

received a free bike safety sample bag provided by Transport for NSW. A colouring competition was held for local school children which received 178 entries – 142 in the infants category and 36 in the primary category. The entries were displayed in the Council Chamber's windows facing East Street.

Motorcyclists travelled to Narrandera from Wagga Wagga, Albury and Sydney to attend a first aid course developed specifically for motorcyclists held during Motorcycle Awareness Month. The course focused on motorcycle related first aid trauma management and understanding how to confidently manage a crash scene. Motorcycle riders are more exposed than vehicle drivers and risk serious injuries if they are in a crash. In Narrandera Shire there were 13 motorcycle crashes with 15 casualties over the five-year period 2013 to 2017. Often motorcyclists ride with others so it is likely they will be first on the scene of a motorcycle crash. Managing a crash scene safely and providing emergency first aid immediately can improve the outcome of a crash.

A Road Safety Editorial was published in the Narrandera Argus on the second Wednesday of each month to provide road safety messages with local content and relevance. This proactive campaign included promotion of timely road safety messages such as double demerit point periods, fatigue during holiday periods, rural road safety, drink and drug driving, local crash statistics and road safety tips.

In addition, a social media campaign was used to deliver road safety messages across a broad range of issues. There were over 80 road safety social media posts on Council's Facebook page throughout the year.

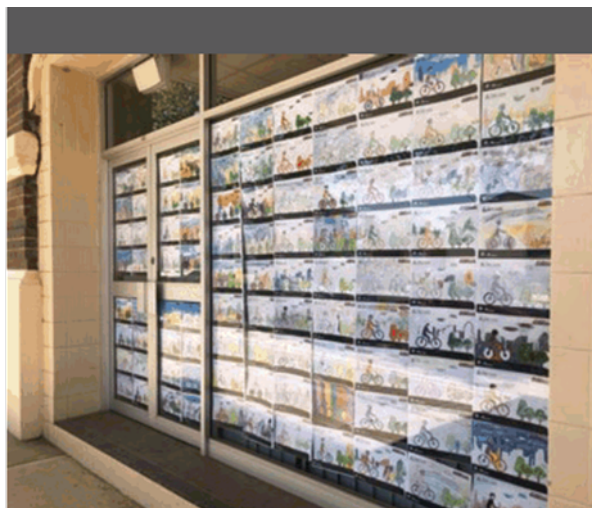


Photo: Bike Week Colouring Competition entries on display.



Photo: Riders from Narrandera, Wagga Wagga, Albury and Sydney attended the Motorcycle Accident Management Training course.



Photo: Ribbon Cutting for the official opening of Narrandera Shire Library's Youth Space.



Photo: Barellan School children learning how to use the new Virtual Reality set.



NARRANDERA SHIRE LIBRARY

The Narrandera Shire Library provides a range of activities for all members of the community. The library annually celebrates Children's Book Week with visits from local schools, conducts a wide range of school holiday activities, twice monthly story times and weekly Lego Club and 'Lego for Littlies' sessions. Within the library a range of services and facilities are provided which include internet and computer access, free Wi-Fi and limited Centrelink services.

The Library provides extensive fiction and non-fiction collections for adults as well as young adult, junior and picture book collections for younger readers. It also offers a wide selection of DVD titles, magazines, large print and audio books plus access to a wide collection of eBooks and eAudio through BorrowBox and eMagazines through the RBDigital App. The Library is a popular venue for community meetings and activities and for outside organisations providing services to the Narrandera community.

With the launch of the Library's Youth Space, opened by the NSW State Member for Cootamundra Steph Cooke and Federal Member for Farrer Susan Ley MP in November 2019, options for activities increased dramatically with movies and in particular the great take up of the Virtual Reality (VR) facility. An extension running across the rear of the Library building includes a small courtyard, the "Youth Space", an accessible toilet, a garage for the mobile library vehicle and storage space. As well as a range of youth friendly furniture, the space includes a large screen TV with conferencing facilities, a VR set up with ceiling mounted lighthouses, a blue-ray player and a sound system to bring games and movies to life. As well as the expected users, the VR system proved to be very popular with clients from Kurrajong Warratah attending weekly sessions before COVID-19 forced the closure of the VR headset for the foreseeable future.

The Library has a strong focus on literacy, providing support materials for teachers and parents as well as continuing to co-ordinate the John O'Brien Writing Competition for school students. The Library is also a valuable resource for local and family history researchers as it holds a collection of local history materials including the Murrumbidgee Cemeteries Database, microfilm copies of the Narrandera Ensign from 1888-1913 and the Narrandera Argus from 1899 to the present day.

The mobile library vehicle provides a visiting service to schools and pre-schools in Narrandera, Barellan and Binya as well as providing town stops and a home library

service in Barellan, Binya, Grong Grong and Narrandera.

Children's Book Week was a major event, The 2019 theme was 'Reading is my Secret Power' so everything in the Library, including the staff were Superhero themed. Through joint collaborative funding Narrandera hosted an outstandingly successful Book Week visit by children's author Anna Fienberg. Classes from all three primary schools attending multiple full house sessions with Anna at the CRC Plaza Theatre.

The 2019-2020 reporting year has in effect been two very different years with the most significant changes to our Library Service being unplanned and predicated by a global pandemic. From early March 2020 library staff made both operational and physical changes with gloves, antibacterial wipes and hand sanitiser becoming the new normal. Comfortable fabric seating was removed and replaced with furniture that could be cleansed by wiping. Signage changed with each new COVID-19 Order and social distancing became the new mantra. The library re-opened following a forced closure on 1 June 2020.

Services continued to operate during forced closure as best they could by promoting Borrow Box, RB Digital and other online services. The Home Library Service was expanded by calling many of our clients who visit the Library but who were part of the vulnerable demographic. As the closure period continued a "call and collect" service was also activated.

Below is a summary of 2019-2020 library usage statistics:

Population (2016 ABS Census)	5,853 persons
Membership	2,465 or 42.12 % of Shire population
Total Circulation	36,289
Stock Holdings	30,207
Loans Per Capita	6.2
Library Visits	21,359
Computer/Internet Usage	4,225
Wi-Fi Usage	1,108
Social Media Reach	46,292



Photo: Narrandera East Infants School children attending Book Week at the Library.



Photo above: Beau Johnson Bryon and Briana Bryon collecting some books during COVID-19. Below: Arts and Crafts during the school holidays at the Library.



ABORIGINAL COMMUNITY

Council continues to support the Aboriginal community through representation on relevant committees and administrative support for the Interagency Group.

Council has implemented an Aboriginal careers initiative with the placement of two staff within the operations of Council.

The Mayor, the General Manager and the Community Liaison Officer meet quarterly with the Aboriginal Elders Group to discuss matters of interest and concern within the community. These meetings give the Aboriginal community a platform to raise important issues with Council such as employment and education.

Due to COVID-19 restrictions, NAIDOC Week 2020 was postponed until November.

MULTICULTURALISM

Council acknowledges the diversity of people within the community and, through the Narrandera Shire Library, has access to LOTE (Languages Other Than English) materials and resources via the State Library of NSW and the Western Riverina Libraries co-operative.

Customer service staff across the organisation are aware of the Translating and Interpreting Service (TIS National) whereby telephone or online assistance is provided for people who do not speak English and for English speakers who need to communicate with them.

Brochures and publications in languages other than English are readily available from the website of the NSW Office of Local Government.

CULTURAL PLAN

In December 2019, Council began working on a Cultural Plan for Narrandera Shire. The purpose of the plan is to provide Narrandera Shire with the opportunity to take stock of its arts, cultural and heritage assets: to assess what it has, what residents want and most importantly, to envision what it wants to be. It will consider all of the things that contribute to our lifestyle; our history, heritage, language, the natural and built environment, technology, arts, sport and other recreational activities. It will be about what we do now and what we want to be able to do in the future.

In the first half of 2020, three surveys were conducted using social media to engage the public and identify themes to be included in the plan. The Cultural Plan is expected to be finalised in December 2020.



POSITIVE AGEING STRATEGY

Positive Ageing means creating an aged friendly community by enhancing the quality of life for older people. This can be achieved through the provision of opportunities for improving and preserving a person's health, their independence, their degree of personal responsibility and their participation and security within the community.

The Positive Ageing Strategy identifies priority issues, addresses Council's role, and outlines actions both in the short and medium term. The strategy is also integrated into Council's Community Strategic Plan which was subject to a comprehensive review during the latter part of 2016-2017.

Although Council has adopted the Positive Ageing Strategy, this does not mean that all of the issues identified can be completed by Council alone. Rather, Council will require the support, resources, goodwill and assistance of community groups, the business community, individuals and other levels

of Government; for example where there is a need for additional services at the local hospital this is the responsibility of the NSW State Government, however Council can act as an advocate on behalf of the community.

The strategy in its entirety can be viewed by obtaining a printed copy from Council or by visiting Council's website www.narrandera.nsw.gov.au - navigate to Council from the main menu, then select Strategies under News and Publications.



Photos clockwise from top: Seniors Week events including MyGov online training, a trip to the Roxy, yoga at Brewery Flat, Bingo, Yoga morning tea and morning tea in Barellan.



DISABILITY INCLUSION ACCESS PLAN

The Narrandera Shire Council Disability Inclusion Action Plan 2017-2021 (DIAP) is guiding Council to meet its requirements under the NSW Disability Inclusion Act 2014.

The DIAP has four focus areas:

1. Developing positive attitudes and behaviours
2. Creating liveable communities
3. Supporting access to meaningful employment
4. Improving access to services through provision of better systems and processes.

The development of the plan involved extensive community consultation and Council continues to ensure that priorities remain current and included as budgets allow.

The complete 2019-2020 Disability Inclusion Action Plan 2017-2021 update is attached to this annual report in Section 2 Appendix D.

COMMUNITY TRANSPORT AND HOME SUPPORT PROGRAMS

Narrandera Shire Council administers five services under the Commonwealth Home Support Program (CHSP) with four part time staff, one casual staff member, 39 volunteers and a fleet of 10 vehicles, providing service to both Narrandera and Leeton Shires.

The Commonwealth Home Support Programs, funded through the Commonwealth Government, are aimed at helping frail aged community members remain safely in their own

Outlet Name	Individual Clients	Sessions
Narrandera Community Transport	363	5,816
Narrandera HACC Respite Centre	1	13
Narrandera Home Maintenance	26	43
Narrandera Home Maintenance Mowing & Gardening	7	14
Narrandera Home Modification & Maintenance	34	36
Narrandera Leeton Social Support Service	58	409

homes. In the 2019-2020 reporting year Council provided services such as Community Transport, Social Support, Flexible Respite, Home Modifications and Maintenance to over 477 individual clients aged 65 years and older or 50 years and over for Aboriginal and Torres Strait Islanders. All Narrandera Shire CHSP services are located within the Community Services Building at 4 Victoria Square, Narrandera. The Leeton Community Transport Office is located within the Multi Services Building at 3 Wade Avenue, Leeton.

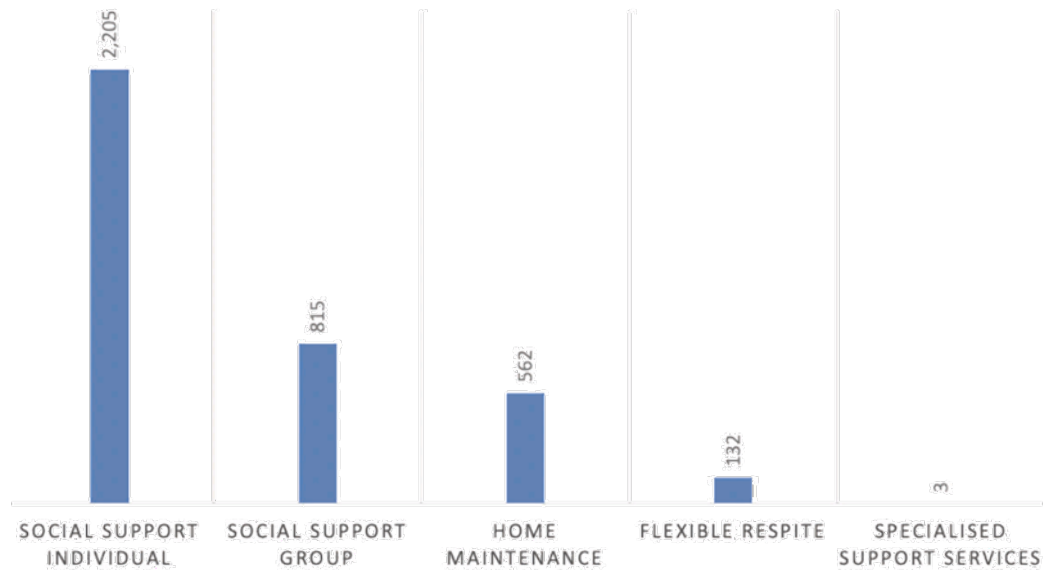
The Community Transport and Home Support programs implemented safety measures to limit the spread of



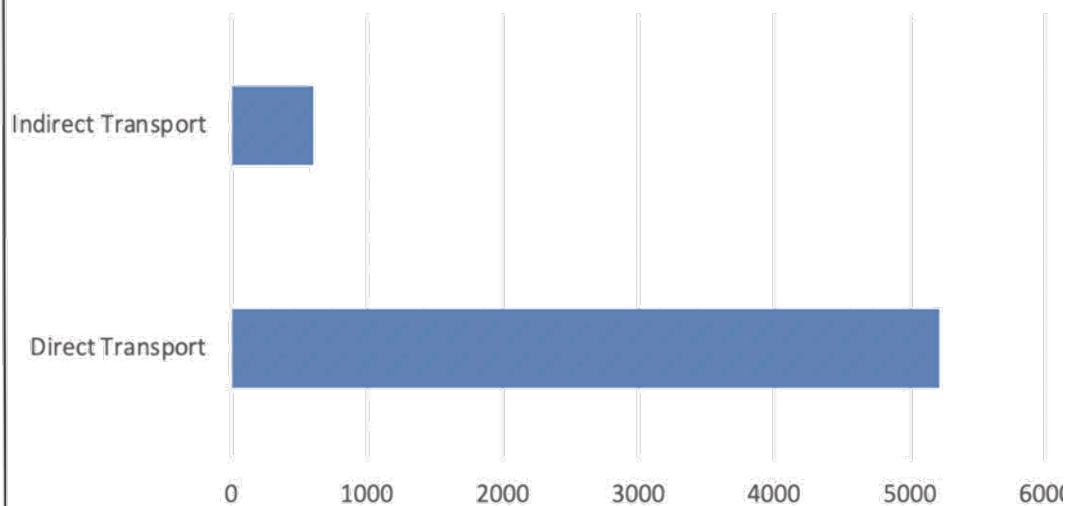
COVID-19 and ensure effective infection control measures were in place. The measures included providing grocery shopping for clients to limit the need for vulnerable persons to leave their homes, limiting numbers in vehicles to allow for social distancing requirements, strict hygiene measures such as stringent cleaning of vehicles, hand hygiene requirements and the use of masks. All trips for social reasons were suspended and clients were advised that the service was able to provide transport for essential reasons.

In February 2020 Narrandera's new booking provider, Narrandera Flag commenced operation and worked alongside Community Transport to provide services outside of hours through a voucher system.

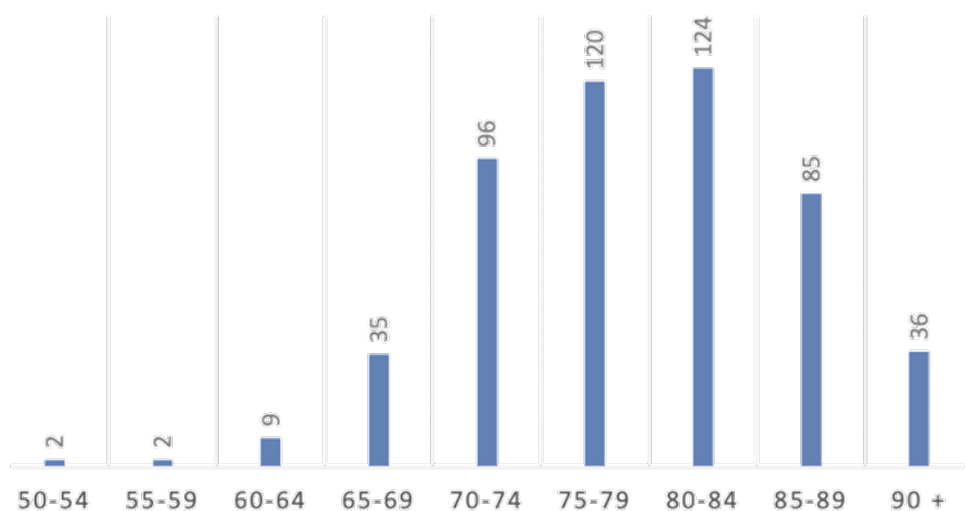
OUTPUTS - HOURS



Outputs - Quantity

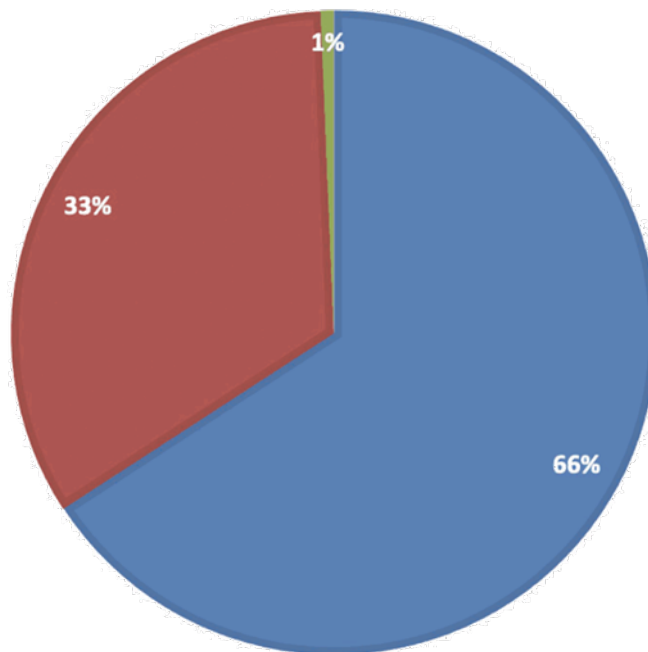


INDIVIDUAL CLIENTS AND SUPPORT PERSONS

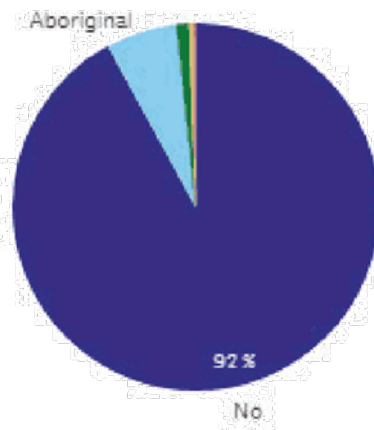


INDIVIDUAL CLIENTS AND SUPPORT PERSONS

■ Female ■ Male ■ Not stated/Inadequately described



Individual Clients and Support Persons by ATSI Status Aboriginal and Torres Strait Islander Status



COMMUNITY TRANSPORT - PROVIDING ACCESS FOR OUR COMMUNITIES

Narrandera Leeton Community Transport is funded by Transport for NSW on behalf of the Commonwealth government and is aimed at providing access and social inclusion to the frail aged and transport disadvantaged members of the Narrandera and Leeton Shires. Clients aged 65 years and over or aged 50 years and over for Aboriginal and Torres Strait Islanders are able to access Community Transport through a My Aged Care referral. Those who are transport disadvantaged are able to access Community Transport by registering for the service at the Community Services Building at 4 Victoria Square, Narrandera or phoning 02 6959 5555. The Leeton Community Transport Office is located within the Multipurpose Building at 3 Wade Avenue, Leeton and can be reached on 02 6953 6999.

This transport service is by far the busiest of all the CHSP services, providing door to door transport for clients attending general medical and specialist appointments in the regional centres of Wagga Wagga, Griffith and Albury, or to attend more specialised services such as renal dialysis, chemotherapy, radiotherapy, surgery at these centres.

Equally important is the transport provided to access the local community for shopping and social events. Regular prescheduled bus services are provided from Barellan to Leeton, Barellan to Wagga Wagga, Leeton to Wagga Wagga, Leeton to Griffith and Narrandera to Wagga Wagga.

All Community Transport vehicles display Community Transport branding and are easily identifiable for clients and the general public. Whilst Community Transport did see a slight decline in service delivery due to COVID-19, in 2019-2020 Narrandera Leeton Community Transport still provided 10,498 trips to residents and travelled over 315,155 kilometres to provide services to over 1,000 active clients. Many of the clients use the service on a regular basis as their sole means of transport. Both the Narrandera and Leeton Community Transport rely on the incredible generosity of 37 volunteer drivers who worked a staggering 8,354 hours within the reporting period. Wheelchair accessible vehicles are located in both Narrandera and Leeton Council areas. Council has also increased its wheelchair accessible vehicles from three to four to accommodate the loss of the wheelchair accessible taxi in Leeton.

Community Transport works in partnership with organisations such as Murrumbidgee Local Health District, Murrumbidgee Primary Health Network, Marathon Health, Narrandera CanAssist and Leeton CanAssist to provide transport options to residents needing to access medical appointments. Community Transport also works with the Narrandera Flag booking provider, providing vouchers to eligible clients for local transport needs.

CanAssist had limited opportunities for fundraising due to the COVID-19 pandemic. To ensure CanAssist were able to continue to support local community members, Community Transport provided free transport to CanAssist clients.

Centralised Trip Allocation and Booking System

The Community Transport team continues to work with the Centralised Trip Allocation and Booking System (CTABS). This system commenced a rollout to all NSW Community Transport Service Providers in 2016, with the final wave of implementation in August 2018. The Transport for NSW funded project is designed to enhance and improve current Community Transport services to meet consumer demand. The system has been designed around transparency within the industry and CTABS will provide around 90 Community Transport Service Providers across NSW with more detailed understanding of the origin and destination of trips requested, the distance of trips, the purpose, duration and mode of transport, time of travel and the cost of each trip.

Ultimately CTABS will help service providers meet growing demand for Community Transport, make it more convenient for clients and more cost effective for transport providers.

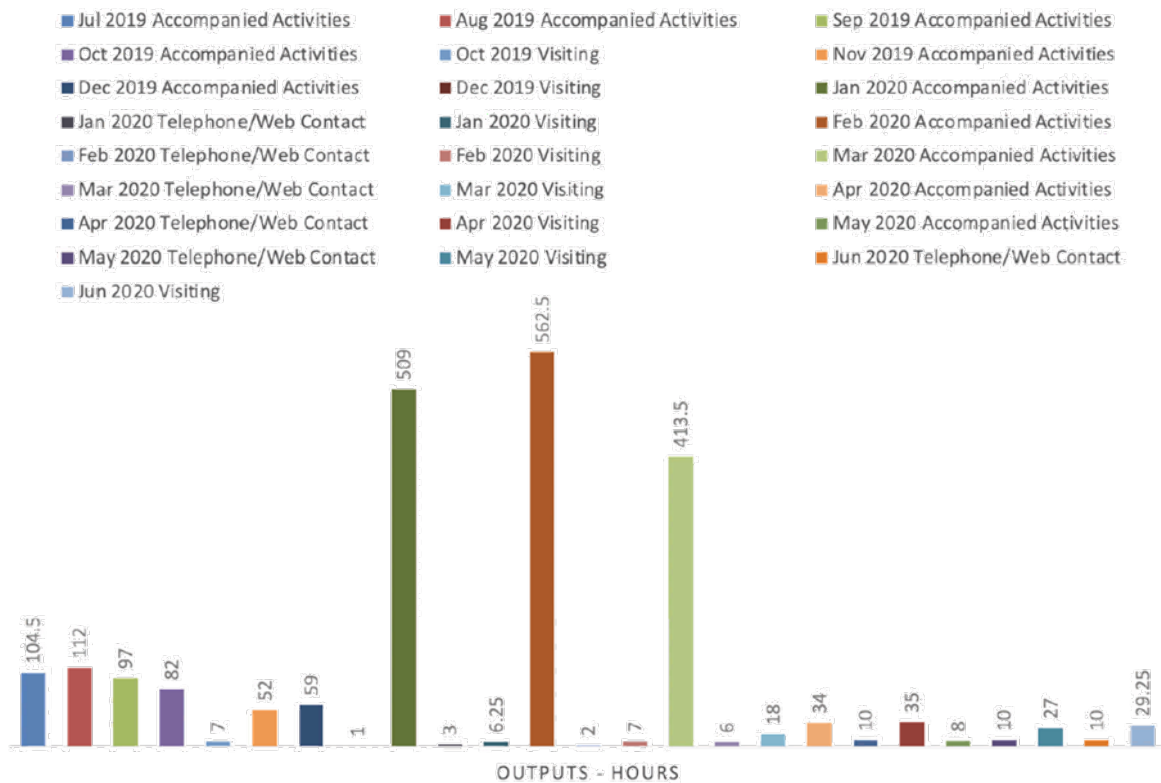
Social Support and Respite

Social isolation is a critical issue for those who are frail aged. Through the Social Support services provided by CHSP workers and volunteers, eligible clients are assisted to remain integrated in the community; which in turn leads to better health and well-being. Under this program a companion (either a worker or volunteer) assists clients to attend social activities of the client's choice. This is a flexible program and has been highly successful in making a real difference to people who are socially isolated. In 2019-2020 over 2,205 hours of combined Social Support was provided to 51 clients located within both Narrandera and Leeton Council areas.

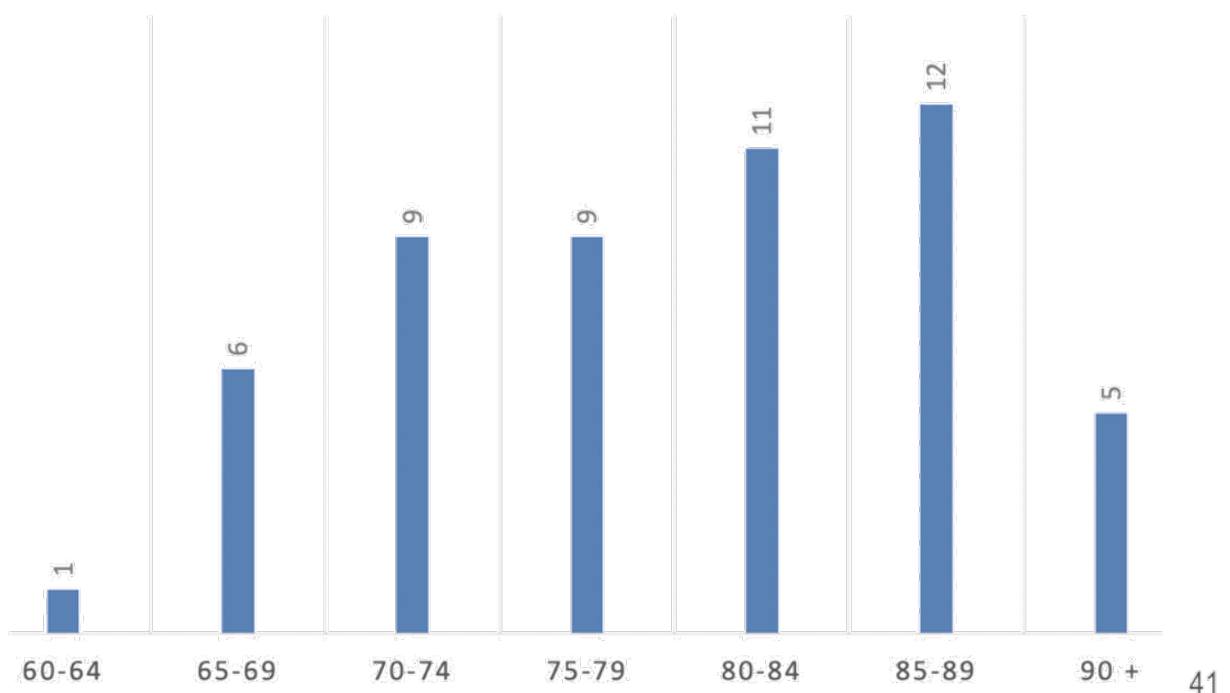
Social support services were modified due to the COVID-19 Pandemic to adhere to all restrictions. Modified services included weekly phone calls to clients and assistance with grocery shopping to allow clients to remain safe at home

A small program for respite care is provided, primarily for the benefit of carers of frail aged people or people with a disability. It allows the carer to have some time out to attend to personal matters.

SOCIAL SUPPORT HOURS CONDUCTED EACH MONTH AND ACTIVITY TYPE.

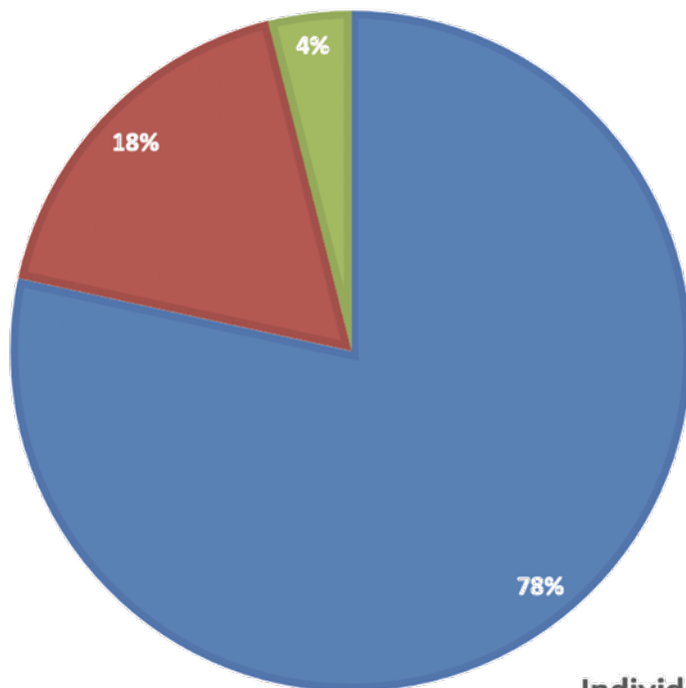


INDIVIDUAL CLIENTS AND SUPPORT PERSONS

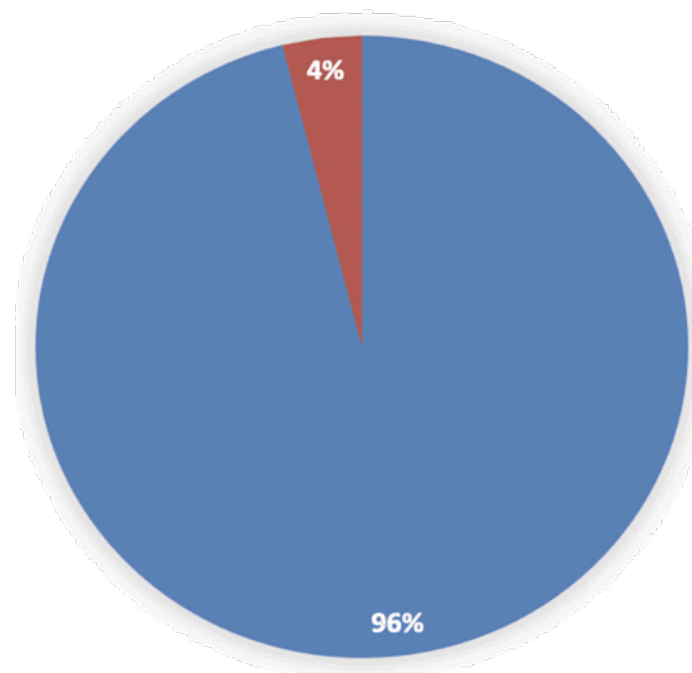


INDIVIDUAL CLIENTS AND SUPPORT PERSONS

■ Female ■ Male ■ Not stated/Inadequately described ■



Individual Clients and Support Persons

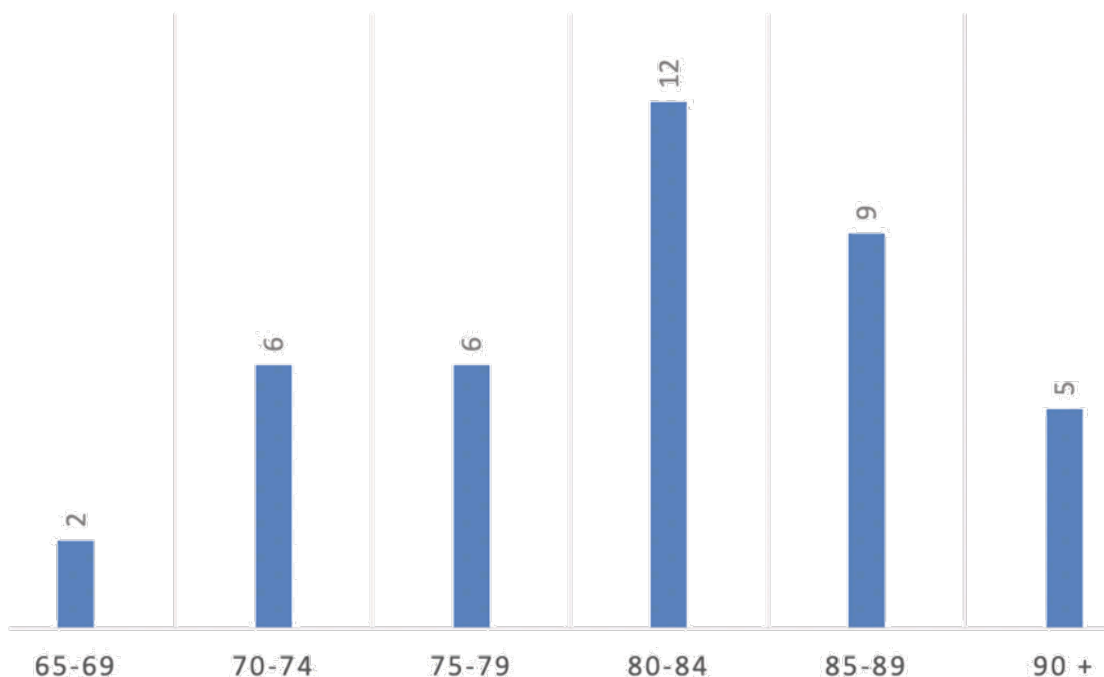


■ No ■ Aboriginal

Home Modification And Maintenance

Home modification is a service where the necessary changes are made to a client's home that enable them to move around safely and continue to live in their own home. All modifications provided are clinically assessed by an occupational therapist and mainly includes the fitting of handrails, ramps and handheld showers. 33 clients were assisted with modifications in 2019-2020 with many of these clients being referred to the service upon discharge from the local Narrandera Hospital and also other regional hospitals.

INDIVIDUAL CLIENTS AND SUPPORT PERSONS

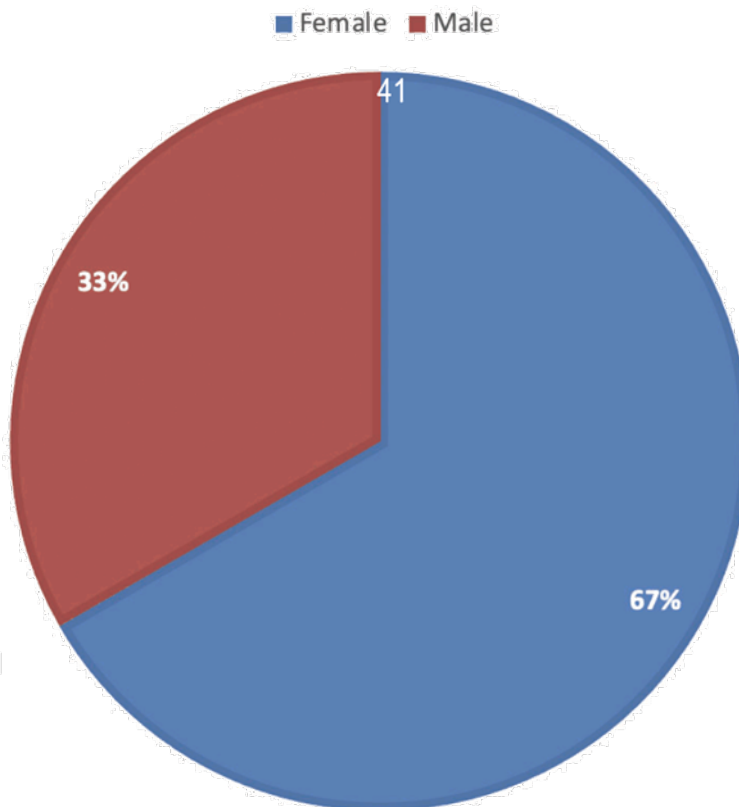


Under the home maintenance program, eligible Commonwealth Home Support Program clients may access maintenance services such as yard/garden maintenance, changing of light globes and replacement of tap washers. The emphasis with this program is to assist clients to maintain their home environment as safe and habitable as possible. A total of 562 hours of maintenance was provided during the 2019-2020 reporting period.

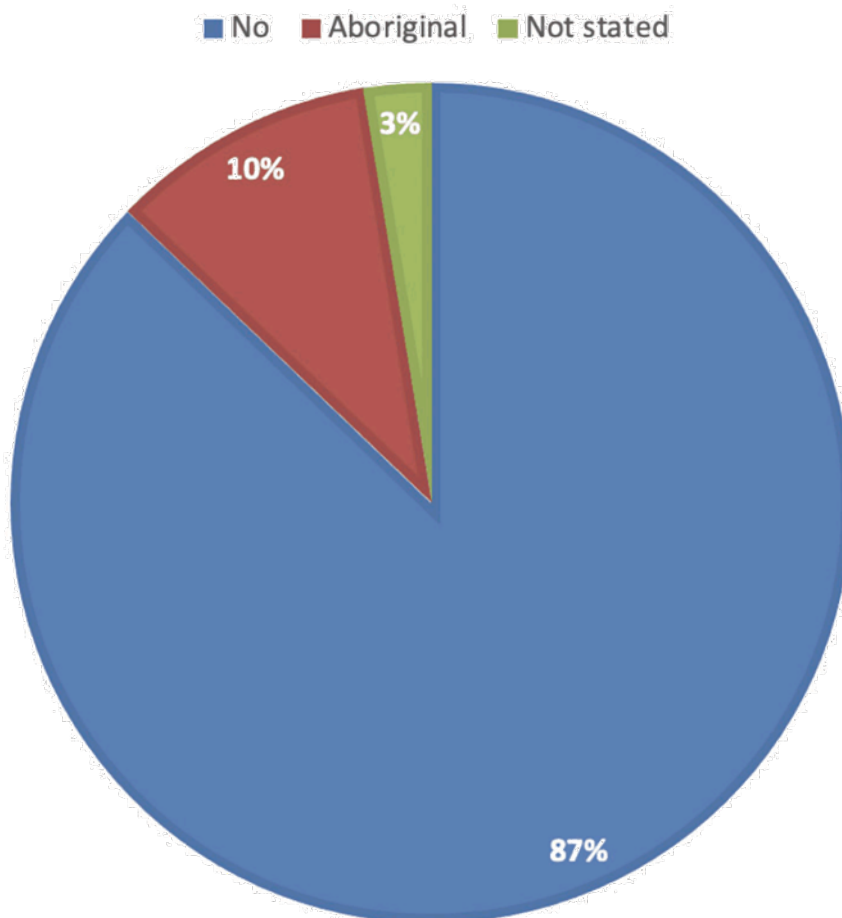
My Aged Care

As of 1 July 2015, all clients over 65 or over 50 for Aboriginal and Torres Strait Islanders must apply for services through My Aged Care. If only seeking one service, the client will be assessed over the phone and, if eligible, a referral sent to the service requested. If the client's needs are more complex the client will be referred to the Regional Assessment Service (RAS) for a face to face assessment. This service has allowed for more access to Aged Care services, as well as provided valuable information regarding the need for increased services.

INDIVIDUAL CLIENTS AND SUPPORT PERSONS



INDIVIDUAL CLIENTS AND SUPPORT PERSONS



National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a program funded by the Commonwealth Government to help persons under 65 or 50 for Aboriginal and Torres Strait Islanders who live with a significant or permanent disability. This new program commenced its rollout in Narrandera Shire on 1 January 2018 and was completed 30 June 2018. The introduction of the NDIS meant the cessation of all Ageing, Disability and Home Care funding to Community Care Supports Programs. The NDIS provides people with a disability a choice and greater control over the support services that they receive. It is designed to facilitate greater access for community members and to help set goals for a successful future. When the NDIS is fully operational it is estimated that 140,000 people with a disability in New South Wales will have access to support services.

Compliance with the NSW Carers (Recognition) Act 2010

The Act establishes obligations for public sector agencies and additional obligations for human service agencies. For Council this means ensuring that its staff and agents such as volunteers have an awareness and understanding of the NSW Carers Charter.

Council staff and agents are made aware of their obligations at the point of initial induction and also at key events such as National Volunteer Week, where staff and agents come together to recognise the valuable contribution that volunteers make to the community.



THE ARTS

Narrandera Arts and Community Centre

The centre provides a venue for exhibitions, displays and civic functions and has allowed Narrandera to host a range of Arts and Craft based exhibits, meetings, seminars and workshops across the reporting period.

Although COVID-19 restrictions meant that the Arts Centre was closed for some months, prior to its closure exhibitions were held by the CAD Factory and the centre was used as a venue for Destination NSW and a major promotional business function auspiced by Narrandera Rotary Club.

The Arts are also supported with the Narrandera Creative Arts Network (NACNet) and Narrandera Community Radio – Spirit FM accommodated within the Narrandera Railway Station building. NACNet runs regular hands on workshops for artists and craftspeople within this makers' space and Spirit FM maintains a full program of volunteer-run Community Radio.



Museums

Narrandera Shire Council supports two volunteer run Museums: the Narrandera Parkside Cottage Museum in Narrandera and the Barellan Museum. Both are operated by committees with the assistance of Council staff. Council also partners with Museum's and Galleries NSW to fund a part-time Museum's Advisor to assist with the development and sustainability of the museums. This year a successful Stronger Country Communities funding application means that the Narrandera Parkside Cottage Museum will benefit from internal painting, installation of CCTV and new display cabinets.

Western Riverina Arts Board

Narrandera Shire is a member Council of Western Riverina Arts Inc (WRA). WRA is an organisation dedicated to actively supporting the development and promotion of the Arts in the Narrandera, Leeton and Murrumbidgee Shires and the Griffith City Council area. The Board and Regional Arts Director's mission is to ensure the vitality and sustainability of our community's diverse and rich culture into the future. The Arts Board funded by Regional Arts NSW and the local government areas mentioned works in partnership with artists and communities to encourage participation, involvement and passion for all things creative in the Western Riverina.



COMMUNITY FINANCIAL ASSISTANCE

Council contributed a total of \$35,786.98 to and on behalf of a number of community organisations across the reporting year for a variety of projects and also contributed financially to a number of special projects such as commemorative events.

The contributions were contributed or granted by Council in accordance with Section 356 of the *Local Government Act 1993*.

Financial Assistance to	Value
Narrandera Golf Club	\$24,026.98
Lions Club of Narrandera	\$2,000.00
Narrandera Pre-School	\$1,895.00
Earlies Rod & Custom Run	\$2,000.00
Domestic Violence Committee	\$500.00
Rockin' on East	\$250.00
Narrandera Show Ground Land Managers	\$1,000.00
Narrandera Landcare Incorporated	\$250.00
Narrandera & District Community Radio Station	\$1,200.00
Kidz Konnect Binya Public School	\$1,000.00
Gundyarri Aboriginal Corporation	\$250.00
School academic awards within the Shire and TAFE NSW	\$1,126.00
Assistance to CanAssist Narrandera – subsidies travel for clients	\$289.00



HUMAN RESOURCES

Council continues to recognise that its human capital is one of its most valuable resources and strives to develop a highly skilled and motivated workforce.

Staff Training

During the 2019-2020 reporting year Narrandera Shire Council staff attended many forms of training in order to maintain and develop the skills required by Council to fulfil its statutory obligations, and to also efficiently carry out its functions to serve the residents of Narrandera Shire.

It is often the case that there are more training requirements and requests than the organisation's budget can provide. A training needs analysis is actioned annually as part of the performance review process, and the basis of this action is to determine a hierarchy of needs on which priorities for training can be determined. Individual and organisational training plans are developed annually by Human Resources and training recommended within the constraints of the available budget according to the following hierarchy:

Training approval hierarchy:

1. A legislative requirement (such as Traffic Control qualifications)
2. A required competency (such as a skill that forms part of the essential criteria on a position description)
3. The organisation at risk by not having knowledge/training
4. Supports the Community Strategic Plan
5. An identified area of required skill development.

All authorisation of training is approved and endorsed by Council's Executive Leadership Team. All employees are to undertake training as determined in their individual training plan or as directed. The employee along with their respective manager/supervisor and Human Resources take a joint responsibility to ensure that training targets are achieved and managed.

An amount of \$65,327.95 was expended on training across the organisation during the 2019-2020 reporting year.

Training Cost by Category	Cost
Category 1 - legislative requirement	\$0.00
Category 2 - required competency	\$12,561.47
Category 3 - organisational risk	\$3,001.56
Category 4 - supports CSP but not essential	\$0
Category 5 - required skill development	\$0
WHS Training	\$17,676.59
Other Training	\$19,782.88
Higher Education	\$12,305.45
TOTAL	\$65,327.95

Attainment of Qualifications

During the reporting year four staff were awarded qualifications with the support of Council:

Qualification	Number of Staff completed
Diploma in HR Management/Diploma in Local Government (dual completion)	1
Certificate IV in Work Health and Safety	1
Bachelor of Information Technology – Network Engineering	1
Certificate III in Horticulture	1

New and Temporary Employees

New employees, volunteers, school-based apprentices and work experience students engaged during the reporting period were required to complete an induction program. This program was facilitated by Council's Human Resources Department, the Work Health Safety Officer, Information Technology Manager and the Payroll Officer. During induction, emphasis is placed on the staff induction handbook, Work Health and Safety, relevant policies and in particular Council's Code of Conduct requirements. During the reporting period the staff induction process was reviewed with a revised version now in place and feedback from new staff indicates that the process is comprehensive and well received.

Photo Clockwise from top left:
School based apprentices – Riley Buchanan (1st year Open Space and Recreation), Cy Ramirez (1st year Human Resources and Visitor Information Services), Ned McLeod (2nd year Development and Environment) and David Glasson (1st year Workshop and Metal Fabrication).



Performance Appraisal System

Ongoing appraisals are conducted in accordance with the Local Government (State) Award and Council's salary system policy. Council continues to improve the online Employee Performance Management (EPM) system which was introduced during the 2015-2016 financial year. Council is committed to continuous improvement in this area and has purchased add on modules to complement and enhance the EPM module. The Learning and Accreditation Module (LAM) will be used to track staff training and provide eLearning opportunities.

Narrandera Shire Council Consultative Committee

The Staff Consultative Committee comprises of elected Union and other staff representatives, as well as management representatives, who meet bi-monthly. The Committee provides a participative forum for members of staff and management to consult and discuss matters of mutual concern, formulate solutions through an exchange of views and information, and positively cooperate in workplace reform. The Local Government (State) Award identifies key areas of consultation that the committee should consider and these are reiterated in the Committee's constitution.

While the Committee does not have power to make decisions, it endorses proposed actions, suggests alternative actions and make recommendations to management. Committee members act on behalf of their constituents by raising matters for consideration, providing feedback and acting as a conduit between staff and management.

Council policies under development or periodic review that directly affect staff are referred to the Committee for consideration. During the reporting year, the Committee convened five meetings.

Details of policies reviewed	Number
New Policies	2
Reviewed Policies	20

Council's Consultative Committee comprises elected staff representatives as well as Union and management representatives providing a forum to discuss and review policies and practices to ensure they are non-discriminatory in their intent and effect.

EQUAL EMPLOYMENT OPPORTUNITIES

Council actively supports the principles of Equal Employment Opportunity (EEO) in the areas of recruitment, selection criteria, training and staff development programs, promotion and conditions of employment.

Council ensures by engaging the EEO principles that all employees (or future employees) have an equal opportunity to enjoy a rewarding and challenging career with Council.

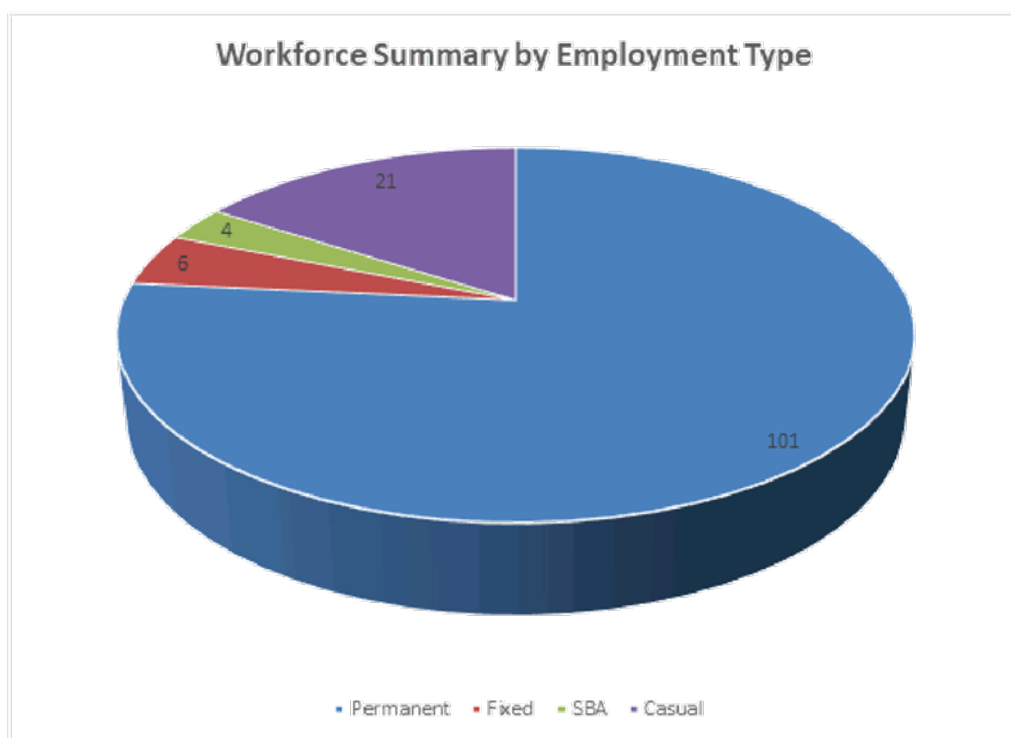
The objectives of Council's EEO Policy are:

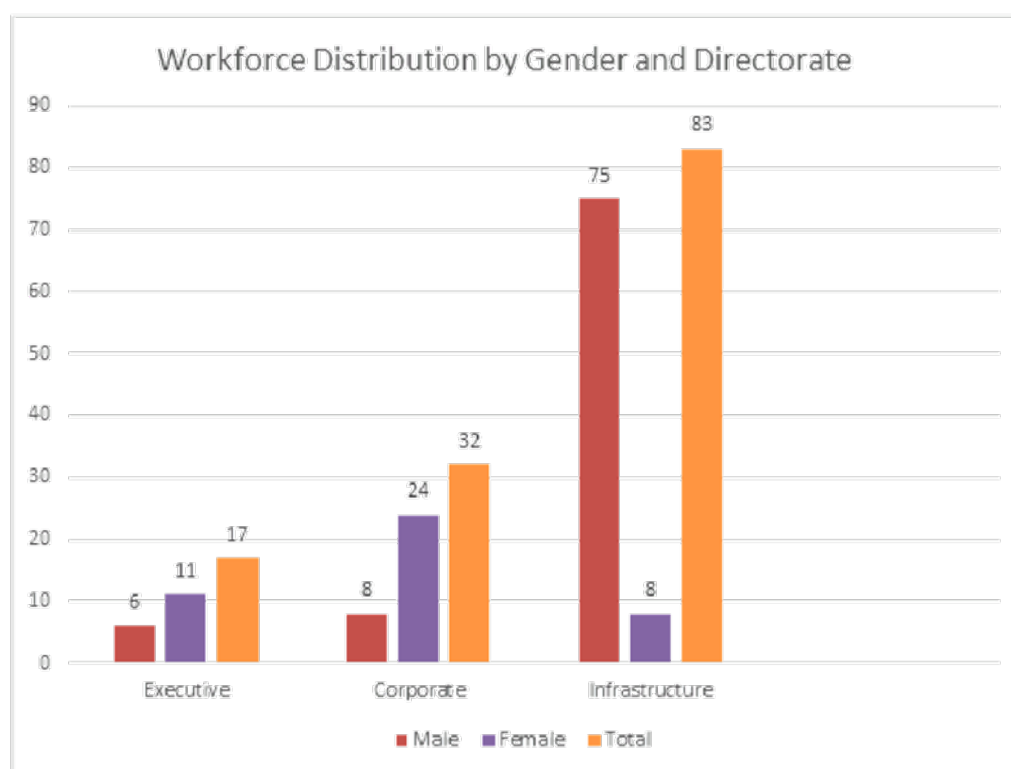
- To eliminate and ensure the absence of discrimination in employment on the grounds of race, sex, religion, marital status, sexual preference and physical and/or intellectual impairment in Council
- To promote equal employment opportunities for all staff
- To ensure confidentiality for all applicants for positions with Council

Council has in place an EEO policy and the EEO and Diversity Management Plan 2017-2021.

STAFFING AS AT 30 JUNE 2020 (INCLUSIVE OF CASUAL STAFF)

Placement within the organisation	Male	Female	Total
Executive services	3	3	6
Customer Service	1	6	7
Community Services	0	8	8
Economic Development & VIC	1	7	8
Finance	1	6	7
Human Resources	3	1	4
Information technology	2	2	4
Infrastructure Admin	0	3	3
Library	0	3	3
Airport	3	0	3
Development & environment	6	2	8
Projects & Assets	6	2	8
Open Space & Recreation	14	1	15
Water & Sewer	12	1	13
Works	28	0	28
Workshop & Stores	5	0	5
TOTAL	85	45	130





SENIOR STAFF

At 30 June 2020 Council had one designated senior staff position being the General Manager.

The total value of the remuneration package of the General Manager was \$279,825.00 comprising a salary component of \$253,241.63 and 9.5% superannuation guarantee amount of \$26,583.37.

EMPLOYEE ASSISTANCE PROGRAM

Council offers an Employee Assistance Program that provides confidential and professional assistance for employees and their family who are experiencing difficulties of a personal or work-related nature. This service has been very important during the 2019-2020 year as support for employees through uncertainty of the COVID-19 pandemic.

WORKPLACE HEALTH AND SAFETY (WHS)

The Enterprise Risk Management Plan (ERM) is currently under review; however, the current ERM previously adopted by the Executive Leadership Team promotes a holistic approach to risk management across all areas of Council. The ERM continued to be actioned across the organisation during the 2019-2020 reporting year so that objectives can be met.

Most risks that could affect workers, the community and the environment have been identified and will be considered in all decision making. There has been training provided to management and staff regarding risk management and responsibilities, including risks involving contractors, and implementation of VAULT Workplace Health & Safety Management System for reporting, checks, Safe Work Method Statements (SWMS) and risk assessments.

The aim of these training sessions is to increase risk culture awareness amongst staff and to ensure risk identification is a naturally occurring part of every job, aiming to decrease the

instance of incidents and injuries, and to ensure the safety of workers, community and contractors.

The Health and Wellbeing program continued across the reporting year providing staff with a valuable insight into issues which may be affecting their health, and providing options on how to improve their wellbeing. The program also provided each participant with a series of body composition scans to track health improvements resulting from implemented lifestyle changes.

The number of work-related injuries and accidents continue to decline, with near miss and incidents (not resulting in injuries) reports increasing. This is pleasing to see as it shows that there is more awareness around risk. The focus will now be on reducing the hazard and risks identified through the near miss reporting.

Hazard inspection of all Council properties and worksites is a high priority and continues to provide an insight as to where risks and hazards may be. This allows departments the opportunity to rectify hazards as they arise.

A newly elected WHS Committee has been meeting on a monthly basis to discuss all WHS matters. In house training will be provided to Committee members on their responsibilities. Training will also be given in the usage of Vault for site hazard inspections which committee members will participate in for all sites. This will ensure thorough preparation of an up to date register is kept and all actions are followed up.

Review of SWMS are a high priority and will continue to be reviewed for each specific project to ensure compliance and to ensure all site-specific risks have been assessed and an action plan developed to mitigate the risks.

Workplace Health & Safety policies and procedures will continue to be reviewed and periodically updated to remain contemporary in a changing workplace.

In response to the COVID-19 pandemic the Workplace Health and Safety Risk Officer developed plans for all Council sites and an overall plan for Council, these documents have been maintained and updated with any changes based on Government advice. Corrective actions have taken in all council buildings for all workers to follow guidelines set by NSW Health and Safework NSW.

Council's Business Continuity Plan was also updated and tested during the pandemic.

COMPLIANCE WITH THE NSW CARERS (RECOGNITION) ACT 2010

Induction for New Employees

All new employees undertake a comprehensive induction where information is given in terms of responsibilities, policies and procedures, entitlements and processes are explained. As a part of this process, carers are educated on the services available to them.

Staff who are Carers

Narrandera Shire Council has a number of policies in place to support carers and these are detailed below:

Carer's Leave Policy - an employee may access accrued sick leave to provide care and support to an eligible class of person as defined in the Local Government State Award.

Equal Employment Opportunity Policy – provides fairness, giving equal opportunity to all

applicants for employment regardless of their personal situation.

Job Sharing Policy - job sharing or flexible working arrangements is an employment arrangement where typically two people are retained on a part-time or reduced-time basis to perform a job normally fulfilled by one person working full-time. This gives carers the opportunity to work part-time to allow them to attend to the needs of their dependents or the people they care for whilst being able to work.

Leave Without Pay Policy – leave without pay may be granted at the discretion of the General Manager when annual leave and long service leave entitlements have been exhausted.

Parental Leave Policy - provides employees with assistance to remain in the workforce after the birth of a child and to ensure Council abides by all of the statutory requirements relating to the granting of maternity or paternity leave.

Part Time Employment Policy - Council will consider requests for transfer from full-time to part-time employment, providing there is no change in the nature of the position. Council shall also have regard to balancing efficiency and work organisation concerns against the merits of the employee's request for transfer from full-time to part-time employment and vice versa. Where an employee requests such a transfer, Council should have regard to anti-discrimination legislation and its own operational requirements. The Consultative Committee shall be informed of such transfer. This policy provides the opportunity for a carer to request a more flexible work arrangement.

Purchased Leave Policy - Council is committed to considering a range of flexible work arrangements aimed at improving work/life balance for staff. Purchased leave is one such option and this procedure establishes the basis for consideration of Purchased Leave requests and the parameters applicable to any subsequent arrangement.

Recruitment of Staff Policy - the selection function is the process of choosing the best person for the vacant position. This process includes the short listing of applicants for interview, developing questions for the interview, interviewing of applicants and selecting who should be offered the position based on merit.

Working from Home Policy - Council acknowledges that working from home arrangements may be appropriate for certain positions and in certain circumstances.

Employee Assistance Program - Council's Employee Assistance Program Policy provides confidential and professional assistance for employees and their family who are experiencing difficulties of a personal or work-related nature.

3 Our Economy

ECONOMIC DEVELOPMENT

The Narrandera Shire Economic Development Strategy 2017-2020 was adopted in March 2017. The Strategy was developed based on feedback collected via community consultation across the Shire and region.

The strategy is structured to guide the direction of Council and the focus of Council's work over its three-year life by promoting job creation, facilitating business growth and diversifying and growing the economy to improve the wealth and wellbeing of the community. An update of the strategy is due to be developed for the three-year period 2021-2023 effective 30 June 2020. However, the impacts of the COVID-19 health emergency on all business and community activity has necessitated the development of a short-term strategy titled 'Narrandera Energised-Business Recovery Strategy 2020' and this was scheduled for adoption by Council in July 2020.

NARRANDERA TO TOCUMWAL RAIL LINE

The Economic and Financial Analysis contained in the Executive Summary of a report based on the feasibility study conducted on this proposal concluded that, on the analysis undertaken, the proposed reinstatement of the Narrandera to Tocumwal Line would not provide economic benefits that outweighed the initial upfront construction cost and ongoing operational cost.

Therefore, further actions on this matter have been discontinued as it has been determined that construction of this proposed line is not viable.

FREIGHT VOLUME QUANTIFICATION FOR SELECTED INDUSTRIES IN THE WESTERN RIVERINA

This study was commissioned in February 2019 to quantify in greater detail than previously available the specific freight volumes for specific commodities in the Western Riverina, including primarily cotton, wine, meat and grains. The study was to focus not only on the final exported products, but also to investigate the intra region and import traffic related to the supply chains of these selected industries. Participants in the study included Narrandera Shire Council, Leeton Shire Council, Griffith City Council and four private entities.

The study was expected to be completed late 2019. However, the consultant retained to undertake the study encountered unexpected obstacles and was unable to complete the study, despite offers to provide interim reports which did not eventuate.

The stakeholders, led by Council, cancelled the contract with the consultant and no study was produced.

SERVICE NSW

The new Service NSW multi-service facility opened for the public in Council's property at 4-6 Twynam Street Narrandera in August 2019. The old Narrandera Service Centre closed on 8 August 2019 and the new Service Centre commenced operation on the following day.

The Narrandera Service Centre was the 103rd centre to open across regional NSW and offers a wide range of services to the Narrandera community all under one roof. These include Roads and Maritime Services such as driving tests, vehicle registration and licence renewals, the 'Easy to do Business' program which gives advice on starting or expanding a small business; a 'Cost of Living Program' to offer assistance with more than 70 rebates and savings such as Creative Kids and Active Kids vouchers for creative, sport, recreation and fitness activities.

The new facility has been warmly welcomed by the community and is proving to be a very busy service facility boasting the latest in technology equipment and excellent and helpful staff.

Having established a strong State Government tenancy, the Council proceeded to market the property and it was successfully disposed of at auction in December 2019.

SMALL BUSINESS MONTH OCTOBER

The Economic Development team once again supported Small Business Month October, a NSW Government initiative. The main function on 23 October 2019 was jointly presented by Narrandera Shire Council and the Narrandera Business Group. The function was branded, "Narrandera Connected (2)" following the theme of "Narrandera Connected" events commenced in 2018. The function comprised presentations from 3 key speakers including Peter Charker, Head Teacher Business (Leadership and Management) from TAFE Cootamundra; Tracey Fletcher-Groenweg, Council Relationships Manager from Service NSW; and from the Articulate Pear, Leah Walsh and Oumi Karenga-Hewitt who spoke on the use of digital tools and professional image to market your business. This topic fitted well with the environment of the Narrandera TAFE Connected Learning Centre where the function was held. Networking followed the three presentations and guests enjoyed canapes and drinks sponsored by the presenters, TAFE and Council.

Another smaller, but well attended, function was held on 28 October again at TAFE Connected Learning Centre where participants heard an expert presentation from Jenn Donovan on how to use social media and email marketing to promote business, events and products. This event was again supported by TAFE NSW and Business Connect.

SIGNAGE AND GATEWAY TREATMENT STRATEGY

Designs for six distinctive new town entry "Welcome to Narrandera" signs were approved by Council and local sign-writers Narrandera Signs were commissioned to construct the 3m x 2m structures. When completed, the signs were progressively erected at prime entry points to Narrandera township during this reporting period. The orange coloured signs with a koala, lizard and leaf motifs were very thoroughly considered by councillors who also assisted in identifying appropriate locations for the signs. Feedback from the public on the signs has been very positive.

These were installed during August 2019.

A new low-profile green 'Narrandera' sign with directional indicator was installed at the intersection of Sturt and Newell Highways at Gillenbah ensuring that traffic heading into Narrandera from the east could observe clear directional signage for Narrandera. Poles have also been erected at the Newell Highway entry point to Grong Grong and appropriately designed banners installed, with the message on them welcoming travellers to Grong Grong.

Photo below left: Welcome to Narrandera – Wiradjuri Country signage.

Below right: Entry to Grong Grong from Newell Highway.



REX COMMUNITY FARES

The REX Community Fares proved to be very popular following their introduction during the previous reporting period, but unfortunately the impacts of the COVID-19 virus on airline operations has seen a significant reduction in REX services across Australia, including the Narrandera/Sydney route.

However, REX maintained a commitment to the Narrandera/Leeton community by continuing with a reduced number of services from early 2020 to the present time. This was able to be achieved, in part, by Narrandera Shire Council waiving and reducing all landing fees usually incurred by REX, for nominated periods of time. This action was very warmly welcomed by REX.

Additionally, significant Government support has enabled REX to continue with limited services on most of its routes including Narrandera/Leeton/Sydney.

REVERSE VENDING MACHINE

The long-awaited Reverse Vending Machine (RVM) was successfully installed adjacent to the internal entrance to Council's landfill site on Red Hill Road in early February 2020. Significant works were required to ensure successful operation of the kiosk. To ensure early operation of the four receival units, a large commercial generator was installed while the mainline power was being connected.

Early operational response has been very strong, with Coles Narrandera reporting large



Image: Mayor Kschenka testing Reverse Vending Machine RVM.

weekly amounts of voucher redemptions. This means added shopper activity for Coles, thereby securing strong employment opportunity at the store. Further, this facility reduces shopper drift to Leeton and other centres where locals were known to take their empty cans and bottles. This strongly meets Council and the Narrandera Business Group's joint objective of having people shop locally. It has also been noted there is a reduced incidence of roadside bottles and cans on the roadsides around Narrandera, resulting in significant litter reduction.

Supporting the impending installation of the RVM, Tomra/Cleanaway and Council jointly sponsored a display at the Narrandera Show on 7 September 2019

to familiarise people with the RVM and its operation. Additionally, CEO of Tomra/Cleanaway Mr James Dorney attended this event having previously addressed a well-attended business breakfast presented by Council and the Narrandera Business Group on 6 September.

SMALL AREA LABOUR MARKET STATISTICS

Council's Economic Development section monitors the Small Area Labour Market quarterly results to observe the trends for Narrandera and other rural centres within NSW.

It is pleasing to note that there was a significant reduction in unemployment numbers for September quarter 2019 compared to prior periods as shown in the attached table. The reduction in unemployment for Narrandera is consistent with the rest of the Riverina. The March 2020 quarter does not reflect the onset of COVID-19 effects on the workforce, but is consistent with results across the Riverina and elsewhere.

Year	Unemployment	Labour Force
September Qtr 2017	190 6.4%	2,956
September Qtr 2018	271 8.9%	3,046
December Qtr 2018	243 8%	3,032
March Qtr 2019	198 6.6%	3,000
June Qtr 2019	155 5.3%	2,950
September Qtr 2019	153 5.1%	3,021
December Qtr 2019	180 5.9%	3,075
March Qtr 2020	194 6.3%	3,093

Source: Small Area Labour Markets data: Department of Jobs and Small Business.

SOLAR FARM DEVELOPMENTS

Narrandera Shire Council is closely monitoring developments in the renewable energy sector to gauge the predicted impacts that the development of three large solar farms will

have on the local economy.

Unfortunately, an inhibiting factor in progressing these multi-million dollar State significant developments is the capacity and capability of the transmission grid. This has caused one solar farm developer, Esco Pacific, to shelve its already approved solar farm at Sandigo because of connection problems into the grid. Similarly, two other solar farms with development consent have had difficulties in finalising connection arrangements. Notwithstanding these hurdles, it is understood that Reach Solar is hopeful of commencing construction of its huge facility near Morundah early in 2021. This is a similar situation for RES who encountered problems with its solar farm builder (EPC) Siemens-Gamesa which withdrew from its Australian operations, including unfortunately the Avonlie Solar Farm development at Sandigo. RES is currently seeking a replacement EPC and hopes to commence construction early in 2021.

The Solar Farm Reference Group has been in recess since the onset of COVID-19 health emergency but did meet to assess the Accommodation and Employment Strategy prepared for the Avonlie development. The main thrust of this strategy is to ensure that locals are given maximum employment opportunity during construction and that local accommodation facilities are utilised for solar farm workers.

Significant economic benefit was derived from the presence of up to 60 workers from the Darlington Point Solar Farm in local motels late 2019 and early in 2020.

NARRANDERA HEALTH ALLIANCE

The first meeting of the Narrandera Health Advisory Group was held in Narrandera Shire Council Chambers on 29 November 2019 to discuss the possibility of forming a health alliance for Narrandera Shire to monitor the provision of ongoing quality and consistency of healthcare within the Shire.

Representatives of 10 health agencies across the Shire participated in the meeting to discuss the issue of doctor shortages in the Shire and resultant difficulties in providing medical services at Narrandera Hospital.

The idea of a Health Alliance was brought to Council's attention through a presentation by the Gwydir Health Alliance successfully operating in the Gwydir Shire at a Local Government conference.

The Narrandera meeting unanimously agreed to the formation of the Narrandera Health Advisory Group which would meet quarterly or as required. The impact of the COVID-19 health emergency has placed the group in recess in recognition of the intense workload being experienced by all those in the health sector. Narrandera residents are being kept informed by regular and authenticated information via the Murrumbidgee Local Health District administration centre in Wagga Wagga.

Meetings of the group are expected to recommence when the health emergency has abated.

BEE INDUSTRY FORUM

Following representation from David and Wendy Mumford of King Bee Honey, the Economic Development team organised a Bee Industry Emergency Response Forum. This provided an opportunity for industry representatives and various government agencies to consider potential issues arising from accidents and emergencies on our region's roads involving the transportation of live bees in hives. The aim of the meeting was to identify gaps, find solutions

and develop increased preparedness for any such emergency.

The Forum was held in Narrandera on 17 July 2019. David Mumford was the main presenter, highlighting the many challenges likely to confront emergency services personnel attending a road accident involving live bees and bulk honey on trucks.

By consensus, the meeting agreed that the preservation of human life and safety was a priority in any vehicle accident scenario. The meeting agreed that the preservation of bees was also a priority to safeguard the apiarist's livelihood.

The meeting agreed to formulate an action list with input from DPI and local apiarists. It would be made available to all emergency services and other response personnel and used as a guide to all accepted protocols in the event of an accident involving bees.

Other actions agreed included the establishment of a dedicated 1800 phone number for use by emergency services in bee incidents and the consideration of a bee management plan.

AUSTRALIAN AIRPORT PILOT ACADEMY

The Deputy Mayor, Councillor David Fahey, General Manager George Cowan and Economic Development Manager Peter Dale attended a Cadet Pilot Graduation Ceremony for the Australian Airline Pilot Academy (AAPA) in Wagga Wagga on 17 December 2019. The ceremony was also attended by the Deputy Prime Minister The Hon Michael McCormack and proceedings were managed by MC, The Hon John Sharp AM, Vice Chairman of REX Airlines.

During a break in proceedings, the Narrandera representatives were advised by Executive Chairman of AAPA, Mr Chris Hine, that Narrandera Shire Council was invited to express an interest in the establishment of an additional Professional Pilot Training Academy in our Shire with the capability to accommodate up to 200 trainee pilots. AAPA wished to respond to the significant opportunities and increasing demand for pilot training, particularly from Asian carriers and to establish a further significant training base in Regional Australia.

The Economic Development section responded to the EOI on behalf of Council before the Mayor and General Manager were invited to a dinner of the REX Board attended by Mr Lim Kim Hai, Executive Chairman of REX, John Sharp, Deputy Chairman of REX, Chris Hine and other senior executive representatives from REX and AAPA.

At a subsequent meeting with the REX and AAPA executive team, the Narrandera representatives learned that Narrandera's was the preferred bid.

In the meantime, AAPA has established a satellite training facility in Narrandera and gained CASA approval to use the facilities at Narrandera-Leeton Airport and the airspace around Narrandera for flying training activities. Council has made the airport residence available to AAPA as a briefing centre for trainee pilots and their instructors, and negotiations towards the higher objective are ongoing. The COVID-19 health emergency has slowed progress given parent group REX challenges with its airline operations.

NARRANDERA/LEETON AIRPORT PRECINCT

Parallel Taxiway

An important component of the Expression of Interest to AAPA for a further flying training academy was the offer by Council to construct a parallel taxiway at Narrandera/Leeton Airport to enable increased numbers of AAPA training flights to utilise the taxiway.

Image right: AAPA Cadet Pilot Graduation Ceremony at Wagga Wagga Airport on 17 December 2019.

Left to Right: The Hon Michael McCormack, Deputy Prime Minister; Peter Dale, Economic Development Manager NSC; Cr David Fahey, Deputy Mayor NSC; George Cowan, General Manager, NSC.



Image left: AAPA Briefing Centre at Narrandera Campus.

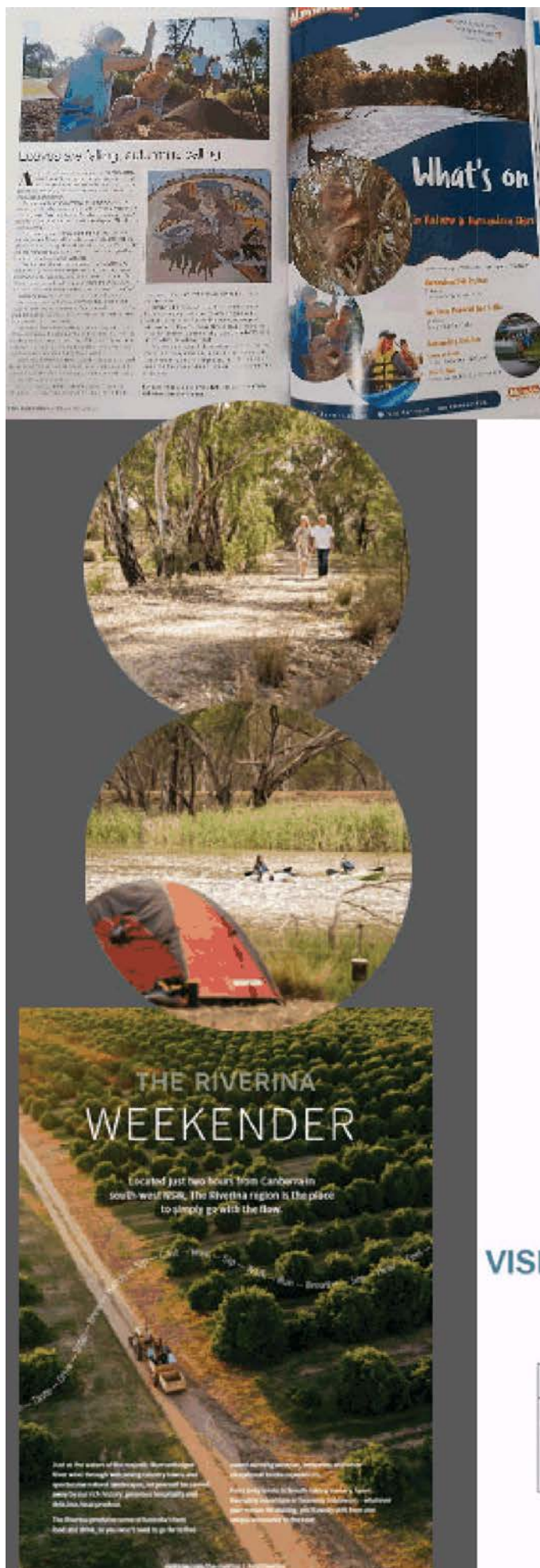
AAPA was extremely pleased with this proposal and a brief was developed by the NSC Economic Development team and suitably qualified professionals were invited to provide quotations for the design of a taxiway. Good responses were received and a preferred submission identified. Negotiations around variations to the design are continuing and when finalised, funding will be earmarked to complete the design. AAPA has been advised accordingly.

Construction of the purpose-built taxiway will add greatly to the flexibility and utility of the airport and provide options for changing future operations around AAPA training needs and operational needs of REX and general aviation.

Flexible Options Housing Estate

Council owns a suitably zoned parcel of land on the corner of Crescent and Elwin Streets in Narrandera comprising 1.4 hectares that is available for the development of a variety of housing types. A brief for an Independent Living Village was prepared and circulated to suitably qualified professionals to develop concepts for a housing development on the site. This development potentially could provide housing for seniors, aged care or private housing estate configuration.

A preferred architect was selected and the project has progressed, with a variety of concepts currently being refined. It is expected that when the concept proposals are finalised and adopted by Council that the concepts will be promoted to various industry providers in the various sectors to determine a level of interest. However, it is considered that the primary objective for a development would be provision of housing for seniors.



MARKETING AND TOURISM

Destination Promotion Highlights:

- November 2019 Narrandera was involved in the working group for and launch of the Riverina Outdoor Art Trail. The Narrandera Water Tower is one of the key attractions on marketing collateral, Facebook and Instagram posts.
- Advertising initiatives across the reporting year included the spring, summer, autumn, and winter editions of Caravanning Australia.
- Advertising in spring, summer, and autumn addition of Out and About magazine.
- In July 2019 Narrandera Tourism hosted Destination NSW – Meet in Regional Conference Discussion forum for local tourism operators.
- New Narrandera Tourism photo gallery, examples to the right.
- Featured in Destination Riverina Murray "The Riverina Weekender" Glendale Citrus and Hazelnut Farm image made the cover for this campaign – focus on Canberra market.
- Marketing, Tourism and Economic Development Coordinator appointed as a Director to Thrive Riverina.
- Go with the Flow campaign for The Riverina was delivered by Destination NSW in partnership with Destination Riverina Murray, Thrive Riverina and the Riverina Councils. The campaign aimed to increase awareness of the region and appeal to couples aged 45-65 living in Sydney, Melbourne, Canberra and surrounding regional areas. The campaign has now officially concluded, and the following outcomes and learnings relate to Narrandera:
 - Created Narrandera – Business as Usual Facebook page to help local businesses – used to share content, products and information.
 - Staff maintained 80 tourism listings for

VISITNSW.COM RESULTS – Narrandera

WEBSITE VISITS	LEADS TO INDUSTRY	TIME ON SITE	NEW VISITORS TO VISITNSW	PAGES VIEWED PER SESSION
2,808 visits to Narrandera pages on visitnsw.com during campaign period	1,406 website leads from Narrandera pages on visitnsw.com	00:05:04 average session duration (average visitnsw.com session duration during the same period was 00:02:45)	60.9% of visitors to Narrandera pages on visitnsw.com during the campaign period were new	3.92 average number of pages viewed during a session (average visitnsw.com pages per session during the same period was 2.28)

Narrandera Shire through the Australian Tourism

Data Warehouse for 2019-2020 with listings appearing on the visitnsw.com.au website.

- Australian Street Art Award. Narrandera Tourism submitted an application to the 2019 Australian Street Art Awards for our art on the Water Tower Project. The Water Tower Art Project won the 2019 Best Mega Mural.



Digital Marketing

- The tourism and events monthly newsletter created for tourism operators saw an increase in subscribers.
- Narrandera Shire visitor attraction listings on visitnsw.com.au received over 10,000 page views for the year.
- The Narrandera Tourism website received 68,467 page views for the year. The site saw an increase in new users and number of sessions per user on last year's website statistics.

Image below: A graph showing the number of Narrandera Tourism website users, session times/duration and page views.



- Narrandera Tourism Facebook data has steady increased.



Likes, Comments, and Shares

These actions will help you reach more people.

Reactions Comments Shares Other

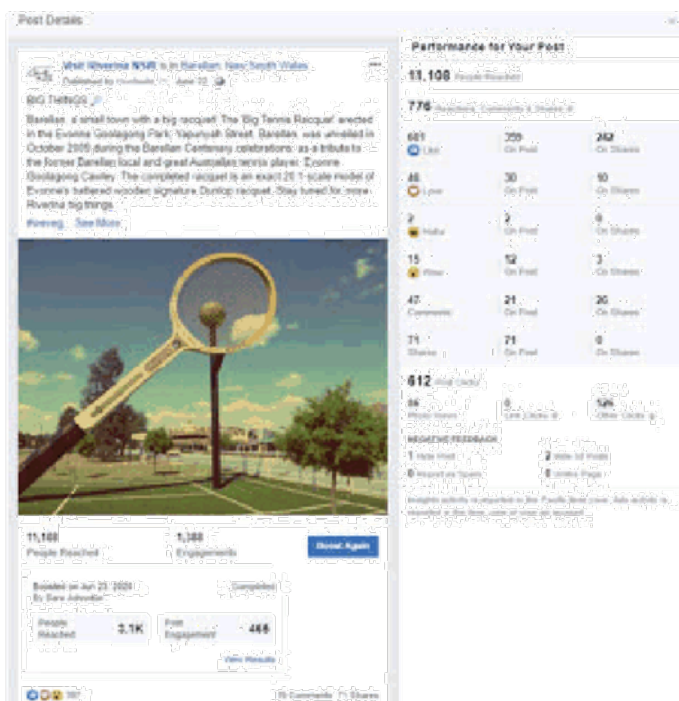
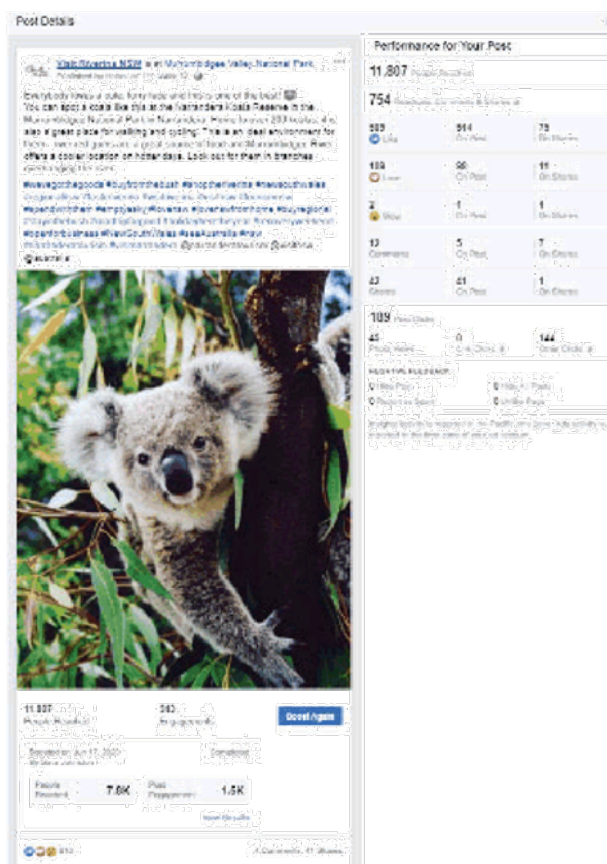
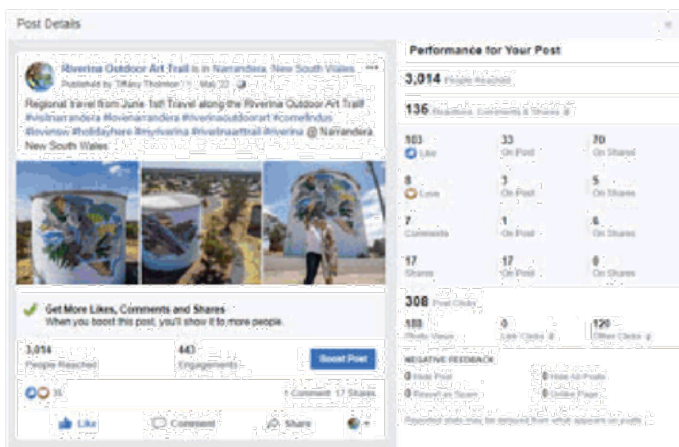


Images: Graph showing the number of people viewing/ Reacting to our Facebook posts.

•Riverina Outdoor Art Trail Facebook.

Image right: Example of Riverina Outdoor Art Trail Post Reach.

• Visit Riverina through Thrive membership Facebook information – Narrandera Tourism created a series of posts to be shared via this channel.



Images clockwise from above: Samples from the Visit Riverina Facebook page with each post's statistics.

EVENTS IN NARRANDERA SHIRE 2019-2020

Australia Day

Narrandera Shire celebrates this annual national event with a variety of community activities that are intrinsic to the values of our Shire. The popular Australia Day celebrations at Narrandera were held at the Marie Bashir Park and included the Narrandera Lion's Club and Rotary Club Aussie Breakfast, a civic ceremony, followed by activities at Lake Talbot Water Park.

At Barellan Australia Day activities were held at the Barellan War Memorial Swimming Pool and included the traditional flag raising ceremony and a luncheon.

At Grong Grong the Australia Day activities included a flag raising ceremony at Grong Grong Park followed by an Australia Day luncheon.

The Award Recipients for Australia Day 2020 were:

- Citizen of the Year – Louise Mulligan - for notable service to the community over a number of years.
- Junior Citizen of the Year – Braden Lyons - for notable service to the community during the preceding year.
- Senior Citizen of the Year – Neta & Bob Close - for notable service to the community over a number of years.
- Organisation of the Year – Narrandera Golf Club Volunteers - for outstanding service/achievement by an organisation (business, group, club or committee) to the community of the Narrandera Shire in the preceding year.

Council coordinates Narrandera's Australia Day activities through a volunteer Section 355 Committee and provides some financial assistance to ensure Shire wide events are supported. The 2020 Australia Day Committee comprised the following valued members:

- Mayor Cr Kschenka
- Cr Bryon
- Cr Payne
- Mr Graeme Davies
- Mr Bob Manning
- Ms Helen McDermott
- Mrs Beryl Brain
- Mr Stephen Targett
- Council's Events and Visitor Services Team Leader



Narrandera Rod Run

Unfortunately, the 2020 Narrandera Rod Run was cancelled due to the COVID-19 pandemic. It is hoped that activities similar to the 2019 event will return in 2021.

Support for events in Narrandera Shire

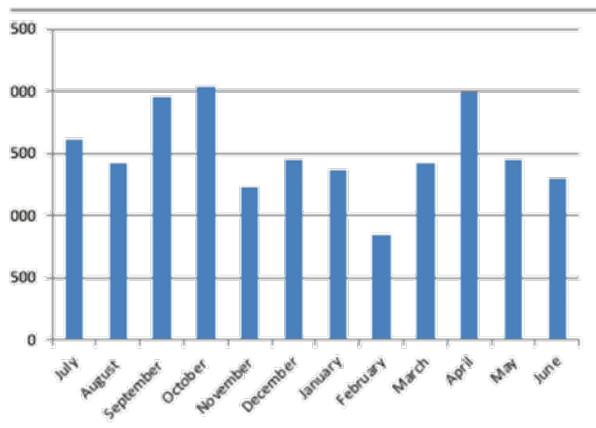
- In 2019-2020 Council's Events Team received 18 event applications, including four new events for the Shire and also disseminated 12 funding opportunities to event organisers.



- Staff offered advice and advocacy in relation to event logistics and marketing opportunities to event organisers.
- Council supported local event organisers through arranging Destination NSW and Regional NSW to host a forum to discuss conferencing within the Narrandera Shire.

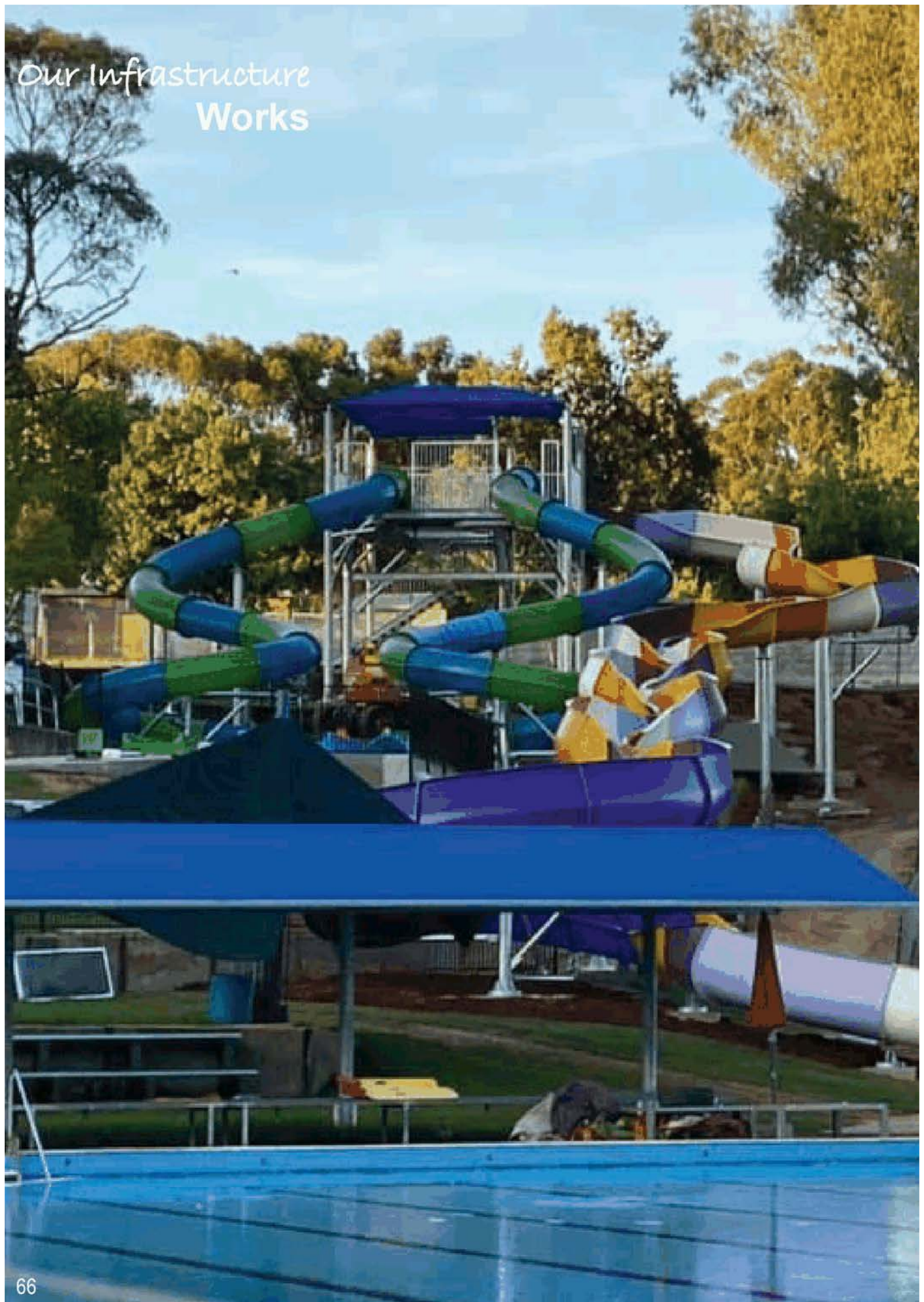
Council supported six events across the Shire with traffic management planning and control, waste removal, set up and hire including:

- Rockin on East (October 2019)
- CRC Church Street Party (September 2019)
- Narrandera Foodies Event (February 2020)
- NAIDOC Week (July 2019)
- Bike Week (September 2019)
- LG Week (July 2019)
- Bee Forum July 2019)
- Narrandera Show (September 2019)
- Meet in NSW Conferencing (July 2019)



NARRANDERA VISITOR INFORMATION CENTRE

- The Narrandera Visitor Information Centre received 19,203 visitors during 2019-2020.
- Volunteers from the Narrandera Visitor Information Centre were thanked for their valuable contribution with a familiarisation trip to Bidgee Strawberries as part of National Volunteer Week. The Narrandera Visitor Information Centre has four volunteers assisting for 7.5 hours per week.





Our Infrastructure

4

AN OVERVIEW OF OUR 2019-2020 INFRASTRUCTURE PROJECTS

An overview of our 2019-2020 infrastructure projects:

Reverse Vending Machine

This project has seen the establishment of a four-delivery point Reverse Vending Machine at a new site prepared by Council adjacent to the internal entry to Narrandera Landfill on Red Hill Road. The unit provides an automated way to collect, sort and handle the return of used drink containers, whilst giving back a refund voucher to the customer. These vouchers are redeemable locally.

New Rubbish Cell

This project has seen the construction of a new rubbish cell located at Narrandera Landfill site at Red Hill Road. The new cell has dimensions of 72 metres long x 32 metres wide to a depth of 6 metres, which will serve the residents of Narrandera for more than 15 years.

Stronger Country Communities Fund (SCCF)

SCCF was established by the NSW Government to help deliver local infrastructure projects to regional communities. The objective of the fund is to provide the type of infrastructure that improves the lives of local residents. Narrandera Shire Council was successful in its application for Round 2 for a total of 10 projects representing a total grant allocation of \$1,664,837. A snapshot of these projects are provided below:

Narrandera Bowling and Recreation Club - Stage 1 - Lighting Upgrade

This project has seen the installation of 48 LED, environmentally friendly floodlights on three bowling greens to replace old, deteriorated, expensive-to-run fixtures that no longer provided quality light. Installation of new lights maximised illumination of the greens, ensuring uniform lighting and minimising obtrusive lighting to nearby residents and roadways. The specifications met Australian standards for competition, recreation, and training purposes.

Narrandera Golf Club - Irrigation Automation

This project has seen the replacement and upgrading

of irrigation infrastructure and the re-establishment of grass fairways at the Narrandera Golf Course. The work included replacement of existing water pumping equipment with more modern, reliable, and efficient equipment. The work also included replacement of the aged pipework system with new PVC mains centrally located on 18 fairways and fitted with wide-arc sprinklers. Part of this project was the fairways being reinstated by seeding and fertilising.

Hankinson Park Redevelopment - Stage 1

Hankinson Park is a feature park within the Narrandera CBD and located on a main avenue within the township. The redevelopment has seen the installation of irrigation systems, planting of a tree hedge line on the western boundary, and stenciled concrete creating paths within the space. The installation of the large Toulouse garden urn and solar lighting completes the project.

Slides and Changeroom

Two major projects at Lake Talbot Water Park were completed including the construction of a new change room facility (\$550,000) at pool level, and the construction of three new slides (\$1,200,000). Both projects were jointly funded by Narrandera Shire Council and the NSW State Government under Round 2 of the Stronger Country Community Fund and Narrandera Shire Council.

Barellan Aged Care Units

Aged Care Units 3, 4 and 5 at Barellan were constructed, which was grant funded under Stronger Country Communities Program Round 2 (\$351,000) with Council also contributing \$300,000.

Other Projects

Truck Wash

The Narrandera Truck Wash has been completed and the facility was officially opened by Steph Cooke MP, Member for Cootamundra 28 May 2020. The facility provides for washing of stock transports and bitumen sprayers and is now being used on a regular basis by local, regional and interstate operators.

Barellan Pool Shade Structure and Marine Carpet

Shade structure extension works, and marine carpet installation was completed to provide shading for parents while their children were playing in the toddler's pool.

Audley Street Footpath

New footpath constructed on the southern side of





Audley Street running from East Street to Cadell Street was completed as part of the PAMP five year capital work program.

Douglas Street Pedestrian Facilities

Construction of a pedestrian refuge and kerb ramps (\$17,600) for crossing Douglas Street on the western side of Cadell Street was completed. This project was identified in the Pedestrian Access and Mobility Plan and was proudly funded by NSW Government in association with Narrandera Shire Council.



Cadell Street North Kerb Extension Project

The Cadell Street north kerb extension (\$119,432) project was proudly funded by NSW Government. The kerb extensions across Cadell Street north of Twynam Street provide pedestrian protection from passing vehicles and reduces the physical distance to cross without protection. The project included underground water storage cells that can store over 3,500L of stormwater, to reduce the puddles that often occurred at this intersection so pedestrians are able to cross without walking through stormwater.



ROAD NETWORK

Cadell Street South Kerb Extension Project

The Cadell Street south kerb extension (\$73,732) project was funded by Narrandera Shire. To complete the intersection works and match works undertaken to the northern side.

Colinroobie Road

A grant under the Fixing Country Roads program was obtained, valued at \$1,187,000 for work on Colinroobie Road. Narrandera and Leeton Shire Councils contributed a further \$138,000 and upgrades to the road were done in both shires with a 50-50% split of the funds. Approximately 25,000 sqm of road was rehabilitated and a new seal placed. Drainage improvements were implemented in numerous locations and several dangerously located trees were removed or trimmed. Intersections with several adjoining roads were upgraded as part of the project, including the intersection with Barellan Road.

Lockhart Road

Councils' road construction team also completed road rehabilitation works to parts of Lockhart Road (\$103,000). This work was done as part of the Regional Roads Repair Program.

Sealing Works

During the year Council completed over 49 kilometres of sealing works. This included continuation of the Otta seal program and resealing of part of the existing sealed network.

Otta Seal projects includes sections of Paintings Bridge Road, Settlers Road, Weir Road, Cypress Road, Paynters Siding Road, McGilvays Road, Bulloak Tank Road, Old Wagga Road, Boree Road, Males Road, Landervale Road and Bicentennial Road.

Sections of Back Morundah Road, Kamarah Road, Boundary Road and Pine Hill Road were resealed during the year.

Gravel Re-sheeting

During the year Council completed over 33 kilometres of gravel re-sheet works. Around 20 kilometres of this was sealed with Otta seal. Roads included Cove Road, Centenary Road, Dows Road and Hulmes Roads.

Causeway Works completed

Council also completed causeway installation works on Old Wagga Road.



WATER AND SEWER PROJECTS

Three water mains were replaced throughout the year to improve water quality and reliability. These water mains were either made of cast iron or had a history of breakages. Locations included:

- Dalgetty Street – 600m
- Bolton Street – 220m
- Mitchell Street – 270m.

Council will continue to replace approximately 1,000m of water mains each year, with cast iron and older assets being prioritised first.

Replacement of 21 hydrants and valves was undertaken throughout town for the same reasons. Several had failed in the past and the poor condition of valves made isolating the network during a mains break or scheduled work very difficult. Councils intends on replacing approximately another 160 valves and hydrants over the next eight years.

The Pine Hill Booster Pump Station was upgraded to improve water pressure for customers at the top of Pine Hill. This new pump station will be re-used and moved to the new reservoir site when it is completed.

STORMWATER MANAGEMENT

Council has continued to carryout improvements at the outlet to the town siphon, which is the main drainage outlet for Narrandera. The existing headwall had failed due to scouring from past flood events and the retaining wall was replaced using gabions to stabilise the canal embankment.

In addition, a bypass culvert with headwalls was installed where the siphon drain entered the Wetlands. This enables town stormwater to bypass the wetlands and helps to reduce the water level.

Council has ordered a motorised penstock to replace the existing manual opening and closing of the flood gate. This takes advantage of the three phase power outlet which was brought under the channel to power the submersible pump.

Works has commenced on increasing the culvert capacity for Cowabbie Creek in Canola Way just east of Grong Grong. The road will also be raised to help prevent Canola Way being closed during local flood events.

Negotiations have begun with adjoining landowners to facilitate the enlargement of the existing west Narrandera detention basin near Narrandera Cemetery. A soil investigation was carried out to assess the excavation material for reuse for construction of an additional detention basin.



Image: New Gabion Retaining wall replaced failed Siphon Outlet Head wall.