



STATE OF OUR CITY REPORT 2022-2024

BROKEN HILL
CITY COUNCIL

**AUSTRALIA'S FIRST
HERITAGE LISTED CITY**

QUALITY CONTROL		
KEY DIRECTION	4. Our Leadership	
OBJECTIVE	4.1 Openness and Transparency in Decision Making	
STRATEGY	4.1.5 Support the organisation to operate within its legal framework	
FUNCTION	Corporate Services	
RESPONSIBLE OFFICER	General Manager	
EDRMS REFERENCES	24/20 – D24/48082	
DATE	July 2024	
COMPANY	Broken Hill City Council	
PHONE NUMBER	08 8080 3300	
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DATE	ACTION	MINUTE NO.
27 November 2024	Endorsed	47701
NOTES	Front Cover Image: Broken Hill Skate Park – Sturt Park Images sourced from Council's Image Library © Copyright Broken Hill City Council 2022	
ASSOCIATED DOCUMENTS	Your Broken Hill 2040 Community Strategic Plan Delivery Program Key Performance Indicator Progress Reports for period ending 30 June 2022, 2023 and 2024 Disability Inclusion Action Plan Key Performance Indicator Progress Reports for period ending 30 June 2022, 2023 and 2024 Annual Reports 2021/22, 2022/23 and 2023/24	

We acknowledge the traditional owners of the land on which we live and work, the land of the Wilyakali people; and pay our respects to their elders - past, present and emerging.

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INTRODUCTION

Under the NSW Government's Integrated Planning and Reporting Legislation for Local Government, Broken Hill City Council is required to produce a report on its progress in implementing the Community Strategic Plan during its term in office. This report is called the State of Our City Report (formerly End of Term Report) and is prepared for the incoming Council in the year of the ordinary election.

The Community Strategic Plan has four Key Directions known as Our Community, Our Economy, Our Environment and Our Leadership, which detail the objectives with community focussed outcomes for each of the objectives. The State of Our City Report is developed in accordance with this.

KEY THEME 1 – OUR COMMUNITY

We are a connected and unique community and enjoy our safety and wellbeing; We aspire to create welcoming, accessible and safe private and public places that foster good health and social interaction; We maintain an inclusive lifestyle as we come together to get things done.

KEY THEME 2 – OUR ECONOMY

We focus on our population as a key element in preserving and growing our economy and future; By diversifying our economic interests, we will be resilient, agile and ensure our economic prosperity.

KEY THEME 3 – OUR ENVIRONMENT

We value our wide streetscapes, quality of life and stunning vistas; We are committed to conservation and preservation of the natural environment and greater reduction of the human impact and climate change to ensure a sustainable and healthy community.

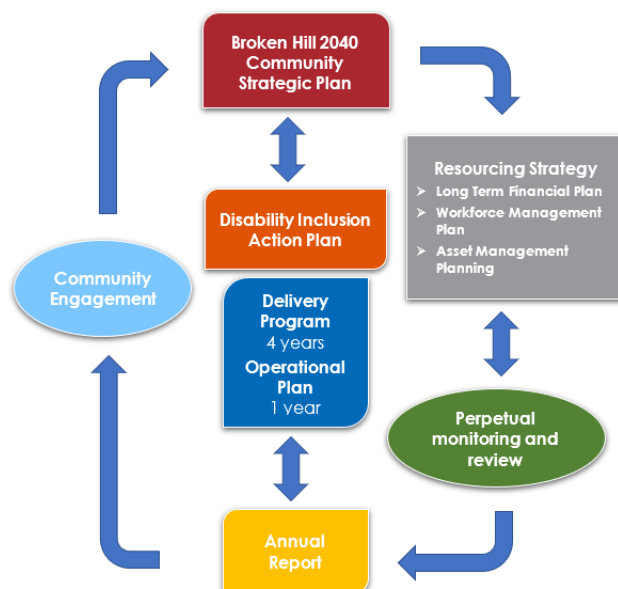
KEY THEME 4 – OUR LEADERSHIP

We have strong civic and community leadership; We are inventive, inclusive and innovative; When we work together there is nothing we can't do and our achievements continue to write history.

INTEGRATED PLANNING AND REPORTING – LINKING THE PLANS

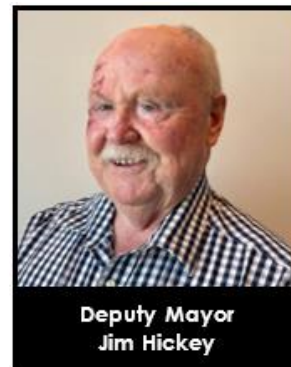
Measuring the Community Strategic Plan under the Integrated Planning and Reporting framework, Council used the Community Strategic Plan to determine which goals and strategies could be implemented at a Local Government level. These goals and strategies are included in Council's four-year Delivery Program. Progress reports are provided to the Council with respect to the principal activities detailed in the Delivery Program, at least six monthly.

To ensure that Council has the required resources to achieve the goals and strategies set out in the Delivery Program, a Resourcing Strategy is prepared to address long term financial management, asset management and workforce planning. The Operational Plan is a plan which focuses on the short term. It provides a one-year detailed plan of which activities and projects from the Delivery Program will be implemented. Each year, our success in achieving the goals and strategies set out in these plans are reported through Council's Annual Report.



MAYOR AND COUNCILLORS

Local Government elections were held in December 2021 and the following 10 Councillors were elected for a three-year term of office. The postponement of the Local Government Elections from September 2020 to December 2021, resulted in the term for elected Councillors becoming three years.



KEY THEME 1 – OUR COMMUNITY

1.1 Our community spirit is our strength
1.2 People in our community are in safe hands

1.2 Our community works together

1.3 Our history, culture and diversity are embraced and celebrated

1.4 Our built environment supports our quality of life

1.5 Our health and wellbeing ensure that we live life to the full

We are a connected and unique community and enjoy our safety and wellbeing; We aspire to create welcoming, accessible and safe private and public places that foster good health and social interaction; We maintain an inclusive lifestyle as we come together to get things done.



KEY THEME 1 – OUR COMMUNITY






Responsible Pet Ownership 2022-2024

# Dogs Impounded	# Cats Impounded	# Dogs and Cats Returned Home	# Dogs and Cats Released to Rescue Organisation	# Dogs and Cats Released for Rehoming
				
1,157	766	486	826	109







Library Services 2022-2024 (unless otherwise stated)

Library Membership at 30/06/2024	# Books Loaned - Library Service	# Books loaned - Outback Library Service	# Public using Library Computers	# Library Visitors
				
6,284	122,726	21,479	13,426	59,250

Art Gallery and Museum 2022-2024

# Art Gallery Visitors	# Art Gallery Exhibitions	# Art Gallery Events	# Museum Visitors	# Museum Events
				
36,486	54	437	22,888	104

Infrastructure – Asset Management 2022-2024

Value of Assets Managed	Capital Projects Expenditure	# Parks, Sportsgrounds Maintained		# S355 Community Committees	# Aquatic Centre Visitors
					
\$353M	\$11.23M \$3.76M \$1.65M \$16.64M	9	7	13	144,344

OUR COMMUNITY

The Annual Reports for 2022 to 2024, alongside the State of Our City Report 2022-2024, reflect Council's commitment to delivering on the objectives outlined in the *Your Broken Hill 2040 Community Strategic Plan*. These reports highlight significant progress in enhancing community well-being, inclusivity and engagement. From supporting local events to improving community services and facilities, Council has focused on fostering a connected and vibrant community that embraces diversity and promotes a high quality of life for all residents.

ACHIEVEMENTS IN OUR COMMUNITY

PEOPLE IN OUR COMMUNITY ARE IN SAFE HANDS

Key Achievements

SCHOOL SAFETY ZONE UPGRADE

In 2022, Council completed upgrades to School Safety Zone Infrastructure, with the following zones included the project:

- Alma Public School
- Broken Hill Public School
- Burke Ward Public School
- Morgan Street Public School
- Broken Hill North Public School
- Railwaytown Public School
- Sacred Heart Catholic School
- Broken Hill High School
- Willyama High School

Upgrades to the School Safety Zone infrastructure included:

- Concrete footpaths and kerb ramps
- Concrete traffic islands
- Line marking and Pedestrian crossings
- Signage
- Safety barriers and bollards



SCORES ON DOORS PROGRAM During the 2022 to 2024 term, Council continued with the voluntary 'Scores on Doors' program. This voluntary program promotes food safety and hygiene requirements and lets the public know how well local restaurants, takeaway shops, bakeries, pub bistros, hotels, clubs and cafes are complying with NSW hygiene and food safety requirements. The aim of the program is to improve food safety standards and to reduce the instance of foodborne illness in the retail food industry.

Council's Environmental Health Officer undertook approximately 433 standard food safety inspections and issued a certificate with a star rating representing the hygiene status of the food business assessment. The star rating for the assessed businesses were also then displayed on Council's website.

The Scores on Doors program continued to offer participating businesses a fantastic opportunity to show customers just how seriously they take food hygiene and the results they achieved by displaying a rating certificate on their shop front door.

HEALTH ADMINISTRATION AND INSPECTIONS

During the 2022 to 2024 term, Council carried out 357 routine food business assessments of fixed, high and medium risk food businesses.

Inspections of other registered premises for the period included public swimming pools, skin penetration, caravan parks, boarding houses and mortuaries.

Council's Environmental Officer also investigated approximately 108 Environmental Health related complaints regarding noise, air quality, pollution, health hazards and food.

BANNER POLES INSTALLATION – In 2022, under the implementation of the Central Business District (CBD)

Masterplan, 'Smart' Banner Poles were installed in the CBD and Patton

Village, featuring large alternating banners and a heritage motif. The 'Smart' poles had the capacity for Wi-Fi, audio, lighting and CCTV to be added in future.



Installation occurred along Argent Street, from Iodide Street to the Ibis Motel and extended into Sulphide Street, Bromide Street, Oxide Street and Chloride Street; as well as an extension of the median strip in Argent Street, from Oxide Street to Delamore Street, to encompass banner poles in this area. Banner Pole installation also occurred in Patton Street, from South Street to Comstock Street.



In 2023, Stage 1 of Council's over lighting upgrade strategy

occurred with the design, supply and fitting of new light fixtures to the Argent Street 'Smart' Banner Poles.



2022-2024 ACHIEVEMENTS - PEOPLE IN OUR COMMUNITY ARE IN SAFE HANDS

Enhanced community safety by:

- Upgrading infrastructure within School Safety Zones.
- Implementing smart solar powered lighting in Queen Elizabeth Park.
- Installing banner poles with smart lighting and capacity for CCTV cameras and speakers.
- Installing CCTV cameras at the Broken Hill Regional Airport.
- Undertaking health administration, inspections and assessment of food businesses, registered premises and investigations environmental health complaints.
- Reestablishing six Alcohol Free Zones within the City to maintain public safety and order.
- Facilitating Local Traffic Committee meetings to assess and investigate traffic concerns.
- Maintaining infrastructure and services for the effective management and control of companion animals through operating Companion Animal shelter for the housing of surrenders, impounding and rehoming.
- Providing a comprehensive companion animal management service through Ranger services including inspections, complaint handling, dog attack procedures, nuisance dog and cat procedures, education and promotion of responsible pet ownership.
- Establishing Companion Animals Management Working Group inclusive of Councillors, industry stakeholders, Council staff and community representatives.
- Providing dog off-leash areas within Patton Park and Queen Elizabeth Park.
- Facilitating the investigation of local food services delivery availability to aged residents.

Increased level of disaster preparedness across the community by:

- Facilitating Local Emergency Management Committee and Local Rescue Committee through upgrade to Emergency Operations Centre equipment including new internet infrastructure, laptops and applications, satellite phone, Videoconferencing/Smart TV display system, printer and whiteboards.
- Actively participating in Local Emergency Management Committee (LEMC) and Local Rescue Committee (LRC) meetings.
- Supporting LEMC and LRC meetings through provision of secretarial support.
- Assisting implementation of Emergency Operations Centre during storm damage event.

Advocated for affordable, reliable, sustainable water and utilities by:

- Submitting water representations to IPART on review of Essential Water Pricing.
- Participating in consultation for Western Regional Water Strategy.
- Corresponding with Federal and State governments regarding Broken Hill Water subsidy.
- Meeting with Shadow Minister for Water and Inspector General of Water Compliance.
- Meeting with Minister for Environment and Water
- Facilitating bi-monthly meetings with Essential Water regarding water supply.
- Progressing implementation of Broken Hill Renewable Energy Action Plan.
- Reviewing and updating Broken Hill Advocacy Strategy.

ACHIEVEMENTS IN OUR COMMUNITY

OUR COMMUNITY SPIRIT IS OUR STRENGTH

Key Achievements

MINERS' MEMORIAL CEREMONIES



In 2022 community leaders and locals gathered in Broken Hill to honour the City's fallen miners at the Miners' Memorial Ceremony. Ordinarily held on the Line of Lode, the ceremony took place at the Trades Hall, due to construction works on the Line of Lode.

The event was hosted by Council's Heritage Committee Secretary and featured an address from Mayor Tom Kennedy, a performance from the Barrier Industrial Union (BIU) Band, prayers led by Roslyn Ferry and Local Scouts as the flag bearers. Guest speaker, Greg Byers, songwriter of 'The Black Flag' shared his reflections, stating 'The Black Flag' is in honour of fallen miners, based on stories told to him by his father when he was a child.

In 2023 the annual Miners' Memorial Ceremony was conducted at the Line of Lode. Chair of Council's Heritage Committee, Councillor Darriea Turley, performed the Master of Ceremony duties,

with addresses by Mayor Tom Kennedy, Prayer from Padre David Shrimpton, poem recital of 'A South Mine Tragedy' from Heritage Committee member and historian, Christine Adams and performances from the BIU Band. The 3rd Broken Hill Sea Scouts raised the flags.



RECOGNISING AND CELEBRATING VOLUNTEERISM



Volunteers make up an important part of the Broken Hill community and provide valuable contributions through their work with a wide variety of community groups and organisations. These individuals hold vital roles in Broken Hill and the Volunteer High Tea and Awards Ceremonies held at the Broken Hill Civic Centre in 2022 and 2023, recognised their dedication to our community.

The Volunteer High Tea and Awards Ceremonies were well attended with approximately 200 attendees in 2022, 250 attendees in 2023 and 250 attendees in 2024. These events also included the official presentation of volunteer awards in the categories of Community, Cultural, Emergency Services, Environmental, Event, Sporting, Tourism, People's Choice and Nydia Edes Hall of Fame.

The 2022 Volunteer Awards event saw special guest, Mrs Margot White, unveil the new Nydia Edes Volunteer Hall of Fame honour board, which was installed on the wall at the Broken Hill Civic Centre.

Nydia Edes was the first female Alderman on the Broken Hill City Council, a recipient of the Queen's Silver Jubilee Medal and worked tirelessly throughout her life for the improvement of women's conditions. Nydia Edes Hall of Fame inductees included Lorraine and Ray Sartori in 2022, Christine Adams and Peter Keenan in 2023 and Ron Carter in 2024.

KEY ACHIEVEMENTS - OUR COMMUNITY SPIRIT IS OUR STRENGTH

CHRISTMAS PAGEANTS AND AFTER PARTIES



During the 2022 to 2024 term, the Christmas Pageant continued to capture the imagination of the City's young and old alike. 2022 saw 32 floats and 2023 saw 43 floats participate along the parade route to Sturt Park. Float awards were presented each year in the following categories – 1) Best Christmas Spirit, 2) Most Creative Business, 3) Most Creative Community Group, 4) Most Creative School and 5) Grand Champion.

2022 saw the introduction of a sensory zone on the parade route, where floats remained quiet with no music, sirens or horns. This was a popular and now permanent addition to the Pageant, allowing people with sensory issues to enjoy the parade.



The After Party in Sturt Park was well attended each year, with Santa being the main attraction handing out Santa bags to eager children. Music, food stalls and the merry-go-round were kept busy for the duration of the event. Another sensory zone was also introduced to the After Party, which was also well received, making these community events more accessible for families.



NEW YEAR'S EVE CELEBRATIONS – During the term, New Year's Eve Celebrations in Sturt Park were well received by community members in 2022, 2023 and 2024, with approximately 1,500, 1,700 and 2,500 attendees each year.



The New Year's Eve activities in Sturt Park included giant inflatables, DIY inflatable games, dodgem cars, laser tag, Cha Cha, Junior Lightning McQueen ride just to name a few, all providing much enjoyment for participants. 2023 saw the inclusion of a sensory zone and silent disco for those who needed a quiet space and some time away from the excitement of the other activities.

The fireworks displays were launched off the Line of Lode to Celebrate the New Year, with the 9:15pm spectacular proving to be one of the main attractions.

TOWN SQUARE CHRISTMAS DISPLAYS – Council added a new display item to the Town Square Christmas Display each year during the 2022 to 2024 term. The displays included Sleigh with Reindeer, XMAS sign and accessible gift box and bauble, providing the perfect photo opportunity for the community to enjoy.



Christmas banners and bin posters were also installed and Council's Street Sweeper received a Christmas makeover, adding a colourful festive touch to the City.

KEY ACHIEVEMENTS - OUR COMMUNITY SPIRIT IS OUR STRENGTH

ART GALLERY YOUTH PROGRAMS – 2022 saw the Gallery undergo significant renovations during the COVID-19 lockdown. While the Gallery building was closed for renovations, the Gallery staff moved to a 'pop-up' workshop in the Town Square. This workshop continued to host the Gallery's regular programs and workshops for young people and presented the annual High School Certificate Art Exhibition with great success.

In line with the Archibald Prize, the Gallery ran a successful Young Archies program, which allowed all local students to submit their portrait to be displayed alongside the Archibald Prize exhibition. The photo wall of local portraits was a huge attraction, with six lucky students featuring their portraits in the Gallery's front windows.

With the Gallery renovations completed, 2023 saw the Gallery back hosting its youth programs including the ArtsCOOL after school workshops, Headspace partnership workshops, Batik workshops, skills development workshops, artist talks and lectures.

2024 again saw young people as a key focus, with the afterschool workshops for ages from Kindergarten to Year 12, school holiday programs and exhibitions from the senior

ArtsCOOL classes and HSC students from the Willyama High School, Broken Hill High School and Menindee Central School.



COMMUNITY EVENTS – During the 2022-2024 term, the Community Events team successfully delivered small and large events including:

- Heritage Festival x 2
- Heritage Highlights
- Heritage Awards x 3
- Miners' Memorial Ceremony x 2
- Celebration of Volunteering High Tea and Awards x 2
- Christmas Pageant and after party x 3
- New Year's Eve Celebration x 3
- Australia Day Celebration x 3 and Australia Day Dinner
- Civic Debutante Ball x 3
- Active Fest Activities x 2
- Line of Lode 140th Anniversary Celebration,
- Youth Week Activities x 2
- Spring Break School Holiday Activities x 2
- Summer Break School Holiday Activities x 2
- Autumn Break School Holiday Activities x 2
- Winter Break School Holiday Activities
- National Reconciliation Week March and Sturt Park Activities x 3
- NAIDOC Week Flag Raising ceremonies x 2

2022-2024 ACHIEVEMENTS - OUR COMMUNITY SPIRIT IS OUR STRENGTH

Facilitated opportunities for people to connect to find solutions to a range of social and health issues by:

- Supporting community interagency meetings to discuss youth school services, Youth Action Group, Disability, Homelessness, Suicide Prevention, Aged Care, Food Services, Child Care.
- Creating opportunity and facilitating homelessness discussions with community agencies within the City.
- Establishing advisory Section 355 Community Committees to discuss the concerns of senior citizens and youth.

Identified and considered opportunities to enhance liveability factors and lifestyles by:

- Consulting with Creedon Street community for a green space on Creedon Street.
- Facilitating Mulga Creek Wetlands Working Group to ensure regular removal of undesirable plants and weeds and appointing contractor for Mulga Creek Rectification Design.
- Engaging Disability Inclusion Action Plan Working Group members to consult on Active Transport Plan implementation and capital projects.

Provided public amenities, halls and community centres to facilitate community activity by:

- Facilitating public booking systems for use of Civic Centre, Council Chamber, Aged Persons Rest Centre, Gallery, Museum, nine parks and seven sportsgrounds.

Facilitated the celebration of community and culture by:

- Holding 140th Anniversary Celebration of the discovery of the Line of Lode.
- Holding Heritage Festivals, Heritage Highlights and Awards to celebrate National Heritage status.
- Supporting the annual Miners' Memorial Ceremonies.
- Delivering a program of community events including Heritage Festival x 2, Heritage Highlights x2, Celebration of Volunteering High Tea and Awards x 2, Christmas Pageant and After Party x 3, New Year's Eve Celebration x 3, Australia Day Celebration and Awards x 3, Australia Day Dinner, Civic Debutant Ball x 3, Active Fest Activities x 2, Youth Week Activities x 2, Youth Events Mural Workshops x 2 and Radio Broadcasting and Podcasting Workshops, Heywire Youth Exhibition, Youth Events Spring Break, Summer Break, Autumn Break and Winter Break School Holiday Activities x 2, National Reconciliation Week Marches and Sturt Park Activities x 2, NAIDOC Week Flag Raising ceremonies.
- Facilitating the renaming of the Fred Jobson South Community Centre and holding renaming event.
- Investigating and obtaining grant funding to deliver community events for Senior's Week, Women's Week, Youth and Intergenerational Events.
- Applying for grants and facilitating community events in collaboration with community groups.

Supported and encouraged volunteering by:

- Facilitating recognition and celebration of volunteering at annual High Tea and Awards events for Community, Cultural, Emergency Services, Environment, Event, Sporting, Tourism, People's Choice and the Nydia Edes Hall of Fame.
- Facilitating process for community nominations for Volunteer Awards.
- Drafting overarching Volunteer Framework and Policy and reviewing Council volunteer programs.
- Supporting Section 355 Community Committee volunteers to undertake their duties.
- Facilitating Volunteer Working Group to plan annual Awards events.
- Supporting volunteers to assist with programs in the Library, Archives, Art Gallery and Living Desert.
- Supporting the volunteer Heritage Walk Tour program.
- Supporting volunteers in the City Ambassador program.

Provided opportunities for young people to connect, learn and grow by:

- Planning, budgeting and obtaining funding for youth events including mural design workshops, radio broadcast and podcast workshops, mural painting workshops, digital art workshop and exhibition.
- Facilitating Youth Spring, Summer, Autumn and Winter Break programs and Youth Week activities including Youth Week market, VR gaming and rock wall climbing.
- Facilitating ongoing consultation with young people to capture the youth voice regarding discrimination and for youth participation in Youth interagency and Youth Action Group.
- Undertaking High School and family surveys to plan for youth activities.
- Providing co-curricular youth programs at the Art Gallery including ArtsCOOL After school program, Early Primary program, Late Primary program, Teen program and School Holiday programs.
- Providing youth inclusive spaces within the Library incorporating youth focused Library section and gaming computers; and facilitating youth events within the Library.

ACHIEVEMENTS IN OUR COMMUNITY

OUR COMMUNITY WORKS TOGETHER

Key Achievements

COMMUNITY DEVELOPMENT – Council's Community Development services remained committed to building a connected, inclusive and supportive community through various collaborations and partnerships. The below key focus achievements have been accomplished throughout the 2022-2024.

COMMUNITY – Council continued its commitment to identify issues and support to various community groups, including aged individuals, youth, people with disability, homelessness and alcohol and drug rehabilitation and by actively participating in and supporting regular meetings, offering meeting spaces, and providing resources for community events, fostering stronger connections with services, and connecting community members.

WILYAKALI – Bi-monthly consultative meetings were held to discuss cultural awareness and operational relationships.

AGED COMMUNITY – As part of its commitment to the ageing community, Council through the Section 355 Ageing Well Advisory Committee, corresponded with federal and state ministers to advocate for better funding and enhanced aged care facilities. A key focus has been seeking the reclassification of the area from MMM3 to MMM6 to better reflect the needs of the community. Research was also undertaken into food services to ensure adequate food service delivery is available to our aged community members.

YOUTH INITIATIVES – Council has taken significant steps to engage with young people through the formation of a Youth Advisory Group, consisting of six young individuals aged 12 to 18 playing a vital role in helping to plan and deliver youth focused events and school holiday activities, representing youth as part of Council's Section 355 Youth Advisory Committee, to ensure that the voices of young people are heard and valued. Additionally, a school holiday activity survey was conducted to gather feedback from youth aged 5 to 17.

DISABILITY AND INCLUSION – Community Development plays an active role in the regular Youth School Services Interagency and Disability Interagency meetings. Council supports these groups in planning interagency events that focus on inclusion and social cohesion.

HOMELESSNESS – Council hosts and provides space for Homelessness Committee meetings, bringing together service providers to discuss updates on food service provisions, housing solutions and collaborative efforts between Council and local Police. This collaboration ensures that support is offered to those experiencing homelessness, with a focus on providing necessary resources and assistance.

ALCOHOL AND DRUG REHABILITATION – Council continued to support the Alcohol and Other Drug Steering Committee in advocating for the establishment of an Alcohol and Drug Rehabilitation Centre in Broken Hill. Council hosted meetings with Health Minister Ryan Park and facilitated roundtable discussions with key stakeholders to advocate for progress on this vital issue.

ACTIVE FEST – Broken Hill's community highlighted the need for a "Picnic Day" to gather the community together in a low-cost activity for all ages to enjoy. The Active Fest event was a combination of the two, with some local sports available for families to try new skills and learn more about the sport.

The Active Fest event was hosted by Council in Sturt Park in 2022 and 2023 in collaboration with various local sporting and community groups. The initial event attracted between 1,600-1,800 people of all ages, with 2023 attracting 150 people.

Active Fest events were a whole of community opportunity, encouraging attendees to enjoy being outdoors in the park and try an array of activities including a series of skateboarding workshops, sports, games, tug-o-war, laser tag and colour runs.



KEY ACHIEVEMENTS - OUR COMMUNITY WORKS TOGETHER

LIBRARY SERVICES – During the 2022 to 2024 term, Library Services reopened late 2021 following lifting of COVID-19 restrictions. Digital 24/7 Library usage became popular and increased throughout the period, ranging from 9,407 (2022), 14,337 (2023) and 18,684 (2024) items issued.

During the period, Library membership ranged from 6,394 (2022), 5,806 (2023) and 6,240 (2024) members; and a total of 50,279 (2022), 59,291 (2023) and 55,104 (2024) items were borrowed by members.

Library Programs/attendees ranged from 95/1,196 (2022), 172/3,272 (2023) and 195/3,537 (2024) for the period. Programs included early literacy such as Baby Bounce, Rhyme Time, Story Time and Dolly Parton Imagination Library to adults including Literacy Tutoring, Be Connected Digital Literacy, Chess Club, Knit 'n' Yarn to name a few.



Children's Book Week proved popular each year, with the Library staff reading a shortlisted book for Children's Week and a special staff performance of a play based on the 'Moo Cow' shortlisted book Children's Book Week for 2023.

A total of 412 children and teachers attended the Library across Book Week in 2022, with a similar number attending in 2023, to engage with the readings and show off their favourite Book Week outfits.

The Library also hosted several popular Authors talk events, information sessions about scam awareness and eSafety (identify theft), the Sydney Writers Festival, the Australian Ballet and regular school holiday programming throughout 2022 to 2024.

OUTREACH LIBRARY SERVICES – Outreach services also recommenced in late 2021 once COVID-19 restrictions lifted. 2021 services were provided through non-contact delivery to individuals via our **Home Library Service** volunteers. This service was very popular throughout the 2021 to 2024 period, with members/items issued ranging from 187/8,292 (2022), 144/6,668 (2023) and 142/6,446 (2024) for the period.

The **Outback Letterbox Library Service** is a service for members who live in remote areas throughout Far West NSW and proved popular, with members/items issued ranging from 565/9,973 (2022), 466/10,022 (2023) and 142/6,446 (2024) for the period. This service was provided by a group of dedicated volunteers who made fortnightly deliveries of items.



TEMPORARY LIBRARY MOVE – 2023/24 saw the refurbishment of the ground floor of Council's Administration Building and the temporary move of the Library Service to 240 Blende Street.



The Library Collection was relocated to the Ground Floor of the Administration Building, where roughly one third of the full collection is on display and the remainder securely stored. There is a dedicated Children's Library, study tables and reading area. Three Gaming computers are in line of sight of the front counter and eight further PCs for public use are at the back of the shelving space.

KEY ACHIEVEMENTS - OUR COMMUNITY WORKS TOGETHER

OUTBACK ARCHIVE – In preparation for the new Library facility being built, the Outback Archive collection remained closed to the public and the transfer to Council's Administration building was finalised in early 2023.

The Outback Archive audit (2021-2023) found:

- 43% by volume of the Archive has not been processed since acquisition (ie not catalogued, conserved, or digitised). The number of items in this category is estimated to be around 100,000 – 150,000 (including many thousands of film negatives).
- 57% by volume of the Archive has been entered into a catalogue – the "Catalogued Collection".



The audit of the "Catalogued Collection" (54,580 items) revealed:

- 6% has been fully catalogued,
- 20% has been properly conserved and stored,
- 14% of photographs have been digitised,
- 0% of documents have been digitised,
- 13% of catalogued items were not located during the 2021-2023 audit,
- Majority of post-1955 photographs have restricted use due to lack of copyright permissions.

During 2023/24 the following occurred:

- 132 new donation items were fully processed during 2023/2024 and entered into the EMU collection management system,
- 60 oral history audio cassettes were digitised,
- 767 images were uploaded to the EMU collection management system,
- 148 photographs image reproduction licences were obtained.

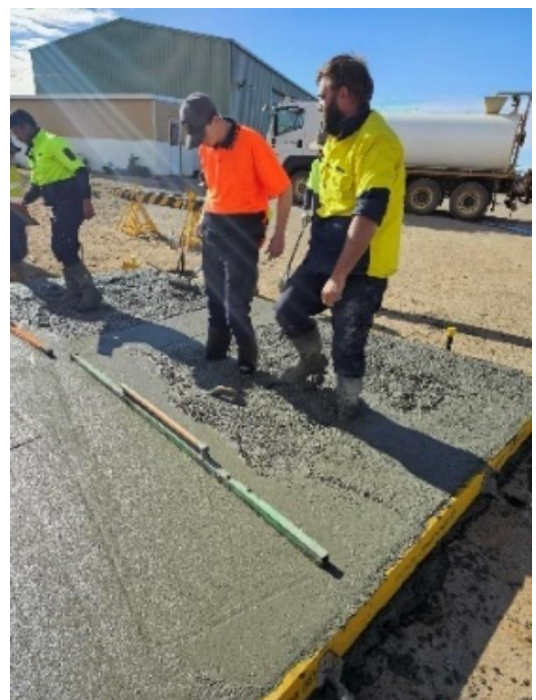


SUPPORTING BROKEN HILL CAREERS EXPO – Council continued to support the local Careers Day Expo during the 2022 to 2024 term and has been a consistent information stall holder over the past 15 years, providing opportunity for students to learn about Council services and inquire about work experience opportunities that Council can host.

Council had over 50 staff members during the period attend these annual days, having informative conversations with the local high school students.



Council also hosted multiple senior high school students for their work experience placements across all departments of Council, with most placements having been initiated through the Careers Days introductions.



KEY ACHIEVEMENTS - OUR COMMUNITY WORKS TOGETHER

BROKEN HILL CITY ART GALLERY – During the 2022 to 2024 term, the Broken Hill City Art Gallery provided community members opportunities to participate in educational and cultural programs, exhibitions and enjoy art.

2022 saw the Art Gallery undergo significant renovations to install new humidity and climate systems, new flooring and complete maintenance of the heritage walls within the Sully's building. The Gallery also launched its online collection search, which made the entire collection accessible online to global audiences. It also provides a tool for those wanting to see the collection, but unable to visit Broken Hill. [Broken Hill City Art Gallery Online Collection Catalogue](#)

Public programs at the Art Gallery included artist performances, adult drawing workshops, exhibition openings, educational programs, high school workshops, youth programs, indigenous workshops, tours and artist talks.

Image: Life Drawing Workshop



During the period the Art Gallery programs and participants ranged from 142/2,598 (2023) and 231/3,782 (2024). Young people were also provided opportunities with the afterschool workshops for ages from Kindergarten to Year 12, school holiday programs and exhibitions from the senior ArtsCOOL classes and HSC students from the Willyama High School, Broken Hill High School and Menindee Central School.

The Art Gallery held 14 (2022), 18 (2023) and 21 (2024) exhibitions during the period; as well as hosted the Pro Hart Outback Art Prize, Maari Ma Indigenous Art Awards and some notable exhibitions including the 'Archibald Prize exhibition', 'JamFactory touring exhibition from Kunmanara



Carroll (see image opposite) and 'Residue + Response' - 5th Tamworth Textile Triennial; as well as a large number of local artist exhibitions including Rick Ball,

Verity and Brian Nunan, Alexandra Rosenblum, Willyama Art Society, ArtsCOOL, GAARA Arts and Naomi Wilde, Uncle Sunno, Eddi Harris Nici Cumpston, Zena Cumpston, David Doyle, Auntie Muriel, Feona and Keanu Bates, Kent Morris, Ardrianne Semmens and Raymond Zada, to name a few.

ALBERT KERSTEN MINING & MINERALS MUSEUM (GEOCENTRE)

– During the 2022 to 2024 term, the GeoCentre dazzled audiences with its interactive displays, exhibitions and tours about the minerology and geology of the region.

2022 saw the GeoCentre host the exhibition 'Surface Level', presenting many works from the collection; from the richly layered work of Barkindji artist Edith Kennedy, the muted tones of 'Brushman of the Bush' Hugh Schulz, to the parched abstraction of David Rankin.



2023 provided an exhibition displaying local mining photographs from the 50's and 80's, by acclaimed artist Wolfgang Sievers.



Image: Her Excellency the Honourable Margaret Beazley AC KC, Governor of NSW, Mayor Tom Kennedy.

The GeoCentre also hosted the Maari Ma Indigenous Art Awards exhibitions during the period, with the opening Festival 'Freshwater; Festival for the Baaka' in the garden area in 2022/23 and the 'Blak Markets' in the garden area in 2023/24, celebrating local First Nations Art and Culture in the Museum environment.

2022-2024 ACHIEVEMENTS - OUR COMMUNITY WORKS TOGETHER

Celebrated the range of people and programs within the community by:

- Presenting a varied, diverse and engaging Educational and Artistic Programs and Exhibitions across the Gallery and Museum sites including artist performances, workshops, exhibition openings, educational programs, high school workshops, indigenous workshops, tours and artistic talks.
- Providing quality public cultural and educational programs at the Library including early literacy Rhyme Time, Baby Bounce and Imagination Library, adult literacy, Be Connected digital literacy, Chess Club, Knit 'n' Yarn and outreach Library programs and activities.

Advocated for social service providers to be adequately resourced and access to health services by:

- Working with key stakeholders to identify resourcing gaps including NDIS, Disability, Homelessness, Aged Care, Child Care, Youth, Food Services, Suicide Prevention.
- Working with key stakeholders to identify social and health gaps including alcohol and other drug rehabilitation.

Provided appropriate infrastructure to maintain and enhance sustainable transport by:

- Collaboratively preparing Far South West Joint Organisation's Regional Transport Strategy.
- Investigating planning and design requirements to upgrade the City's bus stops to meet Australian Standards including successfully obtaining grant funding for upgrades and consultation with local bus service provider to identify high priority locations.
- Completing CASA surveillance safety observations at the Airport.

Collaborated with organisations to support young people to transition to the workforce by:

- Participating in the careers information days held for local secondary education students.
- Facilitating work-placements, traineeships, apprenticeships and cadetships across Council.
- Participating in Local Jobs Taskforce meetings to discuss programs and training opportunities.

Encourage collaboration to facilitate the sharing of resources by:

- Maintaining a community contacts database and supporting access and update by services.
- Facilitating Artist commission and residency programs within the Art Gallery.
- Providing outreach Library programs and activities including Outback Letterbox, Home Library service and 24/7 Online Library.
- Working collaboratively with Police Liaison Officers to promote social cohesion and inclusion and sharing of Support Agency data.

Strived for continuous improvement by:

- Undertaking Community Satisfaction Survey with final report provided to Council and made available on Council's website.
- Undertaking customer service evaluations for business improvement including Customer Relations telephone evaluations, analysis of results and implementing identified improvements.
- Implementing Community Portal assisting community to lodge requests, notify Council of an issue and provide feedback online.
- Reviewing Council facility booking process and implementing a new tiered classification and payment schedules for bookings of open spaces.

ACHIEVEMENTS IN OUR COMMUNITY

OUR HISTORY, CULTURE AND DIVERSITY IS EMBRACED AND CELEBRATED

Key Achievements

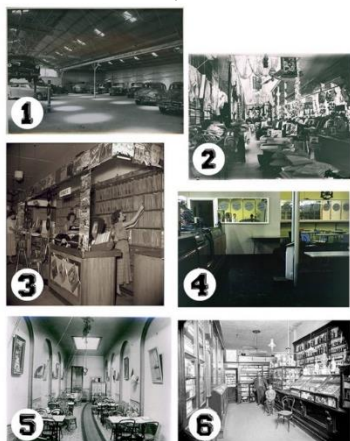
BROKEN HILL HERITAGE FESTIVAL – 2022 saw the Heritage Festival launched with Heritage Highlights projection onto the front and rear of the Town Hall Façade. Nightly performances of the 'United We Stand' play also proved popular, with maximum attendance coinciding with one of three performances each night. The introduction of a night Cemetery Tour was also a great success and a geological tour of the Albert Kersten Mining and Minerals Museum proved very popular.



2023 saw the Heritage Festival take attendees back in time with an outdoor screening of the Chips Rafferty Classic 'The Overlanders' at the rear of the Trades Hall and cemetery tours were again popular, with Christine Adams providing a day and night tour, sharing the stories behind the many characters who have been laid to rest in the cemetery grounds.

HERITAGE HIGHLIGHTS – The Heritage Festival also saw the launch of an extension of the Heritage Highlights Project, using historical photos in empty shop front windows.

This exciting new project provided the viewer a window into the past, with large scale window decals of the interior of shops from the early 1900s, through to the 1940s, being displayed on empty shop front windows in Argent Street and Patton Street. The images were sourced from the Outback Archives and local business, Outback Pharmacy Group.



[Heritage Highlights -
Photographic Project](#)

FESTIVAL AND EVENT SPONSORSHIP AND SUPPORT

– During the 2022 to 2024 term Council supported a wide range of events including developing a Memorandum of Understanding with the City's signature events being:

- St Patrick's Races
- Broken Hill Festival
- Mundi Mundi Bash

Other events supported during the term included:

- Heritage Festival
- Perfect Light Film Festival
- Carols by Candlelight
- Community Heritage Festival
- NSW State Rural Women's Gathering
- Broken Hill Fringe Festival
- Regional Development Australia Far West
- Excellence in Business Awards
- Albert Morris Award for Regeneration Areas –
- Australian Association of Bush Regenerators
- South Australia Swimming Championships
- Silver City Desert Race
- Agfair
- Ride for Sick Kids
- Wind and Solar Art Prize – Broken Hill Art Exchange
- Rotary Club of Holdfast Bay – 2019 District 9520 Conference
- Motorcycling Australia – Australian Off Road Championships
- Carols by Candlelight
- NAIDOC Week Family Fund Day
- Mad Max Marathon
- GLAMFest
- FE-FC Car Club Nations
- Broken Hill Junior Soccer Association – SAJSA Country Championships

KEY ACHIEVEMENTS - OUR HISTORY, CULTURE AND DIVERSITY IS EMBRACED AND CELEBRATED

FIRST NATIONS ARTISTS – Throughout the 2022 to 2024 term, the Broken Hill City Art Gallery and Albert Kersten Mining and Minerals Museum strongly supported Indigenous art and culture. The Art Gallery also continued engagement with young Indigenous artists through Wilcannia and Menindee school groups.

The Gallery was proud to support several First Nations artists in 2022/2023. This included solo exhibitions by Barkindji artists, Eddy Harris, Uncle Sunno and Nici Cumpston, curated collection exhibition by Barkindji/Malyangappa artist, David Doyle and group exhibitions by Auntie Muriel, Feona Bates and Keanu Bates.

First Nations artists exhibitions continued in 2023/24, including Dr Lorina Barker's 'Looking Through Windows', touring exhibition 'ngaratya' comprising of works from six Barkandji/Barkindji artists, Jam Factory touring exhibition from Kunmanara (Pepai) Carroll and David Doyle's Shades of Blak.



Image: Sharing Country Exhibition – Eddy Harris



'Looking Through Windows' exhibition

Image: Barkindji Man Exhibition – Uncle Sunno

The Maari Ma Indigenous Art Awards were also presented by the Gallery, with successful openings and subsequent exhibitions held at the Albert Kersten Mining and Minerals Museum (GeoCentre).

The Maari Ma Indigenous Art Awards exhibitions hosted at the GeoCentre included the opening 'Freshwater; Festival for the Baaka' in the garden area in 2022 and the 'Blak Markets' in the garden area in 2023.

This created a marketplace featuring a variety of products by First Nations artists and makers, along with performances by Indigenous musicians, all celebrating First Nations art and culture within the Museum setting.



IMAGE: David Doyle, Values, Winner: Open Section, Maari Ma Indigenous Art Award 2023



Image: Blak Market attendees Uncle Leroy Johnson and Auntie Barbara Quayle

2022-2024 ACHIEVEMENTS - OUR HISTORY, CULTURE AND DIVERSITY IS EMBRACED AND CELEBRATED

Raised awareness of cultural and community events by:

- Promoting events through Council's website, social media platforms and Visitor Services

Promoted and supported reconciliation and inclusion by:

- Promoting and engaging in annual National Reconciliation Week marches and Sturt Park activities x 2, NAIDOC Week flag raising ceremonies.
- Working with organisers to secure funding for NAIDOC Week Family Day in the Park activities and Close the Gap initiatives.
- Engaging with Wilyakali elders to discuss cultural awareness and Wilyakali heritage.
- Facilitating a series of curated exhibitions from the Gallery collection, as well as individual and family exhibitions by First Nations people in the Gallery.
- Facilitating the annual Maari Ma Indigenous Art Awards in conjunction with the Fresh Water Festival and Blak Markets.
- Installing permanent Acknowledgement of Country in Gallery and investigating installation in the Albert Kersten Mining & Minerals Museum.

Promoted the City as Australia's First Heritage Listed City by:

- Continuing to build the public celebration of the heritage of Broken Hill through a variety of activities and functions such as Heritage Festival and Heritage Highlights projections.
- Including National Heritage Assets in Broken Hill Advocacy Strategy and advocating for tri-partisan government approach to management.
- Facilitating public celebration in Sturt Park of 140th Anniversary Celebration of the discovery of the Line of Lode.
- Supporting Trades Hall World Listing application.
- Facilitating Heritage Walk Tours.

Advocated for funding and investment for Community Development Projects to celebrate history, culture and diversity by:

- Working with third parties to obtain funding from Stronger Country Communities, Regional Tourism Funding, Office of Regional Youth, Department of Communities and Justice, Foundation for Regional and Rural Renewal and Office of Sport.
- Working with third parties to obtain funding for community focused events, including letters of support showing alignment with Community Strategic Plan objectives.

Provided support and advice to event planners to deliver events within the region by:

- Liaising with event planners to hold small community events and large-scale events of national and international significance including Perfect Light Film Festival, St Patrick's Race Day, Broken Heel Festival, Mundi Mundi Bash.

ACHIEVEMENTS IN OUR COMMUNITY

OUR BUILT ENVIRONMENT SUPPORTS OUR QUALITY OF LIFE

Key Achievements

WAYFINDING PROJECT – Broken Hill experiences large numbers of tourists who are interested in exploring the heritage and history of the City, with several trails used by both pedestrians and vehicles to experience this heritage. These trails include the Heroes, Larikins and Visionaries Walking Trail, the Silver Driving Trail and a self-guided walking tour of the City.

To increase further engagement from tourists, encourage usage of the trails and create a call to action to utilise the newly created tourism website, it was important to update and install new wayfinding signs.

Significant consultations with key stakeholders across the Local Government Area were held to achieve this.

In 2022, the existing signs were replaced with modern design, specific details and QR codes; and were positioned in revised strategic locations.

The Heroes, Larikins and Visionaries trail, takes visitors along a walking tour throughout the CBD and now highlights over 30 of Broken Hill's most iconic characters, who helped to form the City's unique identity. The updated signage provides their stories, with imagery and a QR code linking to the new tourism website. [Tourism Website](#)



The Silver Trail takes visitors along a heritage drive through Broken Hill, on a sightseeing tour of over 120 iconic heritage landmarks. New signposts indicate the name and location of the site.

In 2023 Council completed this project with two further installations including a series of Wayfinding elements in the CBD located at well positioned



walking trails in the CBD to direct residents and visitors to the City, around the CBD and to important landmarks; and site-specific sculptures of key figures at each of the four key historic parks of the

City being Sturt Park, Queen Elizabeth Park, Patton Street Park and Joe Keenan Look Out.



ACTIVE TRANSPORT PLAN – As part of the Active Transport Plan shared footpath network upgrade, Council continued to upgrade the shared footpath network, as part of the Active Transport Plan. These upgrades have allowed safer and more accessible travel along key pedestrian routes across the City.

Community consultations were carried out with residents, schools and businesses along the routes whilst working with local electrical and water authorities.

During the 2022 to 2024 term the upgrades included all footpaths and kerb ramps in the following Routes:

- Route 1 – Blende Street from Galena to Silver Street.
- Route 2 – Kaolin Street, from Blende to Wolfram Street and from Mica to Wolfram Street.
- Route 4 – Talc Street, from Galena to Gossan Street.
- Route 6 – Morgan Street, from Zebina to Iodide Street.
- Route 6 – Blende Street from Kaolin to Bromide Street and from Willyama High School to Morgan Street Public School including Brooks, O'Neill, McCulloch, Rasp, Brazil, Uranium and Zebina Streets.
- Route 8 – Galena Street, from Wills to Mercury Street.



KEY ACHIEVEMENTS - OUR BUILT ENVIRONMENT SUPPORTS OUR QUALITY OF LIFE

BROKEN HILL CBD MASTER PLAN PROJECTS

– The Broken Hill CBD Master Plan was developed with identified priority projects that aim to address improved shade, vibrancy and accessibility in the City Centre.

The projects include:

- New 'smart' Banner Poles.
- Heritage specific Wayfinding upgrades.
- Paving upgrades along Argent Street.
- Town Square Redevelopment.
- The new Broken Hill Library.

The new Broken Hill Library project commenced in 2023 and accounts for the largest project of the CBD Master Plan.

Approximately 33% of the projects allocated under the CBD Master Plan have been completed, being:

- CBD Smart Banner Poles – completed.
- Wayfinding and Signage – completed.
- Argent St Banner Pole Lighting – completed.

By December 2024 it is estimated that at least 54% of the projects will be completed, with 5 out of the 6 projects being carried out, completed or near completion.

ART GALLERY REFURBISHMENT – Following hailstorm damage to the roof at the Broken Hill City Art Gallery, Public Works Advisory were engaged to provide project management services for the Roof Replacement.

This required the Art Gallery to be closed and all artworks removed from the main gallery and safely stored. Council took advantage of this and chose to also complete the following work at the same time as the roof replacement:

- Air Conditioning and Humidifier Replacement.
- Floorboard replacement.
- Minor maintenance works on walls including patching, rendering and painting.
- Full repaint of the Gallery ground and first floors.



Gallery first room ground floor before and after

ROAD RECONSTRUCTION AND RESEAL PROJECTS

– During the 2022 to 2024 term Council made significant infrastructure upgrades to improve the City's road network. These comprehensive reconstruction and reseal projects were undertaken to ensure smoother travel for road users and improve safety and access to key areas.

ROADWAYS ANNUAL WORKS PROGRAM 2022–2024

– Each year during the period Council's Roads Maintenance Team completed bitumen resealing works to the road network within the City, to repair or extend the road pavement life.

The program for the period included 156 road segments (lanes and streets) receiving new pavement surfacing and water proofing (233,072.10 m²), equating to approximately 29 kms of the City's road network.

As additional preventative maintenance, Council also completed approximately 22 kms of crack sealing (289,746.6 m²), alongside the road resealing program, to further water proof the pavement structure.

IODIDE STREET ROAD RECONSTRUCTION

– Stage 2 of the Iodide Street road reconstruction project, adjacent the Morgan Street Public School, was completed in 2022.

Reconstruction works started at Union Street and included the intersection of Cummins Street, comprising of the installation of new asphalt road pavement, kerb and guttering, kerb ramps and improving stormwater drainage.



Iodide Street from Union Street looking North (during construction)

Iodide Street from Union Street looking North (post construction)



Art Gallery in preparation for roof replacement

KEY ACHIEVEMENTS - OUR BUILT ENVIRONMENT SUPPORTS OUR QUALITY OF LIFE

GYPSUM STREET ROAD RECONSTRUCTION

– Stage 2 reconstruction works in Gypsum Street, from Mercury Street to Pell Lane were completed in 2022. Works comprised of installation of new asphalt road pavement, kerb and guttering, kerb ramps, nature strip reinstatement and improvement of stormwater drainage.



Gypsum/Pell Street Intersection looking North



CHLORIDE STREET ROAD RECONSTRUCTION

– Reconstruction works in Chloride Street, from Williams Street to Chapple Lane, were completed in 2022. Works comprised of excavation of all road pavement, backfill and compaction of sub-base and base materials, installation of two-coat bitumen seal, installation of new footpaths, kerbing and line marking.



Before photo looking from Williams Street



After photo looking from Chapple Street

GALENA, BLENDE AND WILLS STREETS ROUNDABOUT ROAD RECONSTRUCTION

– Roundabout reconstruction works were completed in 2022. Works comprised of excavation of all road pavement, backfill and compaction of sub-base and base materials, installation of new asphalt road pavement and line marking.



THOMAS STREET AND O'FARRELL STREET INTERSECTION RECONSTRUCTION

– Reconstruction works at the Thomas Street and O'Farrell Street intersection were completed in 2023. Works comprised of excavation of all road pavement, backfill and compaction of sub-base and base materials, installation of new asphalt road pavement, new kerbing and line marking. Concrete splitter islands were also placed on the roadway to discourage heavy vehicles from turning onto Thomas Street.



Thomas / O'Farrell Intersection before and after

GYPSUM STREET ROAD RECONSTRUCTION

– Reconstruction works in Gypsum Street, from Pell Lane to Newton Street were completed in 2023. Works comprised of excavation of all road pavement and existing kerb and gutter, backfill and compaction of required sub-base and base materials, installation of new asphalt road pavement, new kerbing and line marking.



KEY ACHIEVEMENTS - OUR BUILT ENVIRONMENT SUPPORTS OUR QUALITY OF LIFE

BROKEN HILL LIBRARY PROJECT UPDATE



– Mayor Tom Kennedy welcomed Federal Member for Parkes Mark Coulton to the City in April 2024 and agreed with Mr Coulton that it was a momentous day for the Broken Hill community, turning the first soil for the Library Development Project.

The development commenced in May 2024 and will result in a major overhaul of the Broken Hill Library. It will transform the facility into 'more than a library', being a modern centre of learning and cultural preservation.

The project brings together both local and contemporary architecture that has been designed to fit in inclusively with the heritage status of Broken Hill.

Council has worked with specialist design firm Neeson Murcutt + Neille to develop technical design documentation for the new Library.

In collaboration with the design team, North Construction & Building Pty Ltd were engaged in 2023 under an Early Contractor Involvement (ECI) process to ensure the project was designed within the available project budget of \$14.5 million.

The new Library will have advanced construction features including:

- Ecologically Sustainable Design initiatives by specialist firm ARUP
- Council's first use of prefabricated concrete tilt-up panels installed with 'earth's thermal convection properties' to enhance the thermal comfort of the building
- A walled garden
- Multipurposed spaces to also function as a community hub

The project has been funded by the NSW Government, Federal Government and Broken Hill City Council.



Image Left: Architect's Render of the completed library at the main courtyard (behind Town Hall Facade)



Image Left: Site establishment works with services location underway



Image Right: Steel fixers working on preparing footings

2022-2024 ACHIEVEMENTS - OUR BUILT ENVIRONMENT SUPPORTS OUR QUALITY OF LIFE

Maintained an attractive and welcoming Central Business District by:

- Implementing Heroes, Larrikins, Visionaries Walking Trail and Silver Driving Trail.
- Facilitating CBD Wayfinding through new signage, Park Interpretive signage and Wayfinding Visitor Digital application.
- Alternating CBD banner pole banners to celebrate events and support initiatives.
- Commencing Town Square Redevelopment project and Argent Street Paving project.

Maintained the character and managed community infrastructure sustainably by:

- Managing the new Library/Archives project through Architects Neeson, Murcutt + Nellie and construction contractor North Building Construction.
- Finalising work in Administration Building for temporary Library and moving the Library service to the Administration Building.
- Finalising Library design works and commencing initial site works.

Designed and delivered pathways to maximise access, inclusion and mobility by:

- Managing ongoing delivery of the Active Transport Plan:
 - Developing 5-year annual capital works schedule for Active Transport Plan and identifying 10-year shared path network.
 - Completing path installation for Route 1 Blende Street, from Silver Street to Galena Street.
- Completing path installation for Route 2 Kaolin Street, from Blende to Mica Street, Route 4 Talc Street from Galena to Blende Street, Route 6 on Morgan Street from Zebina to Iodide Street and Route 8 on Galena Street from Mercury to Wills Street.

Collaborated with key stakeholders to advocate for affordable housing by:

- Undertaking community consultation, developing and implementing Liveability Strategy 2043.
- Advocacy to State and Federal Government for funding and support to access Crown Land for housing and Childcare facilities.
- Meeting with Crown Lands, Department of Regional NSW, Department of Planning, NSW Housing to progress identified housing objectives.
- Commencing compulsory acquisition for portions of Crown Land for affordable and social housing.
- Subdividing identified McCulloch Street lot for demonstration houses.

Worked with community to establish Imperial Lakes as an environmental park by:

- Supporting Landcare Broken Hill to plan for Imperial Lakes model including determining land requirements and LEP amendment process.

ACHIEVEMENTS IN OUR COMMUNITY

OUR HEALTH AND WELLBEING ENSURE THAT WE LIVE LIFE TO THE FULL

Key Achievements

QUEEN ELIZABETH PARK REDEVELOPMENT



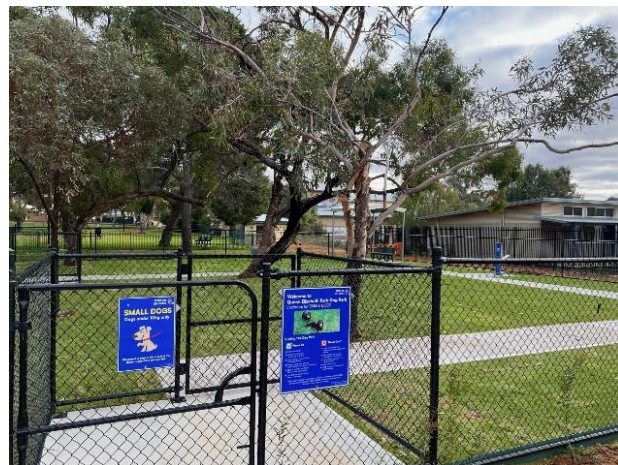
In 2021 Council approved the tender submission from Joss Group to undertake the design and construction of the Queen Elizabeth Park Redevelopment.

The overall vision to reignite Queen Elizabeth Park and provide a wonderful recreation experience for all, included the following works:

- New playground area – equipment, shade sails, seating, fencing
- New accessible amenities building
- New lighting and CCTV
- New irrigation and turf
- New seating, BBQ and shelter
- New concrete pathways connecting all areas
- A sealed carpark
- New kiosk
- Picnic Train, with new train storage shed and train platform



SMALL DOG BREED OFF-LEASH AREA



Community feedback received during the Queen Elizabeth Park Redevelopment Project, identified that a designated off-leash area for small dog breeds was desired and would be beneficial.

In 2024 Council engaged Shepparton landscaping business Kialla Lawn and Garden, to install a small dog breed off-leash area in Queen Elizabeth Park.

Works included:

- Fencing with signage and two entrance gates
- Concrete pathways connecting both entrance gates to a shelter, seating and accessible drinking fountain
- New turf and perimeter landscaping (low maintenance hedge to provide a buffer between the new dog off-leash area and adjacent sites)
- Bins with waste dispensers

KEY ACHIEVEMENTS - OUR HEALTH AND WELLBEING ENSURE THAT WE LIVE LIFE TO THE FULL

BROKEN HILL SKATE PARK – In 2022 CONVIC Pty Ltd constructed the new Skate Park, located in Sturt Park. Reflective of their expertise in building skate parks, works were quick and the new park was completed and ready to open in time for the April school holidays.



The Skate Park equipment includes:

- Pump track hip
- Pump track flow elements
- Quarter-pipe grind off hip
- 1050H quarter-pipe
- 750H pyramid hip with ledge
- Manual pad with hubba
- 300H Flat bar
- Transition hip and ski Jump
- 600H Mogul
- 1800H Taco corner in bowl
- 1050H Roll in

Other features include:

- Accessible seating and tables
- Accessible drinking fountain
- Concrete pathways
- Paved areas connecting all areas of the park
- New turf and irrigation



To celebrate the newly opened Broken Hill Skate Park, skateboarding workshops, facilitated by The Totem Collective, were held during the 2022 Active Fest.

The Broken Hill Skate Park was supported by Council and the NSW Government through the Stronger Country Communities Program.

DUKE OF CORNWALL PARK – In 2024 Council was successful in securing \$656,000 Regional Housing Development grant funding for the redevelopment of the Duke of Cornwall Park. The upgrade included the installation of modern toilets and amenities and the renovation of the dilapidated tennis courts and fencing.

As per the scope of works, tender and quotation requests were prepared for new accessible amenities block and resurfacing of the old tennis courts.

Asco Group was awarded the project to replace the individual male and female toilets, with a modern modular unisex accessible toilet block.



Dreamcourts were awarded the contract for the refurbishment of the courts and fencing, with one court being resurfaced and retained purely for tennis, while the other was converted into a hybrid court suitable for both tennis and basketball, with adjustable basketball hoops.



Both courts now feature a new Dreamcourt® hard-court sporting surface and have had the lighting upgraded to facilitate nighttime usage.

The courts are available for use at no charge to the public any time during the day and by bookings after 8pm.

This project gives the Duke of Cornwall Park a much-needed amenity upgrade for users and provides a new flexible public recreation space for the many locals who enjoy tennis and basketball.



KEY ACHIEVEMENTS - OUR HEALTH AND WELLBEING ENSURE THAT WE LIVE LIFE TO THE FULL

E.P. O'NEILL MEMORIAL PARK REDEVELOPMENT – Netball Precinct – Stage One



– Following Concept Design and Indicative Costings by Environmental Partnership NSW, funding was secured through the Resources for Regions Program for this Redevelopment project in 2021.

Public Works Advisory were engaged to project manage both the design and construction tenders. Council endorsed the Tender to Barnson Pty Ltd for the Design of E.P. O'Neill Memorial Park redevelopment project.

Barnson Pty Ltd submitted the complete design package to Council in December 2023 which included elements of site upgrades required for the entire project being the Netball precinct, Norm Fox Cricket Oval, Tennis Car Park, Soccer Car Park and shared space playground and fitness areas.

Due to an increase in expected costs, Council decided to complete the project in stages, with the focus being the replacement of the netball courts first, including the stormwater and civil works necessary to achieve the netball court upgrades.

In 2024, Council endorsed the Tender for the E.P. O'Neill Memorial Park Redevelopment – Netball Precinct – Stage One to Jirgens Civil Pty Ltd, who commenced onsite in April 2024, with works expected to be completed in February 2025.



SPORTSGROUND LIGHTING INFRASTRUCTURE

– Council secured Federal Government funding from the Drought Communities Program in 2022, to upgrade lighting at two of the City's sportsgrounds - the Alma Oval and O'Neill Soccer Field. The lighting was installed to Australian Standards of 200 lux capacity for training and playing. This was an opportunity for Council to enhance the use of the facilities for the residents of Broken Hill and surrounds.



O'NEILL TENNIS COURTS LIGHTING INFRASTRUCTURE

– Local company MBE were engaged by Council in January 2024 to upgrade the lighting and switchboard at O'Neill Tennis Courts.

MBE commenced onsite in May 2024 and set to work replacing the light fittings on Courts 7-12 and replacing the poles and light fittings on Courts 1-6.



2022-2024 ACHIEVEMENTS - OUR HEALTH AND WELLBEING ENSURE THAT WE LIVE LIFE TO THE FULL

Created opportunities for people to participate in active and healthy recreational activities by:

- Facilitating Spring Break, Summer Break, Autumn Break and Winter Break school holiday activities to encourage social connection, inclusion and participation.
- Facilitating youth activities to encourage connection, inclusion and participation.
- Facilitating Queen Elizabeth Park redevelopment and transfer of Picnic Train to encourage participation in outdoor recreation.
- Facilitating Skate Park redevelopment in Sturt Park to encourage participation in outdoor recreation.
- Facilitating Active Fest activities in Sturt Park in collaboration with community groups to encourage connection, inclusion and participation in outdoor recreation.
- Facilitating skateboarding workshops to encourage participation in physical recreation.
- Maintaining nine parks and seven ovals for community use to increase outdoor recreational activities.
- Refurbishing Duke of Cornwall Park tennis court and installing new basketball court and amenities block.
- Installing small dog off leash area in Queen Elizabeth Park to support inclusion and safety.
- Consulting with community and Project Steering Group for the E.P. O'Neill Sporting Complex Redevelopment Project.
- Upgrading lighting infrastructure at O'Neill Tennis Courts to encourage participation in recreational activities.
- Upgrading lighting infrastructure at O'Neill Soccer Complex and Alma oval.
- Commencing demolition and site clearance in preparation for new Netball facility.

Created opportunities for people to participate in cultural, creative and artistic programs and experience the natural environment by:

- Facilitating community events to encourage social connection, inclusion and participation.
- Facilitating artistic and educational programs within the Gallery and Museum to encourage learning, connection, inclusion and participation.
- Facilitating cultural and educational programs within the Library to encourage connection, inclusion and participation.
- Providing Living Desert Flora and Fauna Sanctuary, Sculpture Symposium and Starview Campsite to increase education and encourage participation in the natural environment.
- Facilitating working group activities within the Living Desert, regeneration areas and Riddiford Arboretum to encourage participation in the natural environment.

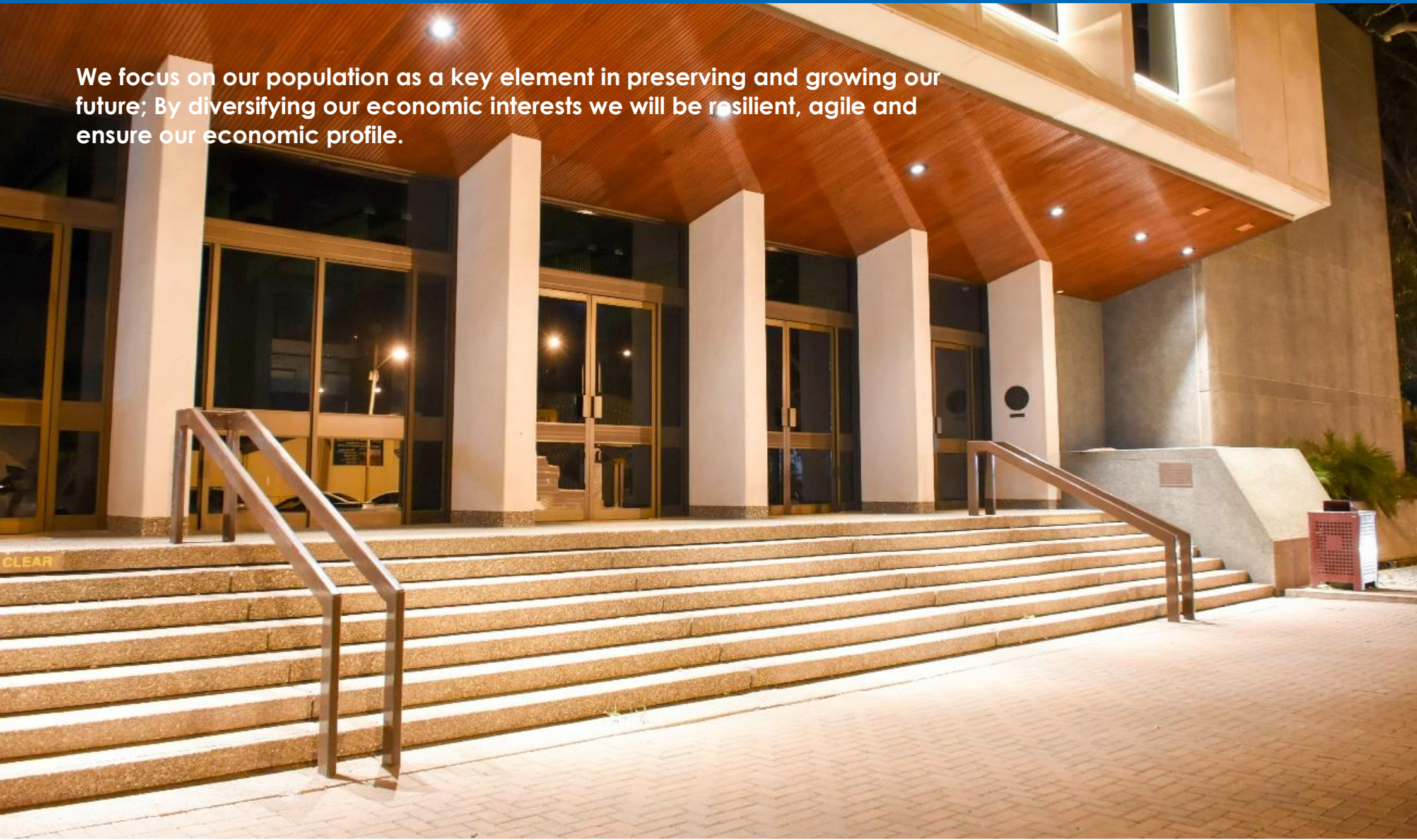
Advocated for Disability, Childcare and Aged Care Services by:

- Forwarding correspondence to State and Federal Ministers regarding NDIS funding opportunities impacted by Broken Hill's classification of "Urban/Regional" rather than "Remote".
- Forwarding correspondence to State and Federal Ministers regarding the lack of Child Care facilities and staff.
- Forwarding correspondence to State and Federal Ministers regarding Broken Hill's classification and the changes to Aged Care requirements impacting the availability of aged care beds.












KEY THEME 2 – OUR ECONOMY

- 2.1 Our businesses are well connected and thrive in an environment that supports innovation and economic growth
- 2.2 Our economy provides opportunities that match the skills and needs of the population and enhances population growth
- 2.3 Our City attracts a diverse range of businesses and visitors providing opportunities for work, education, leisure and social life

We focus on our population as a key element in preserving and growing our future; By diversifying our economic interests we will be resilient, agile and ensure our economic profile.



KEY THEME 2 – OUR ECONOMY

Large Events		Our Economic Profile 2022-2024 (Data sourced from ProfileID and Spendmapp)			
<div>Mundi Mundi Bash August 2023 \$9,940,000</div> <div>Broken Heel Festival September 2023 \$8,380,000</div> <div>St Patrick's Race Day March 2024 \$6,450,000</div>		Lone person household	2,713	Resident escape spend	\$95,960,000
		Median weekly household income	\$1,173	Largest escape spend destination	Mildura
		Medial weekly mortgage repayment	\$200	University attendance	1.8%
		Median weekly rent	\$330	University qualification	10.4%
		Households renting	20.4%	Trade qualification	23.6%
		Households with a mortgage	27.6%	Employed residents	7,172
Civic Centre 2022-2024		Revenue generated by major events	\$24,770,000	Participation in labour force	52%
# shows	# Bookings				
		Total tourism spend	\$85,520,000	Local Jobs	7,331
25	351	Origin of largest visitor spend	Wilcannia	Local Businesses	1,869
		Busiest tourism month	Sept 2023	Largest Industry	Mining
		Slowest tourism month	Jan 2024	Gross Regional Product \$2,310,000,000	
Living Desert, Tourism and Cultural Facilities 2022-2024					
# Visitors to Visitor Information Centre	# Visitors to Living Desert	# Campsite Bookings	Value of Campsite Bookings	# Visitors to Art Gallery	# Visitors to Museum
					
212,579	118,302	5,138	\$66,545	36,486	22,888
Staff Demographics at 30/06/2024					
# Staff		Males		Females	
					
174		94		80	

OUR ECONOMY

The Annual Reports for 2022 to 2024, coupled with the State of Our City Report 2022-2024, demonstrate Council's dedication to strengthening the local economy as outlined in the *Your Broken Hill 2040 Community Strategic Plan*. These reports showcase initiatives aimed at boosting economic resilience, supporting local businesses and attracting new investments. Key achievements include development projects that create jobs, support for business innovation and partnerships that stimulate economic growth, ensuring Broken Hill remains a dynamic and prosperous City.

ACHIEVEMENTS IN OUR ECONOMY

OUR BUSINESSES ARE WELL CONNECTED AND THRIVE IN AN ENVIRONMENT THAT SUPPORTS INNOVATION AND ECONOMIC GROWTH

Key Achievements

ECONOMIC DEVELOPMENT STRATEGY 2022-2027 - The Economic Development Strategy 2022-2027 outlines a five-year plan to strengthen the foundations of Broken Hill's economy, by investing in infrastructure, services and programs to promote economic, social and cultural growth, as we emerge from the impact of COVID-19 and embrace the opening of new mines and investment in the renewable energy industry.

The Strategy was informed through a series of public consultations and ongoing briefings and meetings to develop a series of strategies to plan for Broken Hill's future.

This includes:

- Community Strategic Plan Your Broken Hill 2040
- Broken Hill Central Business District Master Plan
- Broken Hill Smart City Strategy
- Broken Hill Renewable Energy Action Plan
- Broken Hill Cultural Plan and Background Report
- Broken Hill Cultural Framework and Synopsis Report
- Destination Country and Outback Destination Management Plan
- Far South-West Joint Organisation Destination Management Plan
- Draft Regional Transport Strategy

The Strategy also reflects the objectives and direction of regional, State and Federal strategies and identifies actions that can be pursued at a local level to align Broken Hill's economic progress with State and National priorities including:

- Far West Regional Plan 2036
- Far West Regional Economic Development Strategy 2018-2022
- Regionalisation Ambition 2032 - A Framework to Rebalance the Nation
- A 20-Year Economic Vision for Regional NSW
- NSW Visitor Economy Strategy 2030

During the two-year community consultation process for the Broken Hill Community Strategic Plan 2040, the community identified that economic success looks like an economy that is innovative, sustainable, diverse, resilient, adaptable to change and that it makes the best use of the unique advantages of our remoteness and lifestyle.

During this time, the community was also actively engaged in the development of the CBD Masterplan, Broken Hill Cultural Strategy,

Destination Country and Outback Destination Management Plan and the Renewable Energy Action Plan – all of which pose real economic opportunities for the City and region.

The key identified priorities for economic growth were that the local economy embraced traditional industries (eg mining, art, and tourism) and new industries (eg technology and renewable energies), that these industries are supported.

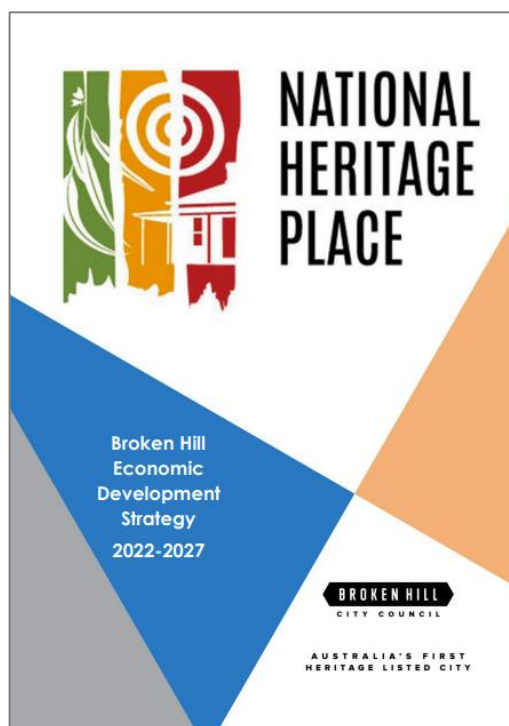
It was also strongly advocated that local career, training and education opportunities are created and if existing, expanded - especially for young people to ensure more stay in Broken Hill and that our

opportunities attract more people in all forms, visitors, investors, and new residents.

The analysis of the consultation and resulting plans and strategies revealed the following four economic priorities:

- A Vibrant Community
- Population Growth
- Business and Industry
- Visitor Economy

Each of these themes host a number of objectives and actions which are inter-related – no one activity will create a sustainable economic future for Broken Hill. The inter-relationship between activities and the agencies working towards the delivery of outcomes, will have a collective impact on the City's future economic success.



KEY ACHIEVEMENTS - OUR BUSINESSES ARE WELL CONNECTED AND THRIVE IN AN ENVIRONMENT THAT SUPPORTS INNOVATION AND ECONOMIC GROWTH

SUPPORTING BUSINESS – During the 2022 to 2024 term, Broken Hill City Council provided business support through advocacy and collaboration.

Council adopted and implemented its Business Support Policy, to provide appropriate information, advocacy, and support to:

- An existing business, located within the City, to expand or promote its operations.
- An existing business, located outside the City, to relocate or establish within the City; or
- A new business to establish within the City, in the expectation that the business will directly or, in some agreed circumstances, indirectly provide an economic and/or social benefit for residents of Broken Hill.

Through collaboration with the NSW Government, Council supported Small Business week to co-sponsor full day business workshops aimed at helping to grow and improve small business. Council also collaborated with Workforce Australia Local Jobs Program and Regional Development Australia Far West, to host a series of 90-minute "lunch and learn" style employer seminars, providing employers with information, tools and resources to attract, train, develop and retain their workforce.

Business Far West was endorsed and supported by Council as the new business and industry representative group for the City and provided \$20,000 seed funding to support their initiatives. Their aim is to drive investment within the region and promote the visitor economy and economic prosperity for Broken Hill and Far West NSW.

During the period Council hosted meetings with Destination Country and Outback and the Destination Marketing store, providing industry an opportunity to have input into the development of the Far South West Joint Organisation Destination Management Plan and the Destination Country and Outback Management Plans. These Plans now provide roadmaps for future product and experience development.

COUNCIL AND BUSINESS WORKING TOGETHER

– Planning for economic growth was a focus of Council and the business community during the 2022 to 2024 term.

The City experienced unprecedented growth in visitation, because of Aussies travelling domestically, supported by a new marketing campaign aligned with the NSW Government 'Feel New' marketing campaign, along with attraction to the City by signature events such as St Patrick's Day Races, the Broken Hill Festival and the new national music festival – the Mundi Mundi Bash, the City embraced both the challenges and opportunities.

This resulted in a close collaboration with Council and the business community, meeting on a regular basis to discuss the best way to work together, to make the most of the opportunities being presented.

This collaboration ensured that Council and businesses recognised what was needed to accommodate and cater for such significant events and a high influx and volume of visitors to the City.

The first meeting in 2022, with guest speaker Outback Music Festival director, Greg Donovan, attracted over 80 people to discuss what the business community could expect with the arrival of 10,000 visitors to the City, for the inaugural April 2022 Mundi Mundi Bash. With meetings continuing throughout the period, in the lead up to the August 2022 and August 2023 Mundi Mundi Bash events, leading to successful execution of the events and beneficial outcomes for the local business community.



2022-2024 ACHIEVEMENTS - OUR BUSINESSES ARE WELL CONNECTED AND THRIVE IN AN ENVIRONMENT THAT SUPPORTS INNOVATION AND ECONOMIC GROWTH

Advocated and planned for industrial land expansion by:

- Meeting regularly with Regional NSW, Planning NSW and Crown Land to discuss availability and access to Crown Land for industrial and residential development.
- Planning for Airport sub-division for industrial and light commercial precinct.
- Advocating for industrial land expansion through Broken Hill Advocacy Strategy.

Advocated for improved accessible transport and connectivity by:

- Collaboratively preparing Far South West Joint Organisation Far West Transport Plan and including in the Broken Hill Advocacy Strategy.
- Including advocacy for improved accessible transport and connectivity in the Broken Hill Economic Development Strategy 2022-2027.
- Advocating through State and Federal Government for upgrade of Broken Hill Regional Airport.
- Obtaining Government funding for Broken Hill Regional Airport and improving taxiways and aprons to accommodate extra aircraft and improve safety and access.
- Obtaining Government funding and developing Broken Hill Regional Airport business case and plan to assess and identify the Airport growth capabilities.
- Adopting and implementing the Broken Hill Regional Airport Master Plan.
- Advocating for improved air services resulting in QANTAS flights commencing in Broken Hill.

Ensured strategic planning addresses the capacity to increase economic activity by:

- Adopting and implementing the Economic Development Strategy 2022-2027 in collaboration with stakeholders resulting in increased business registration, advocacy towards state and federal government for transport infrastructure, major project status recipients in Broken Hill region, stable population, availability of additional tertiary education and skill training options and consistently increasing the volumes of tourist visitation nights.
- Activating Council's Broken Hill Business Support Policy and providing up-to-date business support information on Council website.
- Participating in business and industry meetings including Regional Capitals Australia, Regional Australia Institute, Economic Development Australia, Regional Development Far West, AusIndustry, Foundation Broken Hill, Business Far West, Local Jobs Program to discuss issues relevant to local businesses and economic development.
- Collaborating with stakeholders to investigate incentives to grow business and industry opportunity, including regular meetings with mining companies, investors and government agencies to discuss further plans and incentives for investment in Broken Hill.
- Meeting with stakeholders to discuss road infrastructure improvements for nearby mining developments.
- Liaising with stakeholders to discuss potential AUKUS opportunities for Broken Hill.

Advocated for improved digital connectivity by:

- Advocating for mobile connectivity and financially supporting temporary phone tower installation at the Broken Hill Racecourse to support large-scale events such as Agfair Broken Hill and St Patrick's Day Races.

ACHIEVEMENTS IN OUR ECONOMY

OUR ECONOMY PROVIDES OPPORTUNITIES THAT MATCH THE SKILLS AND NEEDS OF THE POPULATION AND ENHANCES POPULATION GROWTH

Key Achievements

BROKEN HILL LIVEABILITY STRATEGY 2043

– Council led the development of the Broken Hill Liveability Strategy, with input from the community and stakeholders. The Strategy serves as a guiding document for community members and stakeholders, who contribute to liveability in Broken Hill.

Collaboration with key stakeholders and government agencies during the past few years confirmed that to successfully grow the population and enhance the liveability qualities of the City, a dedicated and centralised strategy, to address the housing and longer-term liveability issues, was crucial to success.

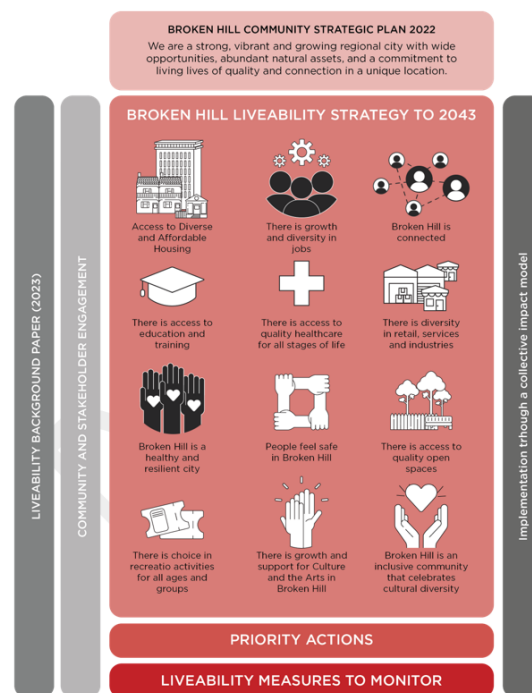
In developing the Broken Hill Liveability Strategy 2043, Council, together with local stakeholders and the community, defined a vision for a future where the relationship between people and place is strongly connected. With Broken Hill entering an exciting new era of growth, Council is planning for an anticipated surge in population and industrial development.

The Broken Hill Liveability Strategy 2043 builds on opportunities for sustainable growth over time while promoting and protecting the environment and creating an equitable welcoming community that celebrates diversity. Looking forward over the next 20 years, the Broken Hill community can grow and change in different ways.

The 20-year view of the future sets a focus on 12 liveability indicators and priority actions that will enhance liveability – supporting people to stay in Broken Hill to live happy and healthy lives; and attracting people to come to Broken Hill to support a growing economy and create new opportunities.

The Strategy also describes three horizons of growth that reflect plausible future scenarios that will shape Broken Hill's population and demographics, economy and work, and needs and expectations of current and future residents.

Given its location, Broken Hill cannot rely on other towns to manage overflow in the needs for housing and services when the population peaks. The Strategy supports Broken Hill to create redundancy in services and housing and ensure adequate supplies of rental housing stock as part of the way for people to make the initial move to Broken Hill, enjoy the lifestyle the City has to offer and encourage more permanent decisions to stay.



Priority actions are defined for each liveability indicator and liveability measures will be monitored to track progress and impact of the Strategy.

The liveability indicators are:

- Liveability indicator 1 - Access to diverse and affordable housing.
- Liveability indicator 2 - There is growth and diversity in jobs.
- Liveability indicator 3 - Broken Hill is connected.
- Liveability indicator 4 - There is access to education and training.
- Liveability indicator 5 - There is access to quality healthcare for all stages of life.
- Liveability indicator 6 - There is diversity in retail, services, and industries.
- Liveability indicator 7 - Broken Hill is a healthy and resilient city.
- Liveability indicator 8 - People feel safe in Broken Hill.
- Liveability indicator 9 - There is access to quality open spaces for all.
- Liveability indicator 10 - There is choice in recreation activities for all ages and groups.
- Liveability indicator 11 - There is growth and support for culture and the arts in Broken Hill.
- Liveability indicator 12 - Broken Hill is an inclusive community that celebrates cultural diversity.

2022-2024 ACHIEVEMENTS - OUR ECONOMY PROVIDES OPPORTUNITIES THAT MATCH THE SKILLS AND NEEDS OF THE POPULATION AND ENHANCES POPULATION GROWTH

Collaborated with government, industry partners, stakeholders and community to explore opportunities for the City by:

- Developing and implementing the Broken Hill Liveability Strategy 2024.
- Participating in meetings with State and Federal Members, Business Far West and government forums such as Far West Senior Manager Forum.
- Implementing Economic Development Strategy with key stakeholders.

Advocated for opportunities to expand training and education by:

- Liaising with local Registered Training Organisations to review local training opportunities.
- Partnering with relevant national training providers to source industry specialised training.
- Liaising with local tertiary training providers to support employees undertaking tertiary education.
- Advocating for funding opportunities for local apprenticeships and traineeships.

ACHIEVEMENTS IN OUR ECONOMY

OUR CITY ATTRACTS A DIVERSE RANGE OF BUSINESSES AND VISITORS
PROVIDING OPPORTUNITIES FOR WORK, EDUCATION, LEISURE AND SOCIAL LIFE

Key Achievements

AIRPORT MASTER PLAN – The Broken Hill Airport has been a focal point for improvement over the past number of years, being a vital facility for all demographic groups within Broken Hill. The Airport is the air travel hub for the entire geographical region of Far West NSW. It also serves as a key secondary air services hub for parts of remote South Australia and Queensland.

In addition to regular passenger traffic, the airport services as a key centre for the Royal Flying Doctors Service, commercial charter flights and general aviation in the region. The Federal Government also uses the Airport for occasional defence and non-defence related air travel.

In recent years, Qantas has added regular services, in addition to the regular Regional Express services with regular passenger traffic mainly to Adelaide and Sydney.

Due to the developments in the operations and infrastructure requirements at the Airport, Council approved the development of a new Airport Master Plan. Following an open procurement process, Landrum and Brown were engaged by Council to develop a 20-year Master Plan for the Broken Hill Regional Airport.

The new Airport Master Plan will address the renewed infrastructure requirements of the Airport because of progressive developmental changes, as well as ensuring a renewed focus on the mining and industry resurgence, ongoing tourism development, airside aviation land development and freehold landside development for much needed industrial/commercial land development.

The Master Plan has been developed for a nominal period of twenty years, from 2023 to 2042.

Among other elements, the following form part of the key recommendations:

- Airside pavements upgrades including a strengthening of the main runway 14/23, taxiway Alpha, refurbishment of taxiway Charlie and a gradual expansion of the regular passenger traffic and general aviation aprons dependent on future demand.
- Works to the main airport terminal including security screening with associated upgrades to the existing terminal and an expansion to cater for possible future requirements by Civil Aviation Safety Authority.
- Upgrades and expansions to rental car facilities.
- A new demand driven commercial precinct at the Airport to make use of prime land for aviation and non-aviation commercial opportunities with associated sub-division services and roadways.



BROKEN HILL AIRPORT

Airport Master Plan

Final Report: September 2023

Landrum and Brown



The Airport Master plan contains a multi-staged approach to the development, with consideration given to minimise inter-dependencies. This approach has been taken so that stages, sub-stages, or parts of the development plan can be individually implemented depending on the available funding or the requirements of the Airport. Soil tests have also been carried out to compliment the Airport Master Plan, to minimise the risk of adverse ground conditions.

The project involved catering for all services at the Airport, as well as forecasts for immediate and non-immediate upgrades to the facility. Options and designs were also included for the sub-division of prime commercial land at the site for future commercial leases. The focus of the Master Plan was on capital infrastructure upgrades with an economic assessment (including cost-benefit analysis).

KEY ACHIEVEMENTS - OUR CITY ATTRACTS A DIVERSE RANGE OF BUSINESSES AND VISITORS PROVIDING OPPORTUNITIES FOR WORK, EDUCATION, LEISURE AND SOCIAL LIFE

The project was delivered within the budget and time constraint allocations by Council. It involved the development of options for a 5-stage Master Plan with an economic analysis for each stage.

Extensive staff and community consultations were carried out during the project to ensure that pinpointed fit for purpose facilities were provided, whilst having consideration for delivery costs during construction.

The Airport currently has committed projects in excess of \$10M underway in 2024 and 2025.

BROKEN HILL REGIONAL AIRPORT UPDATE

– With committed projects of more than \$10M at the Airport, Council has multiple concurrent capital projects underway to improve the safety and comfort of passengers and other users.

In 2023, Council obtained Federal and State Government funding to carry out upgrades to the Airport infrastructure and other airside pavement structures, including the upgrade and expansion of the Regular Passenger Traffic (RPT) apron, upgrade of the Royal Flying Doctor Service apron, upgrade of the general aviation aprons and upgrade of taxiways Bravo and Charlie.

Council engaged Tonkin Consultants as the specialised design consultant for the design work and mandatory investigations were completed at the site through various experts. Tonkin is now in the process of completing the pavement design, RPT apron layout, 2D layout plans and design detail packages for Council's review, with full geo-metric and civil designs to be received by late 2024.

AIRPORT FIRE SAFETY UPGRADES – Council has successfully completed the commissioning of two new diesel fire pumps and associated equipment upgrades, which presented difficult challenges with programming and design audits.



The upgrades under this project included two new compliant diesel fire pumps, new piping and equipment to supply the water tanks, which were also

refurbished, along with a new fire pump shed and booster cabinet.

The pumps are now able to produce pressures in the fire system that comply with the requirements of fire codes.



The upgrade works were designed by specialist fire consulting firm Chief Fire Design and finished off on site through RNW Fire Services.

AIRPORT CCTV UPGRADES – In June 2023, local company MBE commenced an upgrade of CCTV at the Airport Terminal, as part of Stage One requirements.

Airport Security Audits carried out in November 2020 and November 2022, highlighted the need to improve CCTV coverage beyond the airport terminal. The audits also identified additional CCTV requirements in further locations.



Stage One works have focused on Regular Passenger Traffic Apron Bay 1 and 2 and the Terminal Baggage Area. Additional locations will be fulfilled as budget permits.



QANTAS TOUCHED DOWN IN BROKEN HILL

– Qantas touched down in Broken Hill in February 2022 amongst much fanfare and began operating a number of return flights between Sydney and Broken Hill, with its 50-seat Q300 aircraft.



Qantas joined REX Airlines as providers of air services to the City.

QantasLink CEO, John Gissing, announced the new service live on Sunrise, saying the route would create stronger connections for Far West New South Wales, for both business and leisure travellers.

Mayor Tom Kennedy said the service was warmly received by residents as air travel is of vital importance to the community for tourism, health and education and thanked Qantas for providing locals with more options and more flexibility by offering their services out of Broken Hill.

KEY ACHIEVEMENTS - OUR CITY ATTRACTS A DIVERSE RANGE OF BUSINESSES AND VISITORS PROVIDING OPPORTUNITIES FOR WORK, EDUCATION, LEISURE AND SOCIAL LIFE

BROKEN HILL CIVIC CENTRE – As a contemporary multi-purpose facility with multi-functional meeting and conference areas, the Broken Hill Civic Centre was again a major draw card for ticketed shows, performances, private functions and business events during the 2022 to 2024 term.

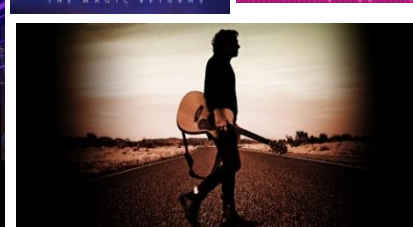
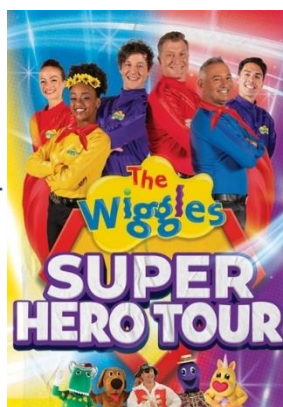
The Civic Centre had 88 (2022), 145 (2023) and 118 (2024) bookings, equating to a total of 351 for the period.

Ticketed shows/performances and attendees for the period ranged from four/630 (2022), ten/3,897 (2023) and 11/2,161 (2024) equating to a total of 25 shows with a total of 12,746 for the period.

The Civic Centre also hosted four balls, a number of forums and training sessions, Variety SA Dinner, National meet for FE/FC Car Club of NSW, Far West Local Health Staff Recognition Awards, Disability Expo, the Annual Choral Festival. This Civic Centre was also chosen to be part of the National Media Launch of the Toyota 70 Series Landcruiser in 2023.

Shows and Performances included:

- The Rubens – Waste a Day Tour
- The Melbourne International Comedy Festival Roadshow x 2
- The Perfect Light Film Festival
- Peter William Psychic Medium x 3
- The Wiggles Super Hero Tour
- World of Musicals
- The Australian Ballet
- Robertson Brothers 1960s Variety Show x 2
- Adam Harvey and Beccy Cole – The Great Country Songbook Volume III Tour
- The Multi-Cultural Comedy Gala
- Cirque Mother Africa
- Pulse Alive
- Celtic Illusion The Magic Returns
- Sydney Youth Orchestra's Outback Gala
- Menopause the Musical
- Queen Forever – A Night at the Theatre
- Ian Moss Rivers Run Dry Tour
- 40 Years of Kevin Bloody Wilson International DILLIGAF Day Tour
- Brad Cox Yarns and Yodels Tour
- Philharmonic Choir 90th Birthday
- The Sunshine Club



2022-2024 ACHIEVEMENTS - OUR CITY ATTRACTS A DIVERSE RANGE OF BUSINESSES AND VISITORS PROVIDING OPPORTUNITIES FOR WORK, EDUCATION, LEISURE AND SOCIAL LIFE

Promoted Broken Hill as an attractive place for business by:

- Participating in industry specific meetings such as Regional Capitals Australia, Regional Australia Institute, Regional Cities NSW, Western Division Councils, Economic Development Australia, Regional Development Far West, AusIndustry, Association of Mining and Energy Related Councils, Australian Mining Cities and Centres Alliance, Foundation Broken Hill, Business Far West.
- Facilitating Councillor and staff attendance at annual conferences, trade events and networking opportunities including National Economic Development Conference, Visitor Information Centre Conference and Australian Regional Tourism Conference.
- Facilitating familiarisations with local and regional tourism businesses, routes and attractions.

Partnered to identify and pursue opportunities by:

- Collaborating with surrounding LGAs, government and industry to facilitate meetings, contribute to and provide feedback on Regional Economic Development Strategy, Far West Regional Plan, Destination Country and Outback Destination Management Plan and Far South West Joint Organisation Destination Management Plan and Transport Plan.
- Supporting renewable projects within the Far West including Hydrostor, AGL Battery and installation of Electric Car Fast Chargers and facilitating regular meetings with Constructive Energy.
- Collaborating with Government and the Film industry to ensure Broken Hill and region is a destination of choice for film makers.

Promoted the narrative of long-term economic stability by:

- Providing summary of key outcomes from the Economic Development Strategy to community and stakeholders including:
 1. 29% increase in tourism visitation year on year
 2. 15 local events for employers and trainers attended/hosted/supported
 3. Actions from the Liveability Strategy continuously being implemented
 4. Increase in students utilising Country Universities Centre
 5. Increase in availability of tertiary education and training programs – new Certificate II Hairdressing certifier available locally
 6. Improvements at Airport underway
 7. Steady volume of film permits
 8. Reduction in resident online spend and leakage (more money spent locally)
 9. Maintained quantity of flights
 10. Wayfinding project completed
 11. Tourism Website established and fully operational
 12. Regular industry meetings.

ACHIEVEMENTS IN OUR ECONOMY

WE ARE A DESTINATION OF CHOICE AND PROVIDE A UNIQUE EXPERIENCE THAT ENCOURAGES INCREASED VISITATION

Key Achievements

FEEL NEW MARKETING CAMPAIGN

– Council invested in a new collaborative campaign with the NSW Government, to boost tourism and accelerate the visitor economy.

The Feel New Cooperative Marketing campaign went live in June 2022 for six weeks, with specialist themes of mining, heritage, arts, and culture; and suggested itineraries for visitors while they were in the City.

This campaign followed on from the successful "It's Out There" campaign and was funded by the NSW Government to continue to inspire visitors to Broken Hill and Far West NSW.

LAUNCH OF NEW TOURISM WEBSITE

– Council launched its new Tourism website in April 2023 which was demonstrated to a group of around 50 local business people at the Civic Centre.



<https://www.visitbrokenhill.com>

The new website was developed to showcase the City and complement the highly successful 'It's Out There' and 'Feel New' strategic marketing campaigns.

It serves as visitors' first point of call online, when considering a visit to Broken Hill and provides a strong digital presence to promote Broken Hill's many tourism experiences.

It was also designed to increase user engagement, with a user-friendly interface, allowing visitors to find information around accommodation, eateries, pubs and clubs, local attractions and tourism trails.

The website also uses a connection to the government-run Australian Tourism Data Warehouse, giving access to hundreds of local business and event listings.

VISITOR INFORMATION SERVICES 2022 TO 2024



– A new record for a 12-month period was set for the year ending December 2022, with an estimated 260,000 domestic overnight visitors spending at least one night in the Broken Hill Local Government Area - the average stay was 3.0 nights. During the same period, the Visitor Information Centre had 81,747 visitors.

This was fuelled by two Mundi Mundi Bash Music Festivals being held in April and August, a successful destination campaign run in conjunction with Destination NSW and a full recovery of the Sydney self-drive holiday market.

The Visitor Information Centre continued to fulfill an important service during the 2022 to 2024 term, positioning themselves as local experts, sharing Broken Hill's connection with history and tailoring authentic experiences based on our strong local and regional tourism businesses.

Visitation to the City was very slow in 2021 however, due to a renewed interest in our region and the lifting of travel restrictions, we experienced strong visitation numbers, fuelled by the inaugural Mundi Mundi Bash Music Festival in April 2022 and subsequent second Bash in August 2022.

The Visitor Information Centre welcomed 44,525 (2021), 81,747 (2022) and 82,023 (2023) visitors, into the Centre, where staff provided tailored local and regional tourism information.

KEY ACHIEVEMENTS - WE ARE A DESTINATION OF CHOICE AND PROVIDE A UNIQUE EXPERIENCE THAT ENCOURAGES INCREASED VISITATION

VISITOR INFORMATION CENTRE RE-FRESH

- The Visitor Information Centre underwent a small renovation, featuring brand-new furniture, seating and décor.



The updated café-style design has enhanced visitor engagement and introduced new amenities, including a children's play area and a charging station for phones and laptops.



VOLUNTEER CITY AMBASSADORS – The inaugural Mundi Mundi Bash Music Festival coincided with the launch of the new Visitor Services volunteer program 'City Ambassadors'.

This group of knowledgeable volunteers were instrumental in delivering visitor services leading up to the Bash as well as at the Bash site during the music festival. The City Ambassadors assisted again at the subsequent Mundi Mundi Bash that year with over 1,500 welcome packs being provided to visitors.



2023 saw another 2,000 welcome packs being provided through the City Ambassadors supporting visitors for the Mundi Mundi Bash and Broken Heel Festivals.

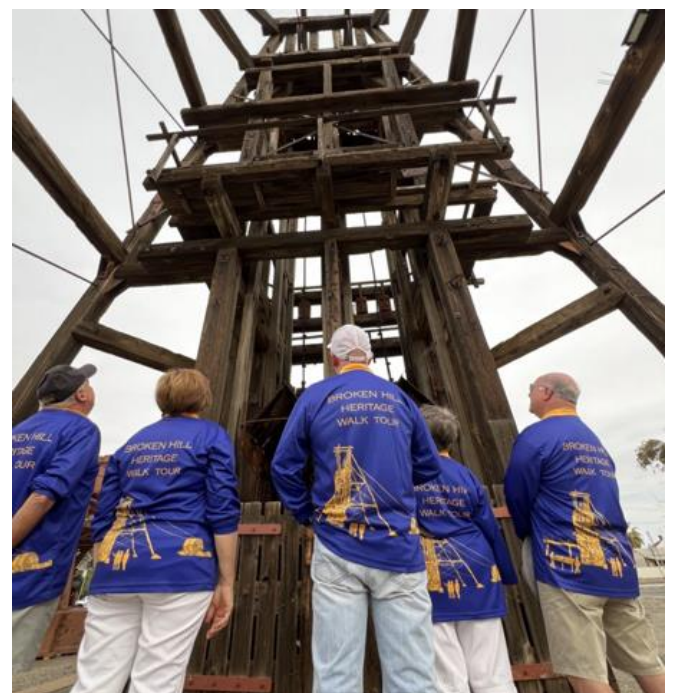
Throughout 2022 to 2024, the City Ambassadors also assisted staff at the Visitor Information Centre on a regular basis.



BROKEN HILL HERITAGE WALK TOURS – The dedicated volunteer guides for the Broken Hill Heritage Tours continued to enrich visitors' experiences throughout the 2022 to 2024 term by sharing their knowledge and enthusiasm for our City, leading visitors on a two-hour heritage walk around the Central Business District.

For the first two years the tours were provided five days a week and due to very high demand, were expanded in the third year to six days a week.

The volunteer Heritage Walk Tour guides are recognisable through their branded jackets and shirts in Broken Hill's signature colours royal blue and gold, featuring their very own Broken Hill Heritage Walk Tour logo.



KEY ACHIEVEMENTS - WE ARE A DESTINATION OF CHOICE AND PROVIDE A UNIQUE EXPERIENCE THAT ENCOURAGES INCREASED VISITATION

FILMING IN BROKEN HILL AND SURROUNDS 2022-2024

– During the term, Council took a strategic and proactive approach to managing film activities in Broken Hill and the surrounding areas. With a clear process for handling film-related activities, Council made the region an appealing destination for filmmakers. Through building strong relationships with production companies, government bodies and industry professionals, Council strengthened Broken Hill's reputation as a desirable film location.

Council's streamlined approach to handling film-related enquiries and permits positioned Broken Hill as a sought-after destination, making it easier for regional, national and international filmmakers to operate in the region.

Council supported the screen industry by offering a film liaison officer, to streamline the approval process, provide destination information and images, offer location advice, logistical support and facilitate connections with industry and local accommodation professionals.

During the term, Council played an active role in supporting the film industry, responding to over 70 enquiries regarding filming within the City and surrounds. This engagement resulted in the approval of 63 permits, reflecting Council's commitment to supporting the film industry and promoting the City as a prime location for film and media projects. Through these efforts, Council continues to enhance the City's visibility and contribute to its cultural and economic growth.

Broken Hill and Silverton were promoted as tourism and filming hotspots at the Sydney Film Festival, showcasing the region's unique appeal and growing reputation, with two short advertisements featuring our region being shown throughout the week-long festival.

Filming in Broken Hill captured the imagination of the film industry, with *Mad Max: Furiosa*, starring Chris Hemsworth, taking over the City for four months in 2022 and *RFDS* filming the second season of their *Seven Network* show in 2023. Both filming events were considered significant for the economy of Broken Hill, with economic spend of \$9M during the four months in 2022 and in 2023 \$1M higher than at the same time in the previous years.

The largest project, *Mad Max: Furiosa*, included the Council team working closely with Warner Brothers, prior to cast and crew arriving in Broken Hill, to ensure they were able to secure accommodation and find the right locations. 2022 also saw the City host the cast and crew from the Netflix series *Wolf Like Me*.

Similar support was provided to the *RFDS* cast and crew, who also utilised Council's local knowledge and facilities, such as Council's Administration Building, to film particular scenes in their second series of *RFDS*. Council's Place Activation team provided support for the producers of *A Farmer Wants a Wife* and *Animals Abroad* and took part in the promotional filming of a video to promote the NSW Government Regional Growth Fund, which focussed on the City's projection lighting project.

Support was also provided to a variety of productions, including television advertising such as *NRMA*, *Strandbags Group*, *For Ever New Clothing*, along with a variety of short films, telemovies and web series, as well as documentaries including one covering a theoretical Martian society, corporate and music videos, social media and event videos; as well as professional photographers shooting in the area to capture the majestic landscapes and vistas for advertising; and taking advantage of the low level of light pollution to undertake astrophotography.

GATEWAY SIGNAGE – Following ongoing public feedback and consultation regarding Gateway Signs, Council endorsed the establishment of a Project Steering Group (PSG) in 2022, to provide governance to the facilitation of the removal of the existing sign and replacement with a sign chosen by local designer Deanna Spicer, from her designs.

Aligning with the PSG vision *"to ensure the entrances to Broken Hill are a beacon for tourism entering the City and the gateways signage is a representation of Broken Hill and our heritage"*, the PSG selected the sign located at the Wentworth Road entrance to be removed and replaced.

Council engaged local steel manufacturing company *Fabtec* in April 2023 and following slight design revisions and building compliance processes, a new Gateway Sign was installed at the Wentworth Road City entrance bay.



The sign design illustrates Broken Hill's rich mining history, depicting a head frame, the traditional hammer and tap mining method and a locomotive used to move the ore, with a separate miner using a Silver 3 air leg rock drill designed for interactive photo posing.

2022-2024 ACHIEVEMENTS - WE ARE A DESTINATION OF CHOICE AND PROVIDE A UNIQUE EXPERIENCE THAT ENCOURAGES INCREASED VISITATION

Engaged stakeholders in supporting the management of tourism by:

- Collaborating with industry to expand experiences, products and destination marketing including facilitating consultation with Destination Country and Outback for the Destination Country and Outback Destination Management Plan and the Far South West Joint Organisation Destination Management Plan.
- Collaborating with Destination NSW to promote the 'Feel New' marketing campaign, focusing on the City's arts and culture experiences and new First Nations entrepreneur products and experiences.
- Engaging local tourism industry and undertaking tourism product and experience audit including visitor experiences, accommodation products and capacity, hospitality products and tour operators.

Enhanced visitor experience by:

- Developing and launching new tourism website www.visitbrokenhill.com for visitors to navigate attractions and experiences, tourism business listings and events calendars.
- Facilitating Tourism Audit Report including attractions, tour operators, restaurants and accommodation providers.
- Providing Visitor Services through Visitor Information Centre including: 1) Provision of travel advice and information; 2) Local tour booking service; 3) Starview Campsite booking service; 4) Heritage Walk Tour and City Ambassadors; 5) Itineraries and travel advice for industry professionals and visiting journalists; 6) Sale of local produce and branded merchandise; 7) Local industry support; 8) City promotions via digital platforms.
- Supporting the development of the Silver to Sea Trail project and including the project in the Economic Development Strategy 2022-2027.
- Providing Living Desert, Broken Hill City Art Gallery, Albert Kersten Mining and Minerals Museum and Airport to support the visitor economy.
- Activating Business Plans for Visitor Services, Broken Hill City Art Gallery, Albert Kersten Mining and Minerals Museum to support visitors through mobile visitor services and visitor information outlets, to participate in arts and cultural activities and to utilise diverse approaches to social and cultural storytelling.
- Facilitating performing arts events through Civic Centre to enhance visitor experience.

Delivered authentic visitor products and experiences by:

- Facilitating Visitor Information Services providing tailored local and regional tourism information and merchandise specific to the region.
- Providing educational and cultural tourism products and experiences at the Broken Hill City Art Gallery, Albert Kersten Mining and Mineral Museum.
- Providing Heritage Walk Tours to enhance visitor experience and connect with heritage of the City.

Ensured a strategic and proactive approach to development, management and marketing of events, tourism and filming by:

- Collaborating with industry to expand experiences, products and destination marketing including facilitating consultation with Destination Country and Outback for the Destination Country and Outback Destination Management Plan and the Far South West Joint Organisation Destination Management Plan.
- Collaborating with Destination NSW for the 'Feel New' marketing campaign, focusing on the City's arts and culture experiences and new First Nations entrepreneur products and experiences.
- Activating Destination Management Plans by aligning Broken Hill activity with Destination Country and Outback Destination Management Plan, Far South West Joint Organisation Destination Management Plan, Far South West Joint Organisation First Nations Cultural Tourism Initiative Action Plan and NSW Visitor Economy Strategy 2030.
- Implementing reviewed Broken Hill Film Policy, facilitating filming permits and location advice.
- Collaborating with industry to develop a tourism working group to develop a stakeholder led approach to City promotion and marketing for tourism.
- Developing interstate and regional partners to maximise tourism opportunities and meeting regularly with Central Darling Shire, Wentworth Shire, Mildura, Silverton, Milparinka and Tibooburra Village Committees White Cliffs and Menindee Tourism Associations.

Encouraged and supported Indigenous business and tourism by:

- Collaborating with Destination NSW for the 'Feel New' marketing campaign, focusing on the City's arts and culture experiences and First Nations entrepreneur products and experiences.

KEY THEME 3 — OUR ENVIRONMENT

3.1 Our environmental footprint is minimised

3.2 Natural environments and flora and fauna are enhanced and protected

3.3 Proactive, innovative and responsible planning supports the community, the environment and beautifications of the City

We value our wide streetscapes, quality of life and stunning vistas; We are committed to conservation and preservation of the natural environment and greater reduction of the human impact and climate change to ensure a sustainable and healthy community.



KEY THEME 3 – OUR ENVIRONMENT




Waste Management 2023/2024

Waste delivered to Landfill	Waste Diverted from Landfill	Community Recycling	Hazardous Waste Collection	Waste Vouchers Used
				
39,426.64 tonnes	19,641.26 tonnes	1,306 tonnes	1,013 tonnes	10,557

Environment 2022-2024

Living Desert Visitors	Starview Campsite bookings	Tidy Towns – Clean Up Events
		
118,302	5,138	8

Heritage Advisory Service 2022-2024

# Heritage Advisor Visits	# Heritage Paint Grants	Value of Heritage Paint Grants	# Heritage Advisor advice provided	# Contributions provided to Broken Hill Heritage Committee
				
20	19	\$33,700	130	27

OUR ENVIRONMENT

The Annual Reports for 2022 to 2024, together with the State of Our City Report 2022-2024, underscore Council's ongoing efforts to safeguard and enhance our natural environment as part of the *Your Broken Hill 2040 Community Strategic Plan*. These reports highlight initiatives focused on sustainable waste management, renewable energy adoption and the preservation of our unique natural landscapes. Council's commitment to environmental stewardship is evident in projects that promote sustainability, reduce environmental impacts and build resilience against climate change.

ACHIEVEMENTS IN OUR ENVIRONMENT

OUR ENVIRONMENTAL FOOTPRINT IS MINIMISED

Key Achievements

CITIES POWER PARTNERSHIP – In 2024, Broken Hill City Council continued its role as a Power Partner with the Cities Power Partnership. Through this ongoing collaboration, Council and the community work alongside other councils and stakeholders to explore best practices, share knowledge and opportunities and protect our national assets for future generations.

Broken Hill City Council remains committed to five key environmental pledge items under the Cities Power Partnership:

- Renewable Energy Action
- Energy Efficiency Action
- Sustainable Transport Action
- Sustainable Transport
- Work Together and Influence

The adoption of Council's Sustainability Strategy set targets for all Council buildings to be powered by renewable energy. A Renewable Energy Action Plan was developed by a consultant in 2020 to help achieve this goal. Stage 1 of the plan was approved and commenced in 2021.

With the adoption of the Renewable Energy Action Plan, Council is now investigating opportunities to execute some of its key actions, such as installing renewable energy systems (solar PV and battery storage) in Council buildings.

Council has also completed the design of its Cultural Precinct and Library & Archive project, which will feature a sustainable new library powered by renewable energy, including battery backup. Link provided [Library & Archive project | Update July 2023 \(youtube.com\)](#)

SUSTAINABILITY STRATEGY – Broken Hill City Council remains committed to developing a sustainable and liveable city. In doing so, Council continues to face challenges in managing energy, procurement, carbon footprint, water, waste, environmental impacts and the built environment to ensure future generations can enjoy the city we live in today.

The Sustainability Strategy 2018-2023 has provided a clear direction for Council to operate more sustainably, guiding the development of 11 Sustainability Action Plans, covering areas such as energy, water, waste, transport, and the built environment. These plans are aligned with the United Nations' Sustainable Development Goals as part of the 2030 Agenda.

As we approach the end of this strategy, Council is currently developing a new Sustainability Strategy for 2025-2030 to further advance these goals and build on our progress.

Broken Hill City Council identified the following seven Sustainable Development Goals and 11 actions to which it can contribute:



1. Energy Efficiency Plan - Reduce energy use, costs and greenhouse gas emissions



2. Renewable Energy Plan – Produce energy from renewable sources to reduce costs and greenhouse gas emissions



3. Gas Consumption Plan - Reduce energy use, costs and greenhouse gas emissions



4. Transport Energy Plan - Reduce fuel consumption and promote active transport (reduce Greenhouse Gases)



5. Sustainable Procurement Plan – Use procurement to support positive environmental, social and economic outcomes



KEY ACHIEVEMENTS - OUR ENVIRONMENTAL FOOTPRINT IS MINIMISED

6. Carbon Emissions Plan – Measure and reduce greenhouse gas emissions



7. Water Plan - Reduce water use, costs and have a positive impact on liveability



8. Waste Plan - Reduce waste to landfill, increase recycling and re-use of resources



9. Plan for Minimising the Environmental Impacts of Mining - Improve the liveability of Broken Hill



10. Plan for Enhancing and Protecting the Natural Flora and Fauna - Improve the liveability of Broken Hill



11. Built Environment Plan - Increase the liveability of Broken Hill



Further information regarding the 11 Action Plans can be found within the Sustainability Strategy. This can be viewed online at: [Sustainability Strategy 2018-2023](#).

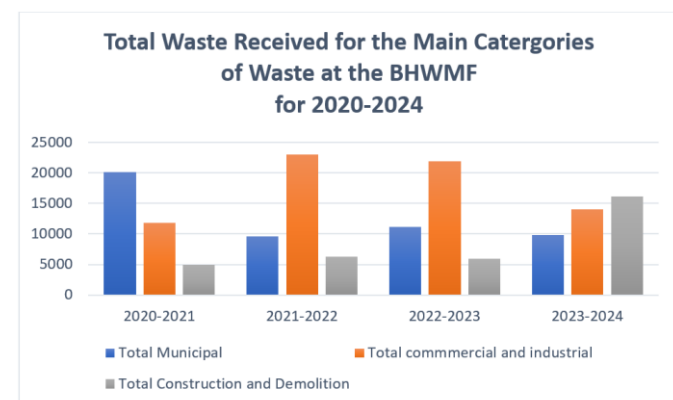
WASTE COLLECTED AT THE WASTE MANAGEMENT FACILITY

Total waste collected at the Waste Management Facility has remained steady during 2022-2024, averaging around 40,000 tonnes per year.

During the 2023/2024 period, the three primary materials transported to the facility were soil, mixed waste, and bricks/concrete. Soil volumes were higher in this period, partly due to a train crash that occurred 100 km from Broken Hill in January 2024.



Waste is divided into three main categories in Broken Hill - Municipal (households); Commercial and Industrial; and Construction and Demolition. Council services have also included Green Waste (both self-haulage and kerbside collection).



KEY ACHIEVEMENTS - OUR ENVIRONMENTAL FOOTPRINT IS MINIMISED

WASTE MANAGEMENT AND RESOURCE RECOVERY

– During the 2022 to 2024 term the Broken Hill Waste Management Facility received a total of 118,898.41 tonnes of waste. From this, 1,832.18 tonnes were recycled off-site, with the majority being steel as the primary material and 60,178.54 tonnes were repurposed on-site for cover material, reflecting Council's efforts to reduce landfill and optimise resource use.

Reduced landfill and increased recycling:

- **2021/22** saw **38,795 tonnes** of waste delivered, with **465.7 tonnes recycled off-site** and **20,370 tonnes repurposed on-site** for cover material.
- **2022/23** saw **40,676.76 tonnes** of waste delivered, with **804.76 tonnes recycled off-site** and **20,729 tonnes repurposed on-site** as cover material.
- **2023/24** saw **39,426.65 tonnes** of waste delivered, with **561.72 tonnes recycled off-site** and **19,079.54 tonnes repurposed on-site** for cover material.

Key waste reduction initiatives undertaken included:

- **Annual Household Chemical Cleanout**, aimed at reducing household hazardous waste.
- **Waste Reduction Media Campaign** in partnership with NetWaste, aimed at raising community awareness.
- **Waste2Art initiative**, encouraging reuse and transformation of waste material for art, raising awareness about the importance of recycling and waste reduction.
- **Keep Australia Beautiful Campaign** aimed at reinforcing ongoing community engagement and protection.
- **Illegal Dumping Campaign** to combat illegal waste disposal and gather baseline data for future monitoring.

Council made significant operational improvements to enhance waste management services. This includes upgrading the waste fleet during the period, with the acquisition of three new side-lifter garbage trucks and a new front-lift waste compactor, thus improving collection reliability and reducing emissions.

Emergency response capabilities at the Waste Management Facility were enhanced through the purchase of a water truck with fire suppression and firefighting capabilities, complemented by two 45,000-litre water tanks for improved fire management on-site.

Furthermore, improved infrastructure has been installed at the transfer station, including the construction of a sealed inlet and outlet road to improve safety and to assist the public to better utilise the facility.

Across the period, the Waste Management Facility has demonstrated steady progress in waste handling, recycling and on-site reuse. Fleet upgrades, community engagement campaigns and improved emergency response capabilities have contributed to more efficient and sustainable waste management operations, aligning with broader environmental goals and community expectations. The Waste Management Facility continues to work towards reducing landfill dependency while promoting recycling and resource recovery.

The **Community Recycling Centre** served as a crucial resource for residents during the 2022 to

2024 term, providing a dedicated drop-off facility for recycling various materials. Residents were encouraged to actively separate their waste into designated areas to facilitate more efficient recycling and waste management. The facility offers several specialised drop-off areas for scrap metal,



white goods, cardboard, metals, timber, batteries, oils/oil filters, hot ashes, green waste and general waste.

Through community effort, 2022 to 2024 saw the Community Recycling Centre significantly enhance the Waste Management Facility's recycling capabilities with **8,341 people** delivering a total of **1,326.22 tonnes of commingled recyclable materials** to the facility.

Commingled recyclables processed:

- 2021/22 - 3,832 people delivering 9.8 tonnes
- 2022/23 - 2,759 people delivering 10.42 tonnes
- 2023/24 - 2,200 people delivering 1,306 tonnes

This reflects the growing awareness and commitment of residents to responsible waste disposal and recycling efforts, along with the facility's ability to handle large volumes of recyclable materials with increased efficiency.

As recycling capabilities continue to improve, the Broken Hill Waste Management Facility remains an essential hub for responsible waste management and encouraging environmental sustainability in the Broken Hill community.

KEY ACHIEVEMENTS - OUR ENVIRONMENTAL FOOTPRINT IS MINIMISED

GREEN WASTE – Green waste is collected at the Waste Management Facility either through self-haul or via the Garden Organics Kerbside Collection. On-site, the waste is processed through contract shredding and is either used as cover around the facility or stockpiled for future use. However, when contamination levels are too high, some green waste is diverted to landfill.

WEIGHBRIDGE UPDATE – Since the installation and go-live of the new weighbridge software, 'Clearweigh', in April 2021, the system has been fully operational for three years. It has streamlined the tracking and reporting of waste streams, improving the accuracy of data and enabling more effective waste management practices.

This enhanced capability has made waste management processes more efficient and supports ongoing improvements in the Council's waste management strategies.

WASTE TRANSFER STATION UPDATE – Since its opening in February 2020, the Waste Transfer Station has been operating effectively for over three years. It has significantly improved recycling opportunities, reduced waste sent to landfill and helped minimise windblown litter.

Council continued to encourage residents to sort their waste before visiting the facility, which has maximised recycling efforts and further reduce landfill waste. The station has successfully promoted recycling and waste reduction, while also eliminating the indiscriminate dumping of waste.

With its user-friendly design, sealed roads for easy vehicle access and clean, organised space, the Waste Transfer Station continues to offer a convenient and efficient waste disposal option for the community.

ADVANCING RENEWABLE ENERGY AND EMERGING TECHNOLOGIES – Broken Hill City Council's Renewable Energy Action Plan (REAP) was adopted in 2021 to support its Sustainability Strategy and complements Council's Cities Power Partnership pledges – renewable energy, energy efficiency, sustainable transport and working together.

The REAP addresses Council's commitments to investigate opportunities for Council buildings and facilities to achieve 100% renewable status, ensure fleet purchases meet greenhouse gas emissions standards, support the uptake of electric vehicles and establish City-wide renewable energy and emissions reduction targets. The Plan presents renewable energy options for Council to achieve its pledge to reach 100% renewable status for Broken Hill by 2030.

Since its adoption, significant progress has been made toward these goals. All new Council projects are required to incorporate energy-efficient systems and lighting. Smart metering has been introduced in parks and gardens and Council is actively investigating the implementation of smart meters in other areas. Several Council-owned buildings now feature Building Management Systems (BMS) to improve energy monitoring and a Climate Change Risk Assessment has been completed.

The REAP outlines priority renewable energy options, including energy efficiency measures, smart metering, solar arrays, energy storage and other renewable technologies such as wind and bioenergy.

Following an initial review of the REAP in 2022, it was recommended to adopt the mid-scale array option alongside improved energy monitoring and control. This approach will provide an integrated energy management system, offering visibility into consumption patterns, optimizing energy use, and delivering cost savings. The mid-scale array, as a Council-owned and controlled asset, has the potential to generate energy for self-consumption and create a revenue stream to offset unavoidable costs, such as street lighting.

In early 2024, the REAP was reviewed in collaboration with Constructive Energy. During this review, amendments were made based on investigations into various options and a shift in focus to prioritise the most viable solutions. These updates reflect new insights into renewable energy technologies and better align the Plan with emerging opportunities for efficiency and sustainability.

Council remains committed to seeing all its buildings and operations powered by renewable energy, along with the broader City by 2030. The REAP continues to serve as a roadmap for achieving these goals and represents Broken Hill's vision of becoming an innovative, sustainable and adaptive city.

KEY ACHIEVEMENTS - OUR ENVIRONMENTAL FOOTPRINT IS MINIMISED

ADVOCACY AND STRATEGIC COLLABORATIONS

– Council has actively incorporated advocacy for affordable and efficient utilities, renewable energy and smart technology investments into its revised Advocacy Strategy. This has been communicated to State and Federal Ministers to gather support and drive investment in renewable initiatives. During the reporting period, Council engaged in various collaborative efforts, including:

- Meeting with the **Minister for Environment and Water** to discuss renewable energy and environmental initiatives.
- Bi-monthly meetings with **Essential Water** to explore synergies in water and energy management.
- Regular discussions with **Hydrostor** and Council's consultant to advance the development of a virtual power plant network, as endorsed in the REAP.

These efforts align with the Council's long-term goal of making Broken Hill 100% powered by renewable energy by 2030.

Support for major renewable energy projects in the Far West area has also been a priority, with backing for initiatives such as the **Hydrostor** compressed air energy storage project and the **AGL Battery** project for solar power. These projects are pivotal in enhancing the region's renewable energy capabilities and ensuring reliable power supply.

ELECTRIC VEHICLE CHARGING STATION

- Broken Hill's first Electric Vehicle (EV) fast charging station was launched in February 2022, as a result of a partnership between NRMA and the NSW Government; making it the most westerly charger in NSW.

The EV charger is located in the Kintore Reserve carpark adjacent to the Lions Recreational Reserve, opposite the Visitor Information Centre.

With the State Government's NSW Electric Vehicle Strategy seeking to increase electric vehicle sales to 52% of all new car sales by 2030/31, this complemented Council's Sustainability Strategy and Cities Power Partnership Pledges; Sustainable Transport Action to support the uptake of electric vehicles.

2022-2024 ACHIEVEMENTS - OUR ENVIRONMENTAL FOOTPRINT IS MINIMISED

Implemented measures to reduce the City's carbon footprint by:

- Working with not-for-profit groups to investigate recycling bins in public places.
- Liaising with stakeholders for the development of a new 5-year Sustainability Strategy.
- Liaising with stakeholders for development of new Climate Action Plan.

Educated on measures to avoid waste and reduce littering and waste to landfill by:

- Reducing landfill at Waste Management Facility by repurposing 60,178.54 tonnes on-site for cover material and recycling 1,832.18 tonnes off-site.
- Increasing community recycling through Community Recycling Centre reducing littering with 53.98 tonnes of commingled recyclable materials delivered to Waste Management Facility.
- Initiating waste reduction initiatives to raise community awareness including Annual Household Chemical Cleanout to reduce hazardous chemical waste, Waste Reduction Media Campaign in partnership with NetWaste, Keep Australia Beautiful Campaign and Illegal Dumping Campaign with installation of signage on the City boundary.
- Supporting Waste and Sustainability initiative Waste 2 Art and holding exhibition at GeoCentre.
- Partnering with Wambangalang Environmental Education Centre, with Council producing lesson plans for Kindergarten and Year 1 students (Burke Ward Public School) relating to waste and sustainability.
- Facilitated Tidy Towns volunteers to undertake clean up events.

Minimised environmental impacts of mining by:

- Facilitating and actively participating in Broken Hill Lead Reference Group meetings.
- Actively participating in Broken Hill Environmental Lead Response Group meetings.

Pursued opportunities for renewable energy by:

- Investigating installation of electric vehicle chargers in public places, resulting in the installation of an electric vehicle charging station at Kintore Reserve carpark by the NRMA, in partnership with Transport NSW.
- Continuing implementation of Renewable Energy Action Plan by completing specification working model, with array size and technological approach and Key component and performance modelling to inform a financial model.
- Pursuing opportunities to develop a virtual power plan community network and working to install solar panels on Council's facilities with storage to increase renewable energy in the City.
- Committing to long-term goal of the City being 100% powered by renewable energy by 2030.
- Supporting major renewable energy projects including Hydrostor for compressed air power and AGL Battery for solar power.

ACHIEVEMENTS IN OUR ENVIRONMENT

NATURAL ENVIRONMENTS AND FLORA AND FAUNA ARE ENHANCED AND PROTECTED

Key Achievements

LIVING DESERT CELEBRATING AND PRESERVING NATURAL HERITAGE

The Living Desert, managed by Council's dedicated Living Desert team, has continued to serve as a vibrant showcase of the unique flora and fauna of the arid environment. The Rangers efforts in maintaining the Living Desert Flora and Fauna Sanctuary, the Sculpture Symposium and the Starview Campsite have ensured that these natural and cultural assets remain a cornerstone of local and visitor engagement with the region's natural heritage.

Throughout 2022 to 2024, the Living Desert Rangers have played a pivotal role in promoting environmental education and appreciation. By hosting guided tours of the Living Desert, Flora and Fauna Sanctuary and Sculpture Symposium, they have provided locals and visitors with a deeper understanding of the area's unique ecosystem and cultural heritage. Educational tours have been extended to a wide range of audiences, including:

- **Local Schools:** Engaging students from Broken Hill, Tibooburra and School of the Air with hands-on learning experiences.
- **Interstate Schools:** Welcoming school groups from Adelaide, Melbourne, and Sydney, showcasing the region's natural wonders to a broader audience.
- **Indian Pacific Travelers:** Offering weekly tours to passengers, enhancing their journey with insights into the sanctuary's wildlife and sculptures.

These tours have not only enriched the knowledge of participants but also enabled a greater appreciation for the conservation efforts undertaken by Council.

The Living Desert continued to be a major attraction for visitors, with the Starview Campsite becoming increasingly popular among the Recreational Vehicle (RV) community.

During the 2023/24 period alone:

- **34,102-day visitors** explored the sculptures and walking trails within the John Simons Flora and Fauna Sanctuary.
- **2,190 coach passengers** experienced the captivating Sculptures Sunset, a highlight for many.
- **4,011 patrons** stayed at the Starview Campsite, enjoying the tranquil setting and star-filled skies.

The Campsite's reputation as a top destination among RV enthusiasts is a testament to the team's efforts in providing a high-quality, well-maintained facility that complements the natural beauty of the Living Desert.

The Living Desert's success is also due in part to the active involvement of the Friends of the Flora and Fauna of the Barrier Ranges Community Committee. During the period, committee members dedicated over 300 volunteer hours to the sanctuary.

Volunteer contributions included:

- **Site Management:** Performing general maintenance.
- **Supporting Large Groups:** Assisting with and coordinating large tour groups to ensure smooth operations.
- **Beautification and Maintenance Projects:** Participating in working bees to lay pavers, maintain paths and label native flora, enhancing the visitor experience and preserving the beauty of the site.

These volunteer efforts have been invaluable in supporting, protecting and promoting the natural beauty of the Living Desert.

The Living Desert has continued to thrive as a premier destination for both education and recreation. The dedicated work of the Living Desert team and the contributions of community volunteers have ensured the ongoing care and enhancement of this unique sanctuary.

As the Living Desert continues to draw visitors from near and far, it remains a testament to Council's commitment to preserving the region's natural heritage and fostering a greater understanding and appreciation of the arid environment's unique biodiversity.

KEY ACHIEVEMENTS - NATURAL ENVIRONMENTS AND FLORA AND FAUNA ARE ENHANCED AND PROTECTED

TIDY TOWNS WORKING GROUP COMMITMENT TO A CLEANER CITY – The Tidy Towns Working Group remained dedicated to enhancing the beauty and cleanliness of our City through a series of impactful clean-up activities throughout 2022 to 2024.

Despite the challenges posed by restrictions early in the term, the small but committed team of volunteers worked diligently to remove litter from parks, roadways and the cemetery, demonstrating their unwavering commitment to caring for the environment.

September 2022 saw the group resume full operations, focusing their efforts on cleaning up the City's historic sites. As the weather warmed, they organised a community clean-up event at the Picnic Train Ambush Site, which concluded with a well-deserved BBQ for participants.



In another effort to beautify the City, February 2023 saw the Tidy Towns Working Group hold a two-hour weekday clean-up at the Cemetery targeting rubbish, weeds and plastic flowers and a second clean-up event in March 2023, as part of the national Clean-Up Australia Day program targeting rubbish.

In April 2024, the group once again mobilised volunteers for successful clean-up efforts at the Cemetery. Blessed with beautiful weather, a strong turnout of community members came together to restore the grounds, removing weeds and debris and enhancing the area's appearance.

Through their ongoing efforts, the Tidy Towns Working Group has made a meaningful impact on the community, making the City a cleaner, more beautiful place for all; each event held concluded with a complimentary BBQ, celebrating the volunteers' hard work and community spirit.



2022-2024 ACHIEVEMENTS - NATURAL ENVIRONMENTS AND FLORA AND FAUNA ARE ENHANCED AND PROTECTED

Recognised and communicated the fragility, protection and respectful use of natural environments including access to the night sky by:

- Maintaining the Living Desert as per the Living Desert Management Plan including maintenance and care of native fauna and flora.
- Providing guided tours of the Living Desert and Flora and Fauna Sanctuary fostering a greater understanding and appreciation of the arid environment's unique biodiversity and ecosystem.
- Undertaking annual assessment of identified noxious weeds and pests and implementing control measures in Living Desert.
- Replacing damaged and vandalised fencing within Living Desert.
- Maintaining roads, culverts, walking paths and trails within Living Desert.
- Supporting volunteers to protect and enhance the natural environment within the Living Desert areas.
- Supporting Tidy Town Working Group volunteers in clean-up events.
- Supporting Riddiford Arboretum volunteers to maintain the Arboretum.
- Providing Starview Campsite including star viewing area for campers.
- Providing Sundown Nature Trail for hikers to enjoy and experience the unique flora and fauna of the arid environment.
- Supporting Landcare Broken Hill to plan for Imperial Lakes model as an environmental park including determining land requirements and LEP amendment process.

Protected regeneration and common areas and minimised the impact of feral animals and noxious weeds by:

- Undertaking annual assessment of identified noxious weeds and pests and implementing control measures in regeneration and common areas.
- Ensuring the effective management of the regeneration and common areas including feral animal and pest eradication.
- Replacing damaged and vandalised fencing within regeneration and common areas.
- Supporting volunteers to protect and enhance the natural environment within the Regeneration areas.

Advocated for river connectivity in the Murray Darling Basin System, maintaining water supply in the Menindee Lakes System and maintaining health of Darling Baaka River by:

- Lobbying and advocacy through State and Federal government regarding the health of the Darling Baaka River.
- Participating in regular meetings with the MBA Region 4, to advocate for river connectivity in the Murray Darling Basin system, to maintain water supply in the Menindee Lakes System and maintain the health of the Darling River Baaka River.
- Participating in Murray Darling Association Meetings.

ACHIEVEMENTS IN OUR ENVIRONMENT

PROACTIVE, INNOVATIVE AND RESPONSIBLE PLANNING PROTECTS THE COMMUNITY, THE ENVIRONMENT AND BEAUTIFICATION OF THE CITY

Key Achievements

SUPPORTING GROWTH AND PROGRESS:

DEVELOPMENT APPLICATIONS – During the 2022 to 2024 term Council has actively facilitated the development and growth of the community through the approval of numerous Development Applications.

During the period, Council determined 535 applications, representing a total value of over \$92.12 million. This included significant investments in:

- Commercial and Industrial developments (\$62.2M),
- Residential Dwellings, Additions/Alterations and Ancillary developments (\$25.92M) and
- Public/Office developments (\$11M).

Council's Planners also conducted over 510 inspections encompassing pre-application, initial site and completion/final inspections to ensure quality and compliance.

These efforts reflect Council's dedication to fostering sustainable development and enhancing the community's infrastructure and living standards.

BUILDING SURVEYING AND INSPECTIONS ENSURING SAFETY AND COMPLIANCE

– During the period, Council's Building Surveying team, along with private Building Surveyors, played a crucial role in ensuring the safety and compliance of construction projects across the City.

During 2022 to 2024 the Building Surveying team conducted 500 critical stage building inspections, covering various stages of building work from frames and concrete slabs to waterproofing in bathrooms, ensuring that building standards were met. During this period, Council's Building Surveyors also approved 134 Construction Certificates, while private Building Surveyors issued an additional 96 certificates.

The Building Surveying team also managed fire safety matters for several premises, assisting building owners in maintaining compliance with state legislation and ensuring the safety of occupants.

These efforts reflect Council's commitment to maintaining high standards in building safety and supporting sustainable development within the community.

DEVELOPMENT POTENTIAL INSIGHTS: PLANNING

CERTIFICATES – A Section 10.7 Planning Certificate provides essential information about the development potential and constraints of a property.

There are two types: Section 10.7(2), which details zoning, planning controls and property constraints like flooding or bushfire risk; and Section 10.7(2) and (5) combined, which includes additional advice and information from other authorities.

Most certificates issued by Broken Hill City Council are the combined type. During 2022 to 2024, Council issued over 1,422 planning certificates, reflecting a growing interest in property development and planning within the area.

HERITAGE ADVISORY SERVICE SUPPORTING HERITAGE PRESEVATION

– From 2022 to 2024, Council's Heritage Advisory Service handled 176 referrals to the Heritage Advisor, who offered expert guidance on heritage-related aspects of proposed developments. The Heritage Advisor played a key role in advising on significant projects, including the Pirie Building restoration and verandah project, proposed new hotel on Argent Street and new health services facility for the RFDS.

The Heritage Advisor also attended Broken Hill Heritage Committee meetings to provide expert input and offered free consultations to property owners and developers on both major and minor works, such as design solutions and heritage paint schemes, helping to preserve the City's unique heritage character.

HERITAGE AWARDS – Broken Hill City Council presented Heritage Awards on 10 April 2024 at an afternoon tea function at the Broken Hill City Art Gallery.

Four awards were presented; two for building enhancement awarded for restoration and/or enhancement of 1) the Sufi Corner and 2) the Duke of Cornwall Hotel and restoration and two for contribution to retaining the City's heritage awarded to 1) the Sulphide St Railway Museum Trust and 2) Christine Adams.

KEY ACHIEVEMENTS - PROACTIVE, INNOVATIVE AND RESPONSIBLE PLANNING PROTECTS THE COMMUNITY, THE ENVIRONMENT AND BEAUTIFICATION OF THE CITY

MUSEUM ADVISOR PROGRAM – 2022 to 2024 has seen the continuation of Council's commitment to the Museum Advisor program. This program provides support to the region's small/volunteer museums, to build their knowledge and skills in conserving, documenting, displaying and promoting their collections and museum facilities, applying for grant funding and strategic planning. The program is jointly funded by the NSW Government through Create NSW and Council but administered by Museums & Galleries of NSW. The Museum Advisor is funded to visit Broken Hill for 20 days a year.

A highlight of the work undertaken in 2022 by Dr Kate Gahan, Museum Advisor, was the successful funding application led by Kate, in association with the Broken Hill Historical Society, to renew the display at the Broken Hill Mosque. The renewed display has improved the care and interpretation of important objects held at the Mosque and the cameleering families to which they relate.

Another key facet of the work completed in 2022 was the conservation of a historic photographic portrait of Charles Rasp, taken by Melbourne photographers Johnstone O'Shannessy & Co studio in c. 1886. A full-scale digitised copy of the Rasp portrait was returned to permanent display at the Silvertown Gaol Museum, following conservation works of the original and its digitisation by the Grimwade Centre at the University of Melbourne. The portrait's conservation and digitisation were funded through a grant from BHP, sourced by the Broken Hill Historical Society.



The 2023 program saw the continuation of the Mosque Museum display revamp. New signage and other information panels were drafted and designed and a grant to purchase interactive technology to display images and other information on the lives and culture of Broken Hill's cameleering families and the Mosque Museum, was also obtained by the Advisor for the Society for this work.



Image: Gary Cook, Dr Kate Gahan (Museum Advisor) and Bobby Shamroze discuss objects from the Mosque Museum collection in preparation for a new display.

In addition to this, 2023 saw the Advisor assist Broken Hill museums to apply to the National Library of Australia's Community Heritage Grants for a Significance Assessment and a Preservation Needs Assessment – these grants were successful.

2024 saw the completion of a Significance Assessment for the Royal Flying Doctor Service (RFDS) Collection, through a professional historian contracted to complete the work. The work was funded by the successful National Library of Australia grant previously applied for in partnership with the RFDS. Undertaking a Significance Assessment is the foundation stone for managing a museum collection – it highlights the most important items, the nub of the stories they represent and how best to care for these items into the future.

Following on from the successful grant, a day-long Significance Assessment Workshop was conducted in 2024 and attended by The Silvertown Gaol, Outback Synagogue, Convention Centre and Sulphide Street Railway Museum and the Broken Hill Military Museum (RSL Collection). Council's Gallery and Museum Manager and Co-ordinator also attended the workshop. All workshop attendees gained foundation collection skills by applying the Significance Assessment methodology to items from their collections.

2024 also saw progress to construction and completion of new cases and outdoor interpretive signs for the Broken Hill Mosque, which were all designed by a professional design contractor and built by a museum fit-out contractor. The Museum Advisor has co-ordinated and overseen the design, construction and scheduling of this work in partnership with the Broken Hill Historical Society.

2022-2024 ACHIEVEMENTS - PROACTIVE, INNOVATIVE AND RESPONSIBLE PLANNING PROTECTS THE COMMUNITY, THE ENVIRONMENT AND BEAUTIFICATION OF THE CITY

Improved landscaping and tree canopy cover by:

- Planting over 150 trees throughout the City. New data collection software allows a controlled approach to remove and replace dead trees.
- Installing smart water irrigation technology in parks and ovals.
- Facilitating Mulga Creek Wetlands Working Group to ensure works associated with wetland rectification, maintenance and capital works projects.
- Engaging contractor to complete actions to achieve rectification design works.
- Undertaking regular maintenance to ensure unimpeded water flow through the wetlands.

Preserved the heritage and streetscapes by:

- Raising awareness and management of heritage related issues regarding major and minor developments through free advice and information from Heritage Advisor such as design solutions and heritage paint schemes.
- Facilitating media interviews with Heritage Advisor to discuss heritage related issues.
- Referring 161 matters to Heritage Advisor for specialist advice, relating to heritage implications with proposed developments.

Managed reuse and repurpose of existing built environment by:

- Managing the new Library/Archives project through Architects Neeson, Murcutt + Nellie and construction contractor North Building Construction.
- Finalising work in Administration Building for temporary Library and moving the Library service to the Administration Building.

KEY THEME 4 – OUR LEADERSHIP

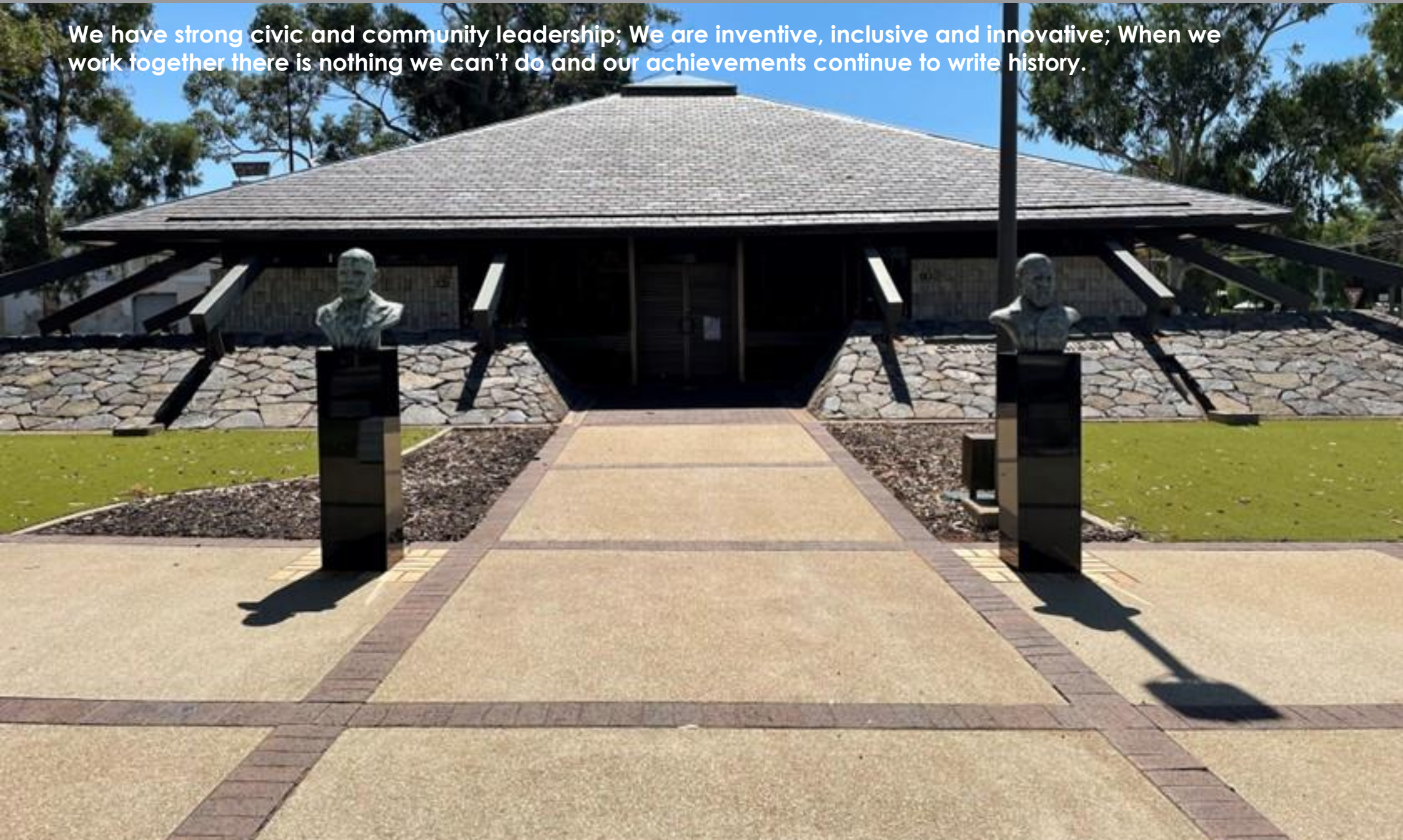
4.1 Openness and transparency in decision making

4.2 Our leaders make smart decisions

4.3 We unite to succeed in Australia's First Heritage Listed City on the National Heritage List

4.4 Our Community is engaged and informed

We have strong civic and community leadership; We are inventive, inclusive and innovative; When we work together there is nothing we can't do and our achievements continue to write history.







KEY THEME 4 – OUR LEADERSHIP





Leadership Governance 2022-2024

# Ordinary Council Meetings	# Extraordinary Council Meetings	# Councillor Workshops/Briefings	# Working Groups/Committees
 36	 6	 90	 13


Audit, Risk and Improvement 2022-2024

# Audit, Risk & Improvement Committee Meetings	# Internal Audits undertaken	# of Incentive Payments for Injury Management	Value of Incentive Payments for Injury Management
 13	 12	 14	 \$146,626

Engagement 2022-2024

# Public Forums	Council Website Traffic	Social Media Reach	Tourism Website Traffic
 56	 309,000 users	 Impressions – 6,600,000 Engagements – 506,776	 57,000 users

Community Assistance Grants 2022-2024

# Community Assistance Grants	Value of Community Assistance Grants
 53	 \$256,899

OUR LEADERSHIP

The Annual Reports for 2022 to 2024, along with the State of Our City Report 2022-2024, reflect Council's proactive leadership in advancing the goals set out in the *Your Broken Hill 2040 Community Strategic Plan*. These reports emphasise strategic governance, transparent decision-making and community advocacy. Council has strengthened its leadership role by engaging with state and federal bodies, improving service delivery and ensuring that the voices of the community are heard and acted upon, thus reinforcing trust and accountability in local governance.

ACHIEVEMENTS IN OUR LEADERSHIP

OPENNESS AND TRANSPARENCY IN DECISION MAKING

Key Achievements

PUBLIC INTEREST DISCLOSURES ACT 2022

NEW POLICY IMPLEMENTATION – In response to the introduction of the NSW *Public Interest Disclosures Act 2022*, effective from 1 October 2023, Broken Hill City Council adopted a new Public Interest Disclosure (PID) Policy. This policy, developed from the NSW Ombudsman's Model Policy, supports public officials in reporting serious wrongdoing and outlines Council's procedures for handling such disclosures, whilst maintaining confidentiality, welfare support and assessing risk of detrimental action.

The PID Act expands the definition of a public official to include councillors, employees, contractors, sub-contractors and volunteers providing services on behalf of Council. It promotes a 'speak up' culture, encouraging public officials to report misconduct by offering protections against detrimental action and ensuring confidentiality.

The new policy provides multiple reporting options and designates a broader range of disclosure officers, ensuring accessibility for all public officials.

PUBLIC INTEREST DISCLOSURE STATISTICS 2022-2024	
REQUIREMENT	STATISTIC
The number of public officials who have made a public interest disclosure to the public authority	1
The number of public interest disclosures received by the public authority in total	Nil
The number of public interest disclosures received by the authority relating to the following: i) Corrupt conduct ii) Maladministration iii) Government information contravention iv) Local government pecuniary interest contravention v) Privacy contravention vi) Serious and substantial waste of public money	1 Nil Nil Nil Nil Nil
The number of public interest disclosures finalised	1
Whether the public authority has a public interest disclosure policy in place – Council's Public Interest Disclosure Policy is available on its website Public Interest Disclosure Policy	

2021 LOCAL GOVERNMENT ELECTION – To ensure a fair and transparent process for the Broken Hill community, the NSW Electoral Commission was engaged by Council to manage the Local Government election held on 4 December 2021. The 2021 Local Government election saw Tom Kennedy (IND) announced as Mayor on 21 December 2021.

Nine councillors were elected from a pool of 18 candidates, with the elected body being in place for a 3-year term to September 2024.

Elected Councillors:

- Bob Algate (IND)
- Michael Boland (IND)
- Marion Browne (ALP)
- Alan Chandler (IND)
- Dave Gallagher (IND)
- Jim Hickey (IND)
- Hayley Jewitt (IND)
- Ronald Page (IND)
- Darriea Turley (ALP)

ENHANCING TRANSPARENCY AND ACCESSIBILITY: COUNCIL MEETINGS – To promote open and transparent governance, Broken Hill City Council live-streamed its monthly Council Meetings, enabling residents to observe proceedings in real time from their computers or mobile devices. Following the live streams, audio-visual recordings of the meetings were made publicly available on Council's website, providing continued access for those who could not attend or view the sessions live.

To further ensure accessibility, Council provided short written summaries of each meeting, complementing the live streams and recordings. In addition, Council offered opportunities for public participation through online submissions on projects or documents via its website and OpenForms.

Each meeting summary included links to relevant documents and submission forms, making it easy for locals to find and comment on Council business.

This comprehensive approach has enhanced community engagement and makes Council operations more transparent and accessible.

OPENNESS AND TRANSPARENCY IN DECISION MAKING

COMMUNITY SATISFACTION SURVEY INSIGHTS

– Council conducted a Community Satisfaction Survey in collaboration with Taverner Research Group in June 2023, to gauge community sentiment.

Survey results indicated an overall improvement in satisfaction, with a performance rating of 3.1 out of 5, up from 2.9 in the previous 2018 survey. Confidence in the elected Council increased significantly, rising from 2.6 to 3.2, while confidence in Council's management (2.6 to 3.1) and financial handling (2.4 to 3.0) also showed notable gains.

However, the survey highlighted ongoing community concerns in areas such as footpath maintenance, stormwater drainage, weed control, cemetery upkeep and natural disaster management, which saw declines in satisfaction. Satisfaction downturn in these categories may be attributed to unseasonably wet weather and the severe storms of early 2022, causing significant infrastructure damage creating a backlog of repair work across the City.

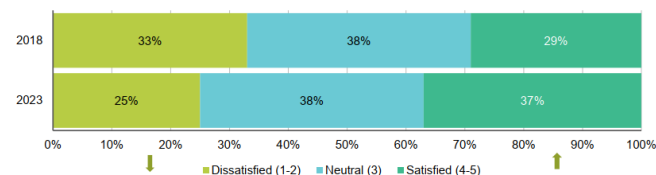
The survey, conducted via Computer Assisted Telephone Interviewing (CATI), involved 300 residents selected randomly from verified landline and mobile phone numbers across the Broken Hill LGA. The methodology ensured a 95% confidence rate with a $\pm 5.7\%$ sampling error, providing a reliable snapshot of community sentiment.

This survey helps guide Council in addressing community concerns and improving service delivery.

5.2. CHANGES OVER TIME

Figure 2 below compares the breakdown of 2023 satisfaction ratings with previous results from 2018. As shown by arrows, dissatisfied was significantly lower in 2023 than 2018, and satisfied was significantly higher.

Figure 2 Overall Satisfaction with Broken Hill City Council – Comparison to Previous Years



The 2023 overall satisfaction mean score (3.1) was significantly higher than the 2018 mean (2.9).

Table 19 Mean Council Management (Comparison to 2018)

	2018 mean	2023 mean	Significant difference
I have confidence in the elected Council	2.6	3.2	↑
I have confidence with Council's management	2.6	3.1	↑
There are enough opportunities to engage with Councillors	2.9	3.1	No
Council value community input to Council decision-making	2.5	3.0	↑
I am happy with Council's management of finances	2.4	3.0	↑
I believe Council has effective long term planning	2.6	3.0	↑

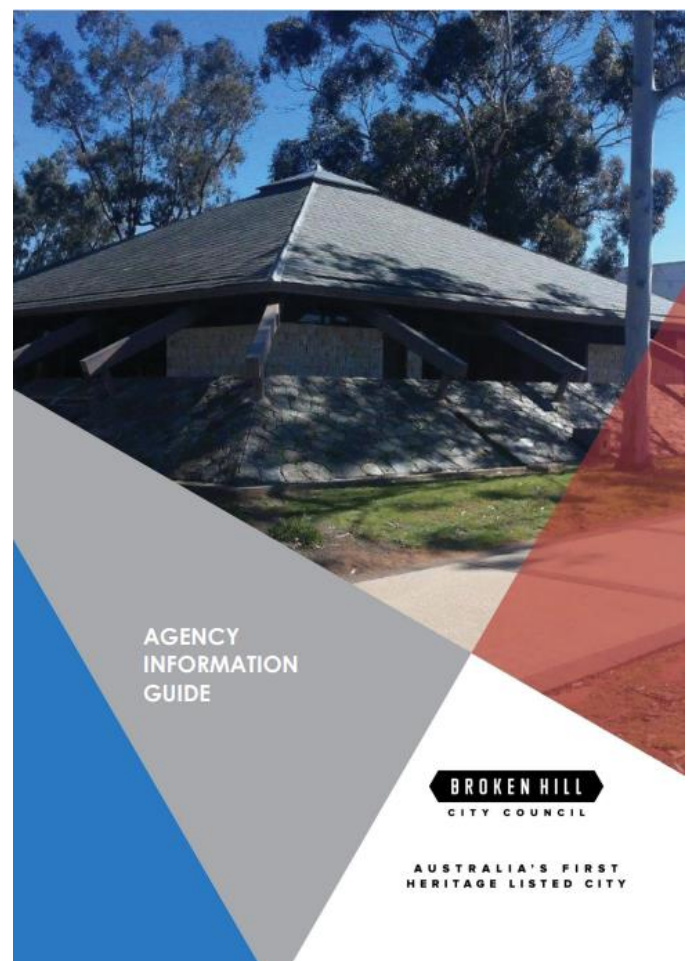
ENHANCING TRANSPARENCY: PROACTIVE RELEASE STRATEGY

– In January 2024, Council adopted its Agency Information Guide, including a comprehensive Proactive Release Strategy and Program, in line with the Government Information (Public Access) Act 2009.

This strategy ensures that Council proactively makes information available to the public without the need for formal access requests, promoting open and transparent governance.

The benefits of this approach are significant, including improved service delivery, increased community participation in government processes and decision making and a better-informed public. Additionally, it reduces costs and resources by decreasing the number of formal information access applications.

To support this initiative, the Council's Corporate Governance Team began coordinating an annual proactive release review in June 2024, working closely with various Council business units to ensure compliance and enhance public access to important information.



2022-2024 ACHIEVEMENTS - OPENNESS AND TRANSPARENCY IN DECISION MAKING

Built strong relationships with community by:

- Inviting community sector leaders from Health, Aged Care, Child Care, Disability, Education, Housing, Police and Transport to discuss major issues facing the City.
- Inviting community sector leaders to Civic events and functions including civic reception events, citizenship ceremonies and the Civic Ball.
- Facilitating public forum sessions at Council meetings.
- Facilitating Working Groups and Committees from identified issues and inviting stakeholders and community members to join and participate.

Increased confidence in decision making by:

- Facilitating public forums at each Council meeting.
- Adopting best practice principles for governance arrangements and culture including Code of Conduct Policy, Code of Meeting Practise Policy, Audit Risk & Improvement Committee, Election Conduct and Planning, Tendering and Procurement, Planning and Development, Disclosures of Interest.
- Reviewing and updating Section 355 Community Committee manuals and constitutions with stakeholders.
- Facilitating community consultation process for Alcohol-Free Zones.
- Developing and implementing new policy and processes for Public Interest Disclosures in line with the implementation of the new *Public Interest Disclosures Act 2022*.
- Developing and implementing Proactive Release Strategy to assist Council's approach to authorised proactive release and promotion of open government.

Ensured accountability through planning and reporting frameworks by:

- Reviewing and updating Delegations and Authorisations with the recruitment of new staff in accordance with legislated requirements.
- Completing Councillor and Designated Persons Disclosures of Interest Returns annually in accordance with legislated timeframes.
- Working with NSW Electoral Commission timeframes to plan for Local Government Elections.
- Reviewing suite of policies in line with legislation and updating current policies and developing new policies in line with statutory instruments.
- Preparing Budget in accordance with Long Term Financial Plan and expectation to return to surplus in 2024.
- Undertaking quarterly budget reviews and adopting efficiency improvements to ensure targets are achieved.
- Finalising implementation of Information Technology Strategy with a total of 77 projects completed.
- Implementing Cyber Security Framework including Multi-Factor Authentication, Mobile Device Management and Password Management.

ACHIEVEMENTS IN OUR LEADERSHIP

OUR LEADERS MAKE SMART DECISIONS

Key Achievements

ENHANCING EFFICIENCY: SERVICE REVIEWS

– Service Reviews are conducted to enhance the efficiency of resource allocation and ensure that Council services are effectively tailored to meet the evolving needs of the community.

During 2022/23 and 2023/24 the following Service Reviews were undertaken:

- Waste Services
- Events and Community Development
- Section 355 Asset Committees
- Living Desert
- Visitor Services

WASTE SERVICES – The Waste Services review identified that Council is providing these services at current industry standards, for both performance and productivity, however, it also identified some areas for improvement.

Most of the improvement areas identified were minor in nature and easily addressed, whilst some others were more complex and required Council to determine some baseline information, analysis and modelling and then consultation with Councillors and the community.

An action plan was developed to address the required improvements, which included reviewing the Waste and Resourcing Strategy.

EVENTS – The Events service, prior to the Service Review, included the operations of the Civic Centre and the delivery of Community Events.

The review identified the need for a more commercial approach to the operations of the Civic Centre. Therefore, a specialist in this area was engaged, who developed a business plan for the Civic Centre to provide the needed focus on the Civic Centre operations. The implementation of the Business Plan was commenced and continued during 2023/2024.

Additionally, the Community Events function was realigned to the Community Development Department.

SECTION 355 ASSET COMMITTEES – This review encompassed eight Section 355 Asset Committees:

- Alma Oval Community Committee
- BIU Band Hall Community Committee
- E.T. Lamb Memorial Oval Community Committee

- Friends of the Flora and Fauna of the Barrier Ranges Community Committee
- Memorial Oval Community Committee
- Norm Fox Sporting Complex Community Committee
- Picton Sportsground Community Committee
- Riddiford Arboretum Community Committee

The review identified a number of inconsistencies and some improvement opportunities across the operations of the eight committees and made a number of recommendations regarding the ongoing operations of the committees. These recommendations are currently being reviewed, with preparations underway for further consultation with impacted committees.

Volunteer committees continue to be an important part of Council's operations and the overall preferred outcome is for volunteers to continue to do the very important work that they do, in looking after their respective facilities.

LIVING DESERT – The Living Desert Service Review found that the service was operating well and meeting almost all objectives but could be further enhanced with the development of a masterplan, which is now under development.

Another key action was to increase communications and internet connectivity at the site to improve safety for both visitors and staff.

These actions, together with a number of operational improvements, are being further explored and implemented where appropriate.

VISITOR SERVICES – This review encompassed the physical services delivered from the Visitor Information Centre (VIC); along with digital services such as the Visit Broken Hill website and social media platforms.

The review identified a number of improvement opportunities, including reviewing the staff structure and the marketing and retail strategies.

It also identified some operational improvements to create some efficiencies in the face-to-face service.

OUR LEADERS MAKE SMART DECISIONS

STRENGTHENING COUNCIL OPERATIONS:

INTERNAL AUDITING – The Internal Auditing program has played a crucial role in enhancing the effectiveness of Council's operations. As an independent and objective assurance service, it has supported Council in achieving its objectives by systematically evaluating and improving risk management, control and governance processes.

During the 2022 to 2024 term, 12 comprehensive audits were conducted covering:

- 2021/22 - Event Management, Finance Health Check, Cemetery Compliance, Companion Animal Management; with a total of 31 improvement actions identified.
- 2022/23 - Cyber Security, Volunteer Management, Contract Management, Credit and Fuel Cards; with a total of 48 improvement actions identified.
- 2023/24 - Credit and Fuel Cards, Procurement, Records Management and Fraud and Corruption; with a total of 31 improvement actions identified.

Through these efforts, the Internal Audit program has provided valuable insights to the Audit, Risk & Improvement Committee, ensuring that Council's financial and operational controls operate efficiently, effectively and ethically.

Additionally, the program has assisted management in enhancing business performance, contributing to the ongoing improvement of Council's overall operations.

ENTERPRISE RISK MANAGEMENT: RISK MATURITY

ELEVATED – The *Local Government Act 1993* and the *Local Government (General) Regulation 2021* require each council in NSW to have a robust risk management framework that accurately identifies and mitigates the risks facing Council and its operations.

Building on Council's achievements in improved enterprise risk management in 2022/23, lead to Council achieving recognition in the same year at the NSW Statewide Mutual Excellence in Risk Management Awards for regional councils under 30,000 residents.

During 2023/24, Council undertook an extensive independent assessment of its culture and processes relating to enterprise risk management to gain a clear understanding of the level of maturity that existed in the organisation with enterprise risk and safety management and what improvements are required to reach a higher level.

Broken Hill City Council commissioned OCM to conduct an internal review of Council's Risk Management Maturity and an internal audit of its WHS processes.

These reviews encompassed an evaluation of Council's Risk Management framework and related policies and procedures, as well as an employee survey to gauge the present level of risk awareness of Council employees, to assess the overall level of Risk Maturity within Council.

Key findings included:

- Over a period of 5 years, Council has undergone a noteworthy cultural transformation regarding staff morale and risk management practices.
- Positive improvement has led to substantial expansion in proactive management activities, ultimately culminating in the adoption of a comprehensive organisational approach, which prioritises the identification and management of both existing and emerging strategic risks.
- Council is currently in the process of equipping service staff with new technology tablets, aimed at enhancing risk management capabilities and improving overall productivity, by identifying, capturing and managing risks in real time.



The OCM Collective Mindfulness Safety Perception Survey identified and analysed key drivers that impact organisational safety culture and performance, the survey of Council employees found that:

- **79%** of employees responded that they **believed "at Council safety is always the priority"**.
- **80%** of employees responded that they **believed "My leader cares about my views on safety"**.
- Over **60%** of employees responded that they **believed "We always share the learning from incidents"**.

Several recommendations for ways to continuously improve Council's level of risk maturity and culture were identified and Senior Management has committed to a two-year improvement plan to further raise Council's level of maturity in enterprise risk management and thus help to protect and add value to the organisation and the community it serves.

OUR LEADERS MAKE SMART DECISIONS

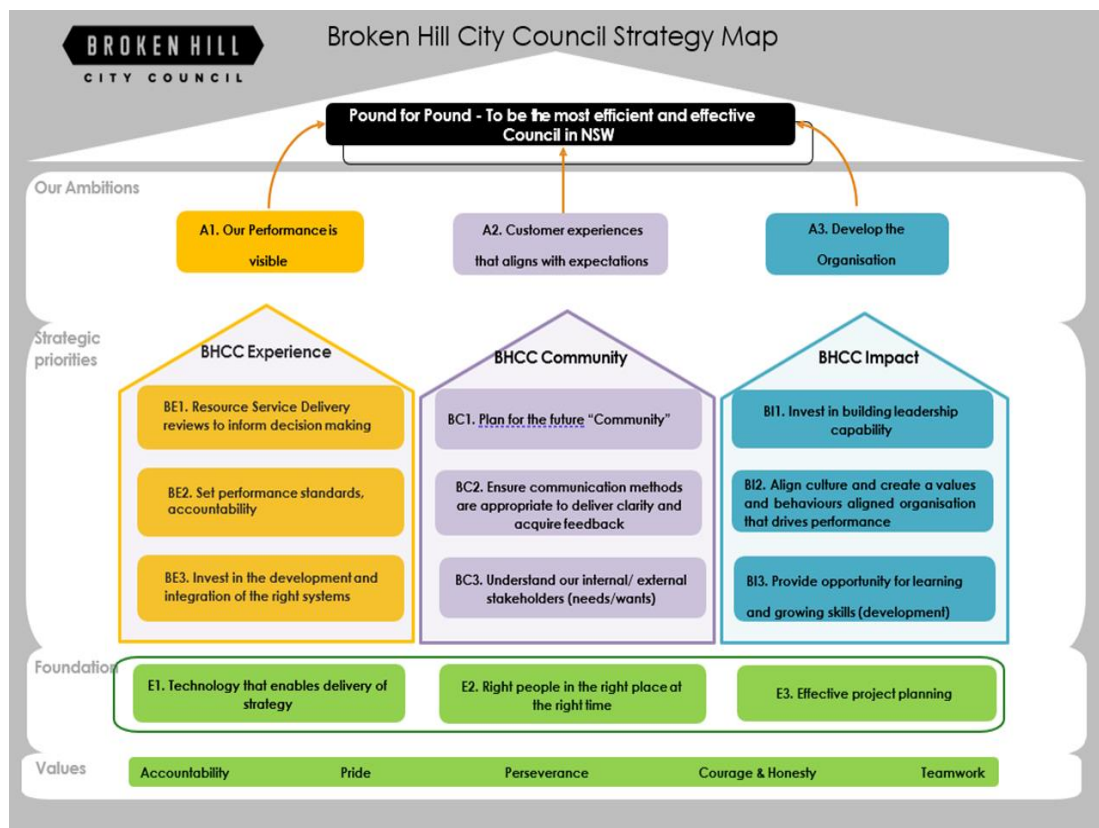
COUNCIL STRATEGY MAP – The Strategy Map summarises outcomes the organisation seeks to achieve and assists the workforce to understand their roles in service delivery to the community and improvement of performance.

Our vision is to be the most efficient and effective Council in NSW, relative to the resources at our disposal. We don't have the resources of other councils around the state, so we must continue to punch above our weight and do the best we can with what we have at our disposal.

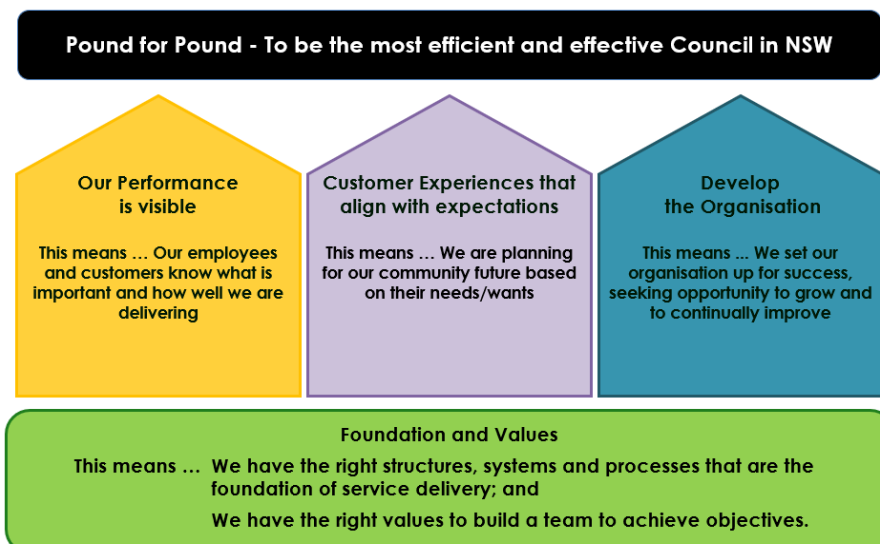
The Map was initially developed as an exercise by the Executive Leadership Team, to achieve a clear vision and mission for the organisation to be its best regardless of the service being provided.

The Strategy Map is being updated to include input from Council's Senior Leadership Team and to ensure its goals and actions remain current.

Each 'pillar' of the map has been workshopped by individual groups containing a mix of Executive Leadership Team and Senior Leadership Team members and a new document will be finalised for the new term of Council.



Theme Definitions



2022-2024 ACHIEVEMENTS - OUR LEADERS MAKE SMART DECISIONS

Supported leaders through the process of making difficult decisions by:

- Reviewing suite of policies in line with legislation and updating current policies and developing new policies in line with statutory instruments.
- Imbedded a structure holistic approach to management of risk including Strategic Risk Register.
- Implementing Service Review Framework and undertaking five comprehensive service reviews, identifying improvement actions and completing prioritised actions.
- Undertaking twelve comprehensive internal audits, identifying 110 improvement actions and completing prioritised actions.

Ensured leaders are well informed and aware of emerging issues by:

- Developing working groups and committees for key projects and issues impacting Council and the City including Capital Works Projects, Cemetery Working Group, Companion Animal Working Group, Broken Hill Education Working Group, E.P. O'Neill Memorial Precinct Project Steering Group, Fruit Fly Control Awareness Working Group, Gateway Signage Advisory Committee, Library and Cultural Precinct Project Steering Committee, Project Steering Group for the Project Consultative Group, Broken Hill Lead Response Group and Housing Committee.
- Facilitating Councillor participation in identified Committees and Working Groups.
- Providing briefings for Councillors incorporating various workshops and site visits and matters relating to the City and Code of Conduct, Code of Meeting Practice, Audit Risk and Improvement Committee, Tendering and Procurement, Planning and Development.
- Facilitating Councillor participation in identified Conferences including National General Assembly of Local Government, Local Government NSW Conference, Australian Local Government Women's Association Conference, Country Mayor's Association Meetings, Mining Cities Alliance Meetings, Association of Mining and Energy Related Councils Meetings, Murray Darling Association Meetings, Regional Capitals Australia Meetings and Regional Cities NSW Meetings.

Increased Leadership capability and capacity by:

- Implementing learning and development plans for employees, including succession and career options.
- Investigating Local Government Capability Framework and implementing capabilities into annual employee performance reviews.
- Responding to various business interruptions through use of Business Continuity Plan.
- Prioritising and implementing actions from the Organisation Culture Inventory.
- Seeking employee feedback through Organisation Culture Inventory survey.
- Facilitating leadership and whole of staff survey debriefing sessions.
- Facilitating whole of organisation Shaping Our Future 3.0 full day session and developing 14 action items with Executive Leadership Team sponsorship for further investigation and implementation by responsible workforce teams.
- Facilitating Senior Leadership and Emerging Leader training and planning for Leadership Education and Development Program rollout to all staff.

ACHIEVEMENTS IN OUR LEADERSHIP

WE UNITE TO SUCCEED IN AUSTRALIA'S FIRST HERITAGE LISTED CITY

Key Achievements

ADVOCATING FOR OUR CITY'S FUTURE – The Broken Hill Advocacy Strategy 2022 - 2027 embraces investment in capital infrastructure, innovation and entrepreneurialism, to transform the economy of Australia's First Heritage Listed City - Broken Hill.

The strategy is a blueprint for advocating for our City's future. It embraces investment in capital infrastructure, innovation and entrepreneurship, to transform the economy of Australia's First Heritage Listed City, to an economy that creates a liveable City for future generations.

The 2022 refreshed strategy builds on the noticeable energy uplift in the City, created by the planning and delivery of major construction projects, the expansion of the mining industry into the critical minerals sector, events that are attracting national and international visitors, the success of major visitor marketing campaigns and the number of small businesses opening in the Central Business District.

Broken Hill is poised to undergo an impressive and explosive period of growth, one that we must be ready to receive.

There are an anticipated 2,200 new jobs in mining being created by 2027 and we are working towards building our population to 25,000 by 2027.

The Strategy guides the advocacy activities of Council for the achievement of new urban designed spaces, technology, art, events and enterprises and identifies interventions that will place the City in an optimal position to attract new visitors, residents, businesses and industries.

Advocacy for Broken Hill is about actively pursuing strategies that create an environment to give our community a voice, to influence decisions at a State and Federal level, to improve the liveability and economic sustainability of our City.

Council will use a variety of methods and techniques to pursue Broken Hill's advocacy priorities and influence the liveability and economic sustainability of the City.

This includes opportunistic and programmed activities such as membership of key influencing organisations and agencies, making submissions on behalf of the community, direct lobbying, delegations, face to face meetings,

correspondence, media activities, attendance at conferences and delivering public campaigns.

Council will also leverage the relationships it has with other councils in Far West NSW, Regional Development Australia, the business community, industry and service providers to demonstrate the collaborative approach our community has adopted to achieve social, cultural and economic prosperity.

The Broken Hill Advocacy Strategy 2022-2027 outlines Broken Hill City Council's vision for the town, encompassing all aspects from industry and economy; to healthcare, education and housing.

Recognising the sheer amount of growth

expected to come; housing and liveability has become a key priority – ensuring that we are able to attract new citizens, while giving current residents a town and identity they can be proud of.

The sense of growth and excitement permeates the entire town, leading to an increase in both external and internal investment and a curiosity as to what the future may hold.



KEY ACHIEVEMENTS - WE UNITE TO SUCCEED IN AUSTRALIA'S FIRST HERITAGE LISTED CITY

DRIVING PROGRESS THROUGH STRATEGIC

ADVOCACY – Advocacy has been at the core of Broken Hill City Council's efforts to secure vital resources; address pressing community needs and drive strategic growth.

By fostering strong relationships with State and Federal governments, Council has positioned itself as a proactive leader, championing critical issues across multiple sectors. These efforts aligned with the broader goals of the Broken Hill 2040 Community Strategic Plan, ensuring the City's continued advancement and the well-being of its residents.

The following sections outline key areas of advocacy and their impact on the community.

ADVOCACY FOR COMMUNITY NEEDS – Council consistently participated in various interagency and sector meetings, advocating for improved resources and support for service providers, including Health, Aged Care, Childcare, Disability, Youth, Homelessness, Suicide and Alcohol and other Drugs.

Issues surrounding Childcare, Aged Care, Disability and the classification of Broken Hill under the Modified Monash Model were addressed through correspondence to relevant State and Federal members, advocating for changes to increase funding and address future growth of Broken Hill.

ADVOCACY FOR TRANSPORT AND INFRASTRUCTURE DEVELOPMENT – Ongoing advocacy led to significant progress in upgrading Broken Hill Airport and expanding its capacity. This includes securing grant funding of \$4.9 million from the NSW Government for airport upgrades and additional funding for a new business case supporting the implementation of the Airport Master Plan.

ADVOCACY AND COLLABORATION FOR INVESTMENT OPPORTUNITIES – Council supported key projects such as Hydrostor and AGL Battery and engaged in discussions with government and industry partners on potential investment opportunities for the City, including exploring involvement in AUKUS and improved infrastructure for regional mining developments.

ADVOCACY FOR WATER, UTILITIES AND RENEWABLE ENERGY

Advocacy for water security and affordability and renewable energy technologies are included in the Broken Hill Advocacy Strategy forwarded to State and Federal Ministers.

Advocacy efforts included engaging with the Independent Pricing and Regulatory Tribunal (IPART) and participating in the Western Regional Water Strategy, meetings with the Minister for Environment and Water and bi-monthly meetings with Essential Water. Council also pursued the development of a virtual power plant community network and construction of a medium-scale solar array, with the goal of achieving 100% renewable energy by 2030.

NATIONAL HERITAGE ADVOCACY – A tri-partisan approach to the management of National Heritage assets has been emphasised in the Advocacy Strategy, ensuring it is referenced in grant funding applications. This strategic focus highlights the importance of heritage in planning and resource allocation.

COMMITMENT TO STRATEGIC PLANNING AND FUNDING ACQUISITION – The Advocacy Strategy has been pivotal in securing resources for major city projects, aligning with the Community Strategic Plan to ensure cohesive development and leadership in addressing community needs and strategic growth. Council's proactive approach in engaging with government bodies has been essential in progressing infrastructure, as well as social and environmental initiatives for Broken Hill.

STRONG GOVERNMENT RELATIONS AND STRATEGIC ADVOCACY – Council maintained strong relationships with State and Federal Members, advocating on numerous issues affecting the City, from infrastructure projects and healthcare needs to environmental sustainability and community services.

Regular meetings and correspondence ensured ongoing attention to key priorities, including the availability of Electric Vehicle charging stations, Broken Hill Lead Program, Mobile communications and advocacy for mining project support.

KEY ACHIEVEMENTS - WE UNITE TO SUCCEED IN AUSTRALIA'S FIRST HERITAGE LISTED CITY

SUPPORTING COMMUNITY CONNECTIONS AND GROWTH: COMMUNITY ASSISTANCE GRANTS

– During the 2022 to 2024 term, the Community Assistance Grants program has granted approximately \$256,899 to 53 community groups.

Community groups are integral to strengthening the Broken Hill community, encouraging inclusion and participation, connecting people and enhancing facilities and skill development.

Broken Hill City Council's Community Assistance Grants program has supported the delivery of activities, events and programs aligning with the Community Strategic Plan and contributing positively to the community. By supporting these activities, Council works with the community to build a stronger, more inclusive and connected Broken Hill for all.

Through the Community Assistance Grants program, Council allocated funds equitably under Section 356 of the *Local Government Act 1993*, based on merit of each request for financial support.

A dedicated Panel reviewed all applications, carefully assessing each submission against set criteria to determine the merit and potential impact of proposed activities and projects in line with the Community Strategic Plan.

Council has undertaken a comprehensive review and update of its Community Assistance Grants Policy to ensure that the program continues to meet the evolving needs of local community groups and organisations.

The revised policy provides a clear framework for the allocation of funding, promoting transparency and fairness in the assessment process.

This systematic approach has enabled Council to distribute resources effectively, supporting a diverse range of activities that strengthen community engagement and development across Broken Hill.

ADVOCACY AND COMMUNITY SUPPORT:

GRANTS 2022-2024 – Council plays a strong advocacy role in supporting local projects to successfully apply for funding, recognising that projects aligning with the Community Strategic Plan, contribute to enhancing the liveability of the City.

The collaborative approach of the teams in Broken Hill City Council resulted in Council successfully procuring more than \$18M (2021/22), \$26M (2022/23) and \$10M (2023/24) in grant funding, for various infrastructure projects, programs and community events.

Throughout the past 3 years, Council has provided support and advice for community groups seeking funding through programs such as Stronger Country Communities, Regional Events Fund, NSW Women's Week Grant Program, Public Health and Chronic Disease Program and Local Sport Grant Program; writing letters of support for several projects for major event funding, such as the Perfect Light Film Festival, Mundi Mundi Bash (including sealing of the main road at Mundi Mundi) and Broken Hill Festival; as well as support for significant projects such as Alcohol and Other Drugs Treatment Centre, extensions to the Country Universities Centre and Higher Education facilities.

KEY ACHIEVEMENTS - WE UNITE TO SUCCEED IN AUSTRALIA'S FIRST HERITAGE LISTED CITY

GRANTS RECEIVED 2023/24 – The collaborative approach of the teams in Broken Hill City Council resulted in Council successfully procuring more than \$10M in grant funding for various infrastructure projects, programs and community events this year. The end result of a 62% decrease in funding from the previous year is largely due to the procurement of funding for large projects such as the Library redevelopment and the Airport Taxiway Upgrades in 2022/23.

Council also provided support and advice for community groups seeking funding through programs such as the Regional Events Fund, NSW Women's Week Grant Program, Public Health and Chronic Disease Program and Local Sport Grant Program. These funding applications supported projects that all aimed to enhance the liveability factors of Broken Hill and aligned with the Community Strategic Plan. Broken Hill City Council also expressed its support to the NSW government for the sealing of the main road at Mundi Mundi, which would enable the continued successful delivery of the Mundi Mundi Bash.

Council plays a strong advocacy role in supporting local projects to successfully apply for funding, recognising that projects that align with the Community Strategic Plan contribute to enhancing the liveability of the City.

Received from	Funding for	Amount
Building Better Regions Fund Infrastructure Projects Stream Round 5	CBD Revitalisation and Activation Project	\$148,220
Financial Assistance Grant	Annual Grant For Local Government Operations	\$6,345,956
Traffic Route Lighting Subsidy Scheme (TRLSS)	Street Lighting Maintenance	\$116,000
Public Library Funding 2023/24	Library Operations	\$92,378
Roads To Recovery 2023/24	Hebbard Street Upgrade	\$310,580
Fixing Local Roads Round 3	Thomas and O'Farrell St Intersection Upgrade	\$169,351
Regional Roads Block Grant	Gypsum St Upgrade	\$341,000
Regional Emergency Road Repaid Fund (RERRF)	Local roads repair	\$651,756
Outback Letterbox Funding 2023/24	Library Outback Letterbox Operations	200,000
Floodplain Management Program	Broken Hill Flood Study	\$25,824
Program Funding Agreement	Art Gallery Programs	\$100,000
Country Passenger Transport Infrastructure Grant Scheme 2022/23	Upgrade to Broken Hill Bus Stops	\$30,600
Museum Advisor Program Agreement 2023/24	Museum and Heritage Consultation	\$14,000
Local Priority Grant 2023/24	Library Programs	\$25,000
Reconnecting Regional NSW - Community Events Program	New Year's Eve Celebrations	\$27,991
NSW Weeds Action Program	Local Weed Control Management Plan	\$20,500
Regional Youth - Winter and Spring Break Funding 23/24	Cinema Screening Sessions and Scooter Workshops	\$9,923
Regional Youth - Summer and Autumn Break Funding 23/24	Youth Events - Summer Cyclone and Where All The Cool Kids Are!	\$6,670
Small Business Month – October 2023	Small Business Month – October 2023	\$2,500
Youth Week 2024	Youth Week 2024	\$3,412
Regional NSW Infrastructure Grants – Round 1	Retrospective Funding For Airport Taxiway Lighting Upgrades	\$1,166,176
Strong Country Communities Fund (SCCF) 3	Retrospective Funding For Sturt Park Skatepark Project	\$186,000

TOTAL \$10,083,928

2022-2024 ACHIEVEMENTS - WE UNITE TO SUCCEED IN AUSTRALIA'S FIRST HERITAGE LISTED CITY

Ensured collaborative approach to Community Strategic Plan implementation by:

- Meeting regularly with key stakeholders from Health, Housing, Education, Police for ongoing alignment to Community Strategic Plan.

Developed and built strong relationships with State and Federal Governments and agencies by:

- Correspondence to State and Federal Government regarding NDIS funding opportunities impacted by Broken Hill's classification of Urban/Regional rather than Remote.
- Correspondence to State and Federal Government regarding the lack of Child Care facilities and staff.
- Correspondence to State and Federal Government regarding Broken Hill's classification and the changes to Aged Care requirements impacting the availability of Aged Care beds.
- Submission to State Government regarding Local Government Remuneration Tribunal – Annual Determination.
- Submission to IPART regarding Local Government Draft Terms of Reference of Council Financial model in NSW.
- Submission to State Government regarding Inquiry into Local Government Funding and Financial Sustainability.
- Submission to State Government for review of *Regional Development Act 2004*
- Submission to NSW Environment Protection Authority regarding review of Waste Levy Issues paper.
- Engaging regularly with State and Federal Members, Ministers and Minister for Local Government to discuss key issues including:
 1. Lack of Electric Vehicle charging stations
 2. Reinstatement of Spencer Gulf Nightly News
 3. Suspension of Regional Seniors Travel cards
 4. Broken Hill Lead Program
 5. Sealing of the Wilangee Road for the Broken Hill Mundi Mundi Bash
 6. Aged Care funding
 7. ClubGRANTS funding
 8. Resources for Regions funding
 9. Lack of Bariatric Ambulance
 10. Project support for CBH Resources and the prioritisation of mining projects including Cobalt Blue, Hydrostor, Hawsons and Compressed Air Energy Storage projects
 11. Freeing up of Crown lands
 12. Fruit Fly eradication
 13. Child Care
 14. Willyama High School closure and rebuild
 15. Far West Community Legal Centre
 16. Membership of the Audit Risk and Improvement Committee
 17. Closure of Allison House
 18. Cost Shifting
 19. Mobile communications
 20. Broken Hill's Classification for funding
 21. 60-day PBS
 22. Trades Hall World Heritage Listing
 23. Broken Hill's water quality
 24. Mandatory Cashless Gaming Cards
 25. Menindee Fish kill
 26. Valuer General's land valuations
 27. Upgrade of historical graves at Cemetery
 28. Continuation of funding for TROVE historical database

ACHIEVEMENTS IN OUR LEADERSHIP

OUR COMMUNITY IS ENGAGED AND INFORMED

Key Achievements

ENGAGING COMMUNITY: COMMUNITY STRATEGIC

PLAN – Your Broken Hill 2040 is a whole of community plan, in which levels of government, state agencies, business, educational institutions, community groups and individuals have an important role.

The Community Strategic Plan (CSP) outlines the community's main priorities and aspirations for the future and includes strategies for how we will achieve them.

While Council had a custodial role in initiating, preparing and maintaining the Community Strategic Plan on behalf of the Local Government Area, it is not wholly responsible for its implementation. Other partners, such as state agencies and community groups, may also be engaged in delivering the long-term objectives of the Community Strategic Plan.

Broken Hill City Council initiated and facilitated the development of this community plan and continued to have a custodial role during its implementation, monitoring, reporting and review.

Your Broken Hill 2040 was developed with extensive community input including representatives from community, government, business, health, education institutions, non-government organisations, First Nations people, community groups and Council staff.

Social justice principles of equity, access, participation and rights were central to the development of this plan under the theme headings of community, economic, environmental and civic leadership.

Results from a series of engagement activities informed the development of the Community Strategic Plan – Your Broken Hill 2040.

Key questions considered throughout the development of this Plan:

- Where are we now?
- Where do we want to be in ten years' time?
- How will we get there?

- How will we know when we have gotten there?

The community were also asked to describe what makes us a flourishing community.

To support the achievement of our community vision, collaborative efforts focus on four interconnected themes:

1. Our Community – We value lifestyle and wellbeing; a place that encourages safe, active, cultural and social opportunities

2. Our Economy – We value a diverse economy which is resilient and adaptable to change, making the best use of the unique advantages of our remoteness and lifestyle

3. Our Environment – We value our unique landscape; we are committed to conservation and preservation of the natural environment and greater reduction of the human impact to ensure a sustainable and healthy community

4. Our Leadership – We value collaboration and working together for the greater good – Broken Hill community continues shared responsibility for good governance



Consultation for the plan began with an analysis of Council plans, local strategic plans from business, industry and agencies and a background paper highlighted some megatrends, which informed the face-to-face engagement. The engagement activities targeted groups, industries, individuals and communities.

Community engagement included facilitated forums, pop up information booths in Argent Street and Westside Plaza, surveys, individual interviews and interviews with small groups with special interests.

People involved in engagement activities were generous and forthright and could both name what was great about Broken Hill and where our City's challenges lie.

OUR COMMUNITY IS ENGAGED AND INFORMED

INCLUSIVE CITY PLANNING: DISABILITY INCLUSION

ACTION PLAN – Broken Hill City Council's new Disability Inclusion Action Plan (DIAP) for 2022-2026 reaffirmed its commitment to creating a community where people of all abilities can fully participate.

Developed in line with the NSW *Disability Inclusion Act 2014*, the plan was shaped through extensive review of Council's 2017-2021 DIAP and consultations with people with disability, their families and supporters.

To address barriers to inclusion, it focuses on four key areas:

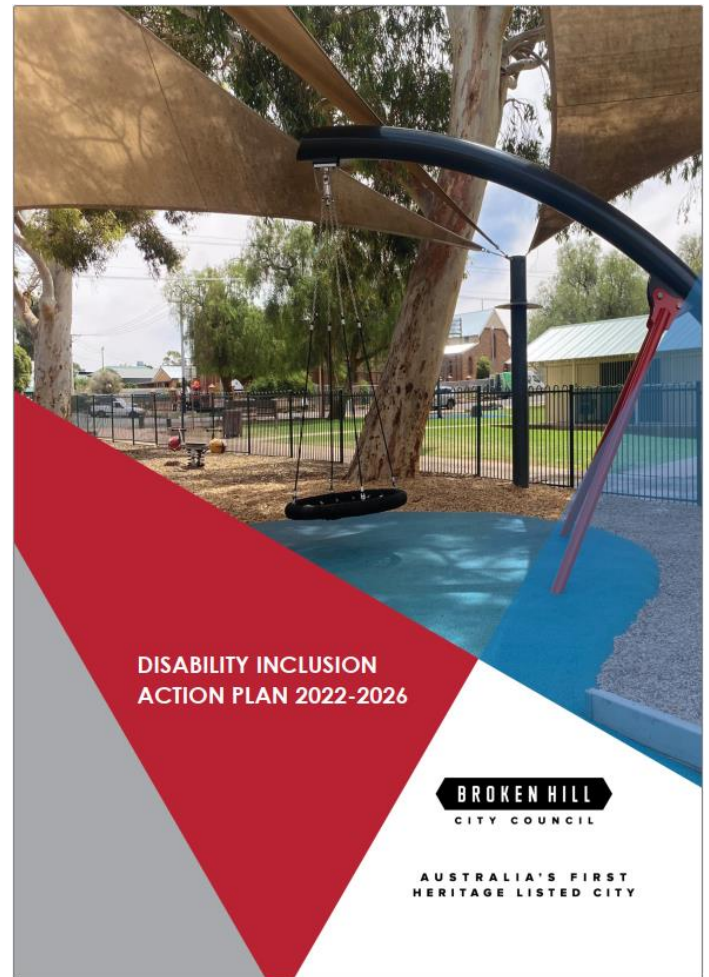
- Attitudes and Behaviour,
- Liveable Communities,
- Systems and Processes; and
- Employment.

The 2022-2026 Disability Inclusion Action Plan aligns with the broader Community Strategic Plan; along with Council's Delivery Program and Operational Plan, ensuring that its objectives and actions are integrated into Council's ongoing operations.

By embedding the DIAP into the Integrated Planning and Reporting Framework, Council provides regular updates on its progress, demonstrating its dedication to a more inclusive and accessible Broken Hill.

COMMUNITY ENGAGEMENT – Throughout the term, Council has used diverse strategies and techniques for engaging the public across multiple projects and initiatives, tailored to the necessary level of community involvement required.

These methods have involved a variety of approaches, including community engagement sessions at outdoor events and shopping centres, surveys, focus groups with staff and consultants at specific sites, media release, social media campaigns, radio interviews, interactive public events within Council facilities, pop-up activities in Town Square, targeted discussions, public displays and exhibitions, advertising and public notices.



2022-2024 ACHIEVEMENTS – OUR COMMUNITY IS ENGAGED AND INFORMED

Increased community involvement in decision making by:

- Facilitating community engagement sessions for projects.
- Facilitating public forums at Council meetings.
- Implementing robust Section 355 Induction Program with face-to-face sessions and hard copy induction package.
- Facilitating community engagement in Budget

Increased knowledge and awareness of challenges and opportunities by:

- Inviting community participation on Working Groups and Committees to discuss issues and progress projects.
- Facilitating community engagement sessions including Community Strategic Plan, Disability Inclusion Action Plan, Economic Development Strategy, Liveability Strategy, Airport Master Plan, Town Square Redevelopment, Wayfinding project, new and reviewed policies and strategies.
- Facilitating public submission process for policies, strategies, projects.

DISABILITY INCLUSION ACTION PLAN 2022-2026

Our commitment is to 'improving opportunities for people with disability of all ages to access the full range of services and activities available in the local community'.



ACHIEVEMENTS IN OUR DISABILITY INCLUSION ACTION PLAN

A2.3.12 Ensure that any future refurbishment of the Council Administration Building includes provision for a lower information desk for people using wheelchairs; availability of hearing loop; and a meeting room enabling sound privacy.

ADMINISTRATIVE BUILDING GROUND FLOOR REFURBISHMENT – Council's Administration Building ground floor was refurbished and officially opened February 2024, providing both Library and Customer Relations services.

Accessibility improvements included new:

- Accessible toilet with wheelchair access and parent room
- Accessible desks with wheelchair access for Customer Relations and Library customers
- Acoustic panels to reduce noise in public areas and hearing loop in the Library section



2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

PROJECT WORKS – ACCESSIBILITY IMPROVEMENTS

ADMINISTRATIVE BUILDING CAR PARK – New accessible car parks were installed, with a shared zone and access ramp. The previous accessible car parks were not compliant.

QUEEN ELIZABETH PARK – Works were completed in December 2021 and the Park reopened in 2022, with new accessibility features including accessible public amenities, playground equipment, BBQ, tables with seating, pathways to connect all areas and a ramp for train access.

The West Darling Machinery Preservation Society also made modifications to a train carriage to enable accessibility.



2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

PROJECT WORKS – ACCESSIBILITY IMPROVEMENTS

BROKEN HILL SKATE PARK – The newly upgraded Skate Park was officially opened in June 2022. Concrete pathways and paved areas were included to ensure users could move freely between equipment and refuge areas.

Accessible tables, seating and drinking fountain were installed.

The Skate Park equipment was designed to be used by all abilities.



BROKEN HILL ART GALLERY BUILDING – The focus of works undertaken at the Art Gallery was replacing the roof, new air conditioning, new flooring, wall repair/render and painting.

During these works it was identified that an opportunity existed to include the installation of an accessible front door in the scope. This inclusion ensures visitors to the Gallery can now enter unassisted.



Another addition to the building was a lift to increase accessibility, providing an inclusive physical experience to the upper level.

Clear pathways and easy access to the Gallery workshop for those using wheelchairs or mobility supports was also ensured.

The workshop's close disability parking without any barriers to access the workshop increased accessibility for users.

These upgrades ensure the Art Gallery building is accessible to everyone.

2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

ROADS AND FOOTPATHS – ACCESSIBILITY IMPROVEMENTS

A2.2.02 Increase the continuous accessible paths of travel to key places

ACTIVE TRANSPORT PLAN

– Council continued significant footpath and kerb ramp improvement works on priority areas identified within the Active Transport Plan, to make movements for both pedestrians and road users safer and inclusive.

The Active Transport Plan improvements included shared travel paths receiving new 2400-2500mm concrete paths with slip-rating surface finishes and installation of new kerb ramps compliant with the requirements of AS1428. This included Routes 1, 2, 4, 6 and 8 of the Active Transport Plan. 2023/24 alone saw improvement of over 1km of shared paths and installation of 12 kerb ramps. The routes connect residents to key amenities in the City including shopping centres, schools and government services.

Improving
access

Increasing
safety

Connecting
destinations

Designing a
network

Increasing
cycling

Promoting
physical
activity



Morgan Street



Route 1 – Blende Street



Route 4 -Talc Street



Route 6 – Uranium Street



Route 6 – Morgan Street

2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

ROADS AND FOOTPATHS – ACCESSIBILITY IMPROVEMENTS



GYPSUM STREET PROJECT

– More than eight kerb ramps were installed together with two refuge islands.



GALENA/MERCURY/TALC INTERSECTION ROUNDABOUT PROJECT

– Previously only had two kerb ramps. The upgrade now boasts eight kerb ramps and four refuge islands.



IODIDE STREET PROJECT – UNION STREET TO CUMMINS STREET

– Eight kerb ramps were installed at the intersection of Iodide and Cummins Streets. The existing kerbs were 800mm wide while the new kerbs are now 2.4 metres wide.



2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

SCHOOL SAFETY ZONE PROJECT – ACCESSIBILITY IMPROVEMENTS

A2.2.01 Ensure ramps at school bus bay areas are included in the Active Transport Plan

Significant upgrades to public footpaths, kerb ramps and general safety infrastructure were carried out around schools in the City in 2022 under a program funded by Transport for NSW. This included consultation with school administrators.



Alma Public School
Comstock Street



Burkeward Public School
Rakow Street



North Public School
Chapple Street



North Public School - McCulloch Street



Railwaytown Public School - Wills Street

2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

COMMUNITY DEVELOPMENT – ACCESSIBILITY IMPROVEMENTS

A2.2.04 Provide quiet/sensory areas in Council buildings and at Council events

NEW SENSORY ZONE – Council introduced a “Sensory Zone” at the Christmas Pageant and New Year’s Eve events for 2022. The zone was funded by the NSW State Government Community Events Program.

The Sensory Zone ran from the Oxide/Wolfram Street roundabout to the Oxide/Beryl Street roundabout with signage marking the area. All floats contributed ensuring there were no sirens, horns or music for the length of this block.



A large crowd gathered along this section and Social media comments were overwhelmingly positive regarding this introduction.



Thanks Broken Hill City Council for making this year's Christmas Pageant a more inclusive community event!



Equipment purchased has been introduced to Council events ongoing.

NEW YEAR’S EVE – Sensory Zone equipment included:

- Wheelchair accessible sensory tents
- Soft play equipment
- Sensory touch play
- Sand play
- Water play
- Lighting effects
- Music features
- Silent Disco



COMMUNITY EVENTS – The drop-off zone for events at Sturt Park continued to be utilised for Council events and encouraged for large community events.

Council Events also include the Sensory Zone for indoor events.



2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

COMMUNITY DEVELOPMENT – ACCESSIBILITY IMPROVEMENTS

A2.3.02 Incorporate Access and Inclusion Plans into events

ACCESSIBLE CHRISTMAS DISPLAY – In 2022 Council introduced an accessible Gift Box to the Town Square display for all community members to enjoy each Christmas.



DISABILITY INTERAGENCY – The need for a **Disability Interagency** was identified due to the nature of NDIS funding and the difficulties faced by providers in Broken Hill's thin market.

The interagency first met on Tuesday 26 April 2022 and has met monthly since. Initial meetings attracted 5-10 members. Recent meetings have included over 30 individuals from an array of services. There is benefit in enabling services to network and gather information in one place from local people.

In 2022 a partnership was formed with **Disability Sports Australia** to bring options for accessible sports to the Broken Hill community.



VARIETY ACTIVATE INCLUSION SPORTS DAY – Council was a partner of the Variety Activate Inclusion Sports Day facilitated by Disability Sports Australia in March 2023 at the PCYC. Council aided in the booking and use of A.J. Keast Park, as well as covering the hire fee for the PCYC Hall. Council's Community Development Officer was in attendance on the day.

The event was aimed at kids aged 5-18 with learning difficulties, intellectual, sensory and physical disabilities to come out and try a range of sports in a fun and inclusive environment.

There were approximately 30 young participants on the day, with accessible bus transfer to and from the event for the youth attending from local schools.



2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

CULTURAL FACILITIES – ACCESSIBILITY IMPROVEMENTS

A2.3.09 Continue to design Library activities that provide adjustments enabling people with disability to attend

BROKEN HILL CITY LIBRARY – The Library continued to offer an inclusive environment where participants feel comfortable to visit and participate. By providing programs and services with the opportunity and flexibility to adjust to differing abilities, ages and needs, the Library ensures inclusion with its program delivery. Adjustments are made when and where required for people with disability to attend.

KEY WORD SIGN – The Library made the addition of Keyword Sign to Baby Bounce and Rhyme Time to encourage awareness and use from a young age. This enables people to feel more comfortable using Keyword Sign in other situations.

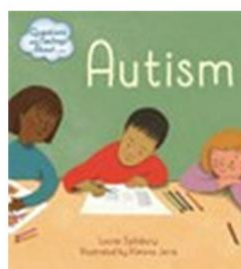
LIBRARY RESOURCES – Accessible public and gaming computers are available at the Library for use by the community.



The Library continued to purchase and provide access to books on disability inclusion and health and wellbeing, either in hardcopy or as an eBook through the 24/7 Digital Library.

The Library also has a wide selection of disability inclusion related material available in its eResources collection.

The Library also supplied books with suitable dyslexic font to provide access for people with dyslexia.



2022-2024 KEY ACHIEVEMENTS – DISABILITY INCLUSION ACTION PLAN

CULTURAL FACILITIES – ACCESSIBILITY IMPROVEMENTS

A1.1.05 Consult with inclusive communications experts to support inclusion and manage differing needs

VISITING THE LIBRARY SOCIAL STORY – A social story uses photos and simple text to show children on the autism spectrum what to expect and how to act in unfamiliar settings. The social story “Visiting the Library” is made available in hard copy at the Library.

LIBRARY TRAINING AND COLLABORATION – Library staff met with Mission Australia in late 2023 to collaborate on improving programming and service delivery. The collaboration and awareness training included:

- Improving social inclusion, participation and relatedness in the community for children with sensory processing difficulties, developmental delay and disability.
- Increasing community capacity to support children (their families and carers) with sensory processing difficulties, developmental delay and disability.
- Improving community attitudes towards children (their families and carers) with sensory processing difficulties, developmental delay and disability.



ADULT LITERACY PROGRAM – READING WRITING HOTLINE – An adult literacy volunteer program was made available at the Library for persons in the community wishing to improve their reading, writing and maths skills.

EDUCATIONAL TOYS – A range of educational toys and new shelving has been placed in the Children's Library to house the toys, which can be played with in the Library or borrowed and taken home.

These toys encourage cognitive development, fine motor skills and problem-solving.



HOME LIBRARY SERVICE – This free home delivery service to eligible residents who are unable to visit the Library, was provided throughout the term.

Library staff select and package material according to individual needs and deliver direct to residents on a scheduled basis.

CULTURAL FACILITIES – ACCESSIBILITY IMPROVEMENTS

A2.3.11 Continue to offer Art Gallery activities with adjustments for people with disability

BROKEN HILL CITY ART GALLERY – The Gallery remained accessible with participation open to everyone and continued to offer an inclusive environment where participants feel comfortable to visit.

Adjustments are made when and where required for people with disability to attend.

The Gallery continued to host inclusive events and programs. These included exhibition openings, Adult Skills workshops, ArtsCOOL after school education programs for different age groups, Art in Conversation evenings and Maari Ma Indigenous Art Awards.

The Gallery provides printed instructions as well as having verbal and physical demonstrations for those who are neurodiverse or interpret information differently. The number of participants in workshops are kept low to cater for those with hearing or sensory sensitivities.



ACCESSIBILITY FEATURES

– Building upgrades include an automatic opening front door and lift, ensuring attendance for everyone. The accessibility features for the Gallery are listed

online on the Gallery website, social media and Google business listings, as well as updated annually (or as changes occur) for tourism websites. These features are also listed on event specific marketing and general Gallery print marketing.

Access

The Broken Hill City Art Gallery welcomes everyone. We are committed to sharing the rich histories and stories of our collection and exhibitions, and supporting a memorable journey from beginning to end for all visitors to the gallery and all access needs. The Gallery has undergone upgrades to the building including an automatic opening front door and a lift to ensure that the building is accessible to everyone.



PROGRAMS/EVENTS – The Gallery conducted its regular after school art program ArtsCOOL, supporting students with disability to participate. The Teen program also supported an NDIS support worker for student participation. These programs were run alongside school workshops and tour groups.



TOURISM – ACCESSIBILITY IMPROVEMENTS

A2.3.13 Ensure the Visitors' Information Centre has a section of the information counter at a lowered height to accommodate visitors who use wheelchairs



ACCESSIBLE COUNTER – Works were undertaken at the Visitor Information Centre to incorporate a section of the information counter to be at a lowered height, accommodating visitors who use wheelchairs or customers who require seating.

A1.2.02 Continue to support staff to develop web content and design compatible with Web Content Accessibility

NEW ACCESSIBLE TOURISM WEBSITE – www.visitbrokenhill.com launched officially April 2023 and has been built on the OpenCities platform (same as Council website). The website meets Web Content Accessibility Guidelines (WCAG) 2.0

accessibility standards. These are developed in cooperation with individuals and organisations around the world, with a goal of providing a single shared standard for web content accessibility.

IT'S *out* THERE...
BROKEN HILL, OUTBACK NSW

ACCOMMODATION GUIDE – The current accommodation guide template produced by the Visitor Information Centre (VIC) was reviewed and highlights properties that are wheelchair accessible and have a wheelchair accessible bathroom. This guide is available in hard copy at the VIC or digitally on Council's website.



Visitor Information Centre staff encourage the local tourism industry to keep their free listing on the Australian Tourism Data Warehouse up to date, including detailed information on their accessibility features. The information in this database can be accessed via all government tourism websites including visitnsw.com.au.

FOCUS AREA 1: ATTITUDES AND BEHAVIOURS

ACHIEVEMENTS

Supported and promoted inclusion and inclusivity by:

- Increasing usage of infographics and simple English in publications and plans including Community Strategic Plan – Your Broken Hill 2040, Annual Report, Event posters, advertisements, education resources and community engagement activities, documents and public notices.
- Developing and implementing guidelines on adjusting environments and activities for events, programs and services and providing ongoing opportunity for inclusion and participation for all attendees.
- Participating in training to better understand neurodiversity and learning key word sign to make programming more inclusive.
- Supporting and promoting events such as International Day of People with Disability, RU OK? Day, Pink October, Blue November, World Diabetes Day, Lifeline How's Your Mate, Wear it Purple Day, International Women's Day, Youth Homelessness Matters Day.
- Purchasing magnifying glasses and large face clocks and displaying in Council facilities.
- Displaying SCOPE Communication Bill of Rights in Council facilities.
- Engaging with Broken Hill Regional Aquatic Centre to consider all aspects of inclusive access for all attendees.

Continued to support staff to communicate with people with disability respectfully, confidently and effectively by:

- Supporting staff to develop skills in drafting accessible documents.
- Ensuring staff develop web design and content compliant with Web Content Accessibility Guidelines 2.0.
- Supporting staff during Infrastructure team meetings to develop confidence and communication skills, to communicate and engage with people with disability.
- Including consultation with Capital Projects Working Groups and Disability Inclusion Action Plan Monitoring Group to identify high priorities for Active Transport Plan.
- Providing regular Active Transport Plan progress updates through media release, social media and on Council's website.

FOCUS AREA 2: LIVEABLE COMMUNITIES

ACHIEVEMENTS

Determined priorities for improving footpaths, crossings and kerb ramps by:

- Consulting with DIAP Monitoring Group and Capital Projects Team to determine Active Transport Plan priorities.
- Promoting progress of Active Transport Plan on social media and Council website.

Addressed issues to improve access by:

- Ensuring refurbishment of Council Administration Building ground floor area for temporary Library project included provision for lowered information desks for wheelchair access, availability of hearing loop and acoustic panelling.
- Lowering height of counter at Visitor Information Centre for wheelchair access.
- Undertaking community consumer satisfaction survey.
- Upgrading and installing new kerb ramps at school bus bay areas, focusing on accessibility and safety.
- Facilitating path modifications and new kerb ramp installations to improve accessibility around the City.
- Identifying parks for future bark chip replacement with alternative soft fall measures.
- Providing quiet sensory areas in the Library.
- Consulting with Project Steering Group and representatives of Disability Service users and providers for future development of playground areas suitable for physical and non-physical disabilities.
- Developing template to gather data on accessibility/inclusion features of Council Buildings, parks and playgrounds.

Increased accessibility and inclusion in Council hosted activities by:

- Incorporating access and inclusion plans into Council hosted event plans including small and large events.
- Implementing a quiet sensory zone in an area of the Christmas Pageant parade, allowing viewing without loud sounds such as sirens, music and horns.
- Implementing sensory play equipment with wheelchair access at New Year's Eve event, along with a silent disco.
- Assisting seat booking at Civic Centre to enable easy access to seating for people using wheelchairs. Planning in progress to allow for removal of seats for customers with mobility aids to ensure access to preferred seating.
- Consulting with key stakeholders to collect data and discuss communication with local businesses to participate in Access and Inclusion Information Collection Project.
- Ensuring programming and regular review for activities in Library, Gallery and Events enable adjustments to be made as needed to adapt requirements for inclusion and accessibility for all participants.
- Facilitating culturally safe and appropriate programs at Library, Events and Gallery for Aboriginal and/or Torres Strait Islander persons with disability.
- Investigating accessibility features of Council buildings and development of PDFs showing Council building access features and activities hosted within buildings.

Improved access to Council Facilities by:

- Including accessible toilet, desks allowing wheelchair access and hearing loop in newly renovated ground floor section of Council's Administrative Centre for Library and Customer Relations Services.
- Including a lowered section for wheelchair access at the Information Services counter in the Visitor Information Centre.
- Including an automatic opening door and lift access at the Broken Hill City Art Gallery.

FOCUS AREA 3: SYSTEMS AND PROCESSES

ACHIEVEMENTS

Supported accessibility of information produced by Council by:

- Accessing International Day of People with Disability Branding Guidelines 2018 and investigating development of guidelines for creating accessible documents.

Incorporated accessibility and inclusion considerations in procurement by:

- Reviewing procurement systems and contracts to ensure accessible and inclusive practices are used when awarding Tenders and contracts.

Assisted community engagement and consultation to be inclusive by:

- Reviewing procedures and work practices to ensure inclusion is built in when planning engagement and community consultation sessions.
- Including methods for engaging 'harder to reach' groups into Engagement Strategy, with all future reviews to maintain focus on this.

Improved systems and processes by:

- Continuing to support and provide opportunities to expand the DIAP Monitoring Group, with feedback to Council considered when improving systems and processes.
- Commencing development of database of key community contacts for collation of information on 'accessible Broken Hill'.
- Consulting with key stakeholders to discuss accessible tourism and commence database collation of photographs of tourism venues, places, routes, Council buildings and parks.

FOCUS AREA 4: EMPLOYMENT

ACHIEVEMENTS

Reviewed Council recruitment and employment processes to ensure they provide fair and barrier free opportunity to candidates who have a disability by:

- Ongoing membership to the Australian Network on Disability
- Investigating free resources available from the Australian Network on Disability
- Investigating guides to ensure best practice policy update
- Implementing a Recruitment Framework which addresses making reasonable adjustments for all applicants during employment processes
- Undertaking workshops to understand Information Technology Strategy requirements, ensuring a commitment to include consideration of reasonable adjustment and use of assisted technology
- Endorsing Information and Communication Technology Strategy 2019-2022 and Roadmap 2019-2022

DOING BUSINESS WITH COUNCIL

CUSTOMER RELATIONS

The Customer Relations team is Council's first contact point for the community and is available for face-to-face enquires from 9am to 5pm and telephone enquiries from 8.30am to 5pm, Monday to Friday.

Council's cashier closes at 4pm daily.

PUBLIC OFFICER

Council's Public Officer can provide information on Council's plans, policy documents and information under the *Government Information (Public Access) Act 2009*.

COUNCIL NOTICES

Council posts public notices regularly on its website, including information about proposed developments, draft policies, positions vacant and Council meeting dates and times. Council advertises in other publications when relevant and uses social media to keep the community informed of current news and updates.

COUNCIL WEBSITE

Council's website can be accessed at www.brokenhill.nsw.gov.au. The website includes information about Council services, media releases, positions vacant, booking information for Council facilities, forms and online payments. Public documents can also be accessed on the website and includes Business Papers, Integrated Planning and Reporting documents, Plans and Policies, Fees and Charges.

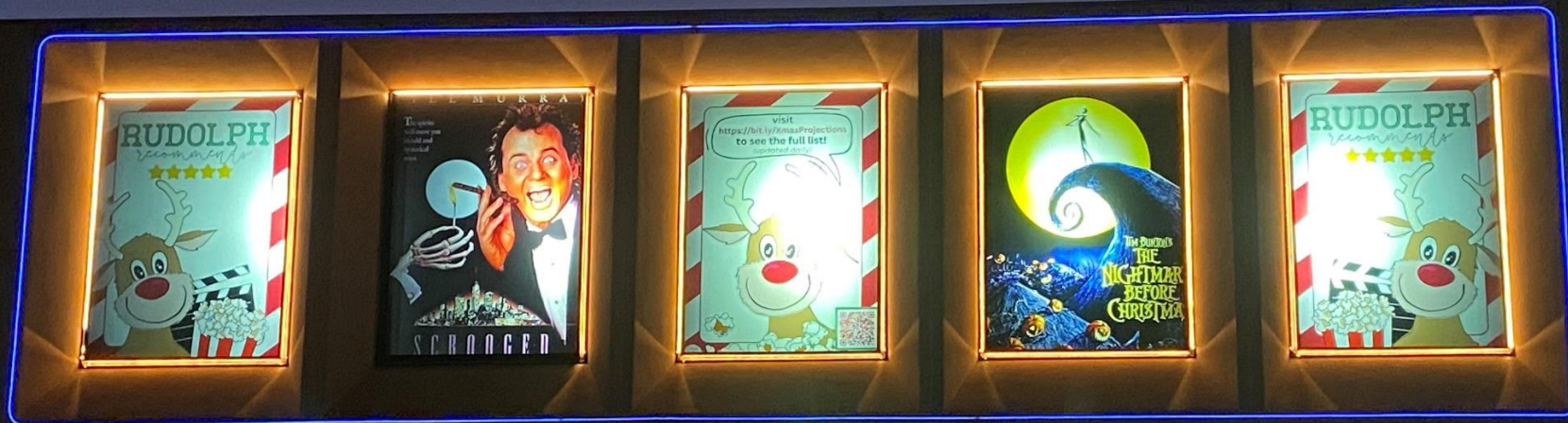
CORRESPONDENCE

All correspondence to Council should be addressed to the General Manager and forwarded to:

Broken Hill City Council
PO Box 448
BROKEN HILL NSW 2880
Email: council@brokenhill.nsw.gov.au

COUNCIL CONTACT DIRECTORY

CONTACT	CONTACT DETAILS
IN PERSON	9am to 5pm Council Administrative Centre 240 Blende Street Broken Hill NSW 2880
POST	Broken Hill City Council PO Box 448 Broken Hill NSW 2880
PHONE	08 8080 3300 – 8.30am to 5pm
FAX	08 8088 3424
EMAIL	council@brokenhill.nsw.gov.au
OPENING HOURS	9am to 5pm Monday to Friday Cashier closes at 4pm
EMERGENCY AFTER HOURS CONTACT NUMBERS	
ANIMAL CONTROL	02 8579 0325
WASTE SERVICES	0409 712 776
FALLEN TREES, FOOTPATHS, PROPERTIES AND AMENITIES	0408 858 493





www.brokenhill.nsw.gov.au