



Operational Plan Progress Report

1 October – 31 December 2023 Q2



The Gumbaynggirr Vision...

A place where there is genuine respect for the land and the original people of this country.

A place where the ancestors' way of holding country is recognised.

A place where there is respect for custodial people who carry this tradition today and for Elders and the children of the future.

A place where we all walk together, where we can all be here in harmony with the land and all life.

The land around here has a great capacity to do that, to heal... in a way that's not separating.

The Gumbaynggirr Vision...

Vision & Values

Community Vision

Connected, Sustainable, Creative.

We are a community that is inclusive, connected to each other in our shire, and with connections beyond - regionally, nationally, and globally.

We strive to live sustainably to ensure that we have enough for all, forever.

We are a community that is creatively and culturally dynamic. We are ingenious and inventive in finding innovative solutions to problems and challenges.

Our Values

We have developed core values to guide our organisation. These guiding principles dictate behaviour and help to achieve on our Community Vision and our major strategies.



Service Ethic /
Commitment



Professionalism



Respect



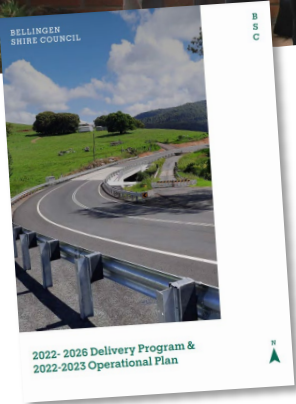
Teamwork



Integrity



Communication

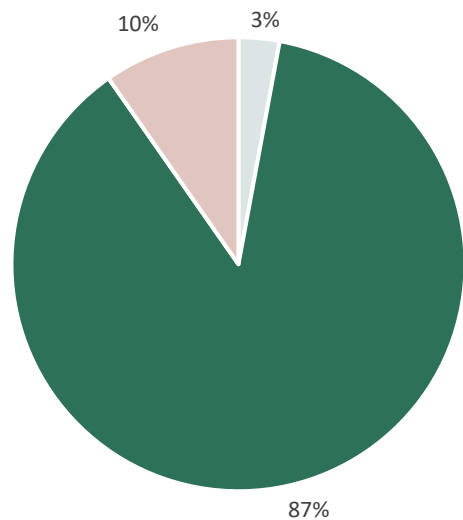


The Operational Plan is a key plan for our Shire, which translates our priorities and services, set out in our Delivery Program, into measurable actions for the financial year. The Delivery Program outlines Council's contribution towards achieving outcomes identified in the Bellingren Community Vision.

This report has been prepared in accordance with the Integrated Planning and Reporting Framework. It provides a snapshot of the organisation's performance during the period 1 October – 31 December, in delivering the actions outlined in Council's annual Operational Plan.

The following report provides an operational snapshot and key achievements within the five themes that lead Council's progress towards a Connected, Sustainable and Creative Bellingren Shire.



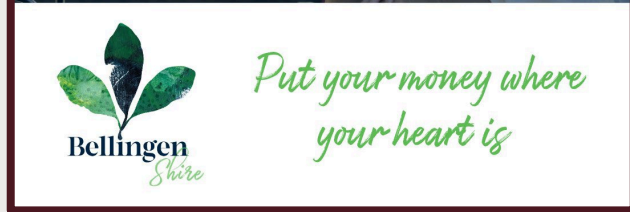


■ completed ■ In Progress ■ No due to start or delayed

Operational Plan Progress Snapshot

At the close of the second quarter, 87% of the plan's programs and initiatives for the 2023-24 period are currently in progress and on track with 3% already completed. 10% not due to start or are delayed.





Shop Local Campaign

During the holiday season, we actively promoted the Shop Local gift card as an excellent Christmas gift option through a targeted paid advertising print campaign featured in both News of the Area – Coffs Harbour and the Bellingen Shire News. Our campaign outreach extended to radio advertisements aired on 2BBB. Additionally, we showcased local products available at the Bellingen Visitor Information Centre and attended and promoted the local Artisan Christmas Markets across the Shire in December.





How to be a guardian for
Bellingen Shire's
 ecological treasures



GO BEFORE YOU GO
 Remember to make a pit stop at the public toilets before leaving the township.



LEAVE NO TRACE
 Don't forget to carry all your rubbish with you.



PICK UP AFTER YOUR PETS
 To enjoy our pet-friendly sites responsibly keep your furry friends on a leash and bring doggie bags to clean up after them.



BE SUN SAFE AND SUNSCREEN-WISE
 Choose...

Welcome
 to the Bellingen Shire

Whether you live, work or play here - you've found paradise. During this busy season we invite you to help protect our natural environment and join us in keeping our beautiful places pristine and protected.

PLAN YOUR TRIP
 The natural wonders beyond the township are not serviced with toilets. So, please, **Go Before You Go** at the nearest public toilet.

CHECK YOUR ESSENTIALS
 Sunscreen, hat, towel, water bottle, rubbish bag that crucial morning ritual, after that delicious (Find the nearest toilets!)

BE A GUARDIAN
 We are guests on Gumbaynggirr...



tread
 lightly.



pick up after your pets



Go Before You Go Campaign

The Bellingen Shire's "Go Before You Go" campaign urged both visitors and locals to protect the region's pristine waterways and swimming spots during the busy holiday season. With a focus on responsible planning, the campaign emphasised using public toilets before venturing beyond the township to preserve the environment and respect Indigenous land.

Through a multi-channel approach including local businesses flyer distribution, roadside advertising, print, radio, digital ads, and social media, the message was reinforced consistently.

Additionally, the campaign promoted leaving no trace, pet responsibility, sun safety, exploring responsibly and parking etiquette. With resources like a list of public toilets and targeted messaging, the campaign aimed to engage everyone in safeguarding the Shire's ecological treasures for future generations.

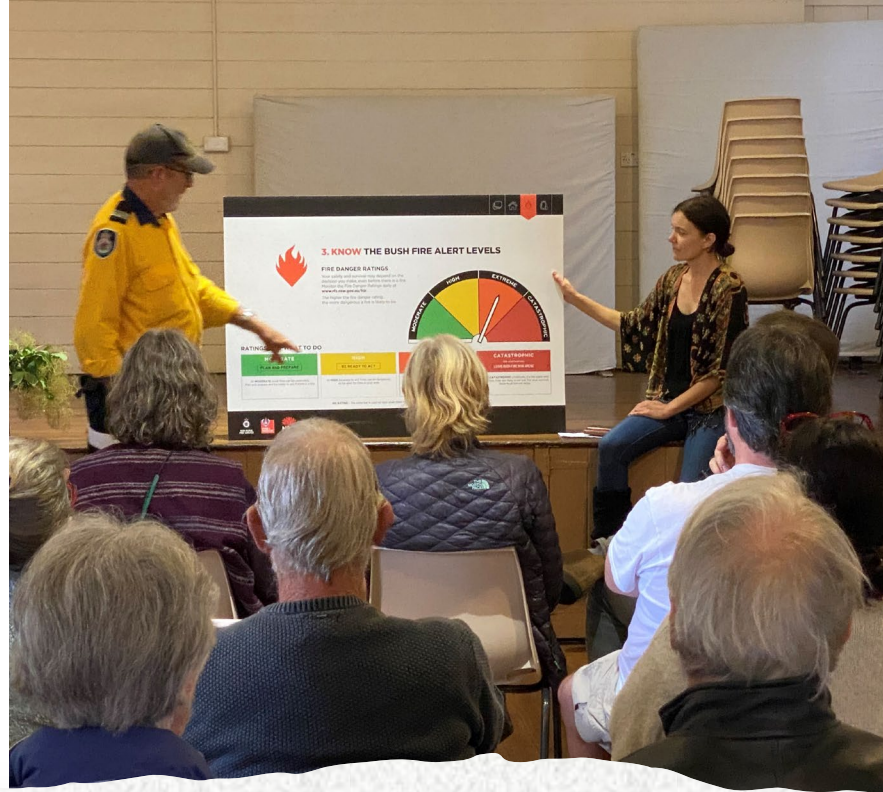


State Government Library Visit & IDPwD

Last quarter, Bellingen Library hosted two noteworthy events. Blue Sky Community Services and Well Being Support Dogs Mid North Coast organised an engaging session in celebration of International Day of People with Disability, featuring Delilah, a therapy dog. Discussions on sensory processing and strategies for enhancing sensory wellbeing were a highlight. Additionally, the library welcomed Dr. Caroline Butler-Bowden, the new State Librarian, and Hon George Souris AM, showcasing the Shire's libraries and their commitment to promoting reading and learning for all ages.

The library system boasts a significant membership base, with 55% of Shire residents as proud members, facilitating an impressive 75,801 loans last fiscal year. Collaboration with Clarence Regional Library expands access to diverse content and materials.





Lift The Lid on Mental Health



The Dorrigo Rotary Club, in collaboration with Council and Local Mental Health Organisations facilitated a community-wide Mental Health Walk from Dangar Falls, on Sunday 15 October 2023. This event aimed to raise awareness about mental health issues, reduce stigma, and foster a sense of togetherness in support of individuals carers and families affected by mental health challenges.

Gleniffer Gathers



Gleniffer Gathers aimed to strengthen community bonds and enhance disaster resilience. Organised by Rosi Klass, in collaboration with Council's Community Resilience Team and supported by various organisations, the event facilitated connections among residents, sharing local knowledge and addressing community needs.

Inclusive Signage In our parks!



Council has taken a significant step towards inclusivity by installing Australian Sign Language (Auslan) signs at three prominent playgrounds: Connell Park, Coronation Park, and Alma Doepel Reserve. A project done in collaboration with The Deaf Butterfly Effect & AUSLAN





Upgrade of Community Centre and Library Extension- Dorrigo

At the Extraordinary Meeting of Council on 13 December, a resolution was passed to enter a contract with a preferred tender for the refurbishment of the Dorrigo Community Centre and Library Extension. This decision marks a significant step forward for the Dorrigo community and the broader Shire, allowing construction to commence in 2024.

PKN Constructions was awarded both projects following re-evaluation and negotiation, resulting in discounted costs while maintaining project scope. Funded by the NSW Government BLERF and State Library Funding, with a minor shortfall covered by Council reserves, the projects will enhance community facilities. Mayor Steve Allan expressed satisfaction with the negotiations, ensuring simultaneous completion with minimal adjustments. Though some initial elements won't be included, future revisions are possible without compromising the current projects' integrity. Construction is scheduled to





Completed Capital works - Q2

- Weicks Bridge, Gordonville Road – \$250k
- Slarkes Culvert, North Bank Road - \$550k
- Rehabilitation Works on South Arm Road - \$650k
- William Street Lane Rehabilitation
- Dorrigo Helipad
- Church Street Viewing Platform Refurbishment
- Spicketts Creek Bridge, Bowraville Road - \$2.4M
- Kalang River Bridge, Bowraville Road - \$3.5M
- Hillside Drive, Retaining Wall - \$750k





Social Media Snapshot

This summer, our social media channels featured updates on various initiatives, including improvements along Church St, progress on the CBD to Butter Factory Pathway and the Connell Park Footbridge, and the completion of Gleniffer Road and the retaining wall on Hillside Drive in Urunga. The Dorrigo Helipad is nearing completion, Martells Road underwent an upgrade, and Auslan Signs were introduced in parks for inclusivity. We also promoted local businesses during the festive season with Shop Local vouchers and highlighted products at artisan markets and the Bellingen Visitor Information Centre. A key focus was our "Go Before You Go" Campaign, encouraging responsible tourism and environmental stewardship, which received support through social media promotion.



SOME KEY EVENTS SOCIAL MEDIA PROMOTED IN Q2

- Lift the Lid on Mental Health Walk - Dorrigo
- ShireSpeaks session in Urunga
- Artisan Markets for Bellingen, Dorrigo & Urunga
- Belling Shire Arts Trail promotion
- NSW State Library Visit
- International day of people with Disability



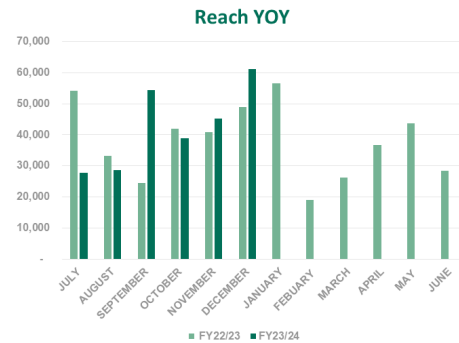
Bellinghen Sh

1.4K followers • 15 following



Facebook

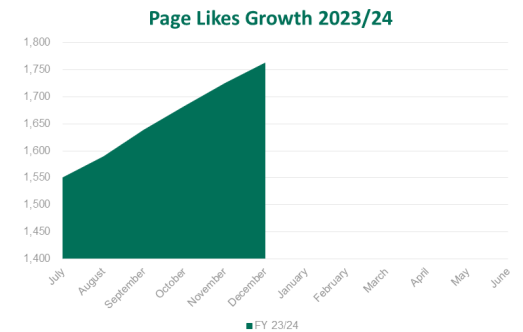
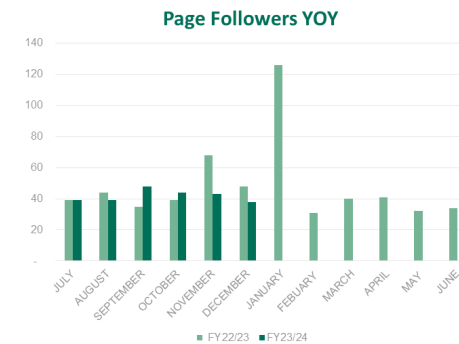
The graphs to the right are an overview comparison of Reach, Page Visits, Page Followers and Audience Growth of our Facebook Channel FY 22/23 & FY 23/24



Accumulative Reach FY 22/23: 454,133
Accumulative Reach FY 23/24: 236,029



Accumulative page visits FY 22/23: 25,344
Accumulative page visit FY 23/24: 14,794



Audience following end of FY 22/23: 1,512
Current Audience following end of Q2 FY 23/24: 1,763



bellingenshirecouncil

Follow

Message

968 posts

772 followers

101 following

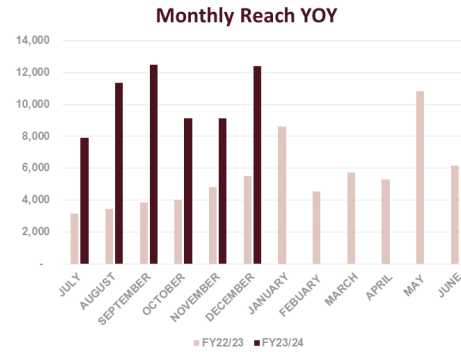
Bellingen Shire Council

www.bellingen.nsw.gov.au/Home

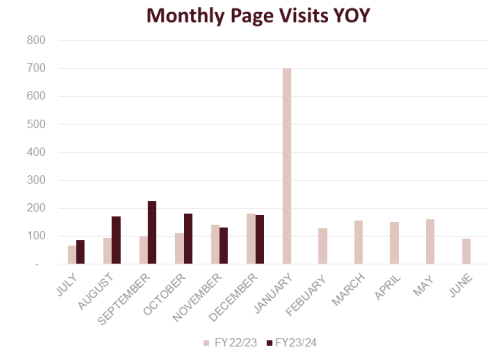


Instagram

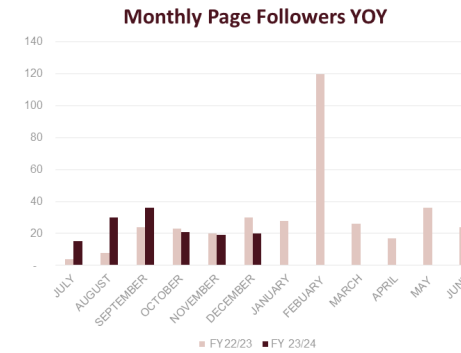
The graphs to the right are an overview comparison of Reach, Page Visits, Page Followers and Audience Growth of our Instagram Channel FY 22/23 & FY 23/24



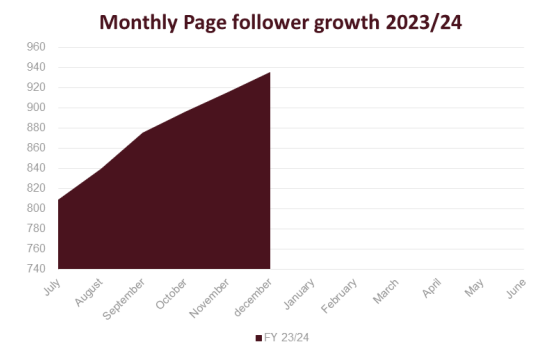
Accumulative Reach FY 22/23 65,938
Accumulative Reach FY 23/24: 31,785



Accumulative page visits FY 22/23: 1,366
Accumulative page visit FY 23/24: 2,084

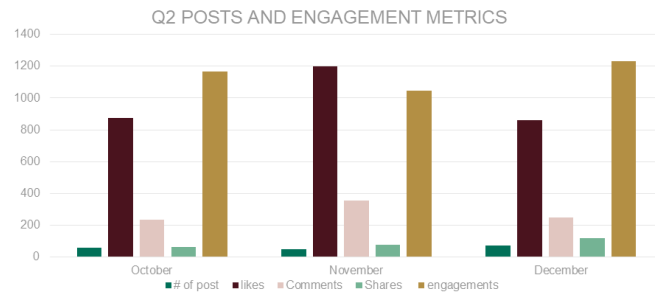
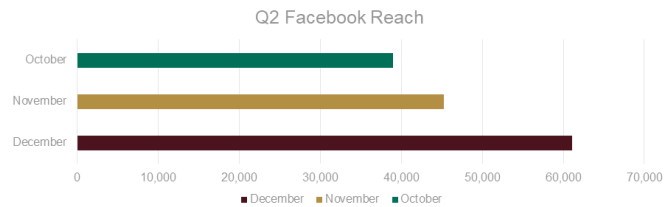


Audience following end of FY 22/23: 794
Current Audience following end of Q2 FY 23/24: 935



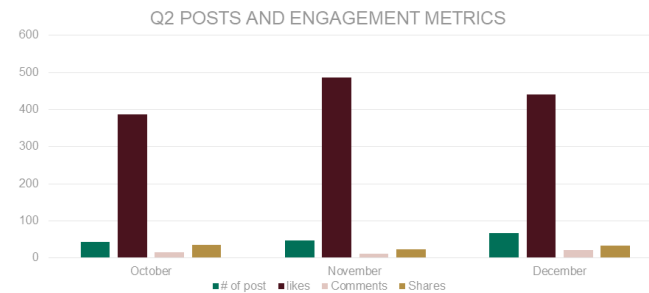
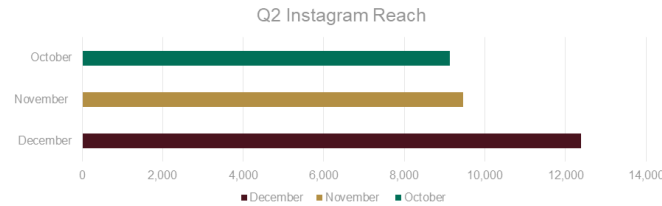
Comparative Data

FACEBOOK Q2 COMPARISON



| | October | November | December |
|-----------|---------|----------|----------|
| # of post | 59 | 49 | 73 |
| Likes | 874 | 1,197 | 860 |
| Comments | 233 | 354 | 251 |
| Shares | 62 | 76 | 119 |
| Reach | 38,964 | 45,277 | 61,092 |

INSTAGRAM Q2 COMPARISON



| | October | November | December |
|-----------|---------|----------|----------|
| # of post | 43 | 48 | 67 |
| Likes | 386 | 486 | 441 |
| Comments | 16 | 12 | 22 |
| Shares | 36 | 23 | 33 |
| Reach | 9,122 | 9,461 | 12,385 |

Q2 demonstrated continued success across all metrics except for Shares. Our engagement metrics on Facebook and Instagram have improved notably as our audience expands. Our consistent approach to social media communication is seeing great results, with a gain of over 200 followers on Facebook and over 100 on Instagram, leading to increased interaction in the form of comments, likes, and broader reach across both platforms.

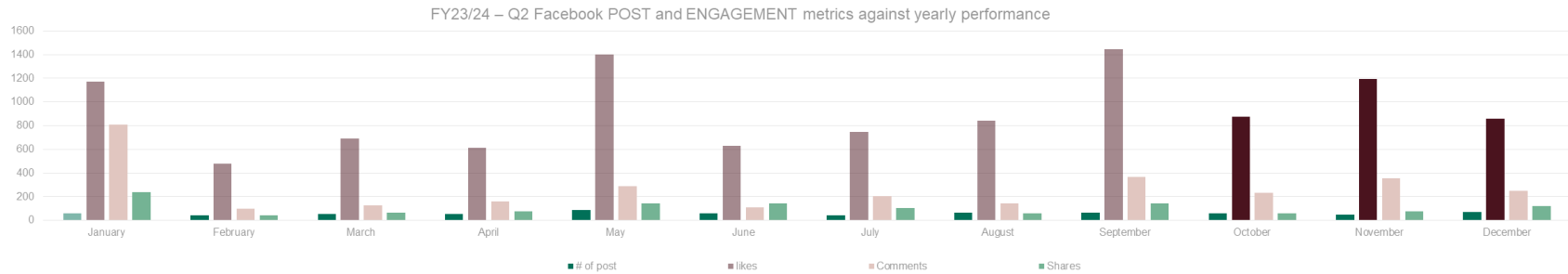
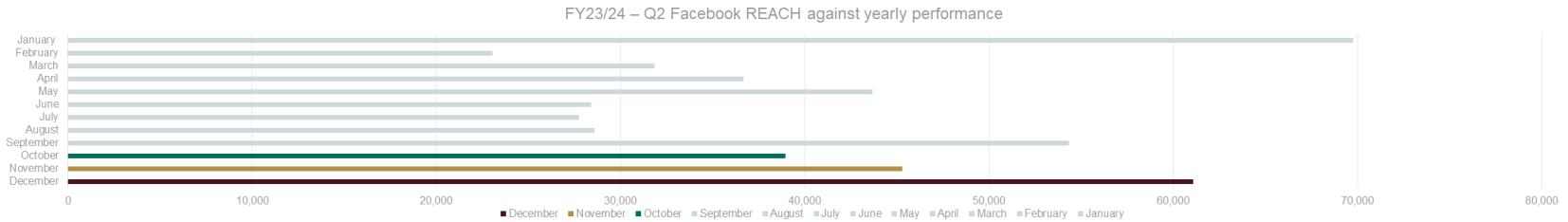
Our social media plan emphasises organic promotion of projects, supplemented by targeted advertising for select campaigns. It's important to note that the numbers provided in this report pertain solely to organic posts, with separate metrics outlined for advertising efforts detailed in this report.

TOTAL COMBINED SOCIAL

| | FY 23/24 POST Q2 | FY 23/24 POSTS Q1 |
|-----------|------------------|-------------------|
| # of post | 338 | 304 |
| Likes | 4,244 | 3,110 |
| Comments | 888 | 788 |
| Shares | 349 | 418 |
| Reach | 176,301 | 142,453 |

Comparative Data

FACEBOOK 2023 yearly comparison

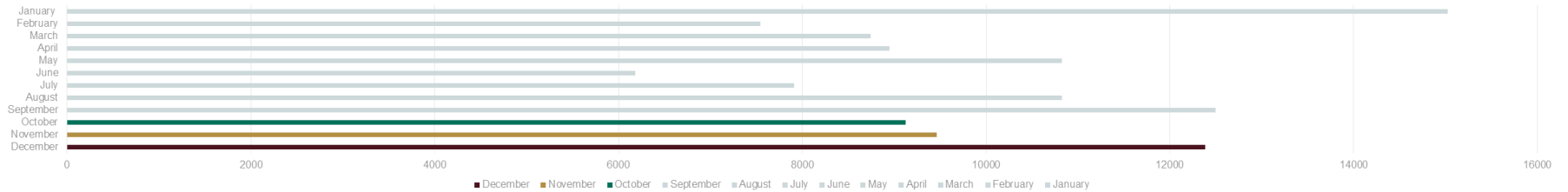


| | January | February | March | April | May | June | July | August | September | October | November | December |
|-----------|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|
| # of post | 61 | 41 | 56 | 57 | 88 | 61 | 41 | 66 | 68 | 59 | 49 | 73 |
| Likes | 1770 | 477 | 691 | 612 | 1402 | 113 | 747 | 842 | 1,444 | 874 | 1,197 | 860 |
| Comments | 807 | 97 | 123 | 161 | 291 | 113 | 208 | 143 | 370 | 233 | 354 | 251 |
| Shares | 239 | 46 | 68 | 79 | 143 | 143 | 103 | 62 | 144 | 62 | 76 | 119 |
| Reach | 69,751 | 23,050 | 35,833 | 36,659 | 43,688 | 28,388 | 27,747 | 28,584 | 54,337 | 38,964 | 45,277 | 61,092 |

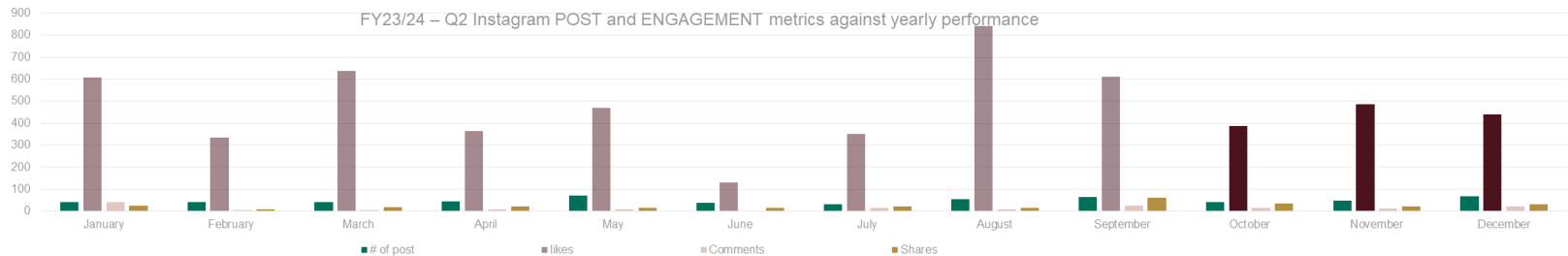
Comparative Data

INSTAGRAM 2023 yearly comparison

FY23/24 – Q2 Instagram REACH against yearly performance



FY23/24 – Q2 Instagram POST and ENGAGEMENT metrics against yearly performance



| | January | February | March | April | May | June | July | August | September | October | November | December |
|-----------|---------|----------|-------|-------|--------|-------|------|--------|-----------|---------|----------|----------|
| # of post | 42 | 42 | 43 | 46 | 72 | 37 | 32 | 55 | 64 | 42 | 48 | 67 |
| Likes | 608 | 334 | 637 | 366 | 470 | 129 | 350 | 492 | 611 | 386 | 486 | 441 |
| Comments | 41 | 6 | 6 | 10 | 10 | 3 | 16 | 26 | 26 | 16 | 12 | 22 |
| Shares | 24 | 10 | 10 | 23 | 16 | 15 | 22 | 25 | 62 | 22 | 25 | 33 |
| Reach | 15,023 | 7,543 | 9,257 | 8,945 | 10,828 | 6,180 | 7909 | 11,376 | 12,500 | 9,122 | 9,461 | 12,385 |

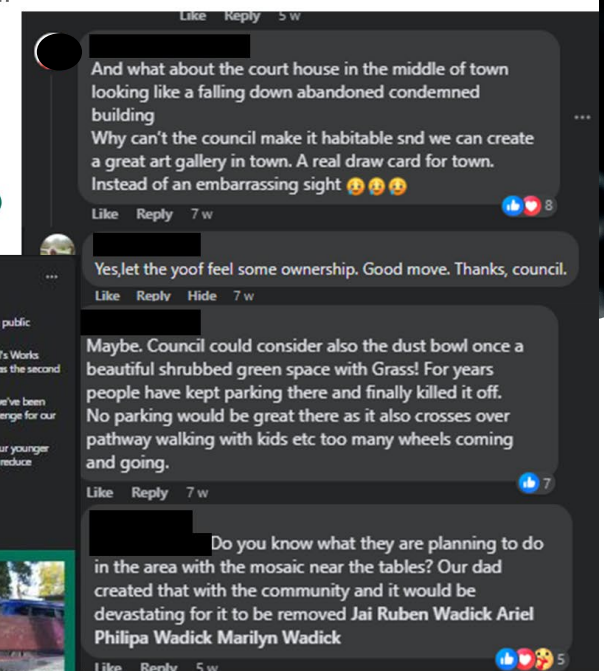
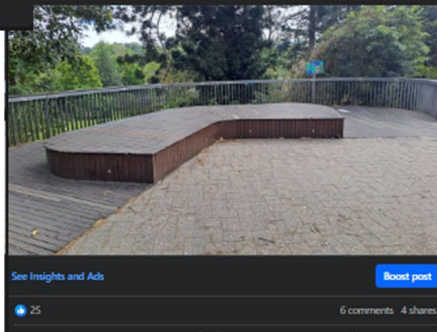
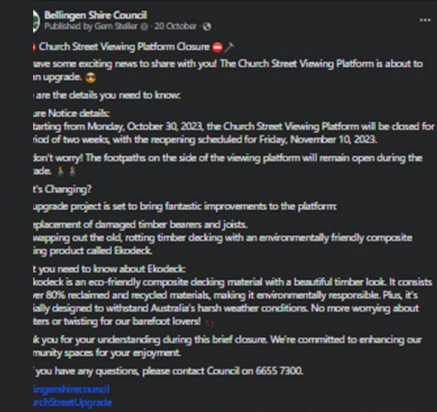
What are people talking about?

Church St related communications generated the most discussion this quarter and had the widest reach. The comments predominantly revolved around the EkoDeck material on the viewing platform and the overgrown outlook, as well as the discussions on what is next for the Chess tables after they were removed due to vandalism.

What are people Talking about?



| | |
|----------|-------|
| Likes | 393 |
| Comments | 76 |
| Shares | 5 |
| Reach | 5,185 |



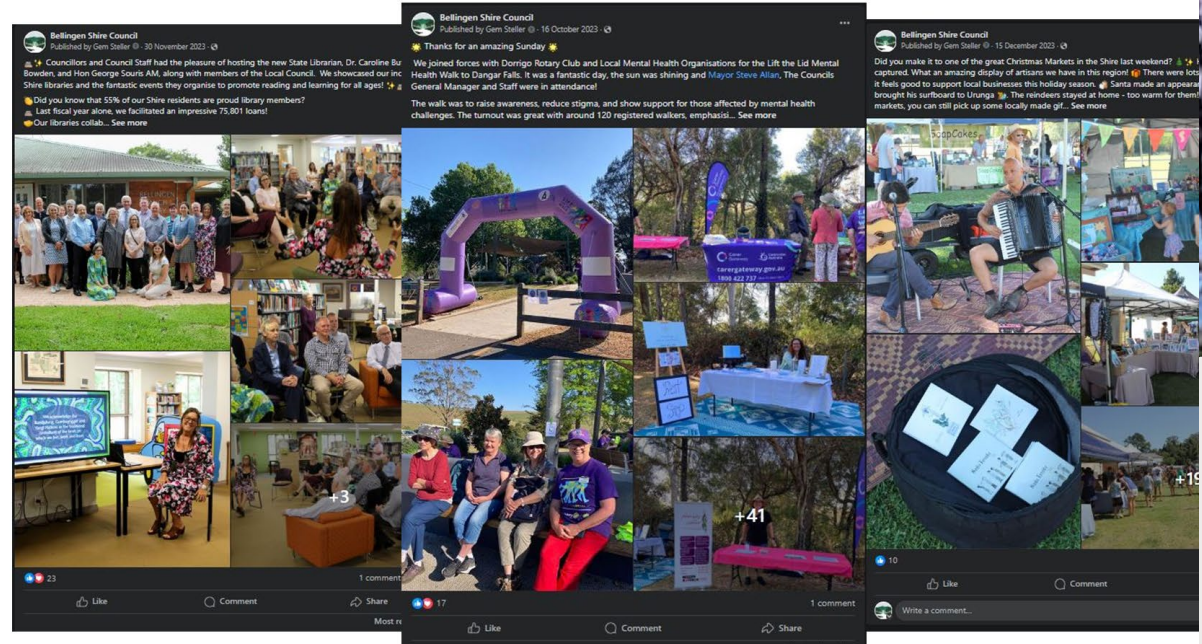
| | |
|----------|-------|
| Likes | 235 |
| Comments | 74 |
| Shares | 5 |
| Reach | 3,941 |

ALBUMS

CONTENT: Albums

Quarter 2 Council shared 7 albums that captured different activities.

- Glennifer Road Opening
- Lift the Lid on Mental Health Dorrigo
- October Citizenship Ceremony
- NSW State Library's visit to the Shire
- International day of people with Disability
- ShireSpeaks in Urunga
- The Dorrigo, Bellingen, and Urunga Artisan Christmas Markets



| | Glennifer Road Opening | Lift the Lid on Mental Health Dorrigo | October Citizenship Ceremony | NSW State Library's visit | International day of People with Disability | Artisan Christmas Markets | ShireSpeaks - Urunga |
|----------|------------------------|---------------------------------------|------------------------------|---------------------------|---|---------------------------|----------------------|
| Likes | 74 | 17 | 16 | 53 | 22 | 10 | 32 |
| Comments | 7 | 2 | 0 | 5 | 2 | 0 | 11 |
| Shares | 6 | 0 | 0 | 4 | 2 | 1 | 5 |
| Reach | 1,867 | 465 | 630 | 1,148 | 743 | 730 | 3,527 |

Insta Stories

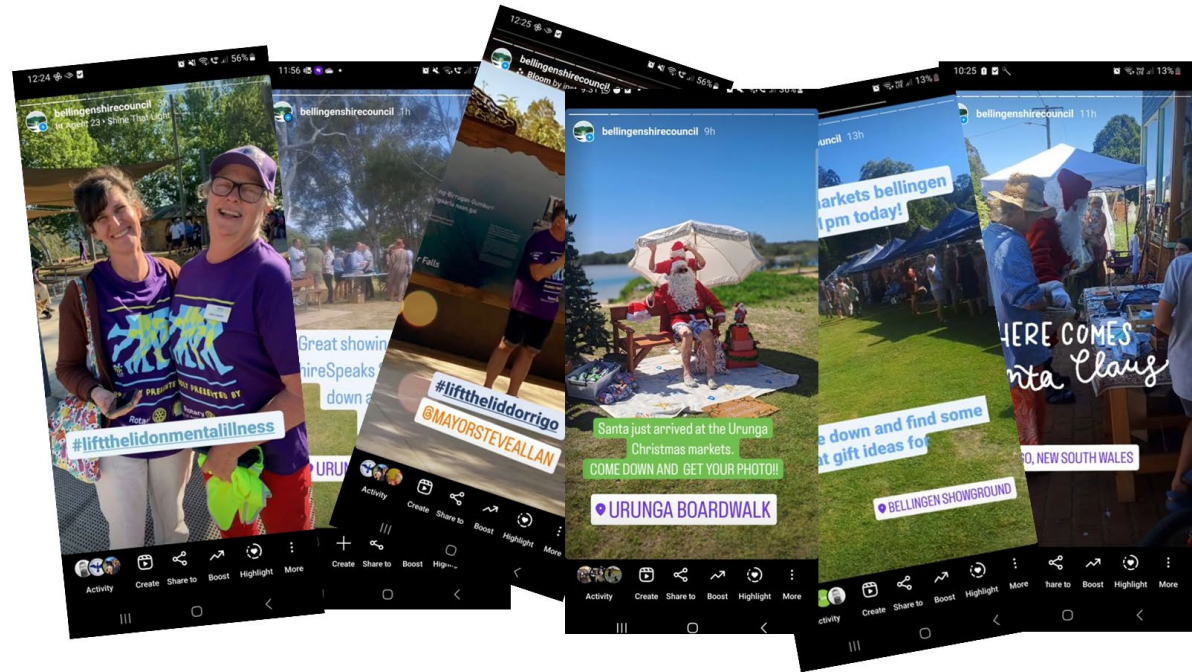
During the second quarter, the Council effectively leveraged Instagram Stories to provide time-sensitive information and offer real-time updates on events. A total of 31 posts were directly shared to Insta stories, remaining visible for 24 hours before archiving. This strategy allows the the Council to keep the community informed and engaged with the latest happenings in real time.

CONTENT: Stories

- Lift the Lid – Dorrigo
- Dorrigo Seniors Lunch
- Shire Speaks
- Artisan Christmas markets

Stories Q2 - totals

| | |
|--------------|-------|
| Total Amount | 31 |
| Total Reach | 4,230 |
| Total Shares | 14 |



| | Lift the Lid - Dorrigo | Dorrigo Seniors Lunch | ShireSpeaks Urunga | Artisan Christmas Markets |
|--------|------------------------|-----------------------|--------------------|---------------------------|
| Amount | 7 | 4 | 2 | 18 |
| Reach | 1,441 | 553 | 299 | 1,937 |

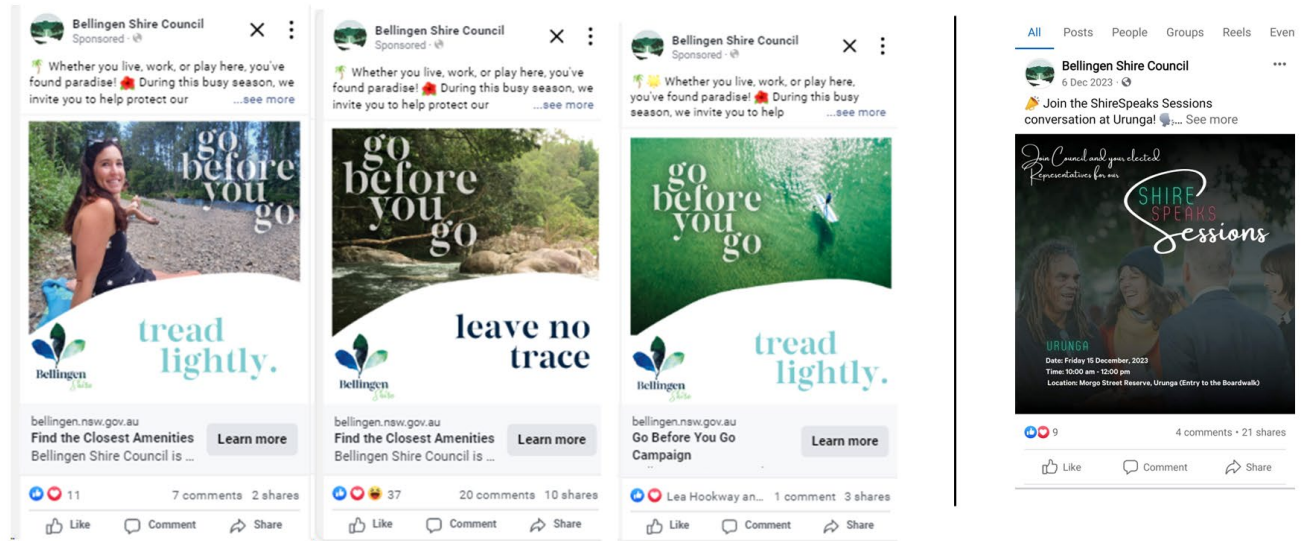
Meta Advertising

The Council is currently experimenting with paid media strategies on social channels as part of targeted campaigns aimed at reaching specific audiences. Through geo-targeting capabilities, we can tailor campaigns specifically to the Shire, enhancing their reach and effectiveness. Our initial trials, which commenced in December, focused on two campaigns: one aimed at promoting awareness of the "Go before you Go" initiative, highlighting the importance of preserving natural sites and addressing the lack of public amenities; and the other promoting the first of the ShireSpeaks event, targeting Facebook and Instagram users in Urunga to increase awareness of event hosted in December.

PAID MEDIA

- Go before you Go campaign
- ShireSpeaks Urunga - invitation

| | |
|-------------------|---------|
| Ad tiles | 6 |
| Total Reach | 84,253 |
| Total Impressions | 397,041 |



Go Before you Go Campaign (Ad Campaign Dec 18- Jan 31)

| | | | | | |
|-------------|---------|----------|-----|-------------|-----|
| Reach | 78,463 | Comments | 18 | engagements | 560 |
| Impressions | 397,041 | Clicks | 425 | Shares | 17 |

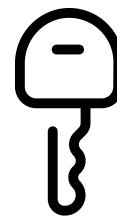
ShireSpeaks Urunga (boosted post- Dec 7 –Dec 14)

| | | | | | |
|-------------|-------|----------|-----|-------------|-----|
| Reach | 5,790 | Comments | 5 | engagements | 194 |
| Impressions | - | Clicks | 151 | Shares | 5 |



Operational Plan Action Updates

The following pages provide an itemised update on each action adopted in Council’s annual Operational Plan. The key is used to identify the progress as at 31 December 2023. Previous reports can be found on Council’s website [here](#).



On Hold Not
due to start



Delayed



Progressing



Complete

Resilient Economy

We have meaningful work and vibrant businesses within our community



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|------------------------|--------|--|
| RE.1.1.1 | Commence implementation of priority actions in the Economic Development and Tourism Plan | Community Partnerships | | <p>Council is progressing a number of actions including:</p> <ul style="list-style-type: none"> • Commencing the Master Planning process in the 3 main town centres with consultants engaged. Broad community engagement to begin February 2024. • Continues to advocate for an alternative route to Waterfall Way • Continues to work with Telstra and NBN regarding connectivity across the Shire. Next meeting regarding NBN scheduled for Feb 2024 • Currently refreshing visitor information including the use of the Destination Branding assets ongoing • Visitor Experience Officer is working with local producers and creatives to build up local product in the Bellingen VIC. This is currently around 80% local produce • Continue to liaise with National Parks regarding the redevelopment of the Dorrigo Rainforest Centre - A submission was made to NPWS regarding the Draft PoM and Master Plan for the project. • Extend information regarding opportunities for business including entrepreneurs • Continue to work with local Chambers on Commerce around networking and other project opportunities - The Group Leader Community Partnerships has again commenced a regular scheduled catch up with Chamber presidents to communicate around projects, activities and opportunities. • Receive and distribute tourism sector information from the likes of DNC and DNSW that demonstrates the value of tourism to the region • Council has now completed its Eco Certification including the external audit. Council is working with Ecotourism Australia in finalising the recommendations from the audit. Announcements expected by end of Jan 2024 or early February. • Council continues to engage with the Yurruungga Aboriginal Corporation around sharing cultural experiences and values |



On Hold Not due to start



Delayed



Progressing



Complete

Resilient Economy

We have meaningful work and vibrant businesses within our community

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|------------------------|--------|---|
| RE.1.2.1 | Progress priority actions in the Signage Strategy. | Community Partnerships | | Council will engage a consultant to develop signage concepts to inform signage development. The RFQ is still being developed and expected to go to the market in early Feb 2024. |
| RE.1.3.1 | Continue rollout of the Bellinghen Shire Branding Strategy to businesses and local creatives, including targeted communication and promotion. | Community Partnerships | | Council has commence using the Branding in its own collateral and tourism signage. Council is also working with one of the business chambers who have incorporated this into their new website. Some businesses have also requested access to the assets for use and Council continues to work with these as appropriate. Council is also looking to engage the consultant who developed the branding to rollout further targeted communications and workshops. These are being proposed for the first quarter of the new year. Council has also commenced planning its new tourism website in which the destination branding will skin the website and be featured throughout. |

Resilient Economy

We have balanced sustainable Tourism



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|------------------------|--------|--|
| RE.2.1.1 | Progress priority actions of the Inclusive Tourism Strategy. | Community Partnerships | | <p>Council continues to progress recommendations from the Inclusive Tourism Strategy. Some of these include:</p> <ul style="list-style-type: none"> • Securing funding to widen the Urunga Boardwalk to ensure it meets current access standards. This project will be rolled out over the next couple of years • Mylestom has now had the amenities upgraded that includes inclusive access. There is also designated disabled carparking and easier access through upgraded paths to key points in and around the area • Dangar Falls has also received additional upgrades to the park to include inclusive equipment, a nature play area that fosters sensory engagement, new accessible benches and easier access via a new path around the play area • Connell Park playground upgrade to play equipment, new paths and nature/sensory play area • Council is also working with Reflections Holiday Park in Urunga to upgrade part of the pathway into the caravan park, is replacing the amenities to be fully accessible, adding in additional inclusive picnic benches and looking to install an access ramp to the stage • William street footpath project completed, upgrades at Mylestom pontoon and fish cleaning station making them more accessible. • Installed Auslan signs at three playgrounds - Mylestom, Bellingen and Dorrigo. • Works commenced on the new pathway from the Bellingen town centre to the Butter Factory - expected completion in the first quarter of 2024 • Work has commenced on inclusive visitor itineraries • The new tourism website has also commenced development which will include information on inclusive tourism - places, spaces and activities |

Resilient Economy

We have a sustainable local farming sector that provides us with healthy, fresh food



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|--------------------------|--------|---|
| RE.2.2.1 | Undertake engagement activities with stakeholders to improve and/or develop sustainable management practices to progress the Eco Tourism Destination Certification Program. | Community Partnerships | | This project is pending the formal announcement of the Shire's successful certification through Ecotourism Australia. Once the Shire has officially received its certification, a program of work will be developed around sustainable management practices. Council has, however, undertaken a campaign to run over the Christmas and new year holiday period called Go Before You Go. The campaign highlights the need for visitors and locals to be conscientious when visiting our natural spaces as most do not have infrastructure and facilities. The campaign encourages people to use the bathroom before setting out, take rubbish with them, clean up after pets, select water safe sunscreens and generally be guardians of our natural areas. The campaign is running from mid-December 2023 to early Feb 2024. |
| RE.3.1.1 | Enable community facilities for groups to operate growers markets, livestock sales and other localised initiatives. | Community Partnerships | | Council continues to be supportive of local producers to promote and sell their products. Council provided the opportunity for local suppliers to participate in the pilot pop up shop in Urunga which saw a number of local food producers participate. Council also provides local producers the opportunity to sell their products in the Bellingen Visitor Information Centre. There are also opportunities for producers to promote and sell the products at the Growers Markets and Monthly Markets at both the showgrounds and Bellingen Park. Council continues to work with the Chambers of Commerce and local food producers as part of the incubator project - this is ongoing. |
| RE.3.1.2 | Form a steering committee to review progress on the shire wide vision and 10 year plan for community participation in food resilience | Community Resilience | | This deliverable has not progressed due to lack of funding and staff resources as need to prioritise projects with commitments and deliverables to funding bodies and community. |
| RE.3.2.1 | Continue the review of Council's Growth Management Strategy to address management of Rural Lands into the future including the release of a Discussion Paper with the community. | Development & Compliance | | The discussion paper remains on the priority list for Strategic Planning Services subject to recruitment to vacant positions. |

Community Wellbeing

Everyone in our community is valued, involved and supported



On Hold Not due to start



Delayed



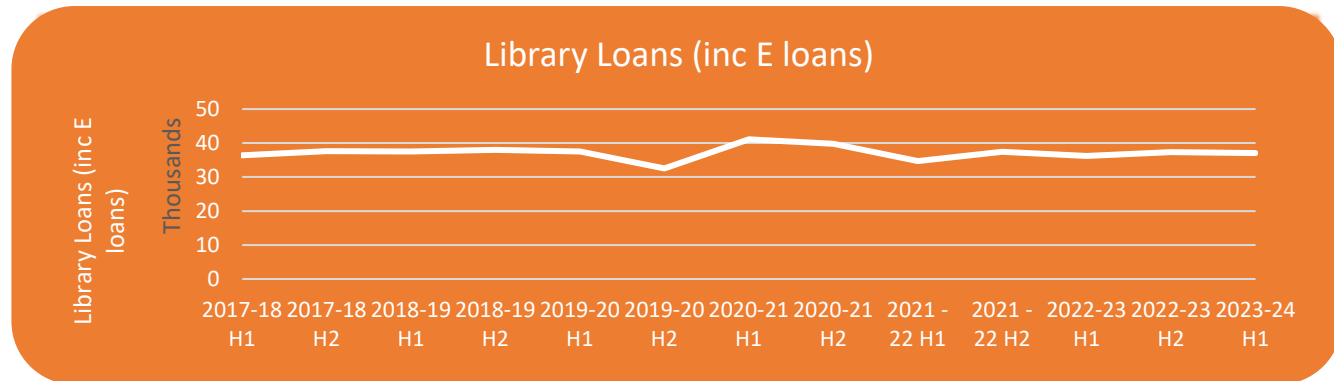
Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|------------------------|--------|---|
| CW.1.1.1 | Facilitate a range of community programs, educational events and cultural experiences including after-school and school holiday activities; Readers and Writers Festival events; author talks; Vintage Film Club as well as annual national events e.g.: Simultaneous Storytime, Children's Book Week, Reconciliation Week. | Community Partnerships | | <p>Council continues to facilitate a number of community activities in the delivery of social and cultural programs and activities. Most recent activities include:</p> <ul style="list-style-type: none"> • Continue to promote information on accessible features in our shire on social media. • Hosted a Menopause and Mental Health Awareness Seminar 19 October. • Held a Sensory Awareness Workshop and visit from a trained therapy dog at Bellingen Library on 6 December in partnership with BlueSky Community Services and Wellbeing Support Dogs Mid North Coast for International Day of People with Disability. • Supported October Mental Health Month Lift the Lid on Mental Health Walk with Dorrigo Rotary 15 Oct. and promoted the month and related activities on social media and promoted Carers Week activities on social media and through networks. • Council provided support at the Person Centred Emergency Planning Training for community members. |

A Timeless Story Launches at the Libraries





On Hold Not due to start



Delayed



Progressing



Complete

Community Wellbeing

Everyone in our community is valued, involved and supported

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|------------------------|--------|---|
| CW.1.1.2 | Promote and support community services delivered to our community. | Community Partnerships | | <p>Council regularly provides information and support regarding community services through things like interagency meetings, promotion of available services (e.g. Service NSW, breast screening mobile service vans in Dorrigo and Bellingen) and any training, workshops or events that are open to the community. These are promoted through social media and community contact lists.</p> <p>Events and activities held include:</p> <ul style="list-style-type: none"> • Hosted a Menopause and Mental Health Awareness Seminar 19 October. • Held a Sensory Awareness Workshop and visit from a trained therapy dog at Bellingen Library on 6 December in partnership with BlueSky Community Services and Wellbeing Support Dogs Mid North Coast for International Day of People with Disability. • Supported October Mental Health Month Lift the Lid on Mental Health Walk with Dorrigo Rotary 15 Oct. and promoted the month and related activities on social media and promoted Carers Week activities on social media and through networks. • Council promoted the Service NSW bus in attendance in both Dorrigo and Bellingen • Community Planning and Duty Planner continue to outreach to Dorrigo monthly. |

Community Wellbeing

Everyone in our community is valued, involved and supported



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|------------------------|--------|---|
| CW.1.2.1 | Deliver priority actions identified in the 2022-2026 Disability Inclusion Action Plan including increased awareness of the importance of inclusion and diversity in our community. | Community Partnerships | | <p>Council continues to deliver the following actions and projects:</p> <ul style="list-style-type: none"> • Continue to promote information on accessible features in our shire. • Continue to identify opportunities to make accessible upgrades and ensure gardens are maintained to ensure access to amenities and buildings. • Improved access at the Church St amenities and lighting upgrade. • Installed grab rails in the Bellingen Park toilets. • Completed accessibility upgrade in the Bellingen Citizens Centre including raised floor and new carpet. • Commenced works on footpath upgrade along Waterfall Way to the Butter Factory. • Installed AUSLAN signs at three playgrounds, Mylestom, Bellingen and Dorrigo. • Continue to increase awareness of accessible features in our shire including information is available on our website. • Continue to monitor adequacy of disability parking spaces. • Continue to investigate challenges for people with disability during disaster events. • Continue to evaluate Council owned and managed, State identified evacuation centres to ensure they are accessible for people with disability • Continue to engage with Job Access improving access to employment for people with disability. • Delivered Job Access Disability Awareness Training to nominated staff on 17 October. • Supported Person Centred Emergency Planning Training for community members. • Council continues to be an EEO employer. • Continue to ensure the workplace is accessible and make necessary adjustments as requested. • Continue to provide information on how to access services through email distribution and on our website. |

Community Wellbeing

Everyone in our community is valued, involved and supported



On Hold Not due to start



Delayed



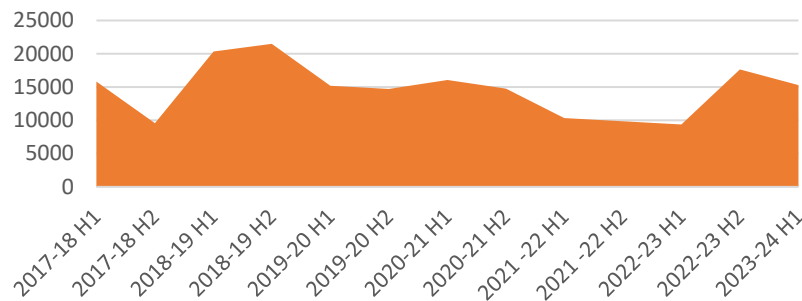
Progressing



Complete

| | Project | Responsible unit | Status | Comments |
|----------|---|------------------------|--------|---|
| CW.1.2.2 | Adopt & implement the Ageing Well Strategy | Community Partnerships | | The Ageing Well Strategy is still progressing with focus groups with key stakeholders due to be held throughout Q3. Feedback from this process will inform a final draft to be presented to Council for recommendation to be placed on public exhibition. |
| CW.1.2.3 | Promote key awareness days to the community and engage with community groups to deliver events celebrating events such as Seniors Week, NAIDOC, Mental Health Month and National Youth Week | Community Partnerships | | <p>Council continues to promote key awareness days with the following events having taken place:</p> <ul style="list-style-type: none"> • Hosted a Menopause and Mental Health Awareness Seminar 19 October. • Held a Sensory Awareness Workshop and visit from a trained therapy dog at Bellingen Library on 6 December in partnership with BlueSky Community Services and Wellbeing Support Dogs Mid North Coast for International Day of People with Disability. • Supported October Mental Health Month Lift the Lid on Mental Health Walk with Dorrigo Rotary 15 Oct. and promoted the month and related activities on social media and promoted Carers Week activities on social media and through networks. <p>Council is also working with internal staff and other agencies in preparation for 2024 awareness days such as Senior's Week, International Women's Day (March 2024) and Youth Week (April 2024).</p> |

Visitors to swimming pools



We have seen 15,298 people attend the Bellingen and Dorrigo pools for the first half of this year. This is already tracking above the previous year for both centres.

26 projects or activities have been fully or partially funded across the two community grant rounds.



On Hold Not
due to start

Delayed

Progressing

Complete

Community Wellbeing

We value, honour and actively acknowledge our Gumbayngirr culture and heritage

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|------------------------|--------|---|
| CW.2.1.1 | Continue to engage and build relationships with local Aboriginal and Torres Strait Islander Communities and Land Councils | Community Partnerships | | Council continues to strengthen its relationships with our Gumbayngirr community, working with the Local Lands Councils and key Indigenous Groups to progress projects. During this reporting period the Yurruungga Aboriginal Corporation supported a Community Day held on 27 January 2024 by facilitating Welcome to Country formalities. |
| CW.2.1.2 | Progress review of Council's Customer Service Centre, meeting rooms and Chambers to ensure facilities are culturally safe spaces for Aboriginal and Torres Strait Islander people | Community Partnerships | | Council has been engaging with the Yurruungga Aboriginal Corporation to assist in understanding what it means to have a culturally safe space for Aboriginal and Torres Strait Islander persons. Council has artwork in its administration building of Uncle Micklo Jarrett and is looking to undertake cultural training with staff. Council is also looking to formalise the name of Maam Gaduying Park. These are some of the steps being taken to actively acknowledge our Gumbayngirr culture and heritage. Council will continue to work towards enhancing its spaces to be culturally safe spaces - this is ongoing. |
| CW.2.2.1 | Deliver cultural awareness training with Council staff | People & Culture | | This project is ongoing. Online training is also be investigated. |

Community Wellbeing

We are connected safe and resilient with a strong sense of community



On Hold Not
due to start






Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|---------------------------------|---|--|
| CW.3.1.1 | Support capital projects initiated by s355 community committees for which funding has been gained to improve accessibility and inclusion, refurbishment works and maintenance of nominated halls and reserves. | Community Partnerships |  | <p>Council continues to work with its Committees to see improvements and upgrades to its facilities. Current projects that have received funding include:</p> <ul style="list-style-type: none"> • Thora Hall for carparking improvements and ramp upgrade • Brierfield Hall also for carparking and other improvements • Dorrigo Community Hall - maintenance improvements to commence 29 January with completion expected to be the end of July 2024 • Connell Park for drainage and amenities/storage/facility improvements • Netball court upgrade from grass to hard court including lighting - works due to commence in early 2024 - Urunga Museum - Bellinger Valley Historical Society for replacement of windows - maintenance improvements • Urunga Rec Reserve - drainage improvement project now completed • Urunga Senior Citizens Hall refurbishment project - Urunga Business and Community delivering project - this is progressing with DA now approved • Completed accessibility upgrade in the Bellinger Citizens Centre including raised floor and new carpet which has reduced trip hazards <p>Many of these projects will be completed over the next couple of years.</p> |
| CW.3.2.1 | Invest Environmental Levy funds to support grant applications for local sustainability and environmental initiatives. | Sustainable Environment & Waste |  | Staff continued to support ongoing delivery of Landcare work on council-managed land funded by \$26,000 from Environment Levy funds. Continued to support and monitor progress of 7 Environment Levy Community Fund projects with habitat conservation, regeneration and sustainability outputs. |
| CW.3.2.2 | Invest annually in local projects through the Community Grants Program. | Community Partnerships |  | Both grant rounds of the Community Grants Program have now been completed with assessments taking place in November for the final round. All contracts have been issued to successful applicants and notification given to unsuccessful ones. The full budget was exhausted across the 2 grant rounds with a total of 26 projects and activities either fully or partially funded. |

Community Wellbeing

We are connected safe and resilient with a strong sense of community



On Hold Not
due to start






Delayed



Progressing



Complete

| Ref | 2 | Responsible unit | Status | Comments |
|----------|---|-------------------------|---|---|
| CW.3.2.3 | | Community Resilience |  | Establishment of the CRN has been stalled due to changes in staff. Attempts to engage the CRN membership in a survey over the holiday period have not been successful and Community Recovery Officer will work to meet with the group to reassess and reset in February. Community Preparedness activities included the Gleniffer Gathers event and recovery Bush Dance, attendance at Neighbourhood Care Network event in Dorrigo, and a SimTable Bushfire Workshop in Bellingen in partnership with MNCJO and RFS. The Resilience Team also hosted 3 Recovery Workshops for community members to give input into what their recovery priorities are in the short, medium and long term (planning for recovery).. Local Community Planning projects will see a follow up meeting with Council's Community Recovery Officer to discuss next steps to keep project sustainable, such as documenting processes and information for each unique community, and to share our process with other Councils. |
| CW.3.2.4 | | Community Resilience |  | All community-led projects are complete except the Indigenous Community Garden and Indigenous Engagement and Truth-telling project, The Indigenous Community Garden was cancelled by Dorrigo Plateau Aboriginal Land Council (grant recipient) due to discovery of Native Title claims and no suitable alternative land identified. A garden design has been completed for when Land Council are able to develop on land. The Truth-telling and Engagement project had ongoing challenges. The Truth-telling component has provided Dorrigo Plateau Aboriginal Land Council a draft culturally appropriate project design for Truth-telling, however, the remaining deliverables for this project under the Bushfire Local Economic Recovery Fund will be completed by Council in collaboration with Indigenous community. |
| CW.3.3.1 | | Infrastructure Services |  | All APZ's have been inspected and works undertaken, reporting to be completed to finalise. |

Community Wellbeing

We are connected safe and resilient with a strong sense of community



On Hold Not
due to start





Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|----------------------|---|---|
| CW.3.3.2 | Support effective response and recovery from disasters by developing a Bellingen Shire pre-event recovery plan, upgrading the Emergency Operations Centre in Raleigh Depot and making arrangement for renovated buildings to be used as recovery centres in disaster response. | Community Resilience |  | Emergency Operations Centre and Dorrigo Community Hall refurbishment are the remaining outstanding items. Construction partner for Dorrigo Community Hall has been appointed and works commenced 29/1/2024. Emergency Operations Centre is awaiting DA approval and RFQ to begin construction. Variation request to funding body to extend project deliverable to September 2024 due to delays caused by weather, covid impacts, and resourcing of expertise will be approved in February 2024. |
| CW.3.3.3 | Establish an expanded staffing structure to facilitate Emergency Management and Response | Operations |  | Review being progressed as part of a review of service areas within the Operations Group and in consideration of disaster communications protocols under development. This is also being reviewed against recent minor flooding activity encountered in January 2024. |

Places for People

We have a diversity of beautiful spaces and the facilities and services needed to foster community happiness and wellbeing



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|--------------------------|--------|---|
| PP.1.1.1 | Maintain Urban and open spaces including Parks / Reserves / Sporting Grounds / Amenities / Beach Access Points / Playgrounds / Shared Paths and Footpaths | Infrastructure Services | | Annual maintenance program is on track consistent with budgeted levels of service. |
| PP.1.1.2 | Review and update Plans of Management for Community Land within the Shire. | Community Partnerships | | Council continues to review and update its Plans of Management. The overarching community lands PoM is currently in progress as is the Gleniffer Reserves PoM. Engagement for this will commence in late Jan 2024. The Connell Park PoM was adopted by Council in late 2023. |
| PP.1.3.1 | Invest in provision of our local heritage through the annual heritage assistance grants program. | Development & Compliance | | 2 heritage grants were awarded this quarter by Delegated Authority of the General Manager. \$3,000 each allocated to revitalise Marx Hill lookout to clear vegetation to view the historic river view. The Second to contribute to repainting the Western Wall 87 Hyde Street Bellingen. \$3,750 remains available. |
| PP.1.4.1 | Invest in active recreation projects including Connell Park Netball Courts Upgrade | Infrastructure Services | | Procurement of contractor completed, approvals in place and construction has commenced start of Q3 as planned. Construction completion on track for Q4. |
| PP.1.4.2 | Progress Dorrigo Community Centre Hall Refurbishment project to provide flexible spaces for the community as well as providing a safe space during emergencies. | Community Partnerships | | Tenders have been assessed and the preferred contractor is now in place. Works on the Community Hall are scheduled to commence at the end of January 2024. |

Places for People

We have a diversity of beautiful spaces and the facilities and services needed to foster community happiness and wellbeing



On Hold Not
due to start




Delayed





Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|--------------------|---|---|
| PP.1.4.3 | Progress an implementation plan for rationalisation and enhancement of public amenities. | Technical Services |  | Not progressed this quarter. Further action to be undertaken in Q3/Q4 |

We have a mixture of affordable sustainable housing options for all in our community

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|--------------------------|---|---|
| PP.2.1.1 | Progress Local Housing Strategy Actions including Infill Infrastructure Investigations and nominated Planning Proposals as opportunities arise. | Development & Compliance |  | This action has not been progressed this quarter due to staffing shortages in the Development & Compliance area. |
| PP.2.2.1 | Review outcomes of feasibility report presented to MNCJO regarding the establishment of a Community Land Trust (CLT). Assess opportunities for Council to support the establishment of a CLT. | Development & Compliance |  | Council continues to be represented on the Advisory Group who is working on the establishment of a local CLT by the General Manager. This work is progressing well. |

Places for People

We are connected and able to move around in a safe, accessible, affordable, healthy and environmentally friendly way



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|-------------------------|--------|---|
| PP.3.1.1 | Undertake procurement, servicing and replacement of Council fleet and heavy plant items in accordance with the Fleet Management Plan. | Technical Services | | Ongoing activity with works underway. Decision to minimise expenditure in the 2023/24 FY taken in relation to replacement of fleet assets to strengthen the position of the fleet reserve. |
| PP.3.1.2 | Conduct annual review of suitability and utilisation of light and heavy fleet. | Technical Services | | Review of plant utilisation ongoing. |
| PP.3.1.3 | Utilise the asset management system to identify the optimal roads to be prioritised during the year to implement gravel resheeting and formation works to optimise outcomes from committed funding | Infrastructure Services | | Works progressing on track at and H1. Works primarily in District A - Dorriggo Plateau Roads completed include : <ul style="list-style-type: none"> • Rodgers Road West • Rocky Creek Road • Davidsons Road • Maynards Plains Road Remaining program of works planned for delivery Q3-Q4. Works primarily in District B - Valley, including: <ul style="list-style-type: none"> • Darkwood Road • Summervilles Road • Timboon Road |

Places for People

We are connected and able to move around in a safe, accessible, affordable, healthy and environmentally friendly way



On Hold
Not due to start



Delayed



Progressing



Complete

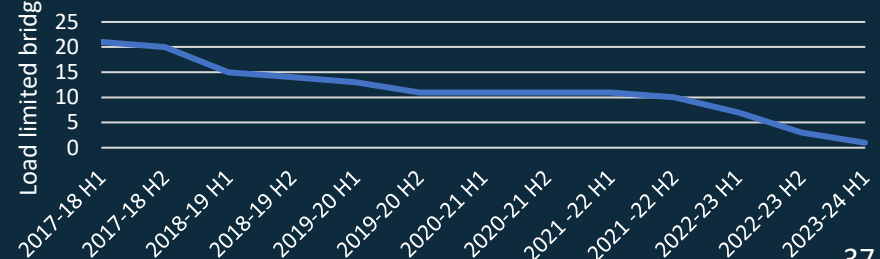
| Ref | Project | Responsible unit | Status | Comments |
|----------|---|-------------------------|--------|--|
| PP.3.1.4 | Utilise the asset management system to identify the optimal roads to be prioritised during the year to implement road heavy patching and resealing works to optimise outcomes from committed funding. | Infrastructure Services | | <p>2.5km of Re-sealing, heavy pathing and rehabilitation works done at Q2. Works undertaken to date include but not limited to:</p> <ul style="list-style-type: none"> • Shepherds Road, Bielsdown Hills • Whisky Creek Road, Dorrigo • Fernbrook Loop Road, Fernbrook • Ash Street, Dorrigo • Slingsbys Road, Megan • Muldiva Road, Bostobrick • William St, Bellingen • Perrys Lane, Repton • Roses Road, Bellingen • River Street, Repton • Ridgewood Drive, Raleigh |

Cahills Bridge opens



Operational Plan Report – Q2

'Load limited bridges'



Places for People

We are connected and able to move around in a safe, accessible, affordable, healthy and environmentally friendly way



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|-------------------------|--------|--|
| PP.3.1.5 | Utilise the asset management system to identify the optimal roads to be prioritised during the year to implement major road renewal works to optimise outcomes from committed funding. | Infrastructure Services | | Works are progressing consistent with the adopted capital budget on review of asset management data and on review of external funding opportunities which may compliment project delivery. Specific projects completed at <ul style="list-style-type: none"> • Gleniffer Road • South Arm Road Specific projects underway: <ul style="list-style-type: none"> • Martells Road • Evans Street • North Bank Road |
| PP.3.1.6 | Maintain Councils Road Network - Sealed and unsealed roadways including maintenance grading, pavement patching, vegetation control, roadside furniture, and signage maintenance. | Infrastructure Services | | Annual maintenance program is on track consistent with budgeted levels of service. |
| PP.3.1.7 | Perform maintenance and renewal works on Waterfall Way Works through the Road Maintenance Council Contract (RMCC). | Infrastructure Services | | Works are on track consistent with agreed schedule and issued work orders from Transport for NSW (TfNSW). |
| PP.3.1.8 | Progress the Essential Public Asset restoration projects in response to approved disaster declarations in consultation with TfNSW and NSW Reconstruction Authority. | Infrastructure Services | | Disaster response progressing in consultation with TfNSW, PWA and the NSW Reconstruction Authority. |
| PP.3.1.9 | Deliver replacement of damaged stormwater infrastructure including kerb and gutter in accordance with adopted budget. | Infrastructure Services | | Works progressing consistent with budgeted levels of service. |

Places for People

We are connected and able to move around in a safe, accessible, affordable, healthy and environmentally friendly way



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|-----------|--|---------------------------------|--------|--|
| PP.3.1.10 | Perform maintenance and renewal works on Regional Roads utilising Block Grant funding through TfNSW. | Infrastructure Services | | Works are progressing as planned |
| PP.3.1.11 | Progress construction activities for new bridge structures funded through programs including the Fixing Country Bridges and Bridges Renewal Program. | Infrastructure Services | | Works are progressing consistent with Adopted Capital Program with project progress communicated to the community through dedicated project information on Councils website. |
| PP.3.2.1 | Pursue grant funding opportunities and implement pathway extension works of priority identified in the Pedestrian and Mobility Plan (PAMP). | Technical Services | | Applications submitted under Get NSW Active Grant Programme priority PAMP projects, with assessment of further funding opportunities undertaken as grant programmes become available. |
| PP.3.3.1 | Investigate funding opportunities for electric vehicle charging stations to support the transition to electric vehicles. | Sustainable Environment & Waste | | Council is partnering with EVX Australia to install two community electric vehicle charging stations in the LGA. Sites have been identified and approval is currently being sought from Essential Energy. Commenced investigation of the feasibility and costs for installing EV charging infrastructure for fleet vehicles at the Council administration building and depot. Participated in an electric mower demonstration at Connell Park. to determine suitability and encouraged local businesses to participate in current grant programs for EV charging at their sites. |
| PP.3.4.1 | Partner with Nambucca Valley Council and TfNSW for management of a road safety officer to focus on driving road safety messaging throughout our community. The Program includes the Road Safety Pilot Program targeting various types of road users and driver and pedestrian behaviour to drive road incidents 'towards zero'. | Technical Services | | Ongoing program with several road safety projects underway or complete. Engagement opportunities for the community communicated through Councils Social Media Channels. Program delivery to be reviewed in Q3 following staffing changes. |

Our Living Environment

We have clean water which is protected and used sustainably



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|---------------------------------|--------|---|
| LE.1.1.1 | Finalise Integrated Water Cycle Management Plan (IWCM) including mapping of the Shire's aquifer to ensure we are a resilient community that is prepared for the future challenges our ever-changing environment presents us. | Water & Wastewater | | Councillor workshop on the 24th January 2024 to finalise water supply options for IWCM scenarios. IWCM Strategy to be finalised this financial year. |
| LE.1.1.2 | Commence implementation of the Coastal Management Plan priority actions. | Sustainable Environment & Waste | | Coastal Management Plan draft was edited to include matters brought up by indigenous stakeholders and requirements for dredging of Urunga Lido. Draft is currently being reviewed by Department of Primary Industries for final approval before seeking endorsement from Council for public exhibition. |
| LE.1.2.1 | Continue to advocate for additional funding to progress delivery of the Sewering Coastal Villages Scheme. | Water & Wastewater | | Council has submitted a stage 2 application for \$15 million dollars to the federal government. Successful projects for this funding will be announced in March 2024. |
| LE.1.2.2 | Progress renewal of water mains along Yellow Rock Road to replace 4.2km of water mains over a 4 year period. | Water & Wastewater | | Work to commence for Stage 2 in April/May 2024. |
| LE.1.2.3 | Increase capacity of Urunga Sewer Treatment Plant to include an effluent reuse scheme to deliver recycled water to South Urunga developments. | Water & Wastewater | | Contract awarded to Leed Engineering. Construction work to commence in March 2024. |

Our Living Environment

We live sustainably and reduce our ecological footprint and contribution to climate change



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|---------------------------------|--------|---|
| LE.2.1.1 | Deliver sustainability and water conservation education program to the community, including businesses. | Sustainable Environment & Waste | | Two community upcycling workshops were held at Raleigh waste facility with the goal of reducing waste to landfill. Four water saving workshops/events were held in partnership with City of Coffs Harbour and Nambucca Valley Council through the Our Living Coast alliance and a community education plan was delivered via social media for National Water Week. |
| LE.2.1.2 | Finalise the Beach Access Policy which includes considering environmental protection ahead of broader community engagement processes. | Development & Compliance | | Workshop on this issue to occur with Councillors in Q3. |
| LE.2.1.3 | Provide Professional and financial support for community led projects that align with Council strategies including Council's Biodiversity Strategy. | Sustainable Environment & Waste | | Participated in Bellingen Riverwatch's Macroinvertebrate Muster, including attending 2 market stalls, training volunteers and mentoring at the citizen science event. Assisted Bellingen Riverwatch to adopt an area of riverbank at Jarrett Park, including writing restoration plan and assisting with site maintenance. Attend Riverwatch Stakeholder meetings. Supported Dandarra Landcare with Plateau Koalas Project - including project co-ordination and two community planting days and for community working bee at Dangar Falls. |
| LE.2.2.1 | Progress implementation of EPA funded behaviour change and infrastructure projects to target the Key Result Areas of the NSW Waste and Sustainable Materials Strategy. | Sustainable Environment & Waste | | 138 Bellingen Shire residents attended council funded community education sessions at the Coffs Coast Waste Services education facility in Coffs Harbour. A Development Application has been approved for construction of a grant funded community workshop space at Raleigh. |
| LE.2.2.2 | Undertake site and process improvements at Dorrigo Waste Management Centre to support transition to a Circular Economy. | Sustainable Environment & Waste | | A new site record system was implemented allowing for improved compliance with legislative requirements. A variation to the EPA funding agreement was approved and preliminary concept plans for transition to a transfer station were developed. |

Our Living Environment

We work together to protect and enhance our biodiversity and natural environment



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|---------------------------------|--------|---|
| LE.2.3.1 | Progress implementation of the Corporate Carbon Plan with the aim to reach 100% renewables by 2030. Invest in Green Power, and use savings accrued through previous energy upgrades for continued investment in emissions reduction at corporate and community facilities | Sustainable Environment & Waste | | Council approved use of the Revolving Energy Fund for installation of solar PV system on Bellinghen Memorial Hall. Quotes are currently being sought for the project. Council delegated authority to General Manager to approve a regional tender process for a Power Purchase Agreement. that has the potential for both financial savings and a reduction in emissions from our operations. Tenders will be sought in March/April. |
| LE.3.1.1 | Partner with a range of agency stakeholders to ensure conservation of Grey-headed flying fox habitat at Bellinghen Island. | Sustainable Environment & Waste | | Vegetation Management Plan for integrated reserves of Bellinghen Island were updated and contracts issued for bush regeneration works in 7 management zones. Assist Transport for NSW in application to Australian Government for approval of offset funding by modifying some reporting actions in the Habitat Restoration Plan. Collaboration with stakeholders (NPWS, WIRES, CHCC, SOS/DPE) began to create a heat stress event plan for the flying-fox population. Continued participation in quarterly Flying fox counts with Department of Planning and Environment and reporting to state government on local observations from suspected state wide flying fox mortality event. |
| LE.3.2.1 | Provide support for the delivery of community led Climate Action Plan projects including emissions reduction and community education. | Sustainable Environment & Waste | | Council partnered with Coffee for Climate to set up a mug library at the Council Administration building and continued to provide a loan service of tableware to discourage the use of single use items for events. Staff also met with the Bellinghen Show Society to discuss sustainability initiatives for the 2024 show, including a 'Green Tent', sustainable transport options and reducing waste. |
| LE.3.2.2 | Provide professional and financial support for community partnership projects and maintenance of past project sites. | Sustainable Environment & Waste | | Project plans prepared and funds allocated for 15 past project sites on Council land, including: Earl Preston Reserve, North Beach, Dangar Falls, Ringwood Creek, Cemetery Creek, Market Park, O'Sullivan's Park, Hungry Headland, Alma Doepel Reserve and Fernmount riverbank. Purchase of new 'Bush regeneration in progress' signage. |

Our Living Environment

We work together to protect and enhance our biodiversity and natural environment



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|---------------------------------|--------|--|
| LE.3.3.1 | Progress priority actions in the Biodiversity Strategy, including engaging with Local Aboriginal Councils in the development of 6 Vegetation Plans to ensure culturally sensitive management | Sustainable Environment & Waste | | 10 Vegetation Management Plans ready for inclusion of cultural knowledge when funding becomes available. Co-funded projects include Koala Conservation Project (Dorrigo), Riverbank Erosion Plan (Bellingen) and Water Quality Monitoring (shire-wide). The Point Riparian restoration project (\$80K) was completed and flood damaged repairs commenced at Dorrigo Golf Course (\$120K) and Mylestom Drive. Restoration of Lowland rainforest in reserves at Bellingen Waste transfer station was completed. Funding applications submitted for river restoration projects through the Fisheries Habitat Action Grant at Fernmount, in partnership with Bellingen Canoe Hire, and at Haines Lane Kalang in partnership with landholders and Ozfish. |
| LE.3.3.2 | Review signage at all beach access points with information regarding permissible uses, restrictions and location emergency details. | Development & Compliance | | Workshop on the issue of Beach Access to occur with Councillors in Q3 which will inform potential changes for signage. |
| LE.3.3.3 | Deliver the Weeds Action Plan to ensure council meets its Biosecurity obligations by addressing the objectives of the NSW Invasive Species Plan through inspections, eradication and education. | Sustainable Environment & Waste | | 195 property inspections were undertaken and control took place over 23 hectares. 171km of High Risk Pathway inspections were undertaken. Stalls at Dorrigo Show and on the side walk in Urunga were setup to provide localised weed risk information. Signs and social media campaigns targeted weeds currently in the spotlight (Mahonia, Cockspur coral tree, Kudzu vine). Biocontrol releases were conducted for Cats claw creeper vine and Salvinia. Significant control efforts were conducted on Cockspur coral tree and Seeded Banana infestations. |
| LE.3.4.1 | Finalise the Environmental Health Management Plan and commence priority actions. | Development & Compliance | | The Development and Compliance Team continue to focus on ensuring the food program inspections are undertaken prior to the end of the financial year. A focus is also on resourcing and recommencing the on site sewer program of residential properties. As the year progresses a more formal overarching plan will be prepared and will guide environment and public health and compliance programs. |



Council to accept tender for upgrade of Urunga Sewage Treatment Plant

Sewering Coastal Villages Project will see a comprehensive upgrade of our sewer system, responding to the needs of our Coastal communities as well as addressing environmental concerns for the Kalang and Bellingen rivers.

Civic Leadership

Council is well governed, future focused and responsible in its service delivery



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|--------------------------|--------|--|
| CL.1.1.1 | Commence implementation of an integrated corporate asset management system allowing more accurate and effective tracking of the costs of maintaining and renewing Council assets. | Technical Services | | Review and assessment of potential Integrated corporate asset management systems ongoing in line with available resourcing. |
| CL.1.1.2 | Progress priority actions within Financial Sustainability Strategy including water and sewer dividend audit, implementation of Special Rate Variation (should this be approved by IPART) and coordination of operational savings targets. | Finance | | Council has continued to progress actions contained within the Financial Sustainability Strategy throughout 2023. Councils efforts to improve financial sustainability have continued to bare fruit, posting an operating surplus in 2023 and improving its cash/investment position. An audit conducted for approval of a water and sewer dividend resulted in Council not qualifying for water and sewer dividends due to the age of Councils Integrated Water Cycle Management Plan(IWCM), the new IWCM plan is currently being written. The Strategy will be updated during 2023/24 incorporating the improved financial position of Council and updating actions accordingly. |
| CL.1.1.3 | Progress implementation of priority signed timed parking recommendations identified with the Bellingen Shire Council Parking Strategy within Bellingen and Urunga townships. | Technical Services | | Not progressed this quarter. To be reviewed in line with CBD masterplans and implemented in Q4 as required. |
| CL.1.1.4 | Review On-Site Sewage Management System (OSMS) Strategy to inform future development and inspection program. | Development & Compliance | | Due to resource constraints this action has not progressed beyond identifying high risk locations to inform priority inspections. However the Environment and public health FTE role is now filled and a OSMS program is expected to recommence in Q4 2024 when the food program inspection are complete for the 23/24 financial year. Resourcing limitations require one program to run at a time and to ensure Council meeting Food Authority requirements. |

Civic Leadership

Council is well governed, future focused and responsible in its service delivery



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|---------------------------------|--------|--|
| CL.1.2.1 | Regional partnerships used to maximise impact of behaviour change projects that support Circular Economy principles. | Sustainable Environment & Waste | | The Mid North Coast Joint Organisation Circular Economy Centre of Excellence business case is near completion with potential design and sites being evaluated and costed. MidWaste Forum, funded by the EPA, continued to provide community waste education by facilitating three upcycling and repair workshops at Raleigh Waste Management Centre. Our Living Coast alliance (City of Coffs Harbour, Bellingen Shire and Nambucca Valley council) expanded online resources on the website, including a range of waste minimisation tutorials. |
| CL.1.2.2 | Advocate for funding for investment in the alternate route identified from Dorrigo through to Coramba via Cascade together with improvements to Summervilles Road, Gordonvilles Road and Timboon Road to add resilience to the road network associated with closure to Waterfall Way. | Office of the General Manager | | Advocacy work continues on this item with regular contact with the relevant State Government Minister. |
| CL.1.2.4 | Advocate to State and Federal Agencies around support on issues of key importance for our community including our schools, hospitals, affordable and diverse housing options and public transport improvements and a regional approach to waste management. | Office of the General Manager | | Council is actively working with the state government and the Housing Matters Action group to investigate opportunities to support affordable housing initiatives. We continue to collaborate with Transport for NSW to improve public transport safety and infrastructure. Additionally, we're advocating for safety measures and improvements to roads under the Waterfall Way RMCC Contract which includes Variable Message Signs (VMS) boards, improvements in traffic safety, and reviews of speed zones. |

Civic Leadership

Council is well governed, future focused and responsible in its service delivery



On Hold Not due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|---|--------|--|
| CL.1.2.5 | Participate in Mid North Coast Joint Organisation initiatives to progress priority actions as identified in its Statement of Regional Priorities. | Office of the General Manager | | Bellingen Shire Council Executive and Officer's participated in the MNCJOs Disaster Risk Reduction, Simtable for Community Empowerment and Joint Organisations Net Zero programs. All projects aim to implement the Mid North Coast Regional Priorities. |
| CL.1.3.1 | Develop a Cyber Security Plan which defines the current and future state of Council's cyber security landscape and manages cyber security risks to protect customer, employee and corporate information. | Information & Communications Technologies | | Cyber Security Policy is being developed which will inform the Cyber Security action plan. |



BELLINGEN.NSW.GOV.AU/HAVE-YOUR-SAY

Civic Leadership

Council is well governed, future focused and responsible in its service delivery



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|---|--------|--|
| CL.1.3.2 | Deliver Corporate Carbon Plan high and medium priority actions to reduce emissions from corporate operations and assets and reinvest savings accrued through previous energy efficiency upgrades for continued investment in emissions reduction. | Sustainable Environment & Waste | | An electricity contract tariff review was conducted to identify savings opportunities. Actions currently being implemented including upgrades to smart meters and changing electricity tariffs on certain sites. Further opportunities to maximise sustainability outcomes through our procurement processes are being explored. |
| CL.1.3.3 | Conduct a review of Council's Enterprise Risk Management System (ERMS) including currency of risks and mitigation strategies. | Governance & Risk | | Preliminary discussions have commenced on a review of this program with Council's Leadership Team. Unfortunately, and due to vacancies in the Governance team, this project has been delayed. |
| CL.1.3.4 | Undertake internal audits in accordance with the internal audit plan endorsed by the ARIC | Governance & Risk | | Work has commenced to review Council's Project Management program as an action within Council's Internal Audit Plan. This whilst not flagged as a priority within the Internal Audit Plan has been escalated since the probity review was undertaken regarding the Memorial Hall. This work is due to be completed by the end of the financial year. |
| CL.1.3.5 | Investigate software solutions relating to delegations, registers and contract management. | Finance | | Software solution was implemented during December 2023 for management of Council contracts. The system will ensure transparency and consistency across Council in making sure that necessary insurances, licenses, and qualifications are in place to ensure safe work practices. Staff training was completed during December 2023. Contractors are currently being loaded onto the system. |
| CL.1.3.6 | Develop an organisational strategic framework to align performance objectives and operational outputs to corporate priorities | Organisational Strategy & Communication | | This project is due to commence in Q3, however service level planning has commenced across the business which will be utilised to inform a broader strategic framework. |

Civic Leadership

Council is well governed, future focused and responsible in its service delivery



On Hold Not
due to start









Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|-----------|--|---|--|---|
| CL.1.3.7 | Develop register of premises requiring annual fire certification. | Development & Compliance |  | Due to significant resource constraints in the Building section, this action has not been progressed. Hope to progress alongside Green Light upgrades in the second half of the year / when all FTE positions are filled internally. |
| CL.1.3.8 | Progress remaining high and medium priority actions that have been identified within the Companion Animals Plan. | Development & Compliance |  | This action has not been progressed this quarter due to significant process improvement work being undertaken in the Development and Compliance area as well as resource challenges. |
| CL.1.3.9 | Undertake a service review of Dorrigo Support Centre operations in consideration of the home support funding model. | Community Partnerships |  | Council has reviewed the Dorrigo Support Centre business model which has included new brokerage agreements with Service Providers. These are now in place and agreements have commenced. Council has also received written confirmation that the home support funding will continue until 2027. |
| CL.1.3.10 | Review governance structures of S.355 committees | Community Partnerships |  | Council has started to review the S355 Committees and now developed a DRAFT Terms of Reference and DRAFT project plan which looks at how a review might be undertaken. A formal review will be dependent on the capacity and resources available to undertake the work. Council continues to work with committees to streamline processes, expectations and understanding of local government requirements. |
| CL.1.3.11 | Progress development of centre-based masterplans consistent with Council's adopted Local Strategic Planning Statement. | Technical Services |  | External consultant engagement finalised and project initiation completed. Project inception meeting held and site visits undertaken. |
| CL.1.3.12 | Progress priority actions of the Information Technology strategy and promote a strong alignment between business and technology. | Information & Communications Technologies |  | Roadmap developed and a draft strategy is currently being developed. The strategy will be presented to ELT by end of FY. |

Civic Leadership

Council is well governed, future focused and responsible in its service delivery



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|-----------|---|---|--------|---|
| CL.1.3.13 | Review and update policies and procedures related to IT Strategy roll out and customer service | Information & Communications Technologies | | New Group Leader ICT & GIS has been appointed and is working through the outstanding policies and draft IT Strategy. |
| CL.1.3.14 | Conduct a review of Council's land and property portfolio | Governance & Risk | | Due to vacancies in Council's Governance Team, this project has been delayed. Recruitment is underway to secure a Property Officer which is anticipated to support the ongoing progress of this project in Q3/Q4. |
| CL.1.3.15 | Deliver upgrade works to existing Emergency Operation Centre (EOC) situated at Raleigh to facilitate standalone operational activities. | Technical Services | | Planning approval underway, DA consent expected Q3 with engagement of contractor to follow. |

Our community is informed and engaged with a strong sense of civic leadership

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|--------------------|--------|---|
| CL.2.1.1 | Continue to coordinate Local Traffic Committee throughout year via quarterly meetings. | Technical Services | | Second quarter meeting completed. Further meetings scheduled. |

Civic Leadership

Our community is informed and engaged with a strong sense of civic leadership



On Hold Not
due to start

Delayed

Progressing

Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|--|--------|---|
| CL.2.1.2 | Continue to improve Council's web based and social platforms to increase community awareness and participation | Organisational Strategy & Communications | | Council's Media Policies were endorsed for public exhibition at the November Ordinary Meeting which underpin Council's ongoing commitment to open and transparent communication, strengthening Council's Social Media program. Monthly reporting is utilised to track and respond to our community's engagement with our media programs and continues to be developed as a tool for ongoing improvement. During the period Council also commenced the redevelopment of the Memorial Hall website, and Shire Brand Tourism site. |
| CL.2.2.1 | Develop Corporate Communication Plan | Organisational Strategy & Communications | | Project planning has commenced including stakeholder engagement to progress development of Council's Communication Plan. This project is on track to be completed before the end of the financial year. |
| CL.2.2.2 | Implement marketing and promotional activities to increase community awareness and social media reach. | Organisational Strategy & Communications | | The Council employs various methods to share information with our community, ensuring everyone stays informed about our programs, services, and activities. Council continues to review the balance of digital and print media to ensure we reach our varied audience. The survey tool continues to be a strong mechanism for Council to seek input from community and it utilised via Council's website for a range of outcomes, including public exhibition processes, reporting issues and to strengthen Council's contact information database. |
| CL.2.2.3 | Continue to improve Council's digital and print media presence to deliver a personalised experience for our customers. | Organisational Strategy & Communications | | Council's media policies have been endorsed for public exhibition, which will guide the ongoing delivery of Council's media programs. Throughout the reporting period Council has strengthened its print and digital media presence by developing templates and uniform branded collateral that ensures messaging is recognisable as Council's. The Social Media channels continue to see growth in engagement and follow statistics. |

Civic Leadership

Our community is informed and engaged with a strong sense of civic leadership



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|--|--------|--|
| CL.3.1.1 | Attend Local Emergency Management Committee (LEMC) meetings as required throughout year to inform planning & response to disaster events. | Operations | | Council represented through the Local Emergency Management Officer (LEMO) at Local Emergency Management Committee (LEMC) meetings as required throughout year to inform planning for disaster events alongside offline meetings in relation to minor flood activity in January 2024. |
| CL.3.1.2 | Undertake Advocacy around issues of key importance to Council and local government including financial sustainability, Fire and Emergency Services Levy, funding for local government joint organisations and adequate funding for disaster management & recovery and resilience. | Office of the General Manager | | Advocacy work continues with regular contact with the relevant State Government Minister. |
| CL.3.1.3 | Council, as part of a regional initiative of the Joint Organisation will continue to seek partnerships and report on opportunities. | Office of the General Manager | | Council Executive and Officer's participated in the MNCJOs Disaster Risk Reduction, Simtable for Community Empowerment and Joint Organisations Net Zero programs. MNCJO also continues to work with neighbouring JOs in their approach to embedding resilience into the Integrated Planning & Reporting Framework. |
| CL.3.2.1 | Implement a customer request management module to increase community experience with council services. | Information & Communication Technology | | The implementation of this project is currently on hold due to delays regarding the approval of associated grant funding. During the period, further investigation into systems was undertaken to ensure Council considers the best possible option available. |

Civic Leadership

Our community is informed and engaged with a strong sense of civic leadership



On Hold Not
due to start



Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|--|--|--------|--|
| CL.3.2.2 | Deliver the Wellbeing Strategy and Health & Wellbeing Program | Organisational Strategy & Communications | | Council continues to deliver a range of initiatives and commitments for creating and sustaining a positive mental health culture and providing access to support and assistance for people when they need it. |
| CL.3.3.1 | Implement training and development programs to support Councillors to effectively deliver their elected duties. | Organisational Strategy & Communications | | Councillors continue to participate in regular workshops to continually develop their skills in supporting and leading the Community. |
| CL.3.3.2 | Implement priority actions as outlined in the Workforce Strategy. | Organisational Strategy & Communications | | Work continues to be done across the three key areas of Council's Workforce Strategy addressing the priority year action items. |
| CL.3.3.3 | Deliver Council's Integrated Planning & Reporting (IP&R) requirements including quarterly monthly progress reports, 2023-24 Annual Report and the preparation of the 2024-25 Operational Plan. | Organisational Strategy & Communications | | Council's Annual Report and Community Snapshot including the Audited Financial Statements was adopted at the November Ordinary Meeting and is now available via Council's website. Quarterly reports continue to progress, and planning is underway for the development of the 2024/25 Operational Plan. |

Civic Leadership

Our community is informed and engaged with a strong sense of civic leadership



On Hold Not
due to start





Delayed



Progressing



Complete

| Ref | Project | Responsible unit | Status | Comments |
|----------|---|--|---|---|
| CL.3.3.4 | Undertake review of reporting requirements and streamline reporting processes to gain efficiencies including timeliness and accuracy of information to inform better decision making. | Organisational Strategy & Communications |  | Council continues to look at ways to streamline reporting and to strengthen how information is disseminated to the community. During the reporting period Council published its Annual Report including the Audited Financial Statements. This is a significant and lengthy document, so in order to better provide information to our community, a Community Snapshot was prepared which acts as a scorecard drawing on infographics and key metrics to provide a summarised visual display of Council's performance. This approach seeks to engage a wider audience in Council's reporting outputs encouraging community participation. |
| CL.3.3.5 | Review and update Customer Service charter including customer experience procedures | Community Partnerships |  | Work is underway within Council's Customer & Business Services function to review its service charter. This project aims to identify process improvements and efficiencies to support Council's front-line staff and strengthen the customer experience. |



BELLINGEN.NSW.GOV.AU

COUNCIL@BELLINGEN.NSW.GOV.AU
33 HYDE ST BELLINGEN NSW 2454 | 02 6655 7300