	Update: 22 January 2025: Mondays - once every four weeks to Araluen and Majors Creek Tuesdays - weekly (alternating between Captains Flat/Captains Flat Preschool and Gundillion) Wednesday - week (alternating between Jerra GoodStart/Burra and Family Day Care visits) Thursday - three out of four weeks (Nerriga/Braidwood Multipurpose Centre once every four weeks and Wamboin/Fernleigh Park (fortnightly) The mobile also attends Council and community events which brings us close to the average of 4 days a week.

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Library O: Collection Management	Increase of average age of collection	●	7%	9.24%	Customer, Communication and Libraries	Age of collection (as at 09/01/2025) Percentage of collection 0-5 years = 20.64% Percentage of collection 5-10 years = 42.36% Percentage of collection 10+ years = 37% The aim of this metric is to make sure that the average age of an item in the collection is 7 years. The collection is getting older due to major reductions of the library's collections budget.
P: Library O: Collection Management	Growth in library membership	●	3%	0%	Customer, Communication and Libraries	Update 16 January 2025 Active members: 10443 (based on figures from 20 Jan 2022 to 20 Jan 2025) This is a slight reduction from the reported figure of 10,600 for the 23/24 State Library NSW reporting cycle. Number of active members 2021: 14,426 2022: 8,448 2023: 5,252 2024: 10,600
P: Library O: Digital Library Services	Increased number of available digital resources, databases and equipment- 3-5%	●	3%	3%	Customer, Communication and Libraries	Update 9 Jan 2025 Number of eBooks - 41,007 (up from 18,533 in 2023/24 - largely through <i>indyreads</i> which is provided free of charge from State Library) Number of eAudiobooks - 15,083 (up from 13,783 in 2023/2024) 25 new public PCs have been rolled out across Queanbeyan, Bungendore, Braidwood and Heritage Library improving performance and accessibility for the community.
Service 8. Civil Enforcement						
P: By-Laws O: Abandoned Vehicles	Daily monitoring and management of abandoned vehicles	●	100%	100%	Environment and Compliance	Abandoned vehicles are attended to on the day they are reported. Legislative process commences within 24 hours.
P: By-Laws O: Illegal Dumping	Reports of illegal dumping responded to within five working days	●	100%	20%	Environment and Compliance	The compliance and ranger teams are not adequately resourced to deal with the number of illegal dumping complaints that are coming in. Proposed WPC to create a new position to deal with these issues
P: By-Laws O: Local Order Policies	Daily monitoring and management of unauthorised signage	●	100%	100%	Environment and Compliance	Unauthorised signage inspected on complaint and as part of normal patrols
P: By-Laws O: Parking	School zones across the LGA are monitored four days a week	●	100%	100%	Environment and Compliance	School zones are monitored at least once daily.
P: By-Laws O: Parking	Parking zones in public car parks are monitored daily	●	100%	100%	Environment and Compliance	Daily monitoring of Council Public Carparks and Riverside Plaza Carpark (under contract)

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Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 9. Animals						
P: Animals O: Animal Pound	Weekly update of register of animals available for adoption	●	100%	100%	Environment and Compliance	Register updated daily
P: Animals O: Animal Pound	Kennels cleaned daily	●	100%	100%	Environment and Compliance	All occupied kennels are cleaned twice daily
P: Animals O: Companion Animal Management	Annual inspection of properties containing dangerous dogs	●	100%	100%	Environment and Compliance	Council's Animal Management Team have inspected 100% of properties containing dangerous/menacing dogs. Where non compliances have been identified, the appropriate education or enforcement action has been taken.
P: Animals O: Companion Animal Management	Respond to all reports of dog attacks within 48 hours and conduct thorough investigations	●	100%	80%	Environment and Compliance	80% of dog attacks were responded to within 48 hours after being alerted to Animal Management Officers. The remaining 20% took additional time due to customer requests via P&R not being received in time or the attack being reported more than 24 hours after the initial incident. Staffing issues and the recent Parvo Incident at the pound have impacted on this KPI.
P: Animals O: Companion Animal Management	Conduct 1 community education activity per year to offer advice and education on responsible pet ownership	●	1	0	Environment and Compliance	AMO's will plan an education event before the end of the financial year
Service 10. Aquatic						
P: Aquatics O: QPRC Aquatics Queanbeyan Operation	Income return vs expenditure - 65%	●	65%	45%	Community and Recreation	Financial figures as of 2 January 2025. Income - \$650,416 and Expenses (including Property Management expenses) - \$1,446,232. As a percentage - 45%.
P: Aquatics O: QPRC Aquatics Queanbeyan Operation	Patronage of venues maintained or increasing annually based on 135,000 patrons per year (70 per week)	●	135,000	99,972	Community and Recreation	As of 31 December 2024, data from our people counters state 99,972 have attended the Queanbeyan Pool. This equates to 15% lead over the 77,500 half-yearly patronage goal.
P: Aquatics O: Regional Swimming Pools	Pools operate within the parameters of agreed hours (18 weeks p.a.)	●	90%	100%	Community and Recreation	The Braidwood, Bungendore and Captains Flat Pools were all open for advertised hours. There were no closures due to staff shortages, weather or maintenance.

A PROSPEROUS QUEANBEYAN-PALERANG

A diverse, resilient and smart economy that creates choice and job opportunities

COMMUNITY STRATEGIC PLAN KEY GOAL

2.1 Our city and village CBDs are dynamic and thriving places that attract economic activity through the revitalisation of town centres, focus on tourism and improved digital connectivity.

2.2 Our unique regional identity and social and economic advantages underpin a growing economy and a thriving tourism sector.

2.3 Our business practices support a productive and efficient local economy by providing enabling infrastructure.

2.4 Our community has access to education, training and learning opportunities.



Strategic Pillar 2 - Key Performance Indicators

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 11. Economic Development and Tourism						
P: Conference O: Conferences	Number of business events using QPRC Community Facilities per year	●	2	19	Economy, Events and Arts	19 conference style events (including lectures, workshops and school presentations) held in The Q and The B.
P: Economic O: Economic Development	Key actions identified from Economic Development Strategy for implementation on an annual basis	●	2	2	Economy, Events and Arts	Actions from the QP Regional Economic Development Strategy 2023 Update continue to be implemented including business support, place planning, the investigation of water security solutions and commercial planning for the Monaro Rail Trail.
P: Grants O: Grants	Implement the annual Community Grants Program	●	100%	100%	Economy, Events and Arts	Allocated budget has been competitively distributed as per Council paper.
P: Place Management O: Place Activation	Implement place-making actions from adopted Place Plans and the Queanbeyan CBD Transformation Strategy	●	3	2	Economy, Events and Arts	Over the past six months, actions have been taken to activate the Queanbeyan River Corridor, including a community event and a grant application aimed at developing and connecting cycling and pedestrian pathways along the river.
P: Place Management O: Presentation of the CBDs	Quarterly inspections of the overall appearance of Braidwood, Bungendore and Queanbeyan town centres	●	12	6	Economy, Events and Arts	Quarterly inspections have been completed, and issues discussed with the Urban Landscapes branch as required.
P: Tourism O: Marketing	Measure reach of activities to target markets	●	4	4	Economy, Events and Arts	Annual marketing plan has been implemented with actions across digital, print and broadcast channels that are measured in accordance with strategy. A new reporting framework is being developed for implementation in Q3 24/25.
P: Tourism O: Regional Coordination	Activities conducted under the Tablelands Destination Development Plan	●	4	4	Economy, Events and Arts	Implementation of the Tablelands Destination Development Plan continues with actions completed under the identified priority areas of Brand, Promote, Advocate and Evaluate.
Service 12. Health						
P: Food and Premises O: Food Safety	Annual report to NSW Food Authority completed as per requirements	●	1	0	Environment and Compliance	Annual report on track to be delivered by 30 June 2025
P: Food and Premises O: Public Health Monitoring	Compliance with the Public Health Act 2010 and Public Health Regulation	●	100%	50%	Environment and Compliance	Council have completed all the public pool inspections. Skin Penetration premises scheduled for April 2025.
P: Food and Premises O: Surface Water Monitoring	Develop a recreational water sampling policy and program	●	100%	100%	Environment and Compliance	Council is continuing to support the NSW WaterWatch program by sampling sites which are not covered by volunteers. We currently sample three sites monthly, conducting 36 separate samples for the WaterWatch Program.

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Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 15. Building Certification						
P: Certification O: Building Certificates	Local Government Applications s.68 issued within 14 days of compliant application		100%	80%	Development	This target is affected by applications that are non-compliant. As education programs improve, we expect this metric to improve as well.
P: Certification O: Building Certificates	Building Information Certificates inspections undertaken within 7 days of application		100%	10%	Development	Many Building Information Certificate applications are incomplete or noncompliant and require additional information before an inspection can be undertaken. Significant community education programs are required in this space.
P: Certification O: Building Certificates	Pool Compliance Certificates issued within 5 days of application		100%	80%	Development	This percentage is heavily affected by the quality of the application that is made. Many applications require additional information before the inspection can be undertaken. This KPI will be amended to report on <u>compliant</u> applications.
P: Certification O: Complying Development Certificates	Construction Certificates issued within three weeks of compliant application		100%	70%	Development	This percentage is affected by the staff vacancies within the certification team.
P: Certification O: Complying Development Certificates	Complying Development Certificates issued within statutory time-frames (14-20 day's depending on type of development)		100%	100%	Development	Council complies with this KPI when the application is complete and contains all necessary information. When a CDC requires additional information, Council does not meet this target. KPI will be amended to reflect <u>compliant</u> applications.
P: Development Control O: Development Control	Safe construction and compliant buildings		100%	100%	Development	All QPRC constructions were compliant with relevant standards.
P: Development Control O: Development Control	Inspections relating to construction activities undertaken within agreed timeframes		100%	100%	Development	All inspections booked into Council's inspection system are undertaken within the timeframe
P: Development Control O: Development Control	Maintain a market share for building inspections		50%	20%	Development	Further reductions in our marketshare have occurred as more competitive private options have been established.

A SUSTAINABLE QUEANBEYAN-PALERANG

A clean, green community that cherishes its natural and physical character

COMMUNITY STRATEGIC PLAN KEY GOAL

3.1 We acknowledge climate change and we work towards reducing our region's carbon footprint.

3.2 We have robust planning systems that provide zoned and serviced land that supports affordability and choice to liveability of the area.

3.3 Our land, vegetation and waterways are managed in an integrated and sustainable manner.



Strategic Pillar 3 - Key Performance Indicators

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 21. Development Assessment						
P: Development Assessment O: Development Applications	Dwellings development applications, which meet controls, are processed within statutory timeframe - 115 days		70%	45%	Development	Older and legacy applications have been identified resulting in the average assessment days increasing to 185 days, in November 2024, (from 152 days in October 2024)., It is expected that the total time for determination will reduce significantly, as the majority of the identified older Development Applications have now been finalised.
P: Development Assessment O: Development Applications	Improve the quality of development applications submitted by holding pre-lodgement meetings for major applications		90%	90%	Development	Pre-Lodgement hearings were held for all major applications.
P: Development Assessment O: Development Applications	Development application are allocated to case officer within five working days of lodgement with authority (excluding Planning Portal)		80%	100%	Development	Once DA fees are paid (which is when an application is officially lodged under the legislation) all applications are being allocated within 5 working days.
P: Development Assessment O: Development Applications	Development application referrals and notifications are issued within 10 working days of allocation		80%	80%	Development	This percentage is affected by applications that require further information to be provided prior to the referral being able to be undertaken.
P: Development Assessment O: Development Applications	Site inspections for development applications undertaken by case officer within 20 working days of allocation		100%	100%	Development	100% on applications that are complete and do not require additional information.
P: Development Assessment O: Development Applications	Number of deemed refusal planning appeals at the NSW Land and Environment Court		0	0	Development	Not Applicable.
P: Development Assessment O: Development Applications	Review of Determination undertaken within six months of original decision		100%	100%	Development	No Review of Determinations were requested in this reporting period.
P: Development Assessment O: Development Applications	Total number of development applications refused		10%	5%	Development	Applications are refused when they do not meet the criteria.
Service 23. Urban Landscapes						
P: Parks, Playgrounds and Sportsfields O: Gardens and Urban Spaces	Gardens weeded and trimmed monthly, replanting as required		90%	90%	Urban Landscapes	Within Queanbeyan, Googong, Jerrabomberra, Bungendore and Braidwood - gardens are scheduled for routine maintenance within the KPI benchmark.

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Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Parks, Playgrounds and Sportsfields O: Graffiti Removal	Removal of graffiti in urban and high profile areas within 48 hours of notification	●	90%	90%	Urban Landscapes	Graffiti is removed within 48hrs when notified.
P: Parks, Playgrounds and Sportsfields O: Parks and Reserves (including Showgrounds)	Level 1 Parks mown weekly, Level 2 Parks mown fortnightly, Level 3 Parks mown every three weeks, Rural spaces mown as required (4-6 times per annum), Showgrounds mown monthly	●	90%	95%	Urban Landscapes	Parks are mowed as scheduled.
P: Parks, Playgrounds and Sportsfields O: Playgrounds	All playgrounds inspected monthly, annual independent audit	●	90%	95%	Urban Landscapes	Playgrounds are inspected monthly and annually by an independent auditor.
P: Parks, Playgrounds and Sportsfields O: Urban Trees	Private tree applications response to applicants within 10 days	●	90%	20%	Urban Landscapes	145 Private Tree Applications processed with average approval timeframe of 28 days.
P: Parks, Playgrounds and Sportsfields O: Urban Trees	New trees planted annually	●	1000	1000	Urban Landscapes	New trees are planted within all LGA locations in accordance with planning requirements.
P: Parks, Playgrounds and Sportsfields O: Urban Trees	Public tree applications response to applicants within 10 days	●	90	90	Urban Landscapes	Applications are responded to within the 10-day period. This process is well defined and consistent.
Service 24. Natural Landscapes						
P: Biodiversity O: Biodiversity survey and management planning	Development of GIS Map Layer showing all high conservation vegetation sites	●	100%	100%	Environment and Compliance	These map layers provide guidance to Council are where there are areas of high conservation value and threatened species. To date, updated conservation, biosecurity and threatened species layers in roadsides and reserves.
P: Biodiversity O: Biodiversity survey and management planning	Training provided to relevant staff	●	10	100	Environment and Compliance	Continual advice provided from Biosecurity Team to Roads Team regarding impact of road maintenance work.
P: Biodiversity O: Land Management Education	Development of information for Land Managers on QPRC website	●	100%	50%	Environment and Compliance	Council has updated the Biosecurity information on the website to assist land managers with understanding their obligations under the act. Further website updates are ongoing.
P: Biodiversity O: Native Species conservation works	Development of Roadside Vegetation Management Program	●	1	1	Environment and Compliance	Completed. The Roadside Vegetation Management Policy and Plan were adopted by Council at the meeting of 26 June 2024. Implementation of the plan is now built into business as usual for Council Operations.

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Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Biosecurity O: Biosecurity weed control on Council land	Inspection and management of biosecurity risks on Council-managed land	●	1500	1300	Environment and Compliance	On track to completing 1500km of inspections.
P: Biosecurity O: Biosecurity weed education, inspection and enforcement	Education and inspections of private and public land undertaken per year	●	1700	400	Environment and Compliance	Weather and staffing availability have impacted on private land inspections in the first half of the Financial Year.
P: Biosecurity O: Biosecurity weed education, inspection and enforcement	High risk pathways inspected	●	1800	1300	Environment and Compliance	Council have inspected 1300km of high-risk pathways.
P: Biosecurity O: Biosecurity weed education, inspection and enforcement	Priority new weed incursion sites inspected	●	20	30	Environment and Compliance	Council have inspected 30 potential of high risk pathways
P: Biosecurity O: Biosecurity weed survey and management planning	Development of Roadside Vegetation Management Policy and Guidelines	●	100%	100%	Environment and Compliance	The Roadside Vegetation Management Policy and Plan were adopted by Council at the meeting of 26 June 2024. Implementation of the plan is now built into business as usual for Council.
P: Biosecurity O: Pest Animals on Council lands	High conservation value natural area reserves targeted	●	2	2	Environment and Compliance	High conservation value natural areas have been targeted for inspection and control work.
P: Catchment O: Catchment Plans	Implementation of Catchment Plan Actions - 2 Actions p.a.	●	2	0	Environment and Compliance	Further work is planned for Turallo creek depending on budget availability. Compliance with this KPI is budget dependent.
P: Environmental Health O: Environmental Protection and Compliance	All reported pollution incidents investigated (prioritised according to risk)	●	100%	100%	Environment and Compliance	Council investigated all reported pollution incidents. In the reporting period officers have inspected 101 reported pollution incidents.
P: Environmental Health O: On-site Sewage System management	Monitoring and assessment of onsite sewage management systems for reapproval under the Local Government Act	●	750	584	Environment and Compliance	Council officers completed 584 Onsite Sewage System Management inspections in the first half of the 24/25 FY.
P: Environmental Health O: Reticulated Water Supply Monitoring	Required microbiological and chemical samples taken	●	100%	100%	Environment and Compliance	Council completed 100% of weekly sampling required by the NSW Drinking Water Monitoring Program.
Service 25. Sustainability						
P: Climate O: Climate Change Action Plan	Compilation of baseline climate change data	●	100%	100%	Environment and Compliance	On target to: •45% reduction in emissions by 2030 •Support the NSW Government's target of 50% community emission reduction by 2030..

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Education O: Environmental Education	Coordination of environmental awareness initiatives and events	●	6	25	Environment and Compliance	<ul style="list-style-type: none"> •14 Community Events •11 visits/events with schools, pre-schools, and daycares.
P: Education O: WaterWise and Sewerage Wise Programs	Establish Emissions Inventory for council operations and monitoring measures by June 2025	●	100%	50%	Environment and Compliance	Scope one and two of emission inventory review underway.
P: Sustainability Projects O: Sustainable Projects	Review one plan of management per year	●	1	1	Environment and Compliance	Mount Jerrabomberra Plan of Management reviewed to be finalised shortly.
Service 26. Land-use Planning						
P: Community and Crown Lands and Plans of Management. O: Plans of Management (PoM)	Compliance with all legislative and Council requirements for Plans of Management.	●	1	75	Strategic Planning	Draft Natural area Plans Of Management sent to Crown Lands for approval.
P: Land-Use Planning O: Planning Instruments (LEP/DCP)	Reviews are undertaken as required or on a five-yearly cycle (100% of principal LEPs are reviewed in accordance with the timeframe stipulated in the Gateway determination)	●	100%	100%	Strategic Planning	<p>Any planning proposal to amend the Queanbeyan Land Environment Plan (LEP) 2022 is considered to be a review of the LEP.</p> <p>All planning proposals (private and Council led), have been assessed and processed in accordance with the timeframe stipulated in the Gateway determination.</p>
P: Land-Use Planning O: Planning Strategies and Policies	Reviews are taken as initiated by Department of Planning and Environment	●	100%	100%	Strategic Planning	<p>Any reviews required by the now Department of Planning, Housing and Infrastructure have been undertaken as needed and within timeframes.. The following reviews undertaken June to December 2024 include:</p> <ul style="list-style-type: none"> - Jerrabomberra Regional Jobs Precinct - Urban Development Program - Regional Futures Framework - Capital Region
P: Spatial, LIS and Naming O: Geographic Information System (GIS) – data layer management	GIS database updated as required (100% accuracy)	●	100%	99%	Strategic Planning	All data provided to the public is 100% accurate.

A CONNECTED QUEANBEYAN-PALERANG

A safe and well connected community with good infrastructure enhancing quality of life

COMMUNITY STRATEGIC PLAN KEY GOAL

- 4.1 Our transport network and infrastructure are safe and allow for ease of movement throughout Queanbeyan-Palerang and across the ACT border and region.
- 4.2 Our community's waste, water, sewerage, stormwater and recycled water needs are met.
- 4.3 Our community facilities are well planned, meet the needs of the community and enhance social connection.
- 4.4 Our telecommunications infrastructure supports social, economic and educational outcomes.



Strategic Pillar 4 - Key Performance Indicators

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 31. Transport						
P: Bridges O: Bridges and Culverts	Number of timber bridges replaced each council term (or four years)	●	4	4	Transport and Facilities	Honeysuckle, Wallace, Gap Road, Tantulean, bridges were replaced in 2024.
P: Bridges O: Bridges and Culverts	% of bridges/culverts inspected annually	●	30%	15%	Transport and Facilities	Bridge Inspections are undertaken where possible, staff resourcing has been inadequate to hit required target.
P: Paths and Cycleways O: Footpath	% of extreme footpath defects fixed < 7 days	●	90%	78%	Transport and Facilities	All footpath defects have been logged within 7 days, repairs exceed this timeframe.
P: Roads O: Sealed Roads	Resealing sealed roads <15 year cycle	●	80%	70%	Transport and Facilities	Will be achieved by end of financial year
P: Roads O: Street Sweeping	Annual target for sweeping of urban streets	●	1000	1000	Transport and Facilities	A new process for sweeping performance will be developed for the next financial year. Currently data is incompatible.
P: Roads O: Unsealed Roads	Annual target for grading roads	●	750	399	Transport and Facilities	As of Jan 1 st 2025, Council has graded 399km of unsealed roads.
Service 311. Emergency Services						
P: Emergency O: Emergency Services	Review/complete local emergency management plan by 30 June 2025	●	100%	100%	Utilities	On track to finalise by June 2025
P: Emergency O: Emergency Services	Number of Local Emergency Management Committee meetings held per annum	●	4	4	Utilities	All LEMC Meetings held as scheduled.
Service 312. Plant and Fleet						
P: Plant and Fleet O: Plant and Fleet	% of plant exceeding category retention targets (hrs/years)	●	10%	10%	Utilities	
P: Plant and Fleet O: Plant and Fleet	Number of units of electric fleet/plant	●	10	10	Utilities	This is Including hybrids
P: Plant and Fleet O: Plant and Fleet	% recovery of plant costs through hire rate	●	100%	75%	Utilities	Mostly through manually processed journals
Service 313. Transport for NSW Contract						
P: Transport for NSW Contract O: Transport for NSW Contract	Compliance with Transport for NSW contract	●	100%	100%	Transport and Facilities	Contract was renewed in 2024.
P: Transport for NSW Contract O: Transport for NSW Contract	Delivery for Transport for NSW works program	●	100%	100%	Transport and Facilities	Contract was renewed in 2024.
Service 32. Water						
P: Water Infrastructure O: Water Mains	Service requests per 1000 customers p.a.	●	15	4	Utilities	Based on current trend of 60 CRMs (6 months extrapolated to 12 months) for 27(000) connections

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Water Infrastructure O: Water Mains	Failures per KM mains pa	●	1	0	Utilities	Prorata, we received 120 CRMs for 481km main
P: Water Infrastructure O: Water Mains	Mains breaks responded < 2 hours	●	75%	95%	Utilities	Main maintenance has been reduced due to improved asset management.
P: Water Operations O: Water Treatment	Compliance with Australian Drinking Water Guidelines standards and adopted Water Quality Management Plan	●	80%	100%	Utilities	Emerging PFAS at Bungendore in 24/25 but complaint with both current and proposed National Health and Medical Research Council guidelines
Service 33. Sewer						
P: Sewer Infrastructure O: Sewer Collection Network	Sewer chokes responded <2 hours	●	75%	90%	Utilities	Response time has been decreased due to improved asset management.
P: Sewer Infrastructure O: Sewer Collection Network	Sewer chokes per km main p.a.	●	50	1	Utilities	158 chokes for 6 months to date. Extrapolated to 316 pa over 501km of sewer retic = 0.63 chokes/km/annum
P: Sewer Operations O: Sewage Treatment Plant	Effluent (waste) meets Environmental Protection license limits	●	90%	80%	Utilities	NSW based plants meet this guideline. QSTP would not hence overall rating of 80%
P: Sewer Operations O: Sewage Treatment Plant	Performance report published annually	●	100%	100%	Utilities	Performance report published annually.
Service 34. Waste						
P: Waste Operations O: Domestic Waste Collection Service	Number of missed collection requests p.a. - domestic waste	●	100%	100%	Waste Services	397 missed collections over approx 1,173,250 collections.
P: Waste Operations O: Recycling Collection Service	Number of missed collection requests p.a. - recycled waste	●	100%	100%	Waste Services	We do not track missed Recycling and Waste services separately, however this is something we will track separately moving forward.
Service 35. Facilities						
P: Buildings O: Building Maintenance	Compliance with Council's five-year Building Maintenance Program	●	90%	80%	Transport and Facilities	Staff resource issues have pushed us behind schedule, but we should catch up by end of FY.
P: Buildings O: Building Maintenance	Maintain 5.0 Star NABERS (National Australian Built Environment Rating System) Energy rating for Office Base Building	●	100%	50%	Transport and Facilities	NAEBERS accreditation for Nellie Hamilton Centre is underway.
P: Buildings O: Council Offices	Maintain 5.0 Star NABERS rating for water	●	100%	50%	Transport and Facilities	NAEBERS accreditation for Nellie Hamilton Centre is underway.
P: Property O: Property	Leases and licenses register kept up to date	●	100%	100%	Governance, Legal and Risk	The Leases and Licenses register was kept up to date during 2024..

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 37. Stormwater						
P: Stormwater and Recycled Water O: Stormwater infrastructure maintenance	Establish recurrent program under contract for inspection and cleaning by 30 June 2025	●	100%	0%	Utilities	KPI/Project cancelled.
P: Stormwater and Recycled Water O: Stormwater infrastructure maintenance	Completion of storm water plan for Bungendore and Braidwood by 30 June 2026	●	100%	0%	Utilities	KPI/Project cancelled.
P: Stormwater and Recycled Water O: Stormwater infrastructure maintenance	Completion of plan for stormwater maintenance of gross pollutant traps by 30 June 2025	●	100%	100%	Utilities	Engagement issued for Stormwater Quality Master Plan for Queanbeyan currently underway.
Service 38. Projects and Contracts						
P: Projects and Contracts O: Contract Management	Plan, document, procure, manage and report on delivery of key infrastructure, projects and capex in accordance with Delivery Program.	●	90%	95%	Contracts and Projects	Reporting occurring as per Project Framework.
P: Projects and Contracts O: Contract Management	Variations and delays to contract <5	●	5	6	Contracts and Projects	Several Projects have been delayed beyond the original planned dates however delivery is still within funding timeframes and other project constraints.
P: Projects and Contracts O: Contract Management	Procurement in accord with policy and tender legislation	●	100%	100%	Contracts and Projects	Procurement managed by the Contracts and Projects Team complies with policy and legislation.
P: Projects and Contracts O: Projects Design	Project designs meet Australian Standards	●	99%	100%	Contracts and Projects	All designs comply with AS, QPRC, NCC and Austroads codes and design guidelines.
P: Projects and Contracts O: Projects Design	Work as executed (WAE) plans completed within required timeframe.	●	100%	100%	Contracts and Projects	Council receives WAE, Issues still exist in the timeliness of some contracts. These are being managed ongoing.
Service 39. Asset Planning						
P: Asset Planning O: Asset Database Management	New assets are recorded in Council's Asset Register by project completion	●	95%	10%	Assets	We are currently collating project information for the completed projects & processing for the capitalisation.
P: Asset Planning O: Asset Database Management	Asset management plans are updated regularly to ensure relevance	●	2	1	Assets	We are currently in the process of updating the Building Asset Management Plan.

A WELL GOVERNED QUEANBEYAN-PALERANG

Contemporary civic leadership and governance that is open, transparent and accountable

COMMUNITY STRATEGIC PLAN KEY GOAL

5.1 The community is serviced by an efficient, effective and innovative Council.

5.2 Council is an open, accessible and responsive organisation.



Strategic Pillar 5 - Key Performance Indicators

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 41. Human Resource Management						
P: Human Resource Management and Organisation Development O: Attraction	Students participating in work experience per annum equivalent to 1% of QPRC overall FTE count		5	9	People and Culture	Within this reporting period, Council hosted 9 work experience placements (largely from local schools) within various teams in Council.
P: Human Resource Management and Organisation Development O: Development	Staff attendance at training identified in the annual Training Plan		90%	57%	People and Culture	Inclusive of casual and seasonal staff who consistently do not attend due to shift structure or external responsibilities such as school/secondary job clash.
P: Human Resource Management and Organisation Development O: Development	Number of trainees/cadets as total of organisation FTE (470)		10%	5%	People and Culture	One trainee has secured full time ongoing position during this position. There was also one termination during this time.
P: Human Resource Management and Organisation Development O: Engagement	Unplanned absences steady or decreasing (benchmark 5% unplanned absences)		5%	7%	People and Culture	29,007 hours taken between July and December 2024 – including: leave without pay, Workers comp, Special and Bereavement leave. This is an increase from the 26,913 reported in Jan to June 2024.
P: Human Resource Management and Organisation Development O: Engagement	Staff eligible for step progression complete appraisal within timeframe		95%	62%	People and Culture	386 appraisals launched with 156 of staff eligible for progression. Of those who were eligible for progression 98 has been completed.
P: Human Resource Management and Organisation Development O: Recruitment	Turnover in first six months of employment (quality of hire)		10%	9%	People and Culture	76 Staff were hired between 1/7/2024 and 31/12/2024, of those, 7 separated within six months
P: Human Resource Management and Organisation Development O: Recruitment	Staff turnover per annum		10%	15%	People and Culture	Council's turnover has decreased since the 2023 calendar year of 19%. Council has decreased turnover from 19% in 2023, to 15 percent in 2024.
P: Human Resource Management and Organisation Development O: Recruitment	Average time to complete recruitment process (from requisition to letter of offer)		10	11	People and Culture	Average requirement time was 11 weeks.
P: Human Resource Management and Organisation Development O: Recruitment	Vacancy rate (excluding casuals and unfunded positions)		10%	15%	People and Culture	Our current vacancy rate can be attributed to a high level of specialist and legacy staff turnover, and the complexities associated with recruiting for those roles.

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 42. Technology						
P: Applications O: Applications	Availability to users	●	99%	99%	Digital	No major outages were experienced for any of the QPRC corporate systems between July-December 2024. Users did experience a few short periods of performance degradation within TechnologyOne which were resolved promptly by the software providers. The Technology One suite was upgraded to version 2024B in November. This was completed successfully with no downtime or issues raised by users.
P: Network O: Network	Network availability to users	●	99%	99%	Digital	During the first two quarters of the reporting period (July 2024 - December 2024) there were no significant events that impacted production network availability.
P: Systems O: Systems	Major System failures	●	5	5	Digital	No major system failures were reported for the first 6 months of the 2024-25 FY. There was a couple of minor issues reported, however these have now been resolved, or a workaround has been engaged. These include: -Name records not syncing from P&R across into ECM – resolved. -Drag and drop of P&R attachments intermittently not working – This is a known bug with T1, and a temporary workaround is in place.
P: Systems O: Systems	Disaster recovery partial live testing	●	1	1	Digital	Multiple internal Disaster Recovery tests took place leading up to the main Council wide DR test on 26 November 2024. This successful DR test included 30 indoor staff representing all Council directorates.
Service 43. Financial						
P: Business Insight O: Budgeting and Forecasting	Budget performance is measured and reported for each branch	●	100%	100%	Finance	Budget reports are prepared for each branch including \$ variances and % variances.
P: Business Insight O: Budgeting and Forecasting	QBR statements are transparent and adopted by the due date and included in community newsletter	●	100%	100%	Finance	September 2024 quarter budget review was prepared and presented to council before the due date (30 November 2024)
P: Compliance and Control O: Accounting for Grants and Contributions	Grant register is reconciled monthly	●	100%	100%	Finance	Grant register has been, and continues to be, reconciled on a monthly basis.
P: Compliance and Control O: Financial Statements	Statements finalised for audit within 3 months of end of financial year <90 days	●	90	90	Finance	Statements finalised, audited and lodged with Office of Local Government by 31 October
P: Compliance and Control O: Internal Controls	Monthly reconciliations completed by 21st of each month	●	100%	100%	Finance	All monthly reconciliations due for the first 6 months of the financial year have been completed.

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Transactional O: Accounts Payable	Purchase order raised and approved before the goods/services are received	●	80%	32%	Finance	This result has been improving as targeted training has been provided to staff.
P: Transactional O: Rates and Water	Water bills posted on time each quarter	●	90%	20%	Finance	There were delays experienced in getting first quarter water bills issued on time. A change to the type of water meters being used has caused this delay as new processes are being aligned.
P: Transactional O: Rates and Water	Rates and annual charges outstanding <10% by 30 June	●	10%	46%	Finance	Rates and annual charges are raised in full at the start of the financial year and will show as 100% outstanding until payments are made. The outstanding balance decreases throughout the year as the majority of payments are made by instalments.
P: Transactional O: Rates and Water	All ratepayer customer requests are responded to within 2 days	●	100%	100%	Finance	All customer requests have been responded to within the expected time frame.
Service 44. Quality						
P: Integrated Planning and Reporting O: Integrated Plans (CSP, DP, OP) and Resourcing Strategy	Plans and reports prepared and reviewed within required statutory timeframes and engagement strategy	●	100%	90%	Corporate Services	All plans and reports were delivered within statutory frameworks other than the Annual Report, which was adopted by council one fortnight after the required timeframe.
P: Integrated Planning and Reporting O: Integrated Plans (CSP, DP, OP) and Resourcing Strategy	Service Review program is published in the Operational Plan	●	100%	50%	Corporate Services	Service review framework and program will be included in the 2025 Operational Plan.
Service 45. Risk						
P: Audit O: Audit Reporting	Annual internal audit program developed and implemented	●	100%	75%	Governance, Legal and Risk	The Annual Internal Audit Plan adopted for 24-25 is in progress. Progress against the internal audit plan is monitored by the Audit, Risk and Improvement Committee. A quarterly update is presented at each quarters ARIC meeting.
P: Business Continuity O: Business Continuity	Business Continuity Plan tested, reviewed and updated annually	●	100%	0%	Governance, Legal and Risk	Business Continuity Plan test is scheduled for early 2025.
P: Insurances O: Review of Council's insurances	Annual renewal of insurances	●	100%	0%	Governance, Legal and Risk	Insurance renewal process was completed in June 2024 for the 24-25 financial year. The renewal process commences in early 2025 for the 25-26 financial year.
P: Risk O: Risk Management	Annual participation in the Statewide CIP Program and review of outcomes by relevant business unit	●	100%	100%	Governance, Legal and Risk	This is an annual program that was undertaken in October 2024. The result of this program was presented to the Audit, Risk and Improvement Committee (ARIC) as an agenda item at their meeting of 9 December 2024. Results of the program have also been provided to the relevant Director and Manager.

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
P: Risk O: Risk Management	Annual report to the QPRC Audit Risk and Improvement Committee on the risk management framework	●	100%	0%	Governance, Legal and Risk	This KPI will be completed at the ARIC March 2025 meeting.
Service 47. Customer Service						
P: Customer O: Call Centre	% of abandoned calls	●	10%	11%	Customer, Communication and Libraries	From 1 Jul - 31 Dec 2024, 22,282 calls came through to the 1300 number. 19,249 of these calls were answered by a CS agent, 654 callers chose the option to either transfer through to the payment line or facilitate the call-back service. 2,379 calls were registered as abandoned calls (11%). The average wait time for a customer call to be answered was 1 minute 7 seconds, and the average talk time 3 minutes and 4 seconds. Out of the 19,249 calls answered, 7,575 calls were transferred on to other areas for further assistance/action. As such, = 11,674 calls (60%) received first time resolution or a service request for further works/action to occur.
P: Customer O: Integrated Customer Service	% Unresolved triaged service requests	●	20%	18%	Customer, Communication and Libraries	8,781 CRMs were raised between July - December 2024. To date 1,523 remain in 'Current' status and 44 have been entered as 'Future' which equates to a total of 1,567 (17.85%) still yet to be closed/resolved.
Service 48. Records						
P: Records O: Electronic Records Management System	Follow up all outstanding business processes arising from incoming correspondence via quarterly reports	●	100%	100%	Digital	All outstanding business processes arising from incoming correspondence via quarterly reports was followed up successfully.
Service 49. Communications						
P: Communications O: External Communications	Increase in subscriptions to weekly e-newsletter	●	5%	-1%	Customer, Communication and Libraries	As of 23 December 2024 we had 2,087 subscribers which is a decrease of 22 followers or 1% from the 1 July 2024 total of 2,109 subscribers.
P: Communications O: Media Liaison	Media enquiries responded to by requested deadline	●	98%	100%	Customer, Communication and Libraries	No media enquiry deadlines have been missed.
P: Communications O: Social Media	Growth in corporate social media accounts	●	10%	2%	Customer, Communication and Libraries	From 1 July 2024 to 23 December 2024, Instagram increased from 2,096 to 2,171, Twitter (X) decreased from 2,384 to 2,331 and Facebook increased from 17,896 to 18,272. Across the three main channels, we had a total increase of 398 people from 22,376 to 22,774, which is a percentage increase of 1.78%.
P: Communications O: Website and Intranet	Increase in number of unique hits on website	●	10%	1%	Customer, Communication and Libraries	For 1 July 2024 to 31 December there were 459,577 page views. In the same period last year, we had 452,986. This is an increase of 6,591 page views, or 1.46%.

Delivery Program Update July to December 2024

Program/Output	KPI		Target	Actual	Responsible Branch	Comment
Service 52. Elected Representatives						
P: Councillors O: Councillor Induction and Training	Training Program developed and delivered for each councillor	●	100%	100%	Governance, Legal and Risk	Induction Training for all Councillors took place from October 2024-January 2025, post-election. Ongoing professional development options circulated to all Councillors on a regular basis
P: Councillors O: Councillor Support	Councillor workshops facilitated	●	48	50	Governance, Legal and Risk	Ongoing.
P: Councillors O: Disclosure of Interests	Designated persons required to complete returns and register reported to Council within statutory timeframe	●	100%	100%	Governance, Legal and Risk	Reported to Council on 11 September 2024.
Service 53. Governance						
P: Complaints and Privacy Management O: Code of Conduct	Code of Conduct complaints reported as required by Office of Local Government	●	100%	100%	Governance, Legal and Risk	Code of Conduct complaint Statistics for the 2023-2024 period reported to OLG on 3 February 2025
P: Complaints and Privacy Management O: Code of Conduct	Code of Conduct complaints processed within prescribed timeframe	●	100%	100%	Governance, Legal and Risk	Achieved.
P: Complaints and Privacy Management O: Code of Conduct	6 monthly report completed within required timeframe	●	100%	0%	Governance, Legal and Risk	Annual complaint statistics reported to OLG. Next reporting due in December 2025.
P: Governance O: Policy	Policy register maintained and responsible officers notified of impending review requirement	●	100%	10%	Governance, Legal and Risk	A 12-month plan for the review of all current Council policies has been launched and will conclude in October 2025.
P: Public information O: Government Information Public Access Management	Applications processed within statutory timeframe of 20 working days	●	100%	100%	Governance, Legal and Risk	Achieved to date
P: Public information O: Government Information Public Access Management	Eligible entries placed into the Disclosure log on Council's website	●	100%	50%	Governance, Legal and Risk	Disclosure Log to be updated annually (1 July 2025) and placed on Council website
P: Public information O: Government Information Public Access Management	Completion of Annual GIPA Report	●	100%	100%	Governance, Legal and Risk	Annual GIPA Report submitted to IPC on 8 November 2024

Strategic Pillar 1 – Major Projects

Project	104374 BGD - New Bungendore Pool		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$4,088,671	\$4,336,298	\$56,152
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Mode Design engaged. Draft Concept Design and draft high-level opinion of cost submitted. Stakeholder groups has been engaged		

Project	1011 Disability Audits		
Status	In Progress	Branch	Community and Recreation
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	<p>Quotes have been requested for priority areas across the LGA, including Braidwood main street and intersections. Additional quotes will be requested for Braidwood National Theatre and Queanbeyan Showground main pavilion.</p> <p>All quotes will be discussed with the QPRC Access Committee, to determine priorities.</p>		

Project	1003 Community Events		
Status	In Progress	Branch	Economy, Events and Arts
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Planned calendar of events for 2024-25 Q1 and Q2 have been delivered.		

Strategic Pillar 2 - Major Projects

Project	2001 Community Donation Program		
Status	In Progress	Branch	Economy, Events and Arts
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	The 24-25 Annual Community Grants Program (Category B) has been delivered successfully, approx. \$520 remains for allocation.		

Project	100894 QBN - Monaro St (Lowe to Crawford)		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$700,000	\$700,000	\$374,477
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Consultant engaged to prepare detailed designs and cost estimates with continued liaison with Transport for NSW (TfNSW) for implementation.		

Strategic Pillar 3 – Major projects

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

Project	104812 QBN - Seiffert Oval Upgrade Amenities - Blues Club		
Status	In Progress	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$600,000	\$600,000	\$21,340
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Panel contractors are being sought with commencement starting shortly.		

Project	3009 Review of contribution plans		
Status	In Progress	Branch	Strategic Planning
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Procurement process completed for the review of rural contribution plans to be completed late 2025.		

Project	3001 Braidwood Structure Plan		
Status	In Progress	Branch	Strategic Planning
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Exhibition of Draft Structure Plan scheduled with final sent to Council mid-2025.		

Project	104843 QBN - Women's Rugby Changeroom - Freebody Oval		
Status	In Progress	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$2,250,000	\$2,437,000	\$81,752
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Revised and varied plans to be finalised. Kangaroos Club has approved variation in design.		

Project	104873 QBN - Queanbeyan Showground Pavilion fit out/Toilets		
Status	In Progress	Branch	Urban Landscapes
Budget	Original	Revised	Expenditure to date
	\$240,385	\$240,385	\$200,231
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Concreting and landscaping to be completed.		

Strategic Pillar 4 – Major Projects

Project	100123 QBN - Sewage Treatment Plant Upgrade		
Status	In Progress	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$25,379,934	\$2,308,716	\$315,379
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	<p>The QSTP upgrade includes the planning, design and construction of a new sewage treatment plant (STP) facility to cater for up to 75,000 equivalent population (EP). The new STP would be constructed on the existing site to the south-east of the existing treatment process. which is approaching the end of its asset life.</p> <p>The concept plan has been developed based on design criteria and preferred treatment process and reviewed internally by QPRC staff as well as technical assessors from NSW Dept Planning and Environment and representatives from the ACT Environment Protection Agency.</p> <p>The project is using the Infrastructure Sustainability Council (ISC) rating scheme and aims to achieve an 'Excellent' design rating for the design of the new STP.</p> <p>Council have endorsed the final business case for the project. The final business case as well as the concept design, reference design and the EIS are being jointly funded by QPRC and the NSW Government's Safe and Secure Water Program.</p> <p>Design finalisation is progressing in parallel with the Development Application assessment.</p>		

Project	100124 QBN - Sewer Mains Rehabilitation		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$300,000	\$300,000	\$25,333
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	These are works are ongoing as routine CCTV surveillance detects issues.		

Project	100359 QPR - Security Enhancements		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$360,000	\$360,000	\$131,966
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Completed as per project requirements.		

Project	101002 QPR - Local Roads Renewal		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$3,075,625	\$3,277,400	\$190,653
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Completed as 102117 Reseals with internal labour in renewals.		

Project	101004 QPR - Local Road - Resheeting Program		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$492,788	\$412,788	\$146,604
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	The re-sheeting program is in progress and is scheduled to be completed by June 2025.		

Project	101013 QPR - Road to Recovery		
Status	Completed	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,527,709	\$62,949	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Budget Item Only		

Project	101300 QPR - Local Roads Rehabilitation		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,537,500	\$1,537,500	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Stabilisation tender has been finalised, works have begun.		

Project	101908 BWD - Mulloon Creek Causeway - culvert installation		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$602,803	\$602,803	\$204,631
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Project well underway, currently halted due to delayed Fishery Permit		

Project	102122 QPR - Regional Road Block Grant		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$435,546	\$435,546	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	More than 50 percent finalised for works. (3 out of the 6 regional roads covered by this grant)		

Project	102123 CFL - Captains Flat Road - stabilise and drainage		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,615,385	\$1,615,385	\$31,216
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Road has been stabilised and drainage has been finalised, with a small amount of road maintenance left to complete.		

Project	102124 BWD - Cooma Road - stabilise		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,442,308	\$1,442,308	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Awaiting finalisation of engineered designs.		

Project	102126 NRG - Nerriga Road - stabilise		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$1,009,615	\$1,009,615	\$10,297
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Awaiting finalisation of engineered designs.		

Project	102134 BGD - Tarago Road Upgrade		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$500,000	\$500,000	\$36,175
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Awaiting finalisation of engineered designs. Geotech and preliminaries finalised. Crews should arrive to start work in the back end of March		

Project	104458 BGD – Bungendore Office Construction		
Status	Delayed	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$3,640,343	\$3,640,343	\$644,294
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	<p>As the NSW Department of Education has no ongoing need for the Majara Street site, the development of new Council offices and community centre at 19-21 Gibraltar Street will not need to proceed and Council is looking to return to the former offices and administration building in 2027.</p> <p>The Community Centre could be returned to Council as early as 2025, once again subject to there being an agreement made between the Department and Council.</p> <p>The Crown Land will be returned to Minister for Crown Lands, and Council would resume its role of Reserve Trust Manager, including the existing Pool.</p> <p>The General Manager has commenced consultation with the various stakeholders, community groups and organisations who have an interest in the Majara Street land, including Community Aid, Snuggle and Sing, Bungendore Seniors, Bingo and Quilters Groups, Playgroup and Abbeyfield.</p> <p>The members of the BTEC and Bungendore Chamber have also been contacted for their feedback in regard to what this proposal would mean for the new Council Offices/Community Centre development proposed at 19/21 Gibraltar Street.</p> <p>A Heads of Agreement is being drafted, and when available will be presented to Council for consideration. BAL Lawyers on Council's behalf have sought an undertaking from the Minister to support Council saving costs on the reinstatement project, so that this will not prejudice our compensation claim in the event an Agreement cannot be reached.</p>		

Project	104518 NER - Bindi Brook Causeway		
Status	In Progress	Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$384,615	\$101,8211	\$886,574
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	<p>Backfilling for new box culverts will be finished by Tuesday 10 December and traffic will switch over to the new work on 11 December</p> <p>Traffic is impacted with one lane open at a time. Traffic control is in place. Work is expected to be completed before the end of February 2025.</p>		

Project	104810 QPR - Pedestrian Access and Mobility Plan		
Status		Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$400,000	\$400,000	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment			

Project	104833 BGD - Macs Reef Rd and Bungendore Rd Intersection Safety		
Status		Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$890,811	\$890,811	\$32,337
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	The design has been prepared and tendered for construction. Prices were over the budget so we have now gone back to the Federal Government to seek a variation before work can proceed.		

Project	104851 CFL - Briars Sharrow Road Bridge Upgrade		
Status		Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$6,930,769	\$6,930,769	\$26,405
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Ground Survey undertaken.		

Project	104852 CFL - Reschs Creek Bridge Upgrade		
Status		Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$700,000	\$700,000	\$8,023
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Ground Survey undertaken.		

Project	104869 QBN - Jerrabomberra Traffic Campaign		
Status		Branch	Transport and Facilities
Budget	Original	Revised	Expenditure to date
	\$420,000	\$480,000	\$35,193
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Final community consultation finalised, currently integrating feedback into program		

Project	105014 QPRC - Stormwater Renewal		
Status	Not Yet Started	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$1,000,000	\$1,000,000	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Proposal to delay 24/25 for submission in 25/26		

Project	4002 Queanbeyan Integrated Water Cycle Management Plan		
Status	Not Yet Started	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	This will be incorporated with the Palerang Communities work where financial modelling of the combine funds will be undertaken. Expected to begin March 2025		

Project	4020 Carpark Strategy renewal		
Status	Not Yet Started	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Project procurement to be progressed in second half of 2024-25		

Project	4021 Waste Strategy review		
Status		Branch	Waste Services
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Staffing issues have delayed this project. A Waste Manager was successfully recruited during Nov 2024, allowing this project to progress. .		

Project	4022 Palerang Integrated Water Cycle Management Plan review		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Final draft issues paper expected early 2025.. Next stage will be an options report followed by strategy. Financial modelling to commence in March 2025.		

Project	700193 QBN - Mains		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$300,000	\$300,000	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Preconstruction works for the project have commenced for George Street. Site works expected to commence in March 2025.		

Project	700192 BGD - Bungendore Reservoir Renewal Work		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$350,000	\$437,814	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Contract issued and works are planned to commence in March 2025.		

Project	700296 QBN - Jerrabomberra Reservoir No 2		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$15,375,000	\$1,537,5000	\$42,884
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Development of tender documents for formal tender process to commence early 2025.		

Project	700297 QBN - Water main replacement - Cooma St, Kenneth Place		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$3,500,000	\$3,920,480	\$1,401,431
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Project well advanced and expected to conclude around March 2025.		

Project	710036 BWD - Landfill reinstatement		
Status	Delayed	Branch	Waste Services
Budget	Original	Revised	Expenditure to date
	\$450,000	\$450,000	\$59,815
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2024		
Comment	Consultant yet to be sought, tender still ongoing.		

Project	800010 QPR - Plant Replacement Program		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$4,000,000	\$4,000,000	\$995,006
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Replacements progressing		

Project	700181 QPR - Water Meter Replacement Program		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$400,000	\$400,000	\$96,686
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	Nearing completion and this period has seen concentration in 95% of meters have been replaced and converted to NBiOT with an expectation for meter replacement in Braidwood. completed by 30 June 2025.		

Project	4012 Dunns Creek Rd studies		
Status	Delayed	Branch	Contracts and Projects
Budget	Original	Revised	Expenditure to date
	\$0	\$0	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	<p>The project has been delayed due to resource issues. TfNSW are currently being engaged to commence work in February 2025 to progress the business case for the stage 1 connection to the ACT.</p> <p>Further Traffic Studies and options have been explored with further updates expected early in 2025.</p>		

Project	700280 QBN - QSTP Pond embankment drainage filter		
Status	Completed	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$1,774,864	\$1,774,864	\$41,842
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		31 Jan 2025
Comment	<p>The first stage of these works are complete and Council is currently negotiating with the Utility Technical Regulator and Council's Dam Safety Engineer to determine if further works are required.</p>		

Project	700213 QBN - Sewer Pump stations		
Status	Not Yet Started	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$250,000	\$250,000	\$999
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	<p>No projects identified as yet. Efforts concentrating on QSTP and Jerrabomberra Reservoir.</p>		

Project	700295 QBN - Water Meter Replacement Program		
Status	In Progress	Branch	Utilities
Budget	Original	Revised	Expenditure to date
	\$500,000	\$500,000	\$0
Timeframe	End date	Revised end date	Completed Date
	30 Jun 2025		
Comment	<p>Delivery of NBiOT meters now available. Meter installation crew has been focusing on Braidwood Plans for the 2025/2026 budget proposed to move to full accelerated installation via contract over 4 year period.</p>		

Further Projects Updates.

For further information on any program or project please contact Council Customer Support.

Action	Status	Progress comments	Responsible branch
100749 QPR - Library Purchases Books and Non Books	In Progress	Purchasing of books and non-books for the library collection is an ongoing and annual activity. Project expected to be completed and in budget this FY.	Customer, Communication and Libraries
100964 QBN - Museum - Refurbishment	Completed	Project was completed in 2024.	Transport and Facilities
104073 QBN- The Q Performing Arts - Fire System	Completed	Project was completed in 2024.	Transport and Facilities
104374 BGD - New Bungendore Pool	In Progress	Consultant engaged and draft concept design developed. Tenderholder group engaged.	Contracts and Projects
104799 CFL- Captains Flat Pool - energy efficiency measures	Not Yet Started	Grant has been applied for matching funding. Awaiting advice about the outcome of grant application.	Community and Recreation
104874 QPR - Greenways works	In Progress	Successful contractor chosen after consultation with S355 committee. Work is expected to commence and be completed in February 2025.	Community and Recreation
104875 QBN - Bicentennial Hall Kitchen Upgrade	In Progress	Investigating options for the most cost-effective solution	Economy, Events and Arts
104862 Bungendore Sports Hub - Netball, Civil and Landscaping	In Progress	New Request for tender in draft for design and construction contract. Drainage component of works is complete	Urban Landscapes
100148 QBN - Water Telemetry - Radio upgrades	Not Yet Started	Scope of works yet to be developed	Utilities
100225 QBN - Heritage Library interior refurbishment	Completed	Completed as per project requirements.	Transport and Facilities
101909 BWD - Middle Curradux Causeway - installation	In-Progress	In design phase – 90% finalised.	Transport and Facilities
101910 BWD - Third Curradux Causeway - culverts installation	In-Progress	Still in design phase – 90% finalised.	Transport and Facilities
102002 NRG - Nerriga Road	Cancelled	Project has been Cancelled.	Transport and Facilities
104078 BWD - Council Offices - Customer Area	Not Yet Started	Project Delayed.	Transport and Facilities

Delivery Program Update July to December 2024

104299 BWD - Depot - Security gates and repair to workshop	In Progress	Security gate has been installed. Depot maintenance has been undertaken. Bindi	Transport and Facilities
104498 BGD - Maslin Place Drainage	Completed	Presently, the operational plan aims to place \$250,000 into a reserve for the later funding of the project. Council has committed to continue along these lines until the project has sufficient funds to proceed. This is expected to take 4 or 5 years. In the intermittent, the commitment to set aside this first \$250,000 into a reserve is complete.	Utilities
104733 BGD - Bungendore Overflow Channel	In Progress	Funding has been secured following announcements. The project will delivered over 24/25 & 25/26 financial years. NSW PW have been engaged to complete a design review and update, noting that additional telecommunication cables have been installed since the design was done. The REF is also being reviewed. Discussions have been commenced with land holders	Contracts and Projects
104868 Braidwood - Drainage design	In Progress	Consultant engaged additional funds will be proposed to complete the design by 30 June	Utilities
104870 Braidwood - Sportsground drainage	In Progress	Combined study is on-going	Utilities
104871 BGD - Sportsground drainage	In Progress	Combined study is on-going	Utilities
104872 CFL - Water Refill Station	In Progress		Utilities
700043 Braidwood Shoalhaven Pump station and rising main	Completed	Major pump refurbishment and pipework completed just prior to Christmas 2023.	Utilities
700166 QPRC - Water connections	In Progress	These are related to private works requests. Works complete as required.	Utilities
700167 Queanbeyan - Water connections	In Progress	These are related to private works requests. Works complete as required.	Utilities
700168 QPRC - Sewer connections	In Progress	These are related to private works requests. Works complete as required.	Utilities
700169 Queanbeyan - Sewer connections	In Progress	These are related to private works requests. Works complete as required.	Utilities
700202 Queanbeyan - Telemetry	Not Yet Started	Program of works yet to be developed	Utilities
800025 QPRC - Plant Sales	In Progress	Progressing with replacement program	Utilities

Delivery Program Update July to December 2024

100122 QPRC - Computer Hardware Replacement Program	Completed	Digital deployed 25 tablets/mobile phones and enrolled 10 staff devices in the BYOD program for the reporting period.	Digital
100168 QPR - Network Hardware Replacement Program	Completed	During the Q1 and Q2 of FY 24/25 Digital Purchased 30 laptops and deployed 50	Digital