

# Delivery Program Progress Report

July to December 2020



**Cover Page and Back Page:**

2020 Grand Champion Garden – Camden Council Garden Competition

**Images**

The photographs featured have been obtained from many sources including professional photographers and Council officers. The illustrations used in this document were provided by children from the Camden LGA as part of Council's Children's Week Art Project

**Copyright – Camden Council**

All information, graphics and photographs are copyright of Camden Council unless otherwise noted. The content is protected by the Australian and International Copyright and Trademark laws.

**Disclaimer**

Every reasonable effort has been made to ensure that this document is correct at the time of publishing.

# Contents

1. Council's Obligations	Page 4
2. Executive Summary	Page 6
3. Key Directions and Performance Indicator Status	Page 8
4. Overall Progress Highlights	Page 23
5. Conclusion	Page 36

## ***Acknowledgement to Country***

*Council acknowledges the Dharawal people as the traditional custodians of this land and pays our respect to their Elders both past and present and the Aboriginal Community.*

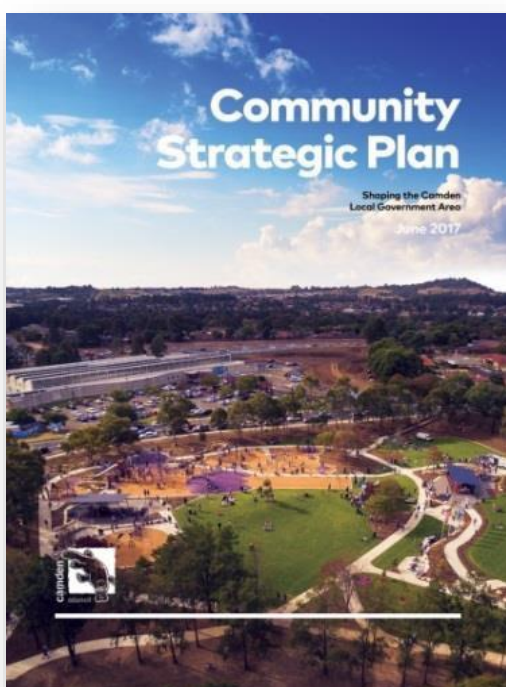
## 1. Council's Obligations

All councils across NSW commenced implementing the Integrated Planning and Reporting (IPR) framework from 2013. This framework allows councils to draw various plans together and plan holistically for the future.

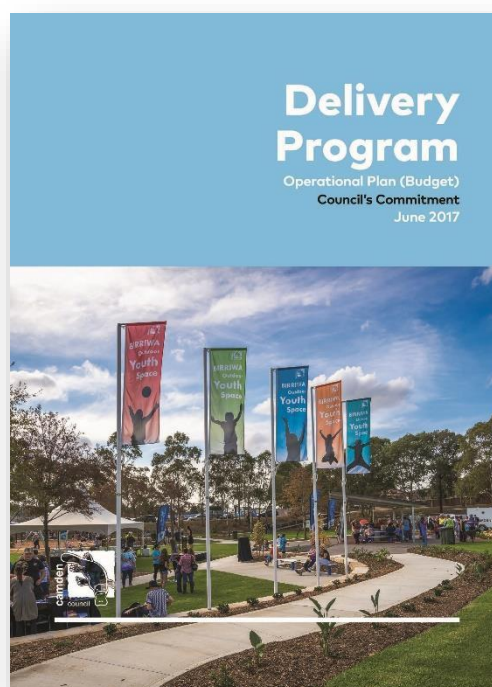
In accordance with the IPR framework, all councils are required to develop a Community Strategic Plan. The Community Strategic Plan provides a clear direction for the long-term community vision and is underpinned by the Delivery Program, Operational Plan (Budget) and Resourcing Strategy. Council reviews and develops the Community Strategic Plan, followed by preparation of Council's four-year Delivery Program, and determines appropriate methods to measure its progress.

The Delivery Program turns the strategies and objectives of the Community Strategic Plan into principal activities and identifies actions that Council commits to undertake over the next four years.

To help maintain focus for Council and provide feedback to the community, Council is required to prepare a six-monthly progress status on the adopted four-year Delivery Program. In accordance with the [IPR framework](#), Camden Council has prepared, and adopted in June 2017, the following documents:



[Community Strategic Plan](#)



[Delivery Program and Operational Plan \(Budget\)](#)

A suite of documents relating to the [IPR framework](#), are available on Council's website

[www.camden.nsw.gov.au](http://www.camden.nsw.gov.au)

**Camden Council** actively monitors its progress in achieving the objectives stated in the Community Strategic Plan through the implementation of the Delivery Program under six Key Directions.

These six Key Directions are aligned with the four elements of the quadruple bottom line - Social, Environmental, Economic and Civic Leadership. These six Key Directions are:

1. Actively Managing Camden LGA's Growth
2. Healthy Urban and Natural Environment
3. A Prosperous Economy
4. Effective and Sustainable Transport
5. An Enriched and Connected Community
6. Strong Local Leadership

Council has 30 Local Services to assist in addressing the Key Directions with specific principal activities against the Community Strategic Plan's strategies.

**The COVID-19 pandemic has had a challenging impact on activities and services Council would ordinarily provide to the community under normal circumstances.**

**Impacts can be seen in the progress status under Key Direction 2, 4 and 5, and the overall performance status for this reporting period - July to December 2020.**






## 2. Executive Summary

This Delivery Program Progress Report July to December 2020, complies with the adopted four-year Delivery Program 2017/18 – 2020/21 for this Council term.

The report reflects Council’s six-month progress status against 39 performance indicators and provides information on how Council is progressing with its Delivery Program.

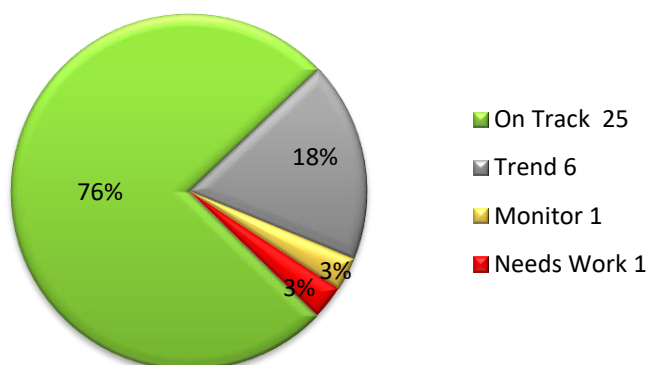
Each Key Direction has a set of individual performance indicators. Council utilises a rating scale to ensure consistency, accountability, and transparency, when assessing the status of each performance indicator under the six Key Directions and associated symbol descriptors. The rating scale is:

**Table 1**





Rating Scale	Symbol	Description
“On Track”		When the ‘actual’ is either equal, less or greater than the set target.
“Monitoring”		Corporate variance of ±10% applies to the set target and is considered achievable, feasible and realistic for performance improvement, with the exception of Legislative requirements.
“Needs Work”		When the ‘actual’ is either below or above the corporate variance
“Trend”		Shows a pattern of change data over time where setting a target is not possible
“COVID Impact”		Deliverables impacted by COVID-19 NSW Public Health guidelines and restrictions

The COVID-19 pandemic has had a challenging impact on activities and services Council would ordinarily provide to the community under normal circumstances. In recognition of this, an additional rating scale has been added for the reporting period, with six performance indicators noted as impacted by the pandemic.

In brief, of the 39 Performance Indicators that were able to be delivered during the reporting period, 25 Indicators (76%) were assessed as ‘On Track’; 1 Indicator (3%) as ‘Needs Work’; 6 Indicators (18%) as ‘Trend’; 1 Indicator (3%) as ‘Monitoring’.



The table below provides a status update on the performance indicators under each Key Direction.

Key Direction	No. of Performance Indicators	Status				COVID Impact
		On Track 	Monitoring 	Needs Work 	Trend 	
Actively Managing Camden LGA's Growth	4	4	0	0	0	0
Healthy Urban and Natural Environment	12	6	1	1	3	1
A Prosperous Economy	3	1	0	0	2	0
Effective and Sustainable Transport	5	4	0	0	0	1
An Enriched and Connected Community	8	4	0	0	0	4
Strong Local Leadership	7	6	0	0	1	0
<b>TOTALS</b>	<b>39</b>	<b>25</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>6</b>

Section 3, 'Key Directions and Performance Indicator Status', provides progress comments and the status of each performance indicator along with an explanation of each Key Direction.

Section 4, 'Overall Progress Highlights' elaborates on a few of the projects Council has undertaken over the six-months (July to December 2020) that supports Council's commitment towards the Community Strategic Plan.

### 3. Key Directions and Performance Indicator Status

This section provides a narrative on outcomes that supports the Community Strategic Plan under each Key Direction and associated Objectives. It provides progress comments and the status of each performance indicator along with an explanation of each Key Direction.

The diagram below shows the six Key Directions.







## Key Direction 1 – Actively Managing Camden LGA’s Growth

Effectively managing growth, determined under the State Government’s Metropolitan Strategy and Western City District Plan (former South West District Plan), will be an important focus area for Council and its various partners.

The community of the Camden LGA does not want to lose the character that they so highly value - its rural setting, country town feel, and the lifestyle associated with these attributes; at the same time, it must cater for well-managed development. Achieving a balance between large population increases and keeping the valued heritage/rural characteristics of the Camden LGA will be an ongoing challenge with significant new opportunities in terms of infrastructure, services, employment, housing choices and economic benefit.




The community would like to see public transport, roads, infrastructure, parks and recreational facilities, and the effective management of development as major priorities for the Camden LGA.

### 1.1 Urban development is managed effectively

Performance Indicator	Status	Progress Comment
Development assessments are completed in a timely fashion	✓	The median processing time (20 days) was within the target service level of 40 days. Council determined Development Applications to the value of \$988,653,366 during this six-month period.
Construction certificates are provided in a timely fashion	✓	Building Construction Certificate processing timeframes continue to exceed target service levels. This result reflects the strong performance in building certification services provided by Council.
Developers Contribution Plans are developed and monitored in a timely manner	✓	Since the last major review of Council's Contribution Plans in 2019 expenditure and income of each plan has been live tracked. The performance of each plan is reported to Council's Development Contributions Management Committee monthly and to Council's Executive Leadership Group bi-annually. The process and requirements to develop and monitor Council's Contributions Plans was formalised in the new Contributions Planning Policy that came into force September 2020.

## 1.2 Rural land is adequately administered

Performance Indicator	Status	Progress Comment
Rural Lands Strategy and associated Action Plan are delivered		<p>The Stage 1 Local Environment Plan (LEP) Review Planning Proposal seeks to enable non-agricultural land uses (including tourism-related uses) only where they are compatible with the agricultural, environmental and conservation values of the land. The Planning Proposal will be finalised in late February 2021.</p> <p>Council continues to participate in the Sydney Peri Urban Network of Councils (SPUN). SPUN aims to deliver on the goals outlined in the Greater Sydney Region Plan and Western City District Plans to protect and enhance rural land and to be a leader and advocate for a solution-focused approach to peri-urban issues.</p> <p>Council officers attended Wollondilly Shire Council’s Agri-business Credit Scheme Working Group meeting in September 2020. The Working Group is investigating ways to protect agricultural land and encourage local food production. Council will continue to work with Wollondilly Council to investigate this issue.</p>

 On Track	4	 Needs Work	0	 Monitoring	0	 Trend	0	 COVID Impacted	0
--	---	--	---	--	---	---	---	--	---



## Key Direction 2 – Healthy Urban and Natural Environments

The Camden LGA’s natural and built environment are the “setting” for all aspects of life and are essential for sustaining the health, well-being and prosperity of people who live here.








The natural environment encompasses all living and non- living things, occurring both naturally, and as a result of human activities. The built or urban environment is the human-made surroundings that provide the physical setting for human activity and enables private, economic and community life to function effectively and healthy.




### 2.1 Caring for urban and natural environment including heritage sites

Performance Indicator	Status	Progress Comment
Waste diverted from landfill		Waste Diversion from landfill has continued to fall as opportunities to recycle or divert waste from being sent to landfill are currently limited. Council’s waste processing contractor is investigating new markets for recycled products, however there are limited onshore options. With the Federal ban on waste exports coming into effect, it is anticipated that local markets will emerge in the near future.
Incidents of illegal dumping (observed by Council Officer)		A total of 229 incidents (38 per month) of illegal dumping were identified and investigated as a result of proactive patrol services by Council Officers. This is an increase of 57 incidents from the previous period which is attributed to an overall increase in illegal dumping as well as Council joining the Western Sydney Regional Illegal Dumping Squad, resulting in an increase of proactive investigations of illegal dumping incidents.
Incidents of illegal dumping (advice from residents)		Council investigated a total of 515 incidents of illegal dumping (86 per month) as a result of resident reports.
Companion animals are appropriately identified		117 dogs were impounded with 42 microchipped and 81 dogs were returned to their owner instead of impounding. Twelve cats were impounded with 1 microchipped. Council microchipped, with no charge, 89 dogs and cats. Whilst the number of microchipped animals is below target, Council continues to work with the community to promote and encourage responsible pet ownership, including a free desexing program, education and promotional activity, which due to COVID-19, was conducted on line, through social media, during this period.



Performance Indicator	Status	Progress Comment
Monitor water quality in rivers and waterways		During the reporting period, lakes and waterways monitoring was undertaken across all sites on a monthly basis. While seasonal changes influenced results, high nutrients, in particular nitrogen, were consistently high. Blue-green algae testing during the summer months were also indicating a high growth of algae in the lakes, in particular Harrington Park Lake and Lake Yandel'ora.
Number of initiatives promoted to reduce air pollution		Council continues to promote better practices for wood heater operations to help reduce air pollution through local media, Council's website, and educational programs.
Number of complaints received regarding noise concerns		There were a total of 147 customer requests received in relation to noise during the reporting period, which is an increase to the 127 received for the previous period. These complaints include noise from barking dogs, trail bikes, music, and other sources. All complaints were investigated with appropriate compliance action taken where required. (Note: Population stat used 101,437).
Increase number of public amenities, recreation facilities, open space and park		Across the Camden Local Government Area there are 322 open spaces and reserves, 24 sports fields, 109 sites with play equipment, 30 sites with exercise equipment, 23 public amenities, 44 sports amenities and 2 swimming leisure centres.
Bushland under active management – number of volunteer bush care hours		Due to COVID-19, Bushcare activities have not been held in this reporting period.
Maintain biodiversity across Camden LGA		During the reporting period, Council actively maintained 54ha of natural areas including regenerating Elderslie Banksia Scrub Forest in Spring Farm.
Number of Sustainability community education programs conducted		During the reporting period Council's scheduled sustainability education programs continued to be on target and implemented. Due to COVID-19, programs such as Threatened Species Art and Writing Competition and Macarthur Nature Photography Competition were delivered online.

Performance Indicator	Status	Progress Comment
Number of community education activities conducted to promote heritage and historical sites across the Camden LGA		<p>Now in its second year, the Unlock Camden initiative sought to unlock Camden's historic past through stories and images. Unlock Camden moved online to celebrate NSW History Week (5 to 13 September 2020). More than 20,000 people have viewed the Unlock Camden virtual walking tour video.</p> <p>Council's Heritage Advisory Committee also ran a <i>My Camden Story</i> social media campaign over the festive season, asking residents to uncover their untold stories behind Camden's rich and diverse history. The initial video about the project received three comments, 20 shares and 2,300 views.</p> <p>In addition, on-going advice was provided to applicants relating to works proposed to heritage items through DAs and DA exemption requests for minor works to a heritage item. Council officers responded to 46 DA Referrals, 5 DA exemption requests for minor works, and 23 customer enquiries.</p>

 On Track	6	 Needs Work	1	 Monitoring	1	 Trend	3	 COVID Impacted	1
--	---	--	---	--	---	---	---	--	---

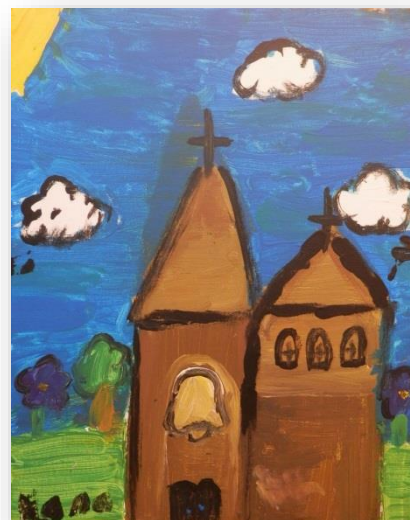
## Key Direction 3 – A Prosperous Economy

**Prosperity means that people have enough – that they are satisfied with their standard of living and have a balance between their financial and social well-being. Financial well-being relies on access to education, employment, housing, and a strong and diverse local economy.**



A strong local economy for the Camden LGA is characterised by vibrant towns and commercial centres, thriving local businesses, stable and diverse employment opportunities, skilled local residents, infrastructure that supports economic growth, and a thriving tourist/visitor market.

The development of a strong local economy is essentially about developing an environment that supports a diversity of business and industry to invest, establish, grow and be sustainable over time.


The economic development and prosperity of the Camden LGA is linked with the broader South West Sydney region and much of the focus for the Camden LGA into the future will continue to be working with relevant partners, as well as through the Camden Regional Economic Taskforce (CRET) and the Macarthur Regional Organisation of Councils (MACROC), on the development of a strong regional economy.



### 3.1 Tourism and economic development is supported

Performance Indicator	Status	Progress Comment
Utilisation of the regional tourism website is increasing		The Visit Camden website has received 20,249 visits during this period, an increase of 18% on the previous period. The Macarthur tourism website received 47,482 visits during this period, a decrease of 1.9% on the previous period.
Monitor the visitation to the Tourism Information Centre		Visitation to the Visitor Information Centre has been adversely impacted by the COVID-19 pandemic with the closure of the Centre from 20 March 2020 to 21 September 2020. However, the reopening of the Centre has seen an increase in calls and walk in traffic when compared to the period Jan – June 2020. For the period July – December 2020 the Visitor Information Centre received 88 phone calls (up 200%), 34 emails (down 3%) and 363 walk ins (up 22%).



Performance Indicator	Status	Progress Comment
Increase in number of registered businesses operating within the Camden LGA		There is a total of 9,689 active and registered for GST businesses in the Camden LGA, an increase of 5.2% from the previous figure of 9,210 (source - ABR).

 On Track	1	 Needs Work	0	 Monitoring	0	 Trend	2	 COVID Impacted	0
--	---	--	---	--	---	--	---	--	---



## Key Direction 4 – Effective and Sustainable Transport

Effective and sustainable transport underpins all aspects of an accessible and functioning place.

Transport impacts on the health of the natural environment as well as the health and well-being of people able to connect with their community and services. It impacts on the effectiveness and amenity of the urban environment, and on the viability and growth of the local and regional economy.

An accessible Camden LGA means that people are able to travel easily within their own local area and are well connected to the wider Macarthur and metropolitan regions.




Effective and sustainable transport for the Camden LGA would include:



- affordable, convenient and integrated public transport that is a viable choice over private vehicles
- infrastructure that enables and encourages healthy forms of transport such as walking and cycling
- safe and uncongested roads
- support structures that enable public and private transport systems to operate effectively, including interchanges, traffic management and parking.

### 4.1 Integrated and safe transport system

Performance Indicator	Status	Progress Comment
Successful completion of Black Spot funded projects	✓	Council's Black Spot programmed project was at Holdsworth Drive, Mount Annan. Completion of the adjacent development had impacted on Council's construction program due to the unknown construction activities by the Developer. Once completed, Council was able to return to complete the project within the Black Spot schedule.
Number of transport options delivered through Pedestrian Access Mobility Plan (PAMP) and Bike Plan	✓	During the six-month reporting period under the PAMP and Bike Plan programs, four programmed new paths were completed in Flinders Street, Old Hume Highway, Elizabeth Macarthur Avenue and Angophora Circuit (shared path facility).

Performance Indicator	Status	Progress Comment
Number of Road Education Programs conducted		<p>Over the past six months Council has coordinated seven road education programs working in partnership with Local Police, RMS and community groups following a COVID-safe format. Programs undertaken are as follows: RBT Plan B Campaign, Drive 2 Stay Alive, School Safety Program, Slow Down, Choose Right Buckle Right, Graduated Licensing Scheme Workshops, Drives for Learners In Macarthur and Community Safety Plan.</p> <p>Unfortunately, Council was not able to participate in Traffic Offenders Programs during this period due to COVID-19 restrictions.</p>

#### 4.2 Road infrastructure and transport connections are effectively established

Performance Indicator	Status	Progress Comment
Traffic Committee recommendations are actioned within the timeframe		During the reporting period, 47 Traffic Committee recommendations were approved. These were all actioned within two months of approval.
Road and traffic facility construction projects completed on-time and within budget.		In accordance with Council's Project Management Framework, 90% of road and traffic facility construction projects were completed on time and on budget.

 On Track	4	 Needs Work	0	 Monitoring	0	 Trend	0	 COVID Impacted	1
--	---	--	---	--	---	---	---	--	---





## Key Direction 5 – An Enriched and Connected Community

An enriched and connected community involves arts and culture, community safety, healthy lifestyles and community health. In addition, the community is further enriched through learning, access to information, recreation and leisure to build social capital and cohesion.





These are all elements that lead to a community with high levels of well-being. This is usually characterised by connection, networks and support within the community; participation and ownership; equity and access; and democratic governance. Equity and access means that all people are able to access a variety of opportunities within a community, both social and economic, regardless of background, ability or circumstance.





Community well-being describes the state of satisfaction, contentment and fulfilment of needs experienced within a particular group of people.

### 5.1 Celebrating social diversity and cultural expression

Performance Indicator	Status	Progress Comment
Number of programs delivered to various community groups including identified target groups	✓	A wide range of activities, programs and events have been held. Many of these were moved from face to face provision to online due to COVID-19.  These included Camden Interagency meetings, Cohesive Communities Advisory Group meetings, Camden Community Access Advisory Group, Camden Youth Council meetings and projects (Mental Health Month podcast), Camden Youth Network meetings, Youth Survey (Part 2), Carers Week, International Day of People with Disability, Communication Access Symbol Training and Accreditation, NAIDOC Celebrations, Children’s Week, Café Connect, Aged Care Connect and the establishment of wet wheelchairs program and Changing Places facility at Dawson-Damer Park. Cancelled or postponed included Seniors Program Committee meetings and activities.
Number of arts/cultural events hosted across the Camden LGA	✓	A number of programs including ABAG Virtual classes and tours, Camden Youth Opportunities Program and Make Music Australia attracted wide audiences during the COVID-19 shutdown. A limited program of cultural events has been delivered face to face including ABAG classes, Sydney Comedy, Shout out to the Girls exhibition, NAIDOC exhibition and Life Drawing classes.

Performance Indicator	Status	Progress Comment
Increase number of participants in active recreational activities using Camden Memorial Pool (seasonal)		Whilst the Camden Memorial Pool was operational, restrictions were in place due to COVID-19 limiting capacity and usage during this period. This has resulted in a reduced usage of the facility.
Increase number of participants in active recreational activities using Mount Annan Leisure Centre (seasonal)		The Mount Annan Leisure Centre was impacted due to COVID-19 restrictions resulting in a reduction of patrons being able to fully utilise the facility. This has resulted in a lower rate of usage.
Ratio of returning clients to new clients for hiring Camden Civic Centre		Of the 117 small community events, a small portion were events booked after the venue reopened in July. Fifteen of the 117 included five funerals and a series of 10 art classes relocated due to COVID related closure of premises. The ratio of new to returning clients 5:39
Number of non-Council events hosted at the Camden Civic Centre		The impact of COVID and cancellations on the number of events held within the venue was significant. 199 bookings were held in the July to December period compared to 840 in the 2019/2020 period. Of the 199, a total of 117 were small community non-Council events, equating to 59% of bookings during that period. The number of non-Council events reduced by 78% compared to the previous year.

## 5.2 Opportunities for life-long learning

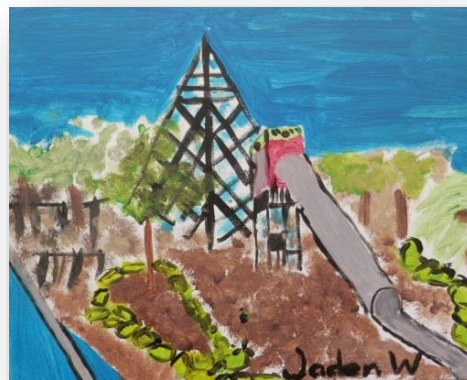
Performance Indicator	Status	Progress Comment
Number of programs conducted at local libraries		A total of 1,222 programs were conducted at Council libraries during this period including children's, youth, adult, community learning, local studies, and exhibitions as well as HSC programs and online activities.
Camden families have access to a quality Family Day Care service – hours of care provided		Hours of care were adversely impacted by the COVID-19 and the Christmas holiday break.

 On Track	4	 Needs Work	0	 Monitoring	0	 Trend	0	 COVID Impacted	4
--	---	--	---	--	---	---	---	--	---

## Key Direction 6 – Strong Local Leadership

**Strong local leadership means that the Camden LGA has strong organisations and individuals representing its interests, who are responsive to the community, and who are working together to achieve the community’s vision for the future.**





Strong local leadership will be needed from all levels of government, as well as the private sector, non-government organisations, business, industry groups, and community organisations. Developing leaders within the community will place the Camden LGA in good stead for the years to come.






Camden Council, as the level of government in closest contact with the local community, has a particular role in the planning, advocacy, and delivery of good outcomes on behalf of the Camden community. This role is important as the Camden LGA faces massive urban and population growth, particularly in advocating for the delivery of major infrastructure provision, and in balancing the needs and desires of the current population with the pressures of growth.

Importantly, strong local leadership can influence the way that government engages with, and responds to, the local community needs and aspirations in decision making and planning process as well as delivering services.

### 6.1 Maintain strong partnerships and shared responsibilities with stakeholders

Performance Indicator	Status	Progress Comment
Number of Community Small Grant Agreements		Community Small Grant round was not held. The alternative COVID-19 Response Grants received 55 applications of which 17 were approved and funded.
Number of donations for charitable programs		One Donations for Charitable Purposes was provided.
Number of annual subsidies extended to community organisations		All 8 annual subsidies were distributed - RSL Sub Branch, Leppington Progress Association, Camden Historical Society, SWS Academy of Sport, Camden Community Band, Campbelltown Macarthur Scottish Pipes and Drums, Campbelltown Camden District Band, Camden Art Prize.
Number of community sponsorship programs supported		Community Sponsorship round was not held during this period.

## 6.2 Community and stakeholders are kept informed

Performance Indicator	Status	Progress Comment
Maintain publication of regular Council information		<p>Council continues to produce and promote regular publication of Council information and initiatives within deadline.</p> <p>These publications include: Let's Connect (two editions in the reporting period); Rates Notice brochures (two editions in the reporting period); Mayoral print and broadcast messages; Media releases; Council's website; Social media platforms; and Flyers, documents and brochures designed.</p>
Maintain Council's social media platform		<p>Council continues to maintain a seven day a week social media coverage to report on weekend initiatives, improve community engagement, cover events, and ensure that online customer enquiries are answered promptly.</p> <p>Over the past six-months 545 Facebook posts were published with followers increasing to 32,157 and Instagram has grown to 4,284 followers since it was created 18 months ago.</p>
Maintain Council's community engagement and communication practices		<p>Council continues to communicate and engage with the community through print media and its digital media platforms.</p> <p>Council continues to offer a seven day a week social media service and uses these platforms/channels to promote Council services, initiatives, projects, and events.</p> <p>Additionally, Council continues to regularly review and update the corporate website and is regularly looking at innovative ways to promote our services and engage with our community.</p>

 On Track	6	 Needs Work	0	 Monitoring	0	 Trend	1	 COVID Impacted	0
--	---	--	---	--	---	--	---	--	---



## 4. Overall Progress Highlights

This section elaborates on a few of the projects Council has undertaken over the six-month period (July to December 2020) that supports Council's commitment towards the Community Strategic Plan.

### First Synthetic Football Field in Camden

The construction of Camden's first synthetic football field at Nott Oval is now complete.

In addition to constructing the new synthetic football field over the existing turf pitch, the Nott Oval project also included:

- upgrade to the existing parking facilities;
- field marking, to accommodate winter and summer football competitions;
- reserve bench booths; and
- landscaping, fencing and footpath works.

This latest state of the art sports facility will provide another outstanding facility to be enjoyed by a range of local football clubs for competition and training, and the wider community in the off-season.



## Dawson-Damer Park and Water Play Space, Oran Park

The Dawson-Damer Park and Water Play Space at Oran Park was officially opened in December and is the Camden area's second water play space and the largest in the Macarthur region.

Built in collaboration with Greenfields Development, the \$9M facility is located at the corner of Dick Johnson Drive and O'Toole Avenue and is open between 10am-7pm daily through spring and summer.

The splash park area of the park has 30 water features including a large dump bucket and various other water features, creating an amazing water play space for the community.

The water play space is also accessible to people of all abilities, has family change rooms and amenities and has been awarded Changing Spaces Accreditation. Being an inclusive facility, wet play wheelchairs are available for hire by contacting Council.

The park also offers a junior and youth play space, including a half basketball court, in-ground trampolines, hammock swing, and a Ninja Warrior course, the first of its kind in Camden. BBQ facilities, picnic shelters and amenities are included for the comfort and enjoyment of park users.





## Catherine Park Community Facility

Catherine Park residents have a new meeting spot right on their doorstep with the completion of the Catherine Park Community Facility.

The \$2.4M facility includes a combined sports field amenities building and community hall for the growing suburb.

The building allows for the community hall and sports field amenities to operate independently and includes sporting amenities with:

- a kiosk;
- two changerooms;
- storage area; and
- Referee and first aid rooms.

The community facility includes:

- 121 square metre hall;
- kitchen and amenities; and
- 30 square metre meeting room.

Catherine Park Community Facility was delivered by Council in conjunction with Harrington Estates under the Catherine Park Voluntary Planning Agreement.



## New Parks at Cobbitty and Emerald Hills and Five Playground Upgrades

Whilst the Camden area expands and develops with new suburbs, Council is also equally focused on enhancing established areas with upgrades to its open green space and recreation facilities.

Council has provided more open green space for residents at Cobbitty and Emerald Hills.

Cobbitty's new park, the Arcadian Hills Passive Park includes:

- pathways and the original path and gates leading to the historic Denbigh property;
- seating and garden areas;
- public artwork including elements showing aspects of pre-European settlement in the area.

Price Park in Emerald Hills adjoins the existing Hill Top Park and includes:

- a playground targeted at pre-school aged children;
- free outdoor exercise equipment;
- shelter and picnic tables;
- barbecues;
- amenities block; and
- dual use pathway.



Arcadian Hills Passive Park

Equipment in five existing playgrounds has also been replaced with brand new structures, as part of Council's Infrastructure Renewal Program.

The five locations with brand-new equipment are:

- Manna Gum Reserve, Narellan Vale;
- Little Reserve, Camden;
- Eastlewood Reserve, Narellan;
- Solander Reserve, Mount Annan;
- Harrington Park Reserve, Harrington Park.



Eastlewood Reserve, Narellan



Solander Reserve, Mount Annan



## New Development Control Plan Website

Council has created a website solely focused on its local Development Control Plan (DCP).

The new user-friendly and interactive DCP website allows users to see what planning controls apply across the Camden area and includes:

- an interactive map allowing users to search easily for relevant information;
- users can save their favourite pages allowing for a quick return access;
- links to Assessment tables for specific development guidance; and
- allows users to clearly view relevant Legislation applying to their own land within Camden.

The website allows users to easily navigate to their area and see what planning controls apply to their own, and surrounding, properties.

To view Camden's Development Control Plan online, visit [dcp.camden.nsw.gov.au](http://dcp.camden.nsw.gov.au)

## Online Development and Certificate Applications

Seeking council approval is made easier now and can be done anywhere, any time and in the comfort of your own home or office with the Department of Planning, Industry and Environment's online application service.

Lodging development and certificate applications online via the NSW Planning Portal became mandatory as of 31 December 2020 with Council no longer accepting printed applications.

Building a new house or renovating your property will be a little quicker and easier with all applications for development approval from Council being lodged online.

Applicants will need to register for an NSW Planning Portal account before logging in and uploading their application documents.

For more information on using the NSW Planning Portal, go to [www.camden.nsw.gov.au](http://www.camden.nsw.gov.au) and search 'Online Application Submission - NSW Planning Portal'.





## New Kids eResource at Camden Libraries

Local children can now learn a second language with ease, with Camden Libraries increasing access to their online eResources.

Languages other than English (LOTE) Online for Kids is a new children's eResource, including digital books in over 20 languages with English translations, available for children aged up to 12 years.

Children can now enjoy stories from all over the world while sitting in the comfort of their own home. Simply log in using your Library card number.

Camden Libraries also offer a range of eResources for members that include:

- eBooks;
- eAudio;
- eComics;
- eMagazines;
- eResearch;
- online tutoring; and
- online software training.



## All-in-One Recycling Stations

All Camden residents can now recycle hazardous waste in a safe way.

Printer cartridges can now be recycled in a newly developed all-in-one recycling station available at three locations across the Camden area.

The new stations, which allow the community to recycle printer cartridges, household batteries and mobile phones, can be found at the following three locations:

- Camden Council Administration Building, 70 Central Avenue, Oran Park;
- Narellan Library, corner Queen and Elyard Streets, Narellan; and
- Camden Library, 40 John Street, Camden

A free E-Waste service is also available to residents and small businesses in the Camden LGA at the Spring Farm Resource Recovery Park located at 20 Barrow Road, Spring Farm



## Local Road Upgrades Completed

Maintaining the current road and traffic network is pivotal to providing effective and sustainable transport and ensuring they operate efficiently, and the community is well connected.

Work to upgrade and improve road conditions is undertaken as part of Council's Road Improvement Program.

The annual program focusses on maintaining the Camden area's road network including resealing, traffic adjustments, path reconstructions, bus stops and much more.

Local roads received \$3.79M worth of upgrades which included:

- Murray Street – Broughton Roundabout Works;
- Hartley Road Renewal Works;
- Alamein Avenue Reseal;
- Hulls Road Reseal;
- Byron Road Reseal;
- Rickard Road Reseal;
- Oran Park Drive Renewal Works;
- Dickson Road Reseal;
- Heath Road Reseal;
- Broughton St/Barsden Street Intersection - Traffic Adjustments
- Cowpasture Bridge Renewal Works;
- Macquarie Grove Road/Sutton Avenue Path and Bus Stop;
- Cawdor Road Pavement Reconstruction;
- Richardson Road Bus Stop;
- Liquidamber Car Parking Extensions;
- Werombi Road Renewal works.

## Council Awarded Habitat and Wildlife Conservation Award

Council has been awarded the Habitat and Wildlife Conservation Award at the Keep Australia Beautiful NSW Sustainable Cities Awards 2020 for its Creating Habitat for Camden White Gum project.

This project was funded under the Australian Government's 20 Million Trees Program and included the removal of 4ha of woody weeds along a portion of the Nepean River at the Camden Town Farm.

This removal of woody weeds allowed replacement planting of 22,000 native trees and shrubs to extend the River-flat Eucalypt Forest (an Endangered Ecological Community) and create habitat for the Nationally Threatened plant, Camden White Gum (*Eucalyptus benthamii*).

Two hundred Camden White Gums have been planted along the Nepean River to promote gene flow with wild stands to ensure the long-term survival of the species.



## Improvements at Harrington Park

Lighting improvements along the popular Harrington Park walkway were completed after Council accepted \$15,000 in funding for the project.



The NSW Premier's Grant helped bollard lighting to be installed along the footpath sections of the paved areas between Fairwater Drive and Four Seasons Park, with Council contributing an additional \$25,000 to the works.

The new lighting will improve night-time visibility for all who utilise the walkway.

The project used solar power, which will not only reduce the ongoing cost to the community, but also make a positive contribution to the environment.

## Local Sporting Facilities Receive Upgrades

While Council is constructing brand new sporting facilities throughout the LGA, it is also equally important to maintain and improve our existing sporting facilities.

The following local football, rugby league, swimming and cricket facilities received upgrades:

- Cuthill Reserve, Cobbitty – two synthetic cricket nets installed for use by Cobbitty Park Cricket Club;
- Wandarrah Oval, Mount Annan – upgraded floodlighting to assist Mount Annan Mustangs Football Club;
- Narellan Sports Hub Rugby League Renovations – automated irrigation, improved lighting and field renovations for Narellan Jets Rugby League Club; and
- Camden War Memorial Pool – upgraded floodlighting.





## Council Joins RID Squad to Tackle Illegal Dumping

Council has joined the Western Sydney Regional Illegal Dumping (RID) Squad to combat and prevent illegal dumping.

Working across local government boundaries, RID Squads use a strategic, coordinated approach to prevent illegal dumping while focusing on particular issues in their region.

Established in 1999, the Western Sydney RID Squad also encompasses Blacktown, Cumberland, Fairfield, Penrith, The Hills, and Blue Mountains council areas with work including:

- Identifying and patrolling illegal dumping hotspots;
- Investigating illegal dumping incidents and taking action against offenders;
- Organise clean-ups;
- Track down illegal landfills;

- Identify changes and trends in illegal dumping across a regional area;
- Deter community members from illegal dumping and educate them about the consequences; and
- Run joint compliance campaigns with the EPA, SafeWork NSW, NSW Police and other regulatory authorities.

With Council joining the RID Squad it will further strengthen its strategic approach to combating illegal dumping within the region.

Residents are encouraged if they see somebody potentially dumping any waste on building sites, parks or anywhere in the community to contact Council.

For more information on how to report an illegal dumper, call 131 555 or visit Council's website and search 'Illegal Dumping'.



## Response and Recovery - COVID-19 Pandemic

### \$16.8 Million COVID-19 Community Support Package

To support and assist residents and local businesses in these unprecedented times, Council developed a support package, totaling \$16.8M. Council implemented this package to help as many people as possible.



The package was implemented in three stages and rolled out over a six-month period. Stage One and Stage Two was instigated, Stage Three, or the Recovery Phase, is due to commence. Stage Three includes a mix of major projects, events and activations and grants and financial support mechanisms for business and community groups.

Some of the actions undertaken by Council include:

- A \$320,000 commitment to a six-month waiver of some non-statutory fees for business and residents using Council services;
- Businesses, currently leasing Council facilities, with an annual income of up to \$50M, will receive a 50 per cent reduction in rent, with \$180,000 committed thus far;
- Altering Council's procurement process to introduce a Local Preference Policy and a Local Vendor Panel;
- The digital delivery of Alan Baker Art Gallery programs and exhibition and;
- Continuation of fee waivers, totalling more than \$150,000, including Fire Safety Certificates and health inspections, cemetery services, Library services, Companion Animal release and Council sporting ground hire fees to name a few.

### ***Fast Tracking of Projects***

Council will continue to maintain economic stimulation by ensuring the progression of its extensive infrastructure works program, and the inclusion of an additional \$11.4M of works into the program.

Council will accelerate the delivery of a number of infrastructure projects from the 2020/21 Capital Works Program, with \$60M worth of infrastructure projects to be delivered.

### **Roads Projects:**

- Road projects generally, but preferably to support improved road safety outcomes;
- Traffic signs, street lighting, bridges/tunnels, heavy freight support (rest areas/weigh stations);
- Off-road facilities that support visitors; and
- Road and sidewalk maintenance.



## Community Infrastructure - construction/maintenance/improvements:

- CCTV projects;
- Bicycle and walking paths;
- Painting and improvements to community facilities;
- Repairing and replacing fencing;
- Improved accessibility of community facilities and areas;
- Landscaping improvements;
- Picnic shelters / barbeque facilities;
- Playgrounds and skate parks;
- Noise and vibration mitigation; and
- Off-road carparks - sporting grounds/parks.

### Local Business Support

#### **COVID-19 Quick Response Business Grant**

Council supported a total of 185 local sole traders and businesses to the value of \$263,120 with its 2020 Quick Response Grants as part of Council's COVID-19 Support package.

The COVID-19 Quick Response Business Grant (the Grant) addressed the challenges faced by local small businesses that are impacted by the COVID-19 pandemic. The Grant made funding available to sole traders and small businesses located in the Camden LGA who were struggling to meet their short-term operational commitments.

The Grant was designed to bridge the time gap when applying for State and Federal financial assistance. A total of up to \$2,000 (exc. GST) was available for each eligible application.

Funds could be used for operational expenses including, but not limited to, payroll costs, rent, utility bills, purchase of stock, payment of services, and marketing and promotions. This funding was only available as a one-off to each eligible applicant.

Council also provided free social distancing stickers to all businesses to ensure the community is staying safe.

Local businesses and suppliers also received preference under Council's revised purchasing and procurement policy.

The introduction of both the Local Supplier Marketplace in Vendor Panel and a local supplier initiative in Council's Purchasing and Procurement Policy will serve to support local business during and after the current economic climate created by COVID-19.



The policy includes:

- Vendor Panel (Local Supplier Marketplace) and Request for Quotes – A system capable of geo-locating local suppliers and their service/product categories;
- Tenders and Local Preference initiatives - providing preference to local suppliers by including a weighting benefit towards suppliers within the Camden LGA. The weighting would be included as part of the assessment criteria for all tenders and request for quotes over \$100,000; and
- Small Business Friendly Program (On Time Payment Policy) - applies to businesses with a turnover of less than \$2M. The business must be registered as a small business with Council, with the payment of invoices for small business within 20 days.

### Council's COVID-19 Online Events

Council implemented a fresh approach, in accordance with the National Cabinet's COVID-19 Workplace Principles and Safe Work Australia, when holding events in the Camden LGA to ensure that all events and activities were conducted in a COVID-safe manner.

As situations changed rapidly many of Council's events were either postponed, cancelled, or held online in the form of webinars, virtual workshops, and demonstrations.

As a result, the very popular Camden Festival was held online for the first time. Approximately 400,000 people tuned in to the online program either watching entering or participating in activities. Competitions, virtual workshops and a cooking demonstration by celebrity chef, Adam Liaw, were extremely popular. In addition, Council also provided a list of 11 Fun Things for Kids to Do in Camden in a safe manner.



### COVID-19 Messaging

Council kept residents, visitors and staff informed on how to best protect themselves from COVID-19. This involved messaging on its website and social media. As a timely reminder for residents to stay safe, Council's branded one of its waste trucks with COVID-19 messaging to help stop the spread.



## **Council's COVID-19 Management and Recovery Plan**

The availability of Council's services to the community was daily updated via its website and social media platforms and also included a range of information from Federal and State Government authorities and associated websites such as NSW Health.

Council's Crisis Management Team and Incident Response Group continued to ensure that the wellbeing of all customers, community and staff was maintained, from both an operational and administrative services level.

Despite changes to Council's service delivery, the successful implementation of the business continuity plans meant that essential services such as waste, customer relations, construction and maintenance services continued to run.

Council closely monitored information from NSW Health and the State Emergency Operations Centre and implemented measures to ensure that the essential services provided by Council continued to be provided while minimising risks associated with COVID-19.

Council established a Recovery Working Group, with a strong focus on how Council will Re-think, Re-Cover, Re-Set as an organisation.

Council plans to build on what has been learnt to enhance the way Council operates and delivers services into the future by incorporating new ways of working safely to prevent the spread of COVID-19 and remain COVID-safe.

Given Council's strong financial position going into COVID-19, the organisation remains committed to delivering its services as part of the broader range of community support and will continue to advocate and provide direct support where it is most needed.

*(This information relates to activities undertaken during the period July to December 2020 - correct at time of writing)*

## 5 Conclusion

The Camden Local Government Area (LGA) is the fastest growing area in Australia, and Council continues to adapt and evolve in response to the changing expectations that come with growing communities.

The four-year Delivery Program 2017/18 to 2020/21 is Council's commitment to the community. Council, via 30 local services, will continue to implement, innovate, collaborate and work hard to achieve in delivering the best outcomes and services for our community.

**The next reporting period is January to June 2021.**







### Next Reporting Period

The next reporting period for the Delivery Program Progress Report will be January to June 2020.

### For further information contact

Corporate Planning Team  
Camden Council

Phone: 4654 7777

Email: [mail@camden.nsw.gov.au](mailto:mail@camden.nsw.gov.au)

Website: [www.camden.nsw.gov.au](http://www.camden.nsw.gov.au)