



# BUSINESS PAPER

Policy and General  
Committee Meeting

Council Chambers  
23 August 2023

5.30pm

**BROKEN HILL**

CITY COUNCIL

**AUSTRALIA'S FIRST  
HERITAGE LISTED CITY**

## MEMBERS OF THE POLICY & GENERAL COMMITTEE:

Mayor Kennedy, Deputy Mayor Hickey, Councillor Algate (Chairperson), Councillor Boland, Councillor Browne and Councillor Jewitt

Notice is hereby given, in accordance with the provisions of the *Local Government Act 1993*, that the Policy and General Standing Committee of the Broken Hill City Council will be held in the Council Chambers on **Wednesday, 23 August 2023** commencing at **5:30pm** to consider the following business:

AGENDA	
1	Opening the Meeting
2	Apologies
3	Leave of Absence Applications
4	Prayer
5	Acknowledgement of Country
6	Acknowledgement of Broken Hill's Mining History
7	Minutes for Confirmation
8	Disclosure of Interest
9	Reports
10	Confidential Matters
11	Conclusion of the Meeting

### STATEMENT OF ETHICAL OBLIGATIONS

All Councillors undertook an Oath or Affirmation at the beginning of their term of office and declared to undertake the duties of the office of Councillor in the best interests of the people of the Broken Hill Local Government Area and the City of Broken Hill; and that they will faithfully and impartially carry out the functions, powers, authorities and discretions vested in them under the *Local Government Act 1993* or any other Act to the best of their ability and judgment.

### LIVE STREAMING OF COUNCIL MEETINGS

This Council meeting is being streamed live, recorded, and broadcast online via Facebook. To those present in the gallery today, by attending or participating in this public meeting you are consenting to your image, voice and comments being recorded and published. The Mayor and/or General Manager have the authority to pause or terminate the stream if comments or debate are considered defamatory or otherwise inappropriate for publishing. Attendees are advised that they may be subject to legal action if they engage in unlawful behaviour or commentary.

**JAY NANKIVELL**  
**GENERAL MANAGER**

# MINUTES FOR CONFIRMATION

Minutes of the Policy And General Committee of the City of Broken Hill held Wednesday, July 19, 2023.



**MINUTES OF THE POLICY AND GENERAL COMMITTEE MEETING HELD  
WEDNESDAY, JULY 19, 2023 (5.30PM)**

**PRESENT:**

Councillor T. Kennedy (Mayor) Councillor J. Hickey (Deputy Mayor),  
Councillors B. Algate (Chairperson), Councillors M. Boland,  
M. Browne and H. Jewitt.

Councillor A Chandler.

General Manager, Director Corporate and Community, Director  
Finance and Commercial, Executive Officer and Executive Assistant.

Media (nil), Members of the Public (nil)

**APOLOGIES:**

Nil.

**LEAVE OF ABSENCE****APPLICATIONS:**

Nil.

**PRAYER**

Councillor Boland delivered the Prayer.

**ACKNOWLEDGEMENT OF COUNTRY**

Councillor Browne delivered the Acknowledgement of Country.

**ACKNOWLEDGEMENT OF BROKEN HILL'S MINING HISTORY**

Councillor Hickey delivered the Acknowledgement of Broken Hill's Mining History.

**MINUTES FOR CONFIRMATION****Recommendation**

Moved Councillor Michael Boland, Seconded Councillor Hayley Jewitt

That the Minutes of the Policy And General Committee meeting held Wednesday June 21,  
2023 be confirmed.

CARRIED UNANIMOUSLY

**DISCLOSURE OF INTEREST**

Nil.



**REPORTS**

1. BROKEN HILL CITY COUNCIL REPORT NO. 127/23 - DATED JULY 12, 2023 - COUNCILLOR ATTENDANCE AT THE LOCAL GOVERNMENT NSW ANNUAL CONFERENCE TO BE HELD IN SYDNEY 12-14 NOVEMBER 2023 D23/36628

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Deputy Mayor Jim Hickey**

1. That Broken Hill City Council Report No. 127/23 dated July 12, 2023, be received.
2. That Council determines its Councillor Delegates to attend the Local Government NSW Annual Conference to be held in Sydney 12-14 November 2023.
3. That Council determines its two voting delegates and advise Local Government NSW prior to 27 October 2023.
4. That Council determines any additional Councillor attendance at the Conference.
5. That Council considers motions to be submitted to the Local Government NSW Annual Conference.
6. That motions along with the accompanying Council resolution be submitted prior to the closing date of 15 September 2023.

**CARRIED UNANIMOUSLY**

2. BROKEN HILL CITY COUNCIL REPORT NO. 128/23 - DATED JULY 10, 2023 - COUNCILLOR ATTENDANCE AT THE LAUNCH OF THE STURT'S STEPS TOURING ROUTE, 14 AUGUST 2023 AT MILPARINKA D23/36305

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Councillor Hayley Jewitt**

1. That Broken Hill City Council Report No. 128/23 dated July 10, 2023, be received.
2. That Council considers Councillor representation at the Official Launch event of the Sturt's Steps Touring Route, 14 August 2023 at Milparinka.

**CARRIED UNANIMOUSLY**

3. BROKEN HILL CITY COUNCIL REPORT NO. 129/23 - DATED JULY 10, 2023 - COUNCIILLOR ATTENDANCE AT THE 40TH ANNIVERSARY EVENT OF THE BURRA TO BROKEN HILL WHEELBARROW PUSH, HELD IN BURRA ON 1 OCTOBER 2023 D23/36326

**Recommendation**

**Moved Deputy Mayor Jim Hickey, Seconded Councillor Hayley Jewitt**

1. That Broken Hill City Council Report No. 129/23 dated July 10, 2023, be received.
2. That Council considers Councillor representation at the 40<sup>th</sup> Anniversary tribute event of the Burra to Broken Hill Wheelbarrow Push being held in Burra by the Regional Council of Goyder on Sunday 1 October 2023.
3. That Council seeks interest from the community to form a Broken Hill team to enter the tribute version of the wheelbarrow push event (from Terowie to Burra) being held as part of the celebrations in Burra over the October Long Weekend, on Sunday 1 October 2023.

**CARRIED UNANIMOUSLY**

4. BROKEN HILL CITY COUNCIL REPORT NO. 130/23 - DATED JULY 05, 2023 - MINUTES OF THE AUDIT, RISK AND IMPROVEMENT COMMITTEE MEETING HELD 22 JUNE 2023 D23/35346

**Recommendation**

**Moved Deputy Mayor Jim Hickey, Seconded Councillor Marion Browne**

1. That Broken Hill City Council Report No. 130/23 dated July 5, 2023, be received.
2. That minutes of the Audit, Risk and Improvement Committee meeting held 22 June 2023 be received and noted.
3. That Council congratulates members of the Audit, Risk and Improvement Committee, General Manager and staff on the success and achievements of the Committee to be one of a small number of NSW Councils who are fully compliant with the Office of Local Government guidelines.

**CARRIED UNANIMOUSLY**

5. BROKEN HILL CITY COUNCIL REPORT NO. 131/23 - DATED JULY 07, 2023 - INVESTMENT REPORT FOR JUNE 2023 D23/36158

**Recommendation**

**Moved Councillor Michael Boland, Seconded Councillor Hayley Jewitt**

1. That Broken Hill City Council Report No. 131/23 dated July 7, 2023, be received.

**CARRIED UNANIMOUSLY**

6. BROKEN HILL CITY COUNCIL REPORT NO. 132/23 - DATED JULY 12, 2023 - WELCOME PACKS FOR ESSENTIAL WORKERS D23/36599

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Councillor Hayley Jewitt**

1. That Broken Hill City Council Report No. 132/23 dated July 12, 2023, be received.
2. That Council, in Partnership with the YMCA contribute one three month family aquatic centre membership to each welcome pack issued to essential workers by Regional Development Australia Far West at a cost to council of \$132 per family membership.

**CARRIED UNANIMOUSLY**

7. BROKEN HILL CITY COUNCIL REPORT NO. 133/23 - DATED JULY 07, 2023 - PROPOSAL TO RENAME SOUTH COMMUNITY CENTRE TO 'FRED JOBSON SOUTH COMMUNITY CENTRE' D23/28379

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Councillor Michael Boland**

1. That Broken Hill City Council Report No. 133/23 dated July 7, 2023, be received.
2. That the Broken Hill City Council Asset Naming Committee Meeting Minutes dated 28 April 2023, be received.
3. That Council notes that as per Minute No. 47217, the proposal to rename the South Community Centre to the 'Fred Jobson South Community Centre' was placed on public exhibition closing 25 June 2023, during which time Council received one anonymous invalid submission.
4. That Council approves the renaming of the South Community Centre to the 'Fred Jobson South Community Centre'; and that the Patton Village Broken Hill Association Inc be advised of the success of their proposal.
5. That all necessary actions be taken, including replacement of signage at the South Community Centre and an official renaming event be held at a date to be determined in consultation with Patton Village Broken Hill Association Inc.

**CARRIED UNANIMOUSLY**

8. BROKEN HILL CITY COUNCIL REPORT NO. 134/23 - DATED JUNE 27, 2023 - TEMPORARY SUSPENSION OF A PORTION OF THE CENTRAL BUSINESS DISTRICT (CBD) ALCOHOL-FREE ZONE FOR THE 2023 BROKEN HEEL FESTIVAL D23/33186

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Councillor Hayley Jewitt**



1. That Broken Hill City Council Report No. 134/23 dated June 27, 2023, be received.
2. That Council provide in principle support to begin the planning process for the temporary suspension of a portion of the CBD Alcohol-Free Zone for a section of Sulphide Street adjacent to The Palace Hotel, bounded by Crystal Street and Argent Street (see map).
3. That Council note the specific details of the suspension are Argent Street from 207 Argent Street to 227 Argent Street; Crystal Lane from behind 207 Argent Street to 227 Argent Street; and Sulphide Street from Crystal Street to Argent Street. This area will include all footpaths and car parks in the sections of Argent and Sulphide Streets.
4. That the temporary suspension be in place from 10am on Thursday, 7 September to 10am on Monday, 11 September 2023, subject to the conditions contained in the liquor licence.
5. That the temporary suspension of a portion of the CBD Alcohol-Free Zone for a section of Sulphide Street adjacent to The Palace Hotel, bounded by Crystal Street and Argent Street, be advised to the public by way of advertisement in the Barrier Truth. That the advertisement also confirms that all other existing alcohol-free zones in Broken Hill remain in force.
6. That the General Manager be authorised to implement the suspension and advertising processes on final advice of the Barrier Police District.
7. That Barrier Police District be advised of Council's decision.

**CARRIED UNANIMOUSLY**

9. BROKEN HILL CITY COUNCIL REPORT NO. 135/23 - DATED JULY 07, 2023 - NOMINATION FOR THE APPOINTMENT OF COMMUNITY REPRESENTATIVES TO SECTION 355 COMMUNITY COMMITTEE D23/36180

**Recommendation**

**Moved Councillor Marion Browne, Seconded Mayor Tom Kennedy**

1. That Broken Hill City Council Report No. 135/23 dated July 7, 2023, be received.
2. That Council appoint Ms Tori McManus and Ms Leah Carr as community representatives on the Norm Fox Sporting Complex Community Committee.
3. That Ms Tori McManus and Ms Leah Carr be advised of their appointment and advice also be sent to the Councillor Delegate/Chairperson of Committee.

**CARRIED UNANIMOUSLY**

*The General Manager took a question on notice from Mayor Kennedy regarding the issuing of a media release to provide the community with an update on the progress of the O'Neil Park Sporting Complex redevelopment project.*

10. BROKEN HILL CITY COUNCIL REPORT NO. 136/23 - DATED JULY 05, 2023 - MINUTES OF THE S355 AGEING WELL ADVISORY COMMITTEE MEETING HELD 3 MAY 2023 D23/35530

**Recommendation**

**Moved Councillor Marion Browne, Seconded Councillor Hayley Jewitt**

1. That Broken Hill City Council Report No. 136/23 dated July 5, 2023, be received.
2. That the minutes of the S355 Ageing Well Advisory Committee meeting held 3 May 2023 be received.
3. That Council prepare and send correspondence to Australian Unity to enquire if funding is available to operate the Bushview Cottage.
4. That Council endorses and acknowledges in writing the resignation of Dr Neil Jeyasingam from the Ageing Well Advisory Committee and express its gratitude and appreciation for his contribution to the Committee and the community.

**CARRIED UNANIMOUSLY**

**Procedural Motion**

**Moved Mayor Tom Kennedy, Seconded Deputy Mayor Jim Hickey**

That the Committee Meeting moves into confidential session as per Section 10A(2) of the *Local Government Act 1993* in order that the Committee can consider the confidential matters.

**CARRIED**

*Nil members of the media or public were present. The livestream of the meeting ceased at 5:55pm.*

**CONFIDENTIAL MATTERS**

11. BROKEN HILL CITY COUNCIL REPORT NO. 137/23 - DATED JUNE 26, 2023 - FAMILY DAY CARE PROPOSAL - CONFIDENTIAL  
**(General Manager's Note:** This report considers the evaluation of a childcare service business proposal and is deemed confidential under Section 10A(2) (c) of the Local Government Act, 1993 which provides for information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business).

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Councillor Hayley Jewitt**

1. That Broken Hill City Council Report No. 137/23 dated June 26, 2023, be received.
2. That Council note that following an internal assessment, Council does not have the resourcing capacity, a background in this service delivery or wide regulatory or compliance knowledge of this sector to be able to successfully take up service delivery and therefore would be subject to regulatory, financial and reputational compliance risk.
3. That Cobar is encouraged to submit its proposal to already Accredited and Approved agencies (under Federal and State regulations) with services already operating in the childcare industry.
4. That Broken Hill City Council supports and assists Cobar Shire Council in finding an alternate service provider if required.

**CARRIED UNANIMOUSLY**

12. BROKEN HILL CITY COUNCIL REPORT NO. 138/23 - DATED JULY 04, 2023 - REVIEW OF COUNCIL'S ONGOING FINANCIAL SUPPORT TO A LOCAL COMMUNITY ORGANISATION THROUGH COUNCIL'S COMMUNITY ASSISTANCE GRANTS PROGRAM - CONFIDENTIAL

**(General Manager's Note:** This report considers the financial position of a Community Assistance Grant recipient and is deemed confidential under Section 10A(2) (d) of the Local Government Act, 1993 which provides for commercial information of a confidential nature that would, if disclosed (i) prejudice the commercial position of the person who supplied it; or (ii) confer a commercial advantage on a competitor of the Council; or (iii) reveal a trade secret).

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Deputy Mayor Jim Hickey**

1. That Broken Hill City Council Report No. 138/23 dated July 4, 2023, be received.
2. That Council reviews Golf Broken Hill Inc. financial statements from their application to Round 1 2023/2024 of the Community Assistance Grants program.
3. That Council continues to provide ongoing annual financial support to Golf Broken Hill Inc of \$6,000.00 to off-set their land rates through the quarantining of Community Assistance Grant funding each year as per Minute No. 46356.

**CARRIED**

13. BROKEN HILL CITY COUNCIL REPORT NO. 139/23 - DATED JULY 11, 2023 - WRITE OFF BAD DEBT - BHCC V CBC PROJECT MANAGEMENT GROUP & ANORS - CONFIDENTIAL

**(General Manager's Note:** This report considers the write off of bad debt and is deemed confidential under Section 10A(2) (b) (e) of the Local Government Act, 1993 which contains matters that will involve the discussion of the personal hardship of any resident or rate payer; AND which provides for information that would, if disclosed,



prejudice the maintenance of law).

**Recommendation**

**Moved Mayor Tom Kennedy, Seconded Deputy Mayor Jim Hickey**

- 1. That Broken Hill City Council Report No. 139/23 dated July 11, 2023, be received.**
- 2. That Council approve the write off bad debts of \$822,319.67 in Legal Judgements recoverable and \$1,025,332.79 in legal costs recoverable in relation to BHCC v CBC Project Management Group and Anors Case.**

**CARRIED UNANIMOUSLY**

*The General Manager took a question on notice from Mayor Kennedy for clarification as to whether a Council Resolution exists for Council to engage Redenbach Lee to provide legal services in relation to the BHCC v CBC Project Management Group and Anors case.*

**Procedural Motion**

Moved Deputy Mayor Jim Hickey, Seconded Councillor Marion Browne

That the meeting resumes in open session.

**CARRIED UNANIMOUSLY**

*The livestream of the meeting recommenced at 6:12pm.*

**CONCLUSION OF THE MEETING**

There being no further business to consider, the Committee meeting was declared closed at 6:13pm.

The foregoing minutes were read and confirmed at the Policy and General Committee meeting held on 23 August 2023.

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Chairperson

# REPORTS

1. BROKEN HILL CITY COUNCIL REPORT NO. 151/23 - DATED AUGUST 04, 2023 - MOTIONS TO THE LOCAL GOVERNMENT NSW ANNUAL CONFERENCE TO BE HELD IN SYDNEY 12-14 NOVEMBER 2023 (D23/41565)..... 13
2. BROKEN HILL CITY COUNCIL REPORT NO. 152/23 - DATED AUGUST 04, 2023 - COUNCIL MEETING ARRANGEMENTS AND CHRISTMAS SHUT DOWN PERIOD (D23/41574) ..... 17
3. BROKEN HILL CITY COUNCIL REPORT NO. 153/23 - DATED JULY 28, 2023 - 2022-2026 DELIVERY PROGRAM INCLUDING 2022/2023 OPERATIONAL PLAN OUTCOMES - FINAL KEY PERFORMANCE INDICATORS PROGRESS REPORT FOR PERIOD ENDING 30 JUNE 2023 (D23/39872)..... 20
4. BROKEN HILL CITY COUNCIL REPORT NO. 154/23 - DATED AUGUST 08, 2023 - DISABILITY INCLUSION ACTION PLAN 2022-2026 - KEY PERFORMANCE INDICATORS PROGRESS REPORT FOR PERIOD ENDING 30 JUNE 2023 (D23/42028) ..... 97
5. BROKEN HILL CITY COUNCIL REPORT NO. 155/23 - DATED JULY 24, 2023 - COMMUNITY SATISFACTION SURVEY (D23/38878) ..... 122
6. BROKEN HILL CITY COUNCIL REPORT NO. 156/23 - DATED AUGUST 08, 2023 - ADOPTION OF DRAFT ASSET NAMING POLICY (D23/35110)..... 224
7. BROKEN HILL CITY COUNCIL REPORT NO. 157/23 - DATED AUGUST 06, 2023 - PUBLIC ART AUDIT, CONDITION REPORTS AND CONSERVATION PLANS (D23/41622) ..... 234
8. BROKEN HILL CITY COUNCIL REPORT NO. 158/23 - DATED AUGUST 11, 2023 - INVESTMENT REPORT FOR JULY 2023 (D23/42661) ..... 238
9. BROKEN HILL CITY COUNCIL REPORT NO. 159/23 - DATED AUGUST 09, 2023 - 2023/2024 EVENT SPONSORSHIP (D23/42409)..... 255
10. BROKEN HILL CITY COUNCIL REPORT NO. 160/23 - DATED AUGUST 10, 2023 - MEMORANDUM OF UNDERSTANDING - ST PATRICK'S RACE CLUB AND BROKEN HILL CITY COUNCIL (D23/42472)..... 257
11. BROKEN HILL CITY COUNCIL REPORT NO. 161/23 - DATED AUGUST 10, 2023 - MEMORANDUM OF UNDERSTANDING - THE PALACE HOTEL (BROKEN HEEL FESTIVAL) AND BROKEN HILL CITY COUNCIL (D23/42492)..... 259
12. BROKEN HILL CITY COUNCIL REPORT NO. 162/23 - DATED AUGUST 09, 2023 - MINUTES OF THE S355 YOUTH ADVISORY COMMITTEE MEETING HELD 25 JULY 2023 (D23/42245)..... 261

## POLICY AND GENERAL COMMITTEE

August 4, 2023

**ITEM 1****BROKEN HILL CITY COUNCIL REPORT NO. 151/23**

**SUBJECT:** **MOTIONS TO THE LOCAL GOVERNMENT NSW ANNUAL CONFERENCE TO BE HELD IN SYDNEY 12-14 NOVEMBER 2023**  
**D23/41565**

**Recommendation**

1. That Broken Hill City Council Report No. 151/23 dated August 4, 2023, be received.
2. That Council notes that Council's successful motions to the 2023 Western Division Councils of NSW Conference will be submitted to the Local Government NSW Conference by the Western Division Councils secretariat.
3. That Council determines any further motions to be submitted to Local Government NSW (along with the accompanying Council resolution) for the Local Government Conference prior to the closing date of 15 September 2023.

**Executive Summary:**

At the July 2023 Council Meeting, Council considered a report regarding Councillor attendance, Council's Voting Delegates and motions to the Local Government NSW Annual Conference, to be held at in Sydney on 12-14 November 2023.

This report is presented to Council for Council to adopt motions to the Local Government NSW Conference prior to the closing date of 15 September 2023, **which must be resolved at the 30 August Council Meeting**. Motions must comply with the eligibility criteria as detailed in the report and must be accompanied by a Council resolution.

**Report:**

The LGNSW Annual Conference is the annual policy-making event for councils of NSW. The Conference is the pre-eminent event of the local government year where local Councillors come together to share ideas and debate issues that shape the way we are governed.

**Voting**

As per the Rules of the Local Government NSW (Rule 23) the formula to determine the number of voting delegates for a Council with the population between 10,001 to 20,000 is 2, therefore Broken Hill City Council is entitled to two (2) voting delegates.

**Council at it's July Council meeting resolved that Deputy Mayor Hickey and Councillor Boland will attend the Local Government NSW Annual Conference as Council's Voting Delegates (Minute No. 47264).**



Motions

The Board encourages submission of motions along with the accompanying Council Resolution by **Friday 15 September 2023** to allow printing and distribution of the Business Paper before the Conference.

The Board has resolved that motions will be included in the Business Paper for the conference only where they:

1. are consistent with the objectives of the Association (as per Rule 4 of the Association's Rules)
2. relate to Local Government in NSW and/or across Australia
3. concern or are likely to concern Local Government as a sector
4. seek to advance the Local Government policy agenda of the Association and/or improve governance of the Association
5. have a lawful purpose (a motion does not have a lawful purpose if its implementation would require or encourage non-compliance with prevailing laws);
6. are clearly worded and unambiguous in nature, and
7. do not express preference for one or several members over one or several other members.

As a Council Resolution must accompany Council's motions, Council must resolve motions to be submitted to the Conference at the August 2023 Ordinary Council Meeting in order to meet the submission deadline of 15 September 2023.

**Community Engagement:**

Nil

**Strategic Direction:**

Key Direction:	4	Our Leadership
Objective:	4.1	Openness and transparency in decision making
Strategy:	4.1.5	Support the organisation to operate its legal framework
Objective:	4.2	Our leaders make smart decisions
Strategy:	4.2.5	Monitor potential changes to government policy and legislation and make submission where considered important for the local community

**Relevant Legislation:**

*Local Government Act 1993*

*Local Government (General) Regulation 2005*

**Financial Implications:**

Nil for the submission of motions.

**Attachments**

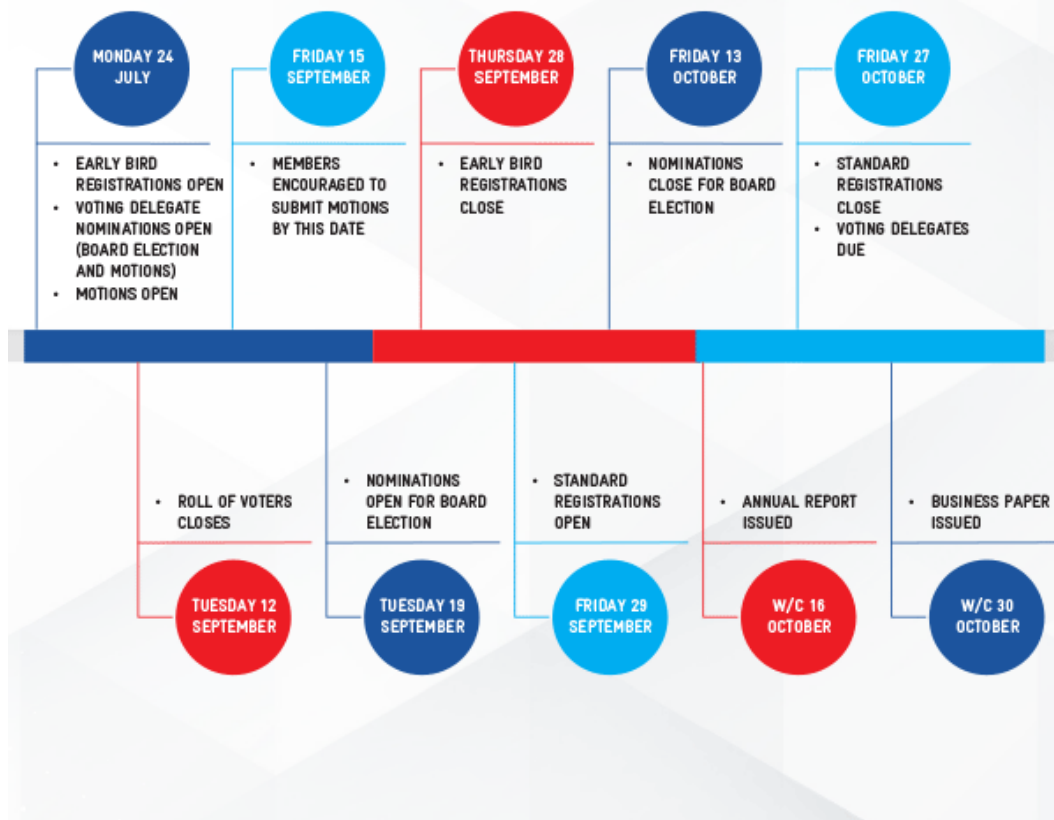
1. [↓](#) LGNSW Conference - key dates

LEISA BARTLETT  
EXECUTIVE OFFICER

JAY NANKIVELL  
GENERAL MANAGER



**OFFICIAL NOTICE**  
**LGNSW ANNUAL CONFERENCE**  
**12-14 NOVEMBER 2023**  
 📍 ROSEHILL GARDENS RACECOURSE







**Report:**

It is proposed that the Ordinary Council Meeting for December 2023 be held one week earlier on Wednesday December 20, 2022 to allow for the Council Meeting to be held prior to the proposed Christmas shutdown period.

Council's adopted Code of Meeting Practice, Clause 3.1 states:

*“Ordinary meetings of the Council will be held on the following occasions:*

*Ordinary Council Meetings will be held on the last Wednesday of every month of the year with the exception of the December Council Meeting which will be set by Council Resolution each year. The meeting will commence at 6:30p.m. and be held in the Council Chambers.”*

Clause 3.1 reflects the *Local Government Act 1993, Section 365*.

If the Council meeting is rescheduled to Wednesday December 20, 2023, Committee meetings will also be moved forward one week to the below dates:

Works Committee – Monday December 11, 2023

Health and Building Committee – Tuesday December 12, 2023

Policy and General Committee - Wednesday December 13, 2023

It is also being recommended that Standing Committee Meetings not be held in January due to Council reopening after the Christmas Shutdown on Monday January 8, 2023, and traditionally staff taking annual leave during the Christmas period, there is inadequate time to allow for reports and agendas to be prepared.

It is therefore proposed that Council's Ordinary Monthly Meeting for December 2023 be held on Wednesday December 20, 2023 with Standing Committees held on 11-13 December 2023 and no Standing Committee Meetings held in January 2023.

**Strategic Direction:**

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

**Relevant Legislation:**

*Local Government Act 1993 (Section 365)*

Council's adopted Code of Meeting Practice Policy

**Financial Implications:**

Management have implemented strategies for staff with high leave balances to begin taking leave to reduce the liability to Council. Council's total leave liability would become a cash flow issue for Council if it had to pay these liabilities all out at once due to terminations or redundancy but the likelihood of this is very unlikely and subsequently the risk is low.

Bulk leave taken during the year always poses a problem with the low resources Council has available and the expected service delivery. A two-week shutdown period over the

Christmas and New Year holiday period is an effective way of reducing Council's leave liability due to the natural reduction in service requirements, alongside other strategies such as smaller leave blocks more often during the year, and leave payout provisions within the award.

### **Attachments**

There are no attachments for this report

JAY NANKIVELL  
GENERAL MANAGER

## POLICY AND GENERAL COMMITTEE

July 28, 2023

**ITEM 3****BROKEN HILL CITY COUNCIL REPORT NO. 153/23**

**SUBJECT:** 2022-2026 DELIVERY PROGRAM INCLUDING 2022/2023 OPERATIONAL PLAN OUTCOMES - FINAL KEY PERFORMANCE INDICATORS PROGRESS REPORT FOR PERIOD ENDING 30 JUNE 2023 D23/39872

**Recommendation**

1. That Broken Hill City Council Report No. 153/23 dated July 28, 2023, be received.
2. That Council receive the 2022-2026 Delivery Program including 2022/2023 Operational Plan outcomes – Final Key Performance Indicators Progress Report for period ending 30 June 2023.
3. That the 2022-2026 Delivery Program including 2022/2023 Operational Plan outcomes – Final Key Performance Indicators Progress Report for period ending 30 June 2023 be placed on Council's website.

**Executive Summary:**

The Office of Local Government, NSW Department of Premier and Cabinet established the Integrated Planning and Reporting Guidelines for all New South Wales Councils. One of the components within the framework is a four-year Delivery Program.

Section 404 of the *Local Government Act 1993* requires that *'The general manager must ensure that regular progress reports are provided to the council reporting as to its progress with respect to the principal activities detailed in its delivery program. Progress reports must be provided at least every 6 months'*.

**Report:**

This report relates to the Council's progress on the 2022-2026 Delivery Program including 2022/2023 Operational Plan outcomes, for the reporting period to 30 June 2023.

This reporting period provides an indication of progress against set targets, particularly those measures and tasks assigned to be achieved within the 2022/2023 financial year.

A total of 192 performance action targets are set in the 2022-2026 Delivery Program, inclusive of the 2022/2023 Operational Plan. A snapshot of Council's **Delivery Program 2022-2026** progress report indicates 167 Actions reported as "On Track" and 25 Actions reported as "Off Track".

The one-year Operational Plan for 2022/2023 concluded on 30 June 2023 and the final report indicates the 166 "On Track" Actions (87%) 162 have been "Completed", with 5 Actions 90-95% completed. The 25 "Off Track" Actions (13%) have not been finalised, with 4 Actions at least 75-80% completed, 10 Actions at least 50% completed, 5 Actions are 25-40% completed and the remainder 6 Actions at 1-10% complete. The 26 "Off Track" Actions are to be finalised in 2023/2024.

A legend table (taken from the Progress report) to explain the performance descriptors is shown on the next page of this report.

## 2022-2026 DELIVERY PROGRAM INCLUDING 2022/2023 OPERATIONAL PLAN SNAPSHOT – 1 JULY 2022 to 30 JUNE 2023

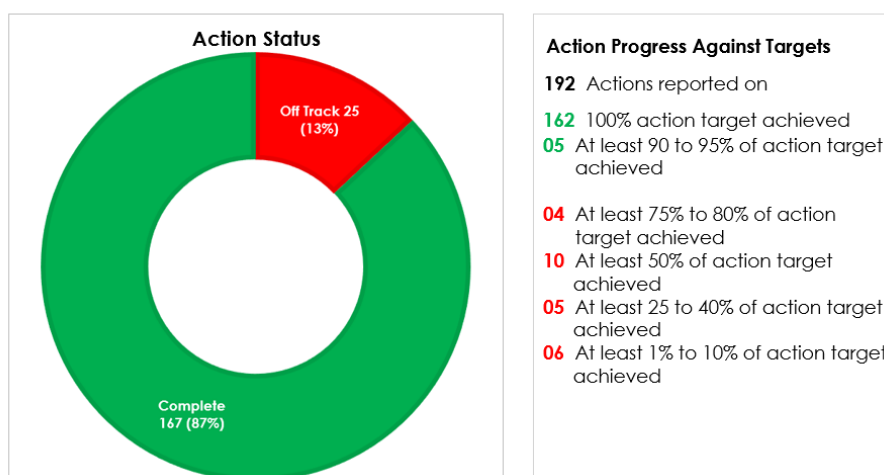
### OVERVIEW

#### ACTION SUMMARY

By Performance

**167** ON TRACK

**25** OFF TRACK



#### Community Engagement:

The Delivery Program inclusive of the Operational Plan was placed on exhibition for a period of 28 days to allow for public comment on 25 May 2022.

The 2022-2026 Delivery Program progress report for the period ending 30 June 2023 is the subject of an open report in the August 2023 Ordinary Council meeting agenda and will also be placed on Council's website.

#### Strategic Direction:

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

#### Relevant Legislation:

Local Government Act 1993, Sect 404 - Delivery program

404 Delivery program

*(5) The general manager must ensure that regular progress reports are provided to the council reporting as to its progress with respect to the principal activities detailed in its delivery program. Progress reports must be provided at least every 6 months.*

#### Financial Implications:

Measures and actions identified in the Delivery Program are adopted in accordance with Council's Long Term Financial Plan and annual budgets.

#### Attachments

1. 2022-2026 Delivery Program including 2022-2023 Operational Plan Outcomes - [↓](#) Key Performance Indicator Progress Report for period ending 30.06.2023

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GENERAL MANAGER



CITY COUNCIL

# 2022-2026 DELIVERY PROGRAM INCORPORATING 2022/2023 OPERATIONAL PLAN – FINAL KPI PROGRESS REPORT ENDING 30 JUNE 2023

Broken Hill City Council

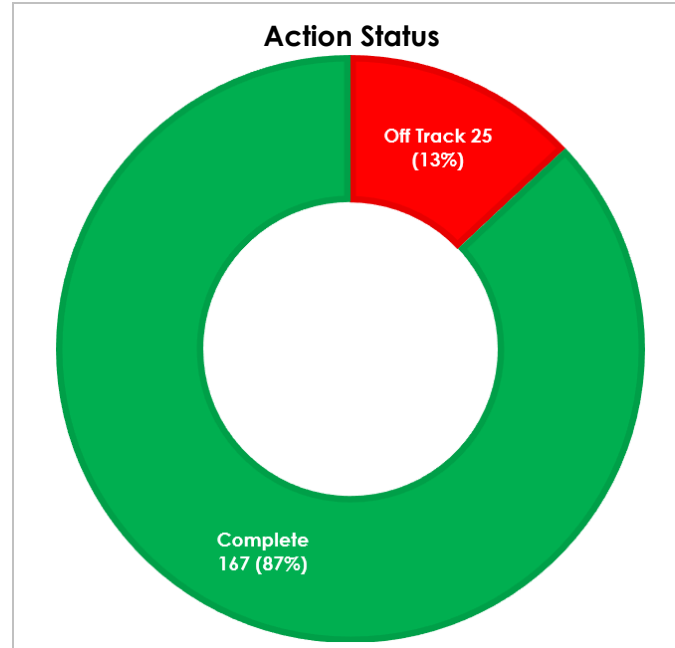
# OVERVIEW

## ACTION SUMMARY

By Performance

**167 ON TRACK**

**25 OFF TRACK**



### Action Progress Against Targets

**192** Actions reported on

**162** 100% action target achieved

**05** At least 90 to 95% of action target achieved

**04** At least 75% to 80% of action target achieved

**10** At least 50% of action target achieved

**05** At least 25 to 40% of action target achieved

**06** At least 1% to 10% of action target achieved

## ACTION TARGET LEGEND



GREEN

At least 90% of action target achieved



AMBER

Between 70% and 90% of action target achieved



RED

Less than 70% of action target achieved

-

No target set



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved




## Our Community

Our community spirit is our strength

1.1 Provide opportunities for people to come together to find local solutions to a range of social and health issues


Action Title: 1.1.1.1 Support community led interagency meetings						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Council supports the work of the interagencies by attending meetings, providing information and linking agencies together when required. During 2022/2023 - Youth School Services Interagency meetings led by Mission Australia, were held monthly to discuss programs within schools and opportunities available for young people in the community. Disability Interagency meetings were held monthly to enable NDIS providers to network, collaborate where possible and discuss issues with other providers, Council and Social Futures. Homelessness meetings were held regularly. Young people have been involved in the formation of a Youth Action Group since July 2022, with a view to growing this group to ensure its sustainability and provide a continuous voice to inform Council's youth focused events, including those which attract NSW Government funding.</p>						

Action Title: 1.1.1.2 Apply for grants for intergenerational community events in collaboration with community groups						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> During 2022/23 - A successful grant application was received from the NSW Government Spring Holiday Break to conduct a mural workshop for young people aged 16-24. The workshop, conducted by a mural artist from Victoria, was supported by Gallery staff and attracted 16 participants. - A successful grant application was received from the NSW Government Summer Holiday Break to conduct a mural painting activity in the art gallery workshop. The mural painting took place in 2023 and was installed on the exterior of the art gallery workshop in Argent Street. This activity was supported by agencies in the community providing activities for young people at a launch event. - The Heywire Youth grant was executed in November 2022 and presented as an exhibit at the Broken Hill City Art Gallery. The resulting video and animation sequence aimed to enhance the voice of young people to begin a conversation about the effect of diversity and discrimination in the community. - Council successfully received Active Fest funding for 2023. This multigenerational event was held in June 2023 and included sporting activities and games, live music and food vendors.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




**Action Title: 1.1.1.3 Create opportunity for open dialogue with community agencies about homelessness in the City**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During 2022/23, six meetings were conducted with homelessness services providers to discuss the local need for housing and gaps in services. The Homelessness meeting participants met with the AstroLabe consultants working on the Housing Strategy and Liveability Strategy in October 2022, to inform the consultation and the needs of the social services and public sectors. A Homelessness position paper has been written to clarify the combined need of people experiencing homelessness and people at risk of homelessness in the City. The position paper agrees a position of the service providers working with people at risk of, or experiencing homelessness and will be used for targeted engagement and advocacy.


**Action Title: 1.1.1.4 Develop Section 355 committee to discuss the concerns of senior citizens**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Section 355 Ageing Well Advisory Committee Terms of Reference was reviewed and adopted on 12 September 2022. The Committee attracted the required membership from the community and the first meeting took place on 21 September 2022.

**1.1.2 Maintain and enhance the Open and Cultural Public Spaces within the City**

**Action Title: 1.1.2.1 Develop an engagement plan with Traditional Owners for consultation for green space in Creedon Street**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** An engagement plan was created in consultation with Wilyakali Traditional Owners. Additional research was completed on land availability to inform the community engagement, which was undertaken with the community of residents and local elders at the Creedon Street social housing precinct.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved


**Action Title: 1.1.2.2 Investigate opportunities to reopen Mulga Creek Wetlands for public use**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Works have started on the removal of undesirable aquatic plants and weeds along the banks of the Mulga Creek outlet from the Wetlands. These are the first works to ensure the creek system is clear and has the ability to withstand increased rainfall. A budget has been allocated to the rectification works needed to reopen the Wetlands. Once works are completed, a final safety analysis will be completed prior to opening.

**1.1.3 Provide public amenities, halls and community centres to facilitate community activity**


**Action Title: 1.1.3.1 Maintain asset condition scores above index of 3 through scheduled maintenance**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	35%	100.00%	 RED

**Action Progress Comments:** Assets maintained through scheduled maintenance during 2022/2023. Asset management plans currently under development, with Buildings Asset Management Plan currently in draft form. Asset condition assessments are being completed, with Asset staff to expedite asset management plans in 2023/24.

**1.1.4 Facilitate the celebration of community and cultural events**

**Action Title: 1.1.4.1 Investigate and develop opportunities to celebrate National Heritage status**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council delivered a Heritage Festival program conducted from 6-9 April 2023. The event consisted of pop-up cinema, cemetery tours and linked with the FE-FC National Car Rally also held across the same time period. The Heritage Committee has endorsed an event plan to celebrate the 140th Anniversary of the discovery of the Line of Lode in September 2023.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

**Action Title: 1.1.4.2 Support the annual Miners' Memorial Ceremony**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Miner's Memorial event was held at the Trades Hall on 8 October 2022. A total of approximately 40 hours was implemented by the Events team towards planning and management of event delivery.

**Action Title: 1.1.4.3 Deliver a program of community events**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council was successful with an application to Reconnecting Regional NSW – Community Events Program and receiving \$301,708 to support community events. During the report period, the Events team successfully delivered four large events including 1) Celebration of Volunteering, 2) Miner's Memorial, 3) Christmas Pageant and after party, 4) New Years Eve Celebration. Other community events conducting in the reporting period also included Australia Day and the Civic Ball.

**Action Title: 1.1.4.4 Investigate grant opportunities to support the delivery of community events**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Economic Development Officer	Completed	07-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During 2022/23, Council's Community Development Officer routinely monitored grant prospects to provide opportunities to execute community events including youth and intergenerational events, senior's week and women's week events. Grants were monitored for the opportunity to meet goals within the Cultural Plan 2020-2040 and Reconciliation Action plan 2020-2022. Grants were also monitored and opportunities for funding were provided to community entities working in specific areas, including the environmental sphere and sporting organisations. Service NSW was routinely invited to provide information to the community about state government programs, including Active Kids and Creative Kids Vouchers and the Service NSW Savings Finder and Travel Voucher programs, via funded community events. Council's Economic Development Officer collaborated with the Regional Australia Institute to host the "Thrive Together" summit, bringing together key economic players in the Broken Hill region to work together to drive innovation and economic initiatives.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


## 1.1.5 Recognise Volunteerism

### Action Title: 1.1.5.1 Host volunteer awards

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Due to COVID-19 cancellation of the 2021 Volunteer Awards program, nominations for this period were automatically transferred to the 2022 program held on 25 October 2022. There were 16 nominations received and a total of 8 awards presented. The event was attended by approximately 200 of the City's volunteers, who all had a chance to celebrate the award winners and each other. Those in attendance enjoyed the afternoon event and welcomed it's return.

### Action Title: 1.1.5.2 Review existing Council volunteer programs and develop an overarching volunteer policy framework

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate Risk	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council's current Volunteer procedures and processes fully were reviewed, including completion of an internal audit of Volunteer Management in January 2023. A new overarching policy and framework has been drafted for presentation to Council's General Manager and Executive Leadership Team for final review and approval in August 2023.

### Action Title: 1.1.5.3 Maintain Heritage Walk Tour program

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During 2022/23, nine active Walk Tour volunteers conducted 199 walk tours (four were cancelled due to bad weather). A total of 3,703 patrons have donated \$15,573.40, resulting in an average donation of \$4.20. The group was recognised at the 2023 Volunteer Awards, winning in the tourism category. This year they have donated \$20,000 to five local charities.




GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved








RED - Less than 70% of action target achieved




Action Title: 1.1.5.4 Finalise City Ambassador Recruitment						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The City Ambassador program was established in April 2022, coinciding with the first Mundi Mundi Bash event. The program gives locals the opportunity to volunteer with Visitor Services at the Information Centre, as well as at larger events. Over the last 12 months, Council's four active volunteer City Ambassadors have assisted VIC staff at the Centre, provided information to patrons at the Mundi Mundi Bash site in August 2022 and at the Broken Heel Festival ticket office in September 2022. Further promotion of the program is expected to attract more volunteers to ensure sustainability.</p>						


Action Title: 1.1.5.5 Support volunteering opportunities within the Library						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Volunteers are a vital part of the Library service. Council's Library volunteers deliver Library resources via the Home Library Service each fortnight, to members who are unable to visit the Library due to age, frailty or illness. Library volunteers also undertake data entry and shelf tidying. The Library volunteers are engaged in three programs - Home Library Service, Adult Literacy tutoring and data entry-based tasks. A total of eight volunteers participated in these programs, equating to 24 hours during the report period.</p>						

Action Title: 1.1.5.6 Support volunteering opportunities within the Archive						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Volunteers are a vital part of the Archive service. Archive volunteers undertake recording of births, deaths and marriages, digitisation, data entry, preparing negatives for cold storage and rehousing of archival materials. A total of 451 volunteer hours were implemented during July to September 2022. The Archive volunteer program was suspended as of the 1 October 2022, to prepare for packing and relocation of the archives to temporary premises. The volunteer program will not recommence until established in the new facility.</p>						


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




Action Title: 1.1.5.7 Support volunteering opportunities within the Gallery						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> During the report period, eight volunteers have worked an average of 30 hours a week at the Gallery front counter, providing information on the building, permanent collection and current exhibitions, also assisting with shop sales and collecting visitor data. One volunteer worked a total of 55 hours assisting with exhibition installations. The Gallery's team of volunteers was recognised at the 2023 Broken Hill Community Volunteer Awards, winning the Cultural Category Award.</p>						
Action Title: 1.1.5.8 Support volunteering opportunities within the Living Desert						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger-ES012-DF	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> During the report period, the monthly Section 355 Friends of the Flora and Fauna of the Barrier Ranges Community Committee volunteer meetings were supported through provision of secretarial assistance. Monthly volunteer Working Bees at Living Desert were supported by arranging tasks and provision of tools, refreshments, PPE and safety guidelines. Volunteers were also supported through scheduling of rosters for weekend volunteers to open and close gates to the Living Desert site. A total 120 volunteer hours were logged for during the report period.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

Action Title: 1.1.5.9 Support Council's Section 355 Committees in undertaking their duties						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Section 355 Committees were supported to undertake their duties throughout 2022/23. Further support will be provided through the development of a Section 355 Portal. The portal will support Section 355 Community Committees by providing them with direct access to documents and plans such as manuals, handbooks, constitutions and a range of templates and resources relevant to individual committees. The templates will allow for online data entry and submission button to forward required minutes, reports etc directly to Council. Further to the Section 355 Portal, individual Council email addresses for each committee will be implemented. This will see each committee secretary given an email address and password, with the initiative anticipated to improve the committees' communication channels, assist in Council's record keeping and ensure longevity of email records for each of the committees. This initiative is being developed in parallel with a number of other works from audit recommendations such as event management, volunteer management and the Section 355 Asset Committee Service Review.</p>						


**1.1.6 Support youth events**

Action Title: 1.1.6.1 Plan and budget for youth events and ongoing consultation with young people						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> A Youth Action group met fortnightly during July to August 2022 (3 meetings), before rescheduling to monthly during September to December 2022 (4 meetings). Ongoing monthly consultation was undertaken with this group during this time. - A Youth mural design workshop was conducted in September at a total cost of \$7,000, and a Youth Radio Podcast workshop was held in October at a cost of \$15,000. Both events were funded by the NSW Government. - The Heywire program, to capture the youth voice on the impact of discrimination, was held in October 2022, with funding supplied by Foundation for Rural and Regional Renewal. - Council successfully gained funding from the NSW Government Summer Holiday Break to conduct a mural painting activity in the art gallery workshop in January 2023. - Youth Action Group meetings took place at the Broken Hill City Library on the third Tuesday each month during the report period.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved



**Action Title: 1.1.6.2 Provide co-curricular youth programs at the Art Gallery**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Gallery and Museum	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** During the reporting period, an after-school program called Arts/Cool was delivered in Term Three and Four 2022, with three separate workshops based on school year. The following number of workshops were also delivered during the report period: • Early Primary (K-12): 19; • Late Primary (Yr 3-6): 19; Teen (Yr 7-12): 19. These programs continued into 2023, with the workshops being carried out during Term One and Term Two. • Early Primary (K-12): 17; • Late Primary (Yr 3-6): 8; Teen (Yr 7-12): 17. Term Two saw a decline in Late Primary participants, which led to Late Primary and Early Primary classes being merged. A total of 99 classes were held during 2022/23. These included: Early Primary (K-12): 36; Late Primary (Yr 3-6): 27; Teen (Yr 7-12): 36.

**Action Title: 1.1.6.3 Provide youth inclusive spaces within the Library**



Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Library seeks to provide free accessible and high-quality service to our community through providing the vehicle for ideas, information, resources, facilities, programs and services supported by the provision of vibrant, valued spaces to help our community discover, connect, learn and grow. A separate youth focused Library section is available with secluded seating area. A dedicated children's area is available that is colourful and attractive to use. A total of six gaming computers are available for gaming and educational research. During 2022/23, there were a total of 901 registered junior and youth Library members and 464 remote junior and youth Outback Letterbox Library members. These figures include Children 0-11 and Youth aged between 12 up to 18 years of age.

**Action Title: 1.1.6.4 Library participation in Council led youth events and activities**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** The Library participates where able in Council led youth events. During the report period, the Library held 5 youth events in the Library, with a total of 91 participants. The Library attended the Art Gallery - Enough Space Mural event, with 55 attendees. The library also attended Children's Day in the Park, with 60 interactions with the public. The Library was also the meeting space for the Youth Action Group meetings, with two meetings held involved seven participants.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved







**People in our community are in safe hands**

**1.1 Prioritise actions within the Smart City Framework that support safer communities**


Action Title: 1.2.1.1 Install CCTV on new Lighting and Banner Poles in Argent Street						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Electrical Engineering company has completed technical investigation for lighting &amp; CCTV requirements and design specification package, and it has been received by Council. Due to escalated costs the project needed to be divided into two phases with the street lighting, stage 1, being completed in the 2023/24 financial year. Phase 2, CCTV installation will be schedule for completion in 2024/25.</p>						

**1.2.2 Maintain infrastructure and services for the effective management and control of companion animals**

Action Title: 1.2.2.1 Continue to provide a comprehensive companion animal management service in accordance with objectives in the Companion Animal Management Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Provision of a companion animal management service included the operation of the Companion Animal Shelter for the housing of surrenders, impounding and re-homing. Ranger services included inspections, complaint handling, dog attack procedures, nuisance dog and cat procedures and education and promotion of responsible pet ownership. Off-Leash areas provided in Queen Elizabeth Park and Patton Park. Review of Council's Companion Animal Management Plan due October 2023.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


**Action Title: 1.2.2.2 Implement Companion Animal Working Group**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Companion Animals Working Group met on 17 November 2022, to formally establish the Broken Hill Companion Animals Working Group and elect a Chairperson, Councillor/Deputy Mayor Jim Hickey and Deputy Chairperson, Mayor Tom Kennedy. The Working Group appointed the Chairperson and Deputy Chairperson, along with members representing a range of animal related functions and interests. The Working Group also called for a range of baseline information to be provided to assist the Working Group determine a strategic agenda for the year. The Working Group will meet four times per year, on or around the third Tuesday of the month commencing in 2023.


**1.2.3 Active participation in Local Emergency Management Committee and Local Rescue Committee**

**Action Title: 1.2.3.1 Actively participate and support the local regional state emergency management committees**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** All council representatives were present at the August and November 2022 LEMC/LRC meetings. Council assisted in implementing the Emergency Operations Centre, as directed by the Local Emergency Control Officer (LEOCON), on 21 September 2022 for storm damage sustained to water treatment plant causing water supply issues. Council has been represented at all LEMC and LRC meetings this year.

**Action Title: 1.2.3.2 Upgrade equipment and make improvements to the emergency operations centre**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council was able to obtain funding to upgrade the Emergency Operations Centre and purchase new equipment to assist with the running of the Centre. Works and equipment included: - Upgrade to internet Infrastructure, - Additional laptops and applications, - Satellite phone, - Videoconference/Smart TV display system, - Printer, - Whiteboards.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

#### 1.2.4 Advocate for community and social service providers to be adequately resourced to meet community needs


##### Action Title: 1.2.4.1 Work with social service providers to identify resourcing gaps

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** 1) Alcohol and other Drugs (AoD) - There is a pressing need for an alcohol and other drug detox and rehabilitation centre in Broken Hill and three meetings were conducted with the AoD Steering Committee and the Primary Health Network (PHN) in August 2022, to create a business case for use in advocating for the centre to the NSW Government. A concerted, coordinated effort has been made by all on the Steering Committee, assisted by the Primary Health Network to complete a business case and proposal to be presented to the NSW Government. The AoD business case was completed in October 2022 and presented to the Hon Bronnie Taylor, NSW Minister for Regional Health on 30/10/2022. A reply letter was received from Minister Taylor, advising that a tender process for new AoD programs would be available in early 2023. At the time of reporting a petition was out for signatures to be presented to the NSW Government. 2) Classification of City - Several meetings have been undertaken with NDIS disability provider Silverlea, to identify ongoing issues affecting Broken Hill's classification as Urban/Regional rather than Remote. The classification affects the level of overall funding available to the city. An advocacy letter was drafted and following a Mayoral minute to strengthen the argument, was forwarded to identified Ministers in the NSW and Federal governments in December 2022.

#### 1.2.5 Advocate for affordable, reliable, sustainable water and utilities

##### Action Title: 1.2.5.1 Collaborate with industry to deliver affordable and efficient utilities inclusive of renewable and smart technology and investment

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Advocacy for affordable and efficient utilities and renewable and smart technology and investment have been included in Council's revised Advocacy Strategy and provided to State and Federal Ministers. During the report period, Council collaborated on the following: • Water representations made to IPART on review of Essential Water Pricing, • Participation in Western Regional Water Strategy, • Letters to Federal and State Governments regarding Broken Hill water subsidy, • Meetings with Shadow Minister for Water and Inspector General of Water Compliance. Council continues to pursue opportunities to become an energy retailer project as endorsed in the Broken Hill Renewable Energy Action Plan, which aims to construct a medium scale solar array to increase renewable energy in the City and commit to a long-term goal of the City being 100% powered by renewable energy by 2030.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

## Our Community works together


### 1 Provide programs at Cultural Facilities

#### Action Title: 1.3.1.1 Present a varied, diverse and engaging Artistic Program across the Gallery and Museum sites




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Gallery and Museum	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** During the first half of the reporting period, 11 exhibitions were held at the Gallery across two rounds, including three local exhibitions (GAARA Arts, HSC and Naomi Wild), two collection exhibitions and five externally sourced exhibitions featuring video installations, sculpture, fabric, immersive experiences. The second half of the reporting period saw another two rounds, comprising of a further seven exhibitions. Two of these exhibitions were curated predominantly from the Gallery's collection. Other exhibitions included Angelica Mesiti's video work Line of Lode and the Death of Charlie Day, the first intergenerational exhibition by Barkindji artists Muriel, Feona and Keanu Bates, solo exhibition by Barkindji artist, Eddy Harris, Alison Clouston and Boyd's 'mirrityana - out in the sunlight' and Verity & Brian Nunan' Time Place. One exhibition was held in the GeoCentre Exhibition Hall opening in August 2022 and continuing through to June 2023, displaying local mirring photographs from the 50's and 80's by acclaimed artist Wolfgang Sievers.


#### Action Title: 1.3.1.2 Present a varied, diverse and engaging Public Program across the Gallery and Museum sites




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Gallery and Museum	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** During July to October 2022, the Gallery held 60 individual public programs, with a total of 900 participants. The public programs included artist performances, workshops, exhibition openings, educational programs, high school workshops, indigenous workshops, tours and artist talks. Between January and June 2023, an additional 82 public programs were held with a total of 1,698 participants. During 2022/23, a total of 142 programs were provided, with a total of 2,598 participants.


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


Action Title: 1.3.1.3 Provide quality Library services						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Library is a universal free service available to all community members and provides an inclusive, accessible and welcoming space to meet, connect, learn, socialise and share ideas and resources. The modern Library has been described as a community meeting space, the 3rd space, which plays an important role in building social capital and enhancing community and individual well-being. Lifelong learning underpins all Library service elements, with lifelong learning recognised as a driver for social and economic change. The Broken Hill City Library plays a significant role in building Broken Hill as a learning community. During the report period, the Library had a total of 34,964 people visiting the Library and a total of 41,610 items borrowed with membership for the reporting period.</p>						


Action Title: 1.3.1.4 Provide quality Archive services						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> As of the 1 October 2022 the Archive was closed to the public and the volunteer program suspended. During the reporting period, a total of 260 inquiries were handled by the Library staff, in relation to the Archives, with the Archive Collections Project Manager continuing the audit and database digitisation project. Packing and relocation of the archive collection has been completed, with the collection now situated in its temporary storage space in the basement of the Administration building and will eventually be moved into the new Library facility.</p>						


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

Action Title: 1.3.1.5 Provide cultural and educational Library programs						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Library is a universal free service available to all community members and provides an inclusive, accessible and welcoming space to meet, connect, learn, socialise and share ideas and resources. The modern Library has been described as a community meeting space, the 3rd space, which plays an important role in building social capital and enhancing community and individual well-being. Lifelong learning underpins all Library service elements, with lifelong learning is recognised as a driver for social and economic change. The Broken Hill City Library plays a significant role in building Broken Hill as a learning community. During the reporting period, the Library held a total of 117 programs including Early Literacy and children's programs, with 3,902 participants, Imagination Library project with a total of 276 registered, 159 Be Connected Digital literacy sessions and two Intergenerational programs including 663 Chess Club participants and 360 Knit 'n' Yarn participants, during the reporting period.</p>						

Action Title: 1.3.1.6 Provide Library outreach programs and activities						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Library plays an important role in building social capital and enhancing community and individual well-being. Lifelong learning underpins all Library service elements, with lifelong learning recognised as a driver for social and economic change. The Broken Hill City Library plays a significant role in building Broken Hill as a learning community and provided three outreach services during the report period. These included: • The Outback Letterbox Library service, funded by the Library Council, NSW State Library New South Wales, services the outlying areas of the Far West, Central Darling and Unincorporated areas of NSW, had a total of 728 members. • The Home Library service provided a free delivery service to residents in Broken Hill, who are not able to visit the Library due to infirmity, illness, or disability, had a total of 144 members. • The 24/7 Online Library provided eResources to members and had a total of 232 members in the reporting period.</p>						

Action Title: 1.3.1.7 Explore grant opportunities for Library						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> During the report period two grants were submitted for the Library. These included the Annual Library subsidy and the Outback Letterbox Library grants from the State Library.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

Action Title: 1.3.1.8 Improve the accessibility of archive collection to the public						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Archive was officially closed to the public as of the 1 October 2022 and the volunteer program suspended. The closure is to enable focus on preparing the collection for relocation and to concentrate on the eMu database digitisation project. To improve the accessibility of the Archive collection to the public the following has occurred: - A total of 37,759 items have been audited, 2,447 images and 207 documents have been uploaded to the eMu database, 233 images have been reproduced and 66 donations have been processed. A total of 30% of archive items have been audited (ie accessible). This is based on 53,000 items that have been accessioned into the eMu collection management system, plus an estimated 47,000 items that are yet to be accessioned. Digitisation figure is much lower with only 1.8% of collection items digitised and uploaded to the eMu collection management system.</p>						

Action Title: 1.3.1.9 Explore grant opportunities for Archives						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> During the report period, two grants were submitted for Archives - 1) Create NSW grant - Digitisation Hub to support digitisation of significant collections of the Outback Archives, as well as to make this equipment available to other local heritage organisations, this grant was unsuccessful this round. - 2) NSW Government Community Development Grant - recording of First Nations stories oral history project which was successful for an amount of \$153,820.</p>						

**1.3.2 Participate and collaborate in external consultation activities**

Action Title: 1.3.2.1 Actively engage and participate in various community and agency meetings as well as major project consultation						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Regular meetings were scheduled during the report period with NSW Police, Health, Education and Transport.</p>						



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved



### 1.3.3 Ensure Community engagement Strategy remains relevant


#### Action Title: 1.3.3.1 Provision of information to community as per Community Engagement Strategy

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** All communication activities during the report period were carried out in line with the Community Engagement Strategy.

### 1.3.4 Advocate for access to affordable social and health services


#### Action Title: 1.3.4.1 Work with key stakeholders to identify social and health service gaps

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Alcohol and other Drug Rehabilitation and Detoxification centre Steering Committee met regularly for over 12 months. The need for an AoD centre in Broken Hill is urgent and the committee is working with the Primary Health Network to realise that aim through provision of a business plan, identification of suitable land and partnerships to ensure that the facility and the treatment meets the needs of the local community. The completed proposal was presented to Minister Bronnie Taylor on 30/10/2022 and the reply letter outlined a relevant tender opportunity to be released in 2023.

### 1.3.5 Provide appropriate infrastructure to maintain and enhance sustainable transport

#### Action Title: 1.3.5.1 Continue to actively participate and contribute to the Far South West Joint Organisation's transport improvement strategy

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council is the lead agency in the preparation and completion of the Far South West Joint Organisation's Regional Transport Strategy. The Far South West Joint Organisation includes representatives from Broken Hill City, Central Darling Shire, Wentworth Shire and Balranald Shire Councils. The strategy has been presented to Transport for NSW, as the road authority in NSW to review and approve.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved




**Action Title: 1.3.5.2 Investigate planning and design requirements to upgrade the City's bus stops to meet Australian standards**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council has completed a Project Business Case to identify a funding submission through the Country Passenger Transport Infrastructure Grant Scheme (CPTIGS) for the upgrade of bus stops around Broken Hill, which we were successful in receiving. Maintenance and upgrading of bus stops within the city are on-going with consultation being held with local bus provider CDC Broken Hill to identify high priority locations.


**Action Title: 1.3.5.3 Carry out high priority action items within the annual CASA surveillance safety audit**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Airport Manager/Snr Airport Report Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** Civil Aviation Safety Authority (CASA) Safety Surveillance Audit is carried out every 2 years. Last audit was completed December 2021 and next audit is due December 2023, depending on CASA Inspector availability. There were no Safety findings identified by CASA Inspector at the 2021 Audit. There were 7 Safety Observations identified. Safety Observations are not required to be corrected and Council is not required to respond to the observations. However, Council did respond to CASA on all 7 observations. Six Observations have since been corrected/repared and the 7th observation has a plan in place for future works to correct. This observation requires line marking on the RPT apron, which was completed on 19 February 2023, this rectifies the last outstanding safety observation from CASA Audit, which required equipment storage areas to be designed and line marked on RPT apron.

**1.3.6 Investigate opportunities to partner with organisations to support young people to transition into the workforce**


**Action Title: 1.3.6.1 Collaborate with Local Jobs Taskforce and other key stakeholders to identify opportunities for young people**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, Council participated in six meetings with Local Jobs Taskforce, to discuss programs and training opportunities for Broken Hill residents.


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




### 1.3.7 Provide opportunities for collaboration and sharing of public resources

Action Title: 1.3.7.1 Maintain community contacts databases						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> The community contacts database was updated and maintained during the report period. Community entities are encouraged to list their agency on the community directory Council's website and place events on the website's event calendar.						


Action Title: 1.3.7.2 Continue the Commission/Residency program within the Gallery						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Gallery and Museum	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> The 2022/2023 commission/residency program was titled Open Cut. Artists Greg Carosi and Nigel Helyer have held exhibitions during the reporting period, resulting from their residencies.						

### 1.3.8 Maintain and strive to continuously improve the Customer Contact and Call Centre

Action Title: 1.3.8.1 Undertake Community Satisfaction Survey						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> An internal project team developed a scope for quotation. The successful respondent was Taverner Research Group. The Broken Hill City Council Community Satisfaction Survey was conducted by using computer assisted telephone interviewing from 300 residents throughout the local government area. This fieldwork was conducted between 1 and 13 June 2023. A final report has now been received by Council and a presentation to Councillors is scheduled for 15 August 2023. The survey results will then be reported to Council and available to the public.						


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**Action Title: 1.3.8.2 Undertake Customer Service Evaluations for business improvement**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Customer Relations Telephone Evaluations were undertaken during December 2022, with results analysed and provided to staff for feedback and improvement planning. Further telephone and customer contact evaluations are scheduled for 2023. During the report period Council's Call Centre received 16,851 Council enquiries and 6,220 Tourism enquiries, totalling 23,071 call received.

**Action Title: 1.3.8.3 Seek to expand and test further capabilities of the established Online Community Portal**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** The Online Community Portal was first introduced to the public via community engagement held 27, 28 and 29 September 2022 at the Charles Rasp Memorial Library, Town Square and Westside Plaza. The engagement sessions included live demonstration of the Portal on IPAD tablets and the distribution of a QR Code, which residents were able to scan on their own devices to direct them to the Community Portal. Following community engagement, the project team undertook further works to enhance the Portal functionality for the user and provide more capabilities. Training from the software provider (Civica) was undertaken to provide staff with the skills to develop the Portal further. The Portal was made available from the home page of Council's website in January 2023 and the activation of the Portal on the website included a Media Release. The Community Portal is actively and continuously monitored for feedback and improvements, while also exploring ongoing expansion capabilities and integration with other Council systems. Further community engagement and education on the use of the Portal will increase usage.

**Action Title: 1.3.8.4 Undertake staff training for the Online Community Portal**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Staff training for the Online Community Portal was delivered on 21 and 22 February 2023 and 1, 2 and 3 March 2023. Customer Relations Business Cards with the Community Portal QR Code have been provided to outdoor staff to assist residents who approach them on the job. Community Portal training added to Corporate Services Induction for new staff.


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

Action Title: 1.3.8.5 Review and implement a new and improved Council facilities booking process						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** Council facility booking processes have undertaken an extensive review. An internal stakeholder group held workshops to determine available spaces, types of activities, risk requirements and fees and charges. Consideration of the customer experience was also a large focus during the review process. A tiered classification system for bookings and payments was developed and activated on 1 July 2023. Future works in this area will continue implementing the same booking process for Section 355 Committees venue bookings.

## 1.4 Our history, culture and diversity are embraced and celebrated

### 1.4.1 Facilitate the promotion of community events


Action Title: 1.4.1.1 Promote Council community events to the community						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** All Council events during the report period have been promoted by media release, Council's web page and/or social media.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

1.4.2 Support the reconciliation movement

Action Title: 1.4.2.1 Work with Reconciliation Australia to develop a new Reconciliation Action Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Reconciliation Action Plan (RAP) was developed in the two-year period between October 2020 and October 2022 with the final report on outcomes submitted to Reconciliation Australia via a Stop Light report, showing the developments made during the RAP process. The report shows that all actions were attempted and most, successfully completed.</p>						

Action Title: 1.4.2.2 Advocate, celebrate and champion the inclusion of local First Nations Artists throughout the Gallery and Museum artistic program						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Gallery and Museum	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> A series of curated exhibitions from the collection as well as individual and family exhibitions by First Nations People were held during the reporting period. These included "Returning to a subject through a lifetime" which featured a number of works from local First Nations artists. Barkindji artists were well represented and included Nici Cumpston - "HERE/EVER PRESENT", Eddy Harris, 'SHARING COUNTRY", Aunty Muriel, Feona and Keanu Bates represented three generations of Barkindji artists with "THREE GENERATIONS OF BAAKA WIIMPATYA" and David Doyle's "SHADES OF BLAK". In addition to this, the Maari Ma Indigenous Art Awards were held in conjunction with the Fresh Water Festival which celebrated the arts and culture of First Nations People in our region.</p>						



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved






RED - Less than 70% of action target achieved

Action Title: 1.4.2.3 Investigate installation of permanent acknowledgment of country within Gallery and Museum						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Gallery and Museum	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> 'Acknowledgement of Country' at the Gallery was installed in the Gallery following renovations in April 2022. The 'Acknowledgment of Country' will be installed in the Albert Kersten Mining and Minerals Museum in the next reporting period.						


Action Title: 1.4.2.4 Identify archival programs and opportunities to record the history of First Nations people of the area						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Oral History training was held in January 2022, with the local community indicating their eagerness to commence recording history of elders and community members. A number of discussions were then held with the participants regarding progression. Leading from this, a Community Development Fund grant application, to record First Nations Oral History recordings, was submitted on 8 November 2022, this submission was successful. A meeting with key stakeholders has been requested to discuss Australian Institute of Aboriginal and Torres Strait Islander Studies collections and Mukurtu database use. An Email was sent in December 2022 to State Library NSW Indigenous Services regarding the Archives obtaining Mukurtu gather database and to discuss the progression of involving community in training and establishment of this database to be held 2023. NSW Government Community Development Grant - recording of First Nations stories oral history project was successful for an amount of \$153,820.						




### 1.4.3 Promote the City as Australia's First Heritage Listed City

Action Title: 1.4.3.1 Advocate for tri-partisan government approach to management of the National Heritage assets						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Advocacy for tri-partisan government approach to management of the National Heritage Assets has been included in Council's revised Advocacy Strategy and provided to State and Federal Ministers. Last Updated: 23-Jan-2023						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


Action Title: 1.4.3.2 Advocate for recognition and financial support for the continuity of Broken Hill Heritage and its importance to the nation						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Council is supporting the application for the World Listing of the Trades Hall and has written to and received support from State and Federal Ministers and Members of Parliament for the project.						

Action Title: 1.4.4 Advocate for funding and investment in Community Development Projects						
Action Title: 1.4.4.1 Investigate grant funding opportunities and partner with local entities to increase activities that allow for better health and wellbeing						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Economic Development Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Throughout 2022/23, Council applied for school holiday break funding, Youth Week, Senior's Week and Women's Week, Active Fest funding and other programmatic funding from the Office of Regional Youth, Department of Communities and Justice, Foundation for Regional and Rural Renewal and Office of Sport. Council partnered with community providers to execute the programs that were successfully grant funded. Council also partnered to provide a youth skateboard workshop, a youth mural design workshop, a youth radio/podcast program, a Heywire program for young people to highlight diversity and a youth wellbeing event to celebrate the new youth mural. Council held an intergenerational Active Fest event in June 2023 and has also planned activities for Youth Week, as well as autumn and winter school holiday activities.						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




### 1.4.5 Support events that celebrate history, culture and diversity




Action Title: 1.4.5.1 Work with third parties to seek funding to celebrate history, culture and diversity						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Economic Development Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> During 2022/23, Council collaborated with a number of organisations and community groups to seek funding to celebrate the history, culture and diversity of the City. Council met during the report period with Business Far West to discuss the needs and wants of the local business community, to support Small Business month and to advocate on their behalf to state government. Council also collaborated with Traditional Owners and Aboriginal Community controlled entities to investigate opportunities for a funded space and programs. Funding was sought for NAIDOC week celebrations and Close the Gap initiatives with community partners.</p>						

Action Title: 1.4.5.2 Provide support and advice to event planners to deliver events within region						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Advice and support have been given to eight event planners during the report period, looking to hold or already confirmed to be holding events within the City and the region. These range from smaller community-based events to large scale events of national and international significance.</p>						

## 1.5 Our built environment supports our quality of life

### 1.5.1 Review and update development and building strategies and policies to ensure relevance


Action Title: 1.5.1.1 Commence review of Environmental Planning Instruments and Policies						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Town Planner	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Review of Planning instrument and planning policies commenced and in progress, with further information and recommendations associated with the Housing study to be considered during review in 2023/24. Issues considered relevant for review include heritage and land uses permitted in various zones.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




## 1.5.2 Manage ongoing delivery of the Central Business District (CBD) Masterplan

### Action Title: 1.5.2.1 Manage delivery of infrastructure projects associated with the implementation of the Way Finding Strategy

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Stage 1 of the Wayfinding project was endorsed by Council at the August 2022 Council Meeting. This includes the manufacturing and installation of the CBD signage, Park Interpretive Signage and Visitor Digital Application. The project is underway with construction completed on the Heroes, Larrikans, Visionaries walking trail and the Silver Driving Trail underway.

### Action Title: 1.5.2.2 Manage delivery of infrastructure projects associated with the Library and Archives project

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** All technical designs and consultation for Library and Archives project have been completed. Request for Tender was advertised from September 2022 until November 2022, with tender evaluation being completed in December 2022. Council has now entered into a contract with Neeson, Murcutt + Neille as Architects and North Building and Construction as the Construction contractor. Final planning preparations are being undertaken with the construction scheduled to start in December 2023.

### Action Title: 1.5.2.3 Manage delivery of infrastructure projects associated with CBD Revitalisation Project

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** CBD Revitalisation Project incorporates the Town Square Redevelopment Project, Argent Street Paving Project, Wayfinding Project and the Library and Archives construction. The Town Square Redevelopment Project and Argent Street Paving Project are currently in planning stage with concept designs and costings being sourced. Projects have been presented to the Project Consultative group for community consultation. Construction is due to commence and be completed in 2023.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved






RED - Less than 70% of action target achieved


1.5.3 Ensure service levels and asset conditions are commensurate with community expectations

Action Title: 1.5.3.1 Implement actions and recommendations from Asset optimisation project						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED
<b>Action Progress Comments:</b> Asset optimisation report currently in draft form pending finalisation in 2023/24, with implementation to follow adoption. This action has been included in the 2023/24 Operational Plan.						


Action Title: 1.5.3.2 Develop and Implement Asset Management Plan - Roads and Footpaths						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	40%	100.00%	 RED
<b>Action Progress Comments:</b> Roads and Footpaths Asset Management Plan in development, with final review and presentation for adoption to occur in 2023/24. Road and footpath inspections were prioritised following multiple storm events in 2022/23. This action has been included in the 2023/24 Operational Plan.						




Action Title: 1.5.3.3 Develop and Implement Asset Management Plan - Parks and Open Spaces						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED
<b>Action Progress Comments:</b> Draft Parks and Open Spaces Asset Management Plan developed, with final review and presentation for adoption to occur in 2023/24. This action has been included in the 2023/24 Operational Plan.						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

Action Title: 1.5.3.4 Develop and Implement Asset Management Plan - Buildings						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED
<b>Action Progress Comments:</b> Draft Buildings Asset Management Plan developed, with final review and presentation for adoption to occur in 2023/24. This action has been included in the 2023/24 Operational Plan.						

Action Title: 1.5.3.5 Develop and Implement Asset Management Plan - Fleet						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	In Progress	01-Jul-2022	30-Jun-2023	90%	100.00%	 GREEN
<b>Action Progress Comments:</b> Draft Fleet Asset Management Plan review had commenced in early 2022, with further updates to be completed in 2023. Once finalised, plan will be presented to management for review and adoption.						

Action Title: 1.5.3.6 Review and update Parks Management Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED
<b>Action Progress Comments:</b> Draft Parks Management Plan developed, with final review and presentation for adoption to occur in 2023/24. This action has been included in the 2023/24 Operational Plan.						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


**Action Title: 1.5.3.7 Complete Cemetery Plan of Management as per audit requirements**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Geotechnical Investigations have been completed with identified areas surrounding the Cemetery for extension purposes. Upon receiving further investigative report, the Plan of Management has been updated and finalised. The Plan of Management has been sent to Crown Management for review and approval before next steps can be taken. Council have completed the work related to them, as identified in the audit.


**1.5.4 Manage ongoing delivery of the Active Transport Plan**

**Action Title: 1.5.4.1 Implement the approved Active Transport Plan actions**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Scheduled works for the 2022/2023 capital works schedule includes shared path installation for Route 1 Blende Street, from Silver Street to Galena Street. At total of 9 Segments out of the 11 scheduled, have been completed up until September 2022. All footpath works for Route 1 Blende Street from Silver to Galena Streets have been completed.

**Action Title: 1.5.4.2 Develop annual capital works plan for Active Transport Plan**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** 5-year Annual capital works schedule for the Active Transport Plan has been completed. Active Transport Plan and identified 10-year Shared Path Network has been uploaded onto Council website.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**1.5.5 Collaborate with key stakeholders to advocate for affordable housing**


**Action Title: 1.5.5.1 Develop Housing Strategy as a part of Liveability Strategy**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Community consultation for the Liveability Strategy 2043 was completed in December 2022, with Strategy being adopted by Council in May 2023.

**1.5.6 Support our residents to lead healthy, active and independent lives**


**Action Title: 1.5.6.1 Implement outcomes of the Parks Management Plan**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	In Progress	01-Jul-2022	30-Jun-2023	1%	100.00%	 RED

**Action Progress Comments:** Parks Management Plan is still under development and will need to be completed and endorsed before outcomes can be implemented.

**1.5.7 Work with community organisations to establish Imperial Lakes as an environmental park, inclusive of recreational activities and community access**

**Action Title: 1.5.7.1 Collaborate with community groups to develop an organisational model for ongoing operations of Imperial Lakes**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Landcare Broken Hill have acquired the Imperial Lakes. A briefing was held with Councillors regarding Landcare's Plan for Imperial Lakes and Council supports this Plan. Support for planning amendments and liaison with Transport NSW is being provided by Council.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved


**Action Title: 1.5.7.2 Work with Department of Planning to rezone the land at Imperial Lakes to allow community access and environmental and recreational activities**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Town Planner	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Currently under review through ongoing discussions with Landcare to determine requirements for the land at Imperial Lakes. Advice provided to Landcare around LEP amendment process. Landcare will be the proponents undertaking the LEP amendment. This action has been carried over to the 2023/24 Operational Plan.


**1.5.8 Investigate and advocate for land expansion opportunities**

**Action Title: 1.5.8.1 Collaborate with relevant agencies and key stakeholders to identify land for further development**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Land Use Planner	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Multiple meetings with Regional NSW, Planning NSW and key Broken Hill stakeholders such as Foundation Broken Hill in relation to facilitating development on Crown Land as well as initiating a city wide ILUA. Meetings have also been held with private landowners to discuss potential development and/or buy back for future housing development. Successful application NSW Regional Housing Fund for the Sub-Division of land at 336A McCulloch Street. Letter issued to all ratepayers urging those with vacant properties / homes to consider sale, rental, renovation to free up housing stock.

**Action Title: 1.5.8.2 Investigate opportunities to expand the Broken Hill LGA boundaries**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Land Use Planner	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Multiple meetings held with Regional NSW and Planning NSW. Further follow-up required with Crown Lands and Regional NSW to provide further information in 2023/24. This action has been included in the 2023/24 Operational Plan.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

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

**1 Active participation in interagency meetings**


**Action Title: 1.6.1.1 Actively participate and engage in Council's determined social interagency meetings on a regular basis**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** During report period, Council's Community Development Officer routinely attended Suicide Prevention and Postvention meetings, Alcohol and Drug Steering Committee meetings, Department of Regional Youth and youth services meetings and disability meetings.

**1.6.2 Develop Council assets to promote outdoor recreation, exercise and mobility for families**

**Action Title: 1.6.2.1 Ensure compliance with the Disability Inclusion Act 2014 requirements for disability inclusion planning for capital projects**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Disability inclusion is involved in planning stage of all new projects. Representation from the Disability Inclusion Action Plan (DIAP) Working Group has been included on the Project Steering Group for the E.P O'Neill Sporting Complex Redevelopment Project. An invitation for the DIAP Working Group to be involved in all major projects will continue to be offered moving forward. The Capital Projects team report and present project updates at each DIAP Working Group meeting.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**Action Title: 1.6.2.2 Refurbish the E.P. O'Neill Memorial Park Precinct**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Projects Officer	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED

**Action Progress Comments:** The E.P. O'Neill Memorial Park Redevelopment, during 2022/23, has primarily focused on the design for the site, inclusive of site investigations and technical designs. In April 2022, a Project Steering Group (PSG) was established to provide good governance to the project, with representatives from the Elected Council, Council staff, members of sporting groups with connection to the site and also a representative from the Disability Inclusion Action Plan Monitoring Group. The PSG have successfully reviewed the 50% and 75% design package and contributed to both submissions with feedback and suggestions. There have been significant delays in obtaining crucial information necessary for finalisation of the 100% design package, such as additional design requirements stemming from a power upgrade at Norm Fox Oval, hold-ups in the application and approval processes of external authorities, as well as the receipt of design information from these bodies. Currently a Level Three Electrical Upgrade Design is being undertaken. This process could take up-to 10 weeks, plus additional time for referral to Essential Energy for review and approval. The time it takes includes many working parts including: • Design Complexity, • Essential Energy design requirements, • Design Engineer's current workload and availability, • Number of required reviews and approvals. Once the design is finalised, a Tender for Construction will be advertised, assessed, and recommended to Council, for construction works to commence soon after during the 2023/24 financial year.

**Action Title: 1.6.2.3 Investigate development of the Master Plan for Memorial Oval**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	1%	100.00%	 RED

**Action Progress Comments:** Commencement of this Action has been delayed as it will be informed partially by the recommendations of the Asset Optimisation project. The Masterplan to be developed following the finalisation of Asset Optimisation project recommendation report. This action has been included in the 2023/24 Operational Plan.

 GREEN - At least 90% of action target achieved     AMBER - Between 70% and 90% of action target achieved     RED - Less than 70% of action target achieved



**Action Title: 1.6.2.4 Investigate development of the Master Plan for Recreational Parks**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	1%	100.00%	 RED

**Action Progress Comments:** The Master Plan for Recreation Parks is to be developed alongside Council's asset management plans in 2023/24. This action has been included in the 2023/24 Operational Plan.

**1.6.3 Support the advocacy work of health, community and allied health providers**

**Action Title: 1.6.3.1 Attend and support health interagency meetings**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During report period, Council's Community Development Officer routinely attended Suicide Prevention meetings, Alcohol and Drug Steering Committee meetings, youth services meetings, disability meetings and as well as maintaining regular contact with the Primary Health Network.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

## Our Economy


Our businesses are well connected and thrive in an environment that supports innovation and economic growth

### 2.1.1 Activate the Broken Hill Business Support Policy

Action Title: 2.1.1.1 Provide up-to-date business support information on Council's website						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Council maintains a business support data base on its website including NSW Government, Australian Government and Industry Support information.						

Action Title: 2.1.1.2 Participate in business and industry association meetings to discuss issues relevant to local businesses and economic development						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Council maintains a presence at meetings and/or membership with organisations such as Regional Capitals Australia, Regional Australia Institute, Economic Development Australia, Regional Development Far West, Ausindustry, Foundation Broken Hill, Business Far West, Local Jobs Program and attendance at industry forums such as Cobalt Blue.						

### 2.1.2 Advocate and plan for industrial land expansion

Action Title: 2.1.2.1 Investigate opportunities for future industrial zoned land						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Land Use Planner	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Multiple meetings held with Regional NSW and Planning NSW. Further follow-up required with Crown Lands and Regional NSW to provide further information in 2023/24. This action has been included in the 2023/24 Operational Plan.						



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

2.1.3 Collaborate with key stakeholders for improved accessible transport and connectivity including air, road and rail services to and around the City


**Action Title: 2.1.3.1 Advocate for improved air and rail services**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Advocacy for improved air and rail services has been incorporated into Council's Economic Development Strategy and Advocacy Strategy. The Advocacy Strategy was provided to State and Federal Ministers.

2.1.4 Advocate for outcomes aligned to the Regional Transport Strategy


**Action Title: 2.1.4.1 Liaise with stakeholders to attract Government investment in identified actions in the Far South West Joint Organisation Transport Plan**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The FSWJO Transport Plan was adopted by Fare South West Joint Organisation in June 2023. Progressing the action plan has been included in the Economic Development and Advocacy Strategies, including upgrading Broken Hill Airport and surrounding roads to increase air travel options and expand capacity.

2.1.5 Develop and implement the Economic Development Strategy

**Action Title: 2.1.5.1 Activate Economic Development Strategy in collaboration with key stakeholders**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council's Economic Development Strategy was endorsed by Council at the December 2022 meeting, with activation commencing in 2023. The first industry meeting introducing business to the strategy and new tourism website was held in April 2023.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved


## 2.1.6 Develop the Airport as a commercial and industrial precinct

### Action Title: 2.1.6.1 Review existing plans and strategies and develop new Airport Master Plan

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	In Progress	01-Jul-2022	30-Jun-2023	95%	100.00%	 GREEN

**Action Progress Comments:** Community and airport user consultation finalised in December 2022, with final draft currently under review and being costed. The Airport Master Plan is expected to be finalised in July 2023, with Airport Business Case under development and expected to be finalised in September 2023.


### Action Title: 2.1.6.2 Advocate for Airport upgrades in line with Advocacy Strategy and Airport Master Plan

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council has been successful in applying for grant funding of \$4.9m from NSW Government Resources for Regions for airport upgrades and \$112,000 to write a new business case for the implementation of the new Master Plan which is in final draft. Stakeholder engagement sessions for the Airport Business Plan were held in July 2023.

## 2.1.7 Advocate for incentives and initiatives that support business and industry to expand

### Action Title: 2.1.7.1 Collaborate with stakeholders to investigate incentives to grow business and industry opportunity

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council participated in regular meetings with mining companies, investors and government agencies during the report period, to discuss further plans and incentives for investment in Broken Hill.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Our economy provides opportunities that match the skills and needs of the population and enhances population with


**2.2.1 Collaborate with government and industry partners to explore investment opportunities for the City**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, Council participated in regular meetings with Business Far West, government forums such as Far West Senior Managers Forum and regular meetings with State and Federal Member to advocate for significant projects.

**2.2.2 Collaborate with education and training providers to investigate opportunities to expand training and education**

**Action Title: 2.2.2.1 Investigate and participate on committees and working parties associated with education and training**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** Council has actively worked with all local Registered Training Organisations (RTOs) to review local training opportunities and to provide suggestions for Council specific training requirements. Council has also partnered with relevant national training providers to source local government industry specialised training where required and has successfully met staff identified training opportunities during this reporting period.

**2.2.3 Foster partnerships with tertiary institutions to bring scarce skills to the City**

**Action Title: 2.2.3.1 Investigate partnerships with tertiary institutions**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council is continuing to expand networking opportunities within the tertiary education sector. Identified industry skills shortages are a priority focus for Council when approaching these tertiary institutions. Council has now identified flexible delivery options for staff to commence tertiary training where required and is working closely with the local Community University Centre to support employees who are currently undertaking tertiary education training.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

#### 2.2.4 Advocate for funding opportunities for apprenticeships and traineeships

Action Title: 2.2.4.1 Investigate eligible funding opportunities for apprenticeships and traineeships


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council accessed all available government funding opportunities regarding trainees and apprenticeship incentives for FY 2022/23, with current and continuing recruitment into key identified career pathways and workforce succession planning. Federal funding is currently the only source for funding opportunity in this area and Council has received all eligible incentive payments.

### 2.3 Our City attracts a diverse range of businesses and visitors providing opportunities for work, education, leisure and social life

#### 2.3.1 Active participation in trade events, conferences and other networking opportunities

Action Title: 2.3.1.1 Support staff to identify and attend opportunities that contribute to the economic growth of Broken Hill

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, Council supported participation at the National Economic Development Conference and supported two nationally accredited Economic Development Practitioners to maintain accreditation.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

**Action Title: 2.3.1.2 Participate in tourism and other industry events that further networking and professional development**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council's Visitor Services Coordinator attended the annual Australian Regional Tourism Conference in Ballarat (October 2022) and the annual South Australian Tourism and Visitor Information Centre Conference in Adelaide (May 2023). A Visitor Services staff familiarisation to Wentworth, Mildura and Menindee was successfully undertaken in May 2023.


**2.3.2 Advocate Broken Hill and Far West as a centre for renewable energy**

**Action Title: 2.3.2.1 Meet with Federal and State Ministers to promote Council's Renewable Energy Action Plan**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council continually advocates with Federal and State Ministers to promote Council's Renewable Energy Action Plan. Regular meetings were held with Constructive Energy during the report period.

**Action Title: 2.3.2.2 Support major renewable projects within the Far West Area**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Three major renewable projects for the Far West Area have been supported during the report period. These include Hydrostor, AGL Battery and installation of Electric Car Fast Chargers.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


### 2.3 Increase digital communication network through projects outlined in Smart Communities Framework

#### Action Title: 2.3.3.1 Provide open data to community via IoT (Internet of Things) platform

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Information & Communications Technology	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Smart Internet of Things platform provided data to the community including: - Broken Hill Airport Parking dashboard, - Sturt Park Environmental Sensor, - Patton Park Environmental Sensor. The Patton Park environmental sensor is awaiting parts from the supplier to facilitate the repair of this service. The Internet of Things dashboard is available on Council's website at via the following link <https://www.brokenhill.nsw.gov.au/Community/About-the-city/Smart-Broken-Hill/Dashboards>.


#### Action Title: 2.3.3.2 Increase City coverage of City Smart Devices (smart bins, lighting, WIFI, irrigation systems and parking)

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** Council continues to investigate opportunities to increase smart city devices within the city to increase efficiency in work practices and community infrastructure use. Smart City projects in planning stage include parking sensors at the Broken Hill Regional Airport and Lighting on the new banner poles in Argent Street.

### 2.3.4 Collaborate with surrounding LGAs, government and industry to identify economic opportunities

#### Action Title: 2.3.4.1 Participate in State and Regional Planning initiatives

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, Council representatives facilitated meetings, contributed to, provided feedback on: • Regional Economic Development Strategy, • Far West Regional Plan, • Destination Country and Outback Destination Management Plan, • Far South West Joint Organisation Destination Management Plan.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




**Action Title: 2.3.4.2 Action initiatives endorsed by the Far South West Joint Organisation**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	In Progress	01-Jul-2022	30-Jun-2023	90%	100.00%	 GREEN

**Action Progress Comments:** Consultation, desktop report and concept packages for the Broken Hill Wayfinding Project completed, with installation of project to commence in July 2023. Far South West Joint Organisation Transport Plan was adopted in June 2023, and includes actions in the Economic Development and Advocacy Strategies, including upgrading Broken Hill Airport and surrounding roads to increase air travel options and expand capacity.


**Action Title: 2.3.4.3 Develop working tourism relationships with regional tourism associations and village committees**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** Existing working relationships were enhanced during the reporting period through regular communication between the Broken Hill Visitor Information Centre staff and other Visitor Information Centres and businesses in the Unincorporated area, Central Darling Shire, Wentworth Shire and Mildura, through sharing of information relating to tourism inquiries, road conditions, flooding information. A Visitor Services staff familiarisations was undertaken in May 2023, which included relationship building with Wentworth, Mildura and Menindee tourism representatives.


**2.3.5 Promote the narrative of long-term economic stability to the community**

**Action Title: 2.3.5.1 Provide pertinent long-term financial information in relevant media releases**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** Long term financial implications of all major projects were communicated where possible during the report period. Financial updates provided via meeting wraps each quarter.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


Action Title: 2.3.5.2 Provide public Budget sessions with support from Finance						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Budget was placed on public exhibition in May 2023 and adopted as part of the Delivery Program and Operational Plan 2023/24 in June 2023.						

Indicator 2.4 We are a destination of choice and provide a unique experience that encourages increased visitation						
Indicator 2.4.1 Engage government, business and community stakeholders in supporting the management of tourism						
Action Title: 2.4.1.1 Collaborate with industry and government to expand experiences, products and destination marketing						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Jay Andrew Nankivell - 1001.2 - 1001.2 - General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Council representatives worked with Destination Country and Outback to facilitate community consultation for the Destination Country and Outback Destination Management Plan and the Far South West Joint Organisation Destination Management Plan. Council also worked in collaboration with Destination NSW on a new marketing campaign, marketed in March 2023, focusing on the City's arts and culture experiences and new First Nations entrepreneur products and experiences.						

Action Title: 2.4.1.2 Develop framework to deliver a cohesive approach to the development, management and marketing of business and destination events, tourism and filming activities						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	In Progress	01-Jul-2022	30-Jun-2023	80%	100.00%	 AMBER
<b>Action Progress Comments:</b> Broken Hill Film Policy reviewed and adopted in April 2023. Broken Hill Civic Centre Business Plan and Growth Plan completed in April 2023. This included an organisational restructure to achieve the staffing arrangements for the Civic Centre. All new positions have been created and advertised. A position focused on the Activation of Broken Hill strongly aligned to strategic planning and placemaking has also been identified and is awaiting to be filled. The development of a Tourism Organisation is also under development to achieve a stakeholder led approach to City promotion and marketing for tourism.						


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**Action Title: 2.4.1.3 Support the development of culturally appropriate tourism experiences through the delivery of the Destination Management Plans**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council has contributed to the Far South West Joint Organisation Destination Management Plan (adopted in June 2023) and Destination Country and Outback Management Plans. The delivery of actions in the plans are included as action items in the Broken Hill Economic Development Strategy and cultural experiences have been included in the DNSW Feel New campaign on advice from Council and the campaign was launched into market in March 2023.

**Action Title: 2.4.1.4 Develop improved visitor experiences on tourism website and app**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** A brand-new tourism website was successfully launched in April 2023. The tourism website [www.visitbrokenhill.com](http://www.visitbrokenhill.com) is a pioneering team effort between Council's Digital & Marketing Officer, the Economic Development Department and Visitor Services. Utilising for the very first time the existing OpenCities platform, in conjunction with business listings contained in the Australian Tourism Data Warehouse, Broken Hill's new tourism website gives local operators the opportunity to list their business free of charge and have it distributed to hundreds of digital channels.




**Action Title: 2.4.1.5 Conduct audit of Council tourism product and experiences**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The tourism product and experience audit report contains a list of current tourism products in the Broken Hill LGA including attractions, tour operators, restaurants and accommodation providers. The report was finalised in April 2023 and found 260 individual tourism products including 41 visitor experiences, 143 accommodation products, 70 hospitality products and 6 tour operators. The City's accommodation capacity is 1,016 rooms/1,561 beds.

**Action Title: 2.4.1.6 Support the development of the Silver to Sea Trail project**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
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 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
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**Action Progress Comments:** The Silver to Sea Way is a heritage regeneration project designed to encourage more visitors to explore the route between Port Pirie in the mid-north of South Australia and Broken Hill in New South Wales. The Silver to Sea Way is investing in the regeneration of heritage places, as well as the creation of new digital visitor experiences. In addition to exploring and promoting local stories, the Silver to Sea Way will also link existing businesses and activities to promote the route as a great tourist destination. Stage 1 of the project (Port Pirie to Peterborough) was funded through the Commonwealth Government's Building Better Regions fund (Round 4) and is now completed. Projects included the Peterborough Roundhouse, the Gladstone Gaol and the Port Pirie Railway Station. Projects for Stage 2 (Peterborough to Broken Hill, Silverton) are currently being discussed. The support of this project has been included in the Broken Hill Economic Development Strategy 2022-2027 as an action.


**2.4.2 Activate Business Plans from Council owned facilities**


Action Title: 2.4.2.1 Activate Visitor Services Business Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** During the report period, a total of 16 action items were completed and 2 action items are still in progress. Action items and status includes: 1) Maintaining and improving digital tourism assets --> A new tourism website was launched in April 2023. 2) Improved staff structure --> A permanent part-time position was created. 3) Professional Development --> Attendance at the Australian Regional Tourism Conference in October 2022 and the South Australian Tourism and Visitor Information Centre conference. Visitor services was attended by all staff. 4) Utilising mobile Visitor Services --> Attendance at Mundi Mundi Bash (August 2022) and Broken Heel Festival (September 2022) by staff and volunteers. 5) City Ambassador program --> Continued training for volunteers and participation in events and visitor servicing outside the Tourist & Travellers Centre. 6) Visitor Information Outlets (VIOs) --> Continued maintenance of the seven VIOs around Broken Hill, delivering visitor information outside the Tourist & Travellers Centre. 7) Improved Airport VIO --> Completed. Includes improved digital information, design and window decals. 8) Improving working relationship with the Economic Development department --> New tourism website project. 9) Regular tourism information sessions for Broken Hill City Council customer service staff --> Delivered. 10) Investigate opportunities to further strengthen ties with Far West NSW tourism association and village committees --> Relationship building with Wentworth, Mildura and Menindee tourism stakeholder during familiarisation in May 2023. 11) Maintaining annual Visitor Information Centre (VIC) accreditation --> completed for 2022/23. 12) Maintaining associate membership with SA Visitor Information Centre (SAVIC) network --> completed for 2022/23. 13) Attending annual SAVIC conference --> completed. 14) Renewal of VIC window signage --> still in progress. 15) Renewal of souvenir display furniture --> Completed in June 2023. 16) Renewal of seats and tables to create a meeting area for visitors that is more inviting --> Completed in June 2023 17) Research more suitable Point of Sale system --> Budget approved for 2023/24. 18) Improve souvenir ordering processes --> Supplier agreements were established with two suppliers in November 2022.


 GREEN - At least 90% of action target achieved      AMBER - Between 70% and 90% of action target achieved      RED - Less than 70% of action target achieved

Action Title: 2.4.2.2 Activate Broken Hill City Art Gallery Business Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Broken Hill City Art Gallery Business Plan was activated during the reporting period. Outcomes implemented from Gallery Business Plan include: 1) An increase participation in arts and cultural activities, particularly among diverse cultural groups and regional/remote communities, 2) Contribution to the vibrancy, diversity and cultural ecology of Broken Hill and region, 3) Achieving and extending its capacity to engage audiences in an imaginative and inspiring way through diverse programs and services, 4) The promotion of arts, cultural and gallery/museum attractions to increase the region's profile as a visitor destination, 5) Increased capacity including contribution to sustainable arts practice; level of community engagement, partnerships and collaborations.</p>						


Action Title: 2.4.2.3 Activate Albert Kersten Mining & Minerals Museum Business Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The (GeoCentre) Albert Kersten Mining and Minerals Museum Strategic Plan 2021- 2024 was activated during the reporting period which remained consistent with the City's future and focused on capitalising on the City's distinctiveness, Australia's only heritage listed City, the distinct building (1892 Bond Store), numerous world class and rare mineral specimens, to ongoing approaches to social and cultural storytelling; and to support cultural and heritage tourism across our region. The commencement of a Master Plan for the Museum commenced at the end of the reporting period and will be used to inform the Business Case and its objectives moving forward.</p>						

Action Title: 2.4.2.4 Activate Civic Centre Business Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Civic Centre Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Civic Centre Business Plan has been developed by an external consultant and provided back to Council. A strategy is being developed to implement prioritised recommendations.</p>						

 GREEN - At least 90% of action target achieved      AMBER - Between 70% and 90% of action target achieved      RED - Less than 70% of action target achieved

Action Title: 2.4.2.5 Develop Library Business Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Ageing Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** The Library Business Plan was completed during the reporting period and endorsed by Council's Director Corporate and Community for implementation.

Action Title: 2.4.3.1 Activate actions within the Destination Management Plans						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Broken Hill activity aligns with: 1) Destination Country and Outback Destination Management Plan, 2) Far South West Joint Organisation Draft Destination Management Plan, 3) Far South West Joint Organisation Draft First Nations Cultural Tourism Initiative Action Plan, 4) NSW Visitor Economy Strategy 2030. Council is currently focused on the marketing of the region, with a new Council managed tourism website launched in March 2023 and a new marketing campaign in collaboration with Destination NSW to promote First Nations product and experiences, arts, culture and heritage. Council will also be seeking to establish a tourism industry working group in 2023/24.

Action Title: 2.4.4.1 Operate Visitor Services to support the visitor economy						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the reporting period, Visitor Services staff assisted 84,835 customers promoting local and regional businesses resulting in extended stays and spending. By ensuring continued professional performance and high-level customer service the accreditation was maintained for the 2022/23 financial year. Regular staff familiarisations to local businesses and regional towns and stakeholders were conducted. Additionally, the Visitor Services Coordinator provided information to new tourism businesses and was involved in promoting the region via media and the 2023 marketing campaign with Destination NSW. Council's Call Centre takes all tourism related phone calls Monday to Friday, with a total of 6,220 phone calls taken in the reporting period.


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**Action Title: 2.4.4.2 Operate the Living Desert to support the visitor economy**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** During the report period the following support was provided to visitors to the Living Desert through the provision of tours and information detailing: - Varieties of native flora and fauna within the Living Desert and the sites around the cultural walking trail, - Myre Myres (indigenous huts), - Geological site including land and mineral formations, - Kangaroo viewing hide, - Story poles designed by local TAFE students, - Scenic lookout overlooking Stephens Creek Reservoir, - Land marks showing miners claims, - Small prospecting mine dig-out for different minerals, - Indigenous quartz worksite, - Provision of tour group every Thursday for visitors travelling on Indian Pacific Train. During the period an additional three tours were held at a total of 64 attendees from Burke Ward Public School, 12 attendees from School of the Air, 180 attendees from Aitken College (Melbourne). Facilities available to visitors to the Living Desert include picnic area inclusive of accessible toilet facilities and barbecue area, campsite facilities including free accessible hot showers, toilets, barbecues, star viewing, sunrise and sunset viewing seating, 15 sites for camper trailers/RVs/caravans, as well as an area for 12 carry-in tent sites.

**Action Title: 2.4.4.3 Operate the Broken Hill City Art Gallery to support the visitor economy**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** There is an intrinsic link between the visitor economy and our creative industries and cultural attractions. The Gallery supports the visitor economy through ensuring a balanced artistic program remains fundamental to the Art Gallery's commitment to provide opportunities to challenge and stimulate audiences and visitors to the City. During the report period, the Broken Hill City Art Gallery welcomed 14,596 visitors through its door.

**Action Title: 2.4.4.4 Operate the Albert Kersten Mining & Minerals Museum to support the visitor economy**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Albert Kersten Mining and Minerals Museum is operated to support the visitor economy, adding to the overall visitor experience through its iconic historical building, promoting the complex and dynamic mining and geological environment, as well as the ongoing temporary exhibition program which remains a critical part of the overall resident/visitor experience. During the report period, the Albert Kersten Mining and Minerals Museum welcomed a total 8,600 visitors through its door.


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved






Action Title: 2.4.4.5 Operate the Civic Centre to support the visitor economy						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Civic Centre Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> The Civic Centre provided support to the visitor economy through the provision of events and functions, on a total of 48 occasions.						

Action Title: 2.4.4.6 Operate the Airport to support the visitor economy						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Airport Manager/Snr Airport Report Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> The Airport was operated safely and compliantly by Airport Team for the report period July 2022 to June 2023, with no major incidents recorded. The Airport required closure overnight in the first quarter on Sunday 24 July 2022, from approximately midnight until 6am. This was due to power outage and wiring fault in the newly installed Airfield Lighting System. The wiring fault prevented the back-up power generator from powering the Airfield Lighting System. The fault was repaired the next morning and the Airport was again fully operational. No major incidents were recorded during October to June 2023, with no airport closures during this period.						

**2.4.5 Advocate for incentives and initiatives that support Broken Hill and region as a film location**


Action Title: 2.4.5.1 Collaborate with the film industry and government to ensure Broken Hill and region is a destination of choice for film makers						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Council provides location advice, introductions to local film industry and other contacts and approves film permits. A total of twenty film permits were issued during the report period and Council worked with the producers of the RFDS miniseries, in their return to Broken Hill to shoot for series 2 in 2023. Council also advocates for the industry to be recognised in State Government plans including the Far West Regional Economic Development Strategy and Far West Regional Plans.						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved




**2.4.6 Develop the Civic Centre Business to be a self-sufficient profit-making enterprise**

**Action Title: 2.4.6.1 Review Civic Centre Business Plan to identify and grow business opportunities**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Civic Centre Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Broken Hill Civic Centre Business Plan and Growth Plan were completed in April 2023. This included restructure to achieve the staffing arrangements for the Civic Centre.

**Action Title: 2.4.6.2 Review Civic Centre Marketing Plan to identify new opportunities**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Civic Centre Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Civic Centre Business Plan has been developed by an external consultant and has been provided back to Council, to identify new opportunities to grow the business. The Civic Centre Marketing Plan will be developed in 2023/24.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


### 2.4.7 Activate the Cultural Plan

#### Action Title: 2.4.7.1 Investigate options for art and cultural activities to support health and well-being in the community

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During 2022/23, the following occurred to support health and wellbeing: - 1) A successful grant application was received from the NSW Government Spring Holiday Break to conduct a mural workshop for young people aged 16-24. The workshop, conducted by a mural artist from Victoria, was supported by Gallery staff and attracted 16 participants. 2) A successful grant application was received from the NSW Government Summer Holiday Break to conduct a mural painting activity in the art gallery workshop. The mural painting took place in January 2023 and was installed on the exterior of the art gallery workshop in Argent Street. This activity was supported by agencies in the community providing activities for young people at a launch event. 3) The Heywire Youth grant was executed in November 2022 and presented as an exhibit at the Broken Hill City Art Gallery. The resulting video and animation sequence aimed to enhance the voice of young people to begin a conversation about the effect of diversity and discrimination in the community.

#### Action Title: 2.4.7.2 Utilise the Gallery and Museum spaces for events and cultural activities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the first half of the report period, two Gallery exhibition openings were held, one on 30 September 2022 which included exhibitions for the Pro Hart Outback Art Prize, Nigel Helyer, Nici Cumpston, Amy Nadge, Joshua de Gruchy and 25 November 2022 which included exhibitions for Gregory Carosi, HSC exhibitions, Gaara Arts and Naomi Wild. One opening for the Wolfgang Sievers Photographic Exhibition was held in the Geo-Centre Exhibition Hall on 1 November 2022. The second half of the report period provided two further Gallery exhibition openings, which included exhibitions by artists Muriel, Fiona and Keanu Bates, Eddy Harris, Angelica Mesiti, Alison Clouston and Boyd, Verity and Brian Nunan and David Doyle.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

3.1.8 Support Aboriginal economic enterprise and cultural practice

**Action Title: 2.4.8.1 Liaise with Murdi Paaki Regional Assembly to support linkages required to progress their economic strategy**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Murdi Paaki Regional Assembly representatives, after introduction, have had ongoing consultation with Council's Economic Development staff, Destination Marketing Store and Destination Country and Outback to develop tourism products and businesses in the area.

**3 Our Environment**

**3.1 Our environmental footprint is minimised**

**3.1.1 Ensure delivery of relevant environmental strategies and policies**


**Action Title: 3.1.1.1 Develop Waste and Resource Recovery Strategy**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** A capital submission has been made to appoint a suitably qualified consultant who will work alongside Council and key stakeholders to develop a new five-year Waste and Sustainable Materials Strategy. The consultant will support Council by facilitating the preparation of a Waste and Sustainable Materials Strategy, which seeks to further improve the City's waste management and move towards the circular economy model. Promotion of the Strategy will commence once the Strategy has been developed.

**3.1.2 Provide awareness of environmental impacts of human activity**

**Action Title: 3.1.2.1 Promote the Waste and Resource Recovery Strategy**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	In Progress	01-Jul-2022	30-Jun-2023	1%	100.00%	 RED

**Action Progress Comments:** Aligned closely to the development of the Waste and Resource Recovery Strategy (3.1.1.1), promotion of the Strategy will commence once developed. This Action has been included in the 2023/24 Operational Plan.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

### 3.1.3 Collaborate with key stakeholders on environmental issues


#### Action Title: 3.1.3.1 Investigate opportunities to collaborate with community groups

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** Opportunities to collaborate with community groups were continually explored during the report period. Opportunities being explored include, but are limited, to working collaboratively with not-for-profit organisations on recycling bins in public places, seeking input into the development of a new Sustainability Strategy, liaising with groups on the development of a Climate Action Plan.

### 3.1.4 Investigate alternate sustainable energy options

#### Action Title: 3.1.4.1 Continue the implementation of the Renewable Energy Action Plan

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Stage Two of the Renewable Energy Action Plan (REAP) was adopted by Council at the Ordinary Meeting of Council in November 2022. Progression into Stage 2 of the REAP will allow for project definition and development. This stage will allow for the specification of a working model including array size and technological approach, key component selection and performance modelling which will inform a financial model. Working models for retail participation, securing of land tenure and formal network application also form part of this stage. Key milestones for Stage 2 of the REAP will include commercial agreements and contract establishments, preliminary equipment selection, business case development, site inspections, planning requirements and networks connections.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**Natural environments and flora and fauna are enhanced and protected**


**1 Ensure delivery of relevant environmental management plans and policies**

**Action Title: 3.2.1.1 Maintain the Living Desert as per the Management Plan**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period the following was undertaken at the Living Desert: • Maintain and care for native fauna including 45 Euros (wallaroos), 25 Red Kangaroos (blue flyers included), reptile and bird species, • Maintenance and cleaning of water troughs (weekly) and feeding bays (seasonal), • Undertaking feral animal control measures in accordance with governing Acts, • Annual assessment of identified noxious weeds and pests and implementing control measures as required, • Replaced damaged and vandalized fencing where and when required, • Maintained roads, culverts, walking paths and trails, - Cleaned and maintained all facilities, • Ensured implementation of WHS practices.

**Action Title: 3.2.1.2 Investigate Master Plan for Living Desert**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Corporate and Community	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Request for Quotation was sent to market in December 2022, with three respondents providing quotes in January 2023. Following internal assessment by review panel, the decision was made to rescope the project deliverables, as quotes received did not meet requirements for future planning for the Living Desert. Budget for Master Plan development will be considered by Council as a special project in the 2023/24 cycle.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

## 3.2 Provide awareness and education on the impacts of climate change


### Action Title: 3.2.2.1 Investigate the development of a Climate Action Plan to support the 2019 Climate Emergency Declaration

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED

**Action Progress Comments:** A capital submission has been made to appoint a suitably qualified consultant who will work alongside Council and key stakeholders to develop a Climate Action Plan (CAP). The consultant will support Council by facilitating the preparation of a CAP, which seeks to help Council adapt to the impacts of climate change, increase the resilience of our community and enable the Council to meet net zero emissions goals. This Action has been included in the 2023/24 Operational Plan.


## 3.2.3 Ensure the effective management of the regeneration and common areas

### Action Title: 3.2.3.1 Undertake feral animal eradication in accordance with governing Acts

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Baiting strategies were implemented regularly throughout the report period for invasive feral animals such as foxes, wild dogs, cats and rabbits, in accordance with governing act requirements.

### Action Title: 3.2.3.2 Replace damaged and vandalised fencing

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, 11km of damaged and vandalized fencing was replaced at the South regeneration area, 40m of storm damaged electric fencing (sanctuary fence) was replaced within the Living Desert and 1.25km of damaged fencing was replaced at the regeneration area on Silverton Road.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

**Action Title: 3.2.3.3 Undertake annual assessment of identified noxious weeds and pests**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Annual assessment of noxious weeds and pests was undertaken by Living Desert rangers in August 2022 and report provided to Council's Strategic Asset Management Coordinator.

**Action Title: 3.2.3.4 Implement control measure to ensure noxious weeds and pests are controlled in an appropriate manner**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Contracted management spraying control of noxious weeds throughout the 8,500Ha of regeneration and common areas for example, various cactus species, mesquite, giant reeds, bathurst burr, nagoora burr, salvation jane, onion weed was undertaken during the report period.

**Action Title: 3.2.3.5 Support and encourage volunteers and environmental groups to protect and enhance natural environment at Living Desert Reserve**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, a total of six working bees were conducted with a total of 76 volunteer hours implemented. Working bees included 2x path laying, 2x tree pruning, 2x paving.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


**Action Title: 3.2.3.6 Support and encourage volunteers and environmental groups to protect and enhance natural environment at Regeneration Area**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Living Desert Ranger	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN




**Action Progress Comments:** During the report period, a total of 18 volunteer hours were implemented at the South regeneration area for the purpose of path clearing, rubbish removal and weeding.

**3.2.4 Support the advocacy of key water stakeholders**

**Action Title: 3.2.4.1 Support the advocacy for river connectivity in the Murray Darling Basin system, maintaining water supply in the Menindee Lakes system and maintaining the health of the Darling Baaka River**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** Council continually lobbies the State and Federal government regarding the health of the Darling River Baaka River. Council participated in regular meetings (six) during the report period 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.


 GREEN - At least 90% of action target achieved     AMBER - Between 70% and 90% of action target achieved     RED - Less than 70% of action target achieved






Proactive, innovative and responsible planning supports the community, the environment and beautification of the

1 Review and update planning strategies and policies to ensure relevance


Action Title: 3.3.1.1 Adopt Plans of Management for all Crown Reserves under Council Management						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Land Use Planner	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED
<p><b>Action Progress Comments:</b> Plan of Management for Queen Elizabeth Park has been previously adopted and finalised. Draft Plans of Management for reserves categorised Park, Sportsground, General Community Use and Natural Areas have been drafted and Council has previously endorsed draft. Crown Lands have provided feedback on drafts which are currently being reviewed by Council staff and SLR Consulting. Legislation was changed that there is now no new legislated timeframe for adoption, so thorough review of drafts is being undertaken. Extension of funding has been granted by the Office of Local Government. This action has been included in the 2023/24 Operational Plan.</p>						

Action Title: 3.3.1.2 Adopt updated Plan of Management for Living Desert Reserve						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Land Use Planner	In Progress	01-Jul-2022	30-Jun-2023	10%	100.00%	 RED
<p><b>Action Progress Comments:</b> Living Desert has an existing Plan of Management so other Reserves without Plans of Management have been prioritised. SLR Consulting have been engaged and have started the review of existing Living Desert Plan of Management. Following finalisation of other Plans, existing Living Desert Plan of Management to be updated to ensure compliance with current Crown Land legislation. Extension of funding has been granted by the Office of Local Government. This action has been included in the 2023/24 Operational Plan.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

## 3.2 Implement actions from Tree Management Plan


### Action Title: 3.3.2.1 Ensure outcomes are conducted in compliance with the Tree Management Plan

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, all tree removals, or tree related issues, were conducted in accordance with the Tree Management Plan. Trees are no longer removed without assessment by Council's Arborist and once assessed, a recommendation is provided to the Strategic Asset Management Coordinator for a decision.

## 3.3.3 Ensure native vegetation, landscaping and water management systems are protected under the planning processes

### Action Title: 3.3.3.1 Provide education and guidance when required for new development proposals to encourage sustainable landscaping, vegetation, and water management practices

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Town Planner	In Progress	01-Jul-2022	30-Jun-2023	25%	100.00%	 RED

**Action Progress Comments:** Planning for education and guidance for new development proposals already undertaken - Short term: Council to request and ensure commercial and substantial development applications include landscaping provisions and are conditioned to ensure on-going maintenance throughout the life of the development. Medium term, as part of intended Review of Planning Instruments including DCP: include landscaping information for a range of land uses highlighting environmental and amenity benefits with a preference for endemic plants and drought tolerant species. Also, basic function and use of landscaping as a land use tool to screen, compliment, and provide amenity for owners and the community alike. This action has been included in the 2023/24 Operational Plan.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved





RED - Less than 70% of action target achieved




#### 3.3.4 Advocate for improved storm water management within the City

Action Title: 3.3.4.1 Develop Storm Water Management Strategy						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2023	25%	100.00%	 RED
<b>Action Progress Comments:</b> Council are currently undertaking a flood study, which will then inform the Storm Water Management Strategy. This action has been included in the 2023/24 Operational Plan.						

#### 3.3.5 Implement the recommendations of the Heritage Strategy to preserve and enhance the heritage of the City

Action Title: 3.3.5.1 Continue to implement the recommendations of the adopted Broken Hill Heritage Strategy 2020-2023						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Town Planner	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> All recommendations have been implemented by Council and are ongoing actions. There are nine recommendations and in particular, recommendations to continue to be developed or worked on during the 2023/24 period includes, further promoting sustainable development as a tool for heritage conservation and the promotion of educational material relating to heritage.						


Action Title: 3.3.5.2 Raise awareness of heritage related issues and management						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Town Planner	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Raising awareness of heritage related issues and management is an ongoing action for Council. During the reporting period, Council's Heritage Advisor provided free advice and information to residents and also undertook media interviews (radio) to discuss heritage related issues. During July 2022 - June 2023, Council's Heritage Advisory Service received over 50 matters, which were referred to the Heritage Advisor for specialist advice in relation to heritage implications with proposed developments.						


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

## Our Leadership


### Openness and transparency in decision making




#### 4.1.1 Foster relationships with key community sector leaders

Action Title: 4.1.1.1 Invite key community sector leaders to civic events and functions						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Key community sector leaders and state and federal members were invited to one Civic Reception event, two Citizenship Ceremony and the Civic Ball held during the report period.						

Action Title: 4.1.1.2 Invite key community sector leaders to participate in various working groups/meetings regarding major issues facing the City						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Key Community sector leaders were invited to participate in regular meetings with Council during the report period, regarding major issues facing the City including Housing, Health, Education, Transport.						

#### 4.1.2 Activate the Community Engagement Strategy

Action Title: 4.1.2.1 Implement communications processes as outlined in new Community Engagement Strategy						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED
<b>Action Progress Comments:</b> Update of Engagement Strategy has been postponed until 2023/24, subject to completion of Community Satisfaction Survey. This action has been included in the 2023/24 Operational Plan.						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

### 4.1.3 Facilitate public forum at each Council meeting

**Action Title: 4.1.3.1 Ordinary and Extraordinary Council Meetings are conducted in accordance with Council's adopted Code of Meeting Practice Policy**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** All Ordinary and Extraordinary Council Meetings held during 2022/2023 were conducted in accordance with Council's adopted Code of Meeting Practice Policy.

### 4.1.4 Ensure social, environmental, cultural and economic sustainability are considered when making decisions

**Action Title: 4.1.4.1 Reports to Council present the social, environmental, cultural and economic sustainability considerations to enable Council to make informed decisions**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Corporate and Community	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council's reporting format assists to present the impacts decisions have on social, environmental, cultural and economic sustainability and provides detail to enable Council to make informed decisions.

### 4.1.5 Support the organisation to operate within its legal framework

**Action Title: 4.1.5.1 Implement a robust process to provide induction training to Section 355 Committee Members**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	In Progress	01-Jul-2022	30-Jun-2023	90%	100.00%	 GREEN

**Action Progress Comments:** An induction presentation together with hard copy and electronic packages were developed for both Section 355 Asset and Advisory Community Committees. Six face-to-face induction sessions were held over 23 June 2022 and 10 August 2022. Hard copy induction packages were posted to those committee members who did not attend an induction session. Finance officers have held individual finance induction sessions with committee treasurers and Corporate Support Officers are engaging with committee secretaries to support compliance with reporting. Council's risk and assets teams are developing material and resources to deliver onsite facility specific inductions with committee members. These inductions are expected to be implemented into the induction training programs in 2023.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

**Action Title: 4.1.5.2 Develop and implement a Proactive Release Strategy to assist in Council's approach to authorised proactive release and promotion of open government**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	In Progress	01-Jul-2022	30-Jun-2023	80%	100.00%	 AMBER


**Action Progress Comments:** The annual review of Council's Agency Information Guide was placed on public exhibition in December 2022 and the new revised guide adopted by Council on 29 March 2023. Research into the development of a proactive release strategy is well advanced. A project group is now required to complete the strategy and provide a charter for the ongoing proactive release of open information. The strategy will be completed and presented to Council by 31 December 2023.

**Action Title: 4.1.5.3 Develop legal, contractual agreements for Exhibiting Artists, Commission Work and Sales through cultural facilities**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the report period, Artist and Commissioning agreements were redrafted by Council's legal firm.

**Action Title: 4.1.5.4 Review of Delegations and Authorisations with new term of Council and recruitment of new staff**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** All Delegations and Authorisations were issued to relevant staff prior to 31 December 2022 for the new Term of Council.

 GREEN - At least 90% of action target achieved     AMBER - Between 70% and 90% of action target achieved     RED - Less than 70% of action target achieved

**Action Title: 4.1.5.5 Councillor and Designated Persons disclosures of interest returns completed annually in accordance with the Local Government Act 1993**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Disclosures of Interest Returns tabled at September 2022 Council Meeting and public copies of Disclosures of Interest Returns have been uploaded to the website.

**Action Title: 4.1.5.6 Review Council Policies for compliance with relevant legislation**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Officer	In Progress	01-Jul-2022	30-Jun-2023	90%	100.00%	 GREEN

**Action Progress Comments:** Council subscribed to the Local Government Legal Legislative Compliance database and Council's suite of Policies have been reviewed against legislation with new Policies created where gaps were identified. Work is continuing to also review Policies against Statutory Instruments. This action has been included in the 2023/24 Operational Plan.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


#### 4.1.6 Implement and embed an Enterprise Risk Management system

##### Action Title: 4.1.6.1 Initiate Stage 3 of the Enterprise Risk Improvement Management Plan

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate Risk	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Improvement Action Plan for 2022/2023 was completed and approved by Council's General Manager and Executive Leadership Team. 1) Improvement actions started on management of Council's Fleet, Volunteer Management and Events management, including review of all current processes against best practice from local government industry including employee strategic review workshops completed during 2023 to finalise updated draft Volunteer Management and Events Management Framework and processes. 2) Electronic online vehicle pre-start system has been commissioned and tested by Council for its vehicle fleet to meet its obligations under the NSW WHS Act. 3) Employee induction to Enterprise Risk Management Software sits at 100%, with all new employees being inducted on commencement of employment and refresher training for existing employees completed in May/June 2023. 4) Council's Corporate Risk Register review by Executive Leadership Team has not yet commenced, with the first review scheduled for September 2023. 5) Council's Operational Risk Register review by Senior Leadership Team not yet commenced, with first review scheduled for September 2023. 6) Control effectiveness audits of operational risk management and controls were completed on an ad hoc basis by Risk Team, including Event Management processes for four community managed events and four Council controlled community events completed during the period.

##### Action Title: 4.1.6.2 Embed the principles of the Enterprise Risk Management Framework (ERM) across the organisation

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate Risk	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Training materials completed and session to up-skill Council employees completed in Enterprise Risk Management (ERM) in April/May/June 2023. • Senior Leadership Team Enterprise Risk Management Framework induction for new Senior Management employees occurs on commencement of work, with up-skill for existing Council employees completed in June/April/May 2023. • Senior Leadership Team up-skill workshops for ERM Framework were not held during the period, with up-skill for existing Council employees scheduled for September 2023.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved



**Action Title: 4.1.6.3 Undertake full review and testing of Council's Business Continuity Plan (BCP)**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate Risk	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Testing of Council's Business Continuity Plan (BCP) completed in May/June 2022, with full review of BCP sub-plans currently underway for identified critical services and internal business units. BCP test exercise completed with independent report on outcomes published in July 2022 and reported to Council's Audit, Risk & Improvement Committee in August 2022. Final independent report to be loaded/published to Council's intranet for access by employees by 30 November 2023.

**4.2 Our leaders make smart decisions**


**4.2.1 Strengthen staff capacity through workforce development and planning activities**

**Action Title: 4.2.1.1 Learning and development plans are completed for all employees including succession and career options**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	In Progress	01-Jul-2022	30-Jun-2023	75%	100.00%	 AMBER

**Action Progress Comments:** Staff have completed Annual Performance reviews for FY 2021/22, with training development plans being created for FY 2022/23. Staff succession mapping has commenced for whole of organisation which will be finalised with the implementation of ELMO (HR cloud-based software). ELMO project has been delayed due to software integration taking longer than expected however, training and development module is due for implementation by August 2023 and succession planning module by October 2023. This action has been included in the 2023/24 Operational Plan.

**Action Title: 4.2.1.2 Investigate Local Government Capability Framework project requirements**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council sought expressions of interest and quotes from external providers for the Local Government Capability Framework project, with nil expressions of interest received. Council will go out to tender on Vendor Panel, with budget planning and approval to be determined in 2023/24. Budget was not approved for this project in FY 2023/24.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved


## 4.2 Provide learning and networking opportunities for elected members

### Action Title: 4.2.2.1 Provide Councillor professional development training sessions

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Councillors attended 27 Councillor Briefings to be kept abreast of current issues during the 2022/2023 financial year.


### Action Title: 4.2.2.2 Offer opportunities for Councillors to attend conferences and seminars that provide information, ideas and solutions that add value to our community

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Officer	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Councillors have attended the National General Assembly of Local Government, Local Government NSW Annual Conference, Western Division Councils of NSW Conference, Murray Darling Association Conference, Association of Mining Cities Alliance Meetings, Country Mayor's Association meetings, Australian Mining Cities Alliance Meetings, Association of Mining and Energy Related Councils Meetings, Regional Capitals Australia Meetings and Regional Cities NSW meetings throughout the 2022/2023 financial year.

## 4.2.3 Build on the leadership values and culture of the organisation

### Action Title: 4.2.3.1 Implement actions from Organisation Culture Inventory survey

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Staff have participated in identifying action items from the Organisation Culture Inventory and these have been prioritised and implemented, with staff providing feedback through the process. Council has amended the February 2022 Action List with the November 2022 employee updates, with 60% of Action items at some level of implementation. Action Plan items that were actioned, were finalised in April 2023, in preparation for Council all-staff workshop "Shaping Our Future 2.0" being held in May 2023. This workshop which will guide staff requested workplace change requests and will lead into the next Organisation Culture Inventory in November 2023.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

**Action Title: 4.2.3.2 Investigate further leadership training opportunities**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council delivered all agreed leadership development sessions for this reporting period for the Executive Leadership Team and Senior Leadership Team. In April 2023, the identified Emerging Leaders Group commenced the L.E.A.D program (Leadership Education and Development), being delivered internally by the Senior Leadership Team. This program will be completed by the Emerging Leaders in August 2023.


**4.2.4 Implement the Service Review Framework**

**Action Title: 4.2.4.1 Undertake Events service review**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Leader Innovation & Business Improvement	In Progress	01-Jul-2022	30-Jun-2023	80%	100.00%	 AMBER

**Action Progress Comments:** The Events Service initial review and data collection has been completed. Council has engaged Hawkrige Entertainment Services to develop the Civic Centre Business Plan, which will inform final outcome of the Service Review.

**Action Title: 4.2.4.2 Undertake Waste Management service review**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Leader Innovation & Business Improvement	Completed	01-Nov-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The Waste Management service review was undertaken by Morrison Low, with internal consultation and data review completed. Upon completion of service review in May 2023, the report was presented to Council.

 GREEN - At least 90% of action target achieved      AMBER - Between 70% and 90% of action target achieved      RED - Less than 70% of action target achieved

**4.2.5 Monitor potential changes to government policy and legislation and make submission where considered important for the local community**


**Action Title: 4.2.5.1 Make relevant submissions to Government agencies on matters that will affect Broken Hill or Local Government in a broader context**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Seven written submissions were made to relevant Government Agencies during the report period.

**4.2.6 Ensure Council has robust Information Communications Technology Platform**

**Action Title: 4.2.6.1 Continue to implement the Information and Communication Technology Strategy/Roadmap**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Information & Communications Technology	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Implementation of the 5-year IT Strategy developed in 2018, has been completed, with a total of 77 projects completed. During the final reporting period, Mobile Device Management was finalised.


**Action Title: 4.2.6.2 Continue to implement the Cyber Security Framework**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Information & Communications Technology	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** During the 2022/23 report period, the following three outcomes were implemented: • Multi-Factor Authentication (MFA) - Currently serving 82% of Staff, • Mobile Device Management - 64% of mobile phones on-boarded. This will enable us to better manage and protect our fleet of mobile phones and tablets, • Password management - Education and provision of tools to staff to enable better password practices.

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**4.2.7 Continue to look for efficiencies in the organisation and ensure financial sustainability**


Action Title: 4.2.7.1 Reduce the annual operational deficit in line with the Long Term Financial Plan						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Finance and Commercial	In Progress	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Budget and Long Term Financial Plan prepared with an expectation to return to breakeven in 2024. Efficiency improvements continually adopted and Quarterly reviews conducted to achieve this target.						




**4.3 We unite to succeed in Australia's first City on the National Heritage List**

**4.3.1 Collaborate with key stakeholders for the Community Strategic Plan for reporting and monitoring**

Action Title: 4.3.1.1 Facilitate Community Strategic Plan Round Table Committee Meetings						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Officer	In Progress	01-Jul-2022	30-Jun-2023	1%	100.00%	 RED
<b>Action Progress Comments:</b> The Community Strategic Plan Round Table Committee did not meet during the report period. The Constitution of the Committee is being reviewed with further consideration on the Committee's operations. A report will be presented to Council recommending disbandment of the Committee and providing alternative community consultation methods.						


**4.3.2 Develop working parties for key issues and projects impacting Council and the City**

Action Title: 4.3.2.1 Develop working parties where necessary to progress major projects and issues						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Seven working parties were developed during the report period. These include the Broken Hill Library and Archives Project Working Group, E.P. O'Neill Memorial Park Redevelopment Project Steering Group, Projects Steering Working Group, Gateway Signage Advisory Group, Companion Animal Working Group, Fruit Fly Control Awareness Working Group, Broken Hill Cemetery Working Group.						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

### 4.3 Maintain a strong relationship and regularly engage with the local State and Federal Members


#### Action Title: 4.3.3.1 Engage with the local State and Federal Members on key issues relating to Council and the City

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Council continually engaged with Local, State and Federal Members during the report period on key issues to Council and the City, regular meetings were held and correspondence sent to State and Federal Members relating to key issues including Childcare, Mobile Communications, Lead Prevention programs, Trades Hall World Heritage Listing, Classification of Funding, Mandatory cashless gaming cards, Fruit Fly, 60-day dispensing of PBS medications, aged care, the Emergency Services Levy, lack of electric vehicle recharging stations, Menindee Lakes fish kill, Line of Lode Café redevelopment, need of a Bariatric Ambulance, Valuer General's land valuations, Broken Hill's water quality, upgrading historical graves at the Cemetery and the continuation of funding for TROVE historical database.

### 4.3.4 Maintain a strong relationship and regularly engage with the Minister of Local Government and other Ministers

#### Action Title: 4.3.4.1 Engage with the Minister for Local Government and other Ministers on key issues relating to Council and the City

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
General Manager	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Regular correspondence was forwarded to various State Ministers during the report period, relating to key issues including Childcare, Mobile Communications, Lead Prevention programs, Trades Hall World Heritage Listing, Classification of Funding, Mandatory cashless gaming cards, Fruit Fly, 60-day dispensing of PBS medications, Aged Care, the Emergency Services Levy, lack of electric vehicle recharging stations, Menindee Lakes fish kill, Line of Lode Café redevelopment, need of a Bariatric Ambulance, Valuer General's land valuations, Broken Hill's water quality, upgrading historical graves at the Cemetery and the continuation of funding for TROVE historical database.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

## Our community is engaged and informed




### 4.4.1 Update Community Engagement Strategy

Action Title: 4.4.1.1 Update Community Engagement Strategy for adoption by Council							
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %	
Manager Communications and Marketing	In Progress	01-Jul-2022	30-Jun-2023	50%	100.00%	 RED	
<b>Action Progress Comments:</b> Update of Engagement Strategy has been postponed until 2023/24, subject to completion of Community Satisfaction Survey. This action has been included in the 2023/24 Operational Plan.							

### 4.4.2 Facilitate meetings between community and elected representatives


Action Title: 4.4.2.1 Provide support for community meetings between Councillors and the public as required							
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %	
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN	
<b>Action Progress Comments:</b> Public forums are now held at the beginning of Council meetings for anyone wishing to speak with Councillors. The forums are also now part of the full meeting agenda. Individual meetings between Councillors and members of the public were regularly facilitated by Executive Support during the report period.							

Action Title: 4.4.2.2 Facilitate community engagement sessions regarding major projects and initiatives as required							
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %	
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN	
<b>Action Progress Comments:</b> During the report period, community engagement was carried out on all major projects either by Council officers, or by project contractors in partnership with Council.							

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

4.4.3 Maintain an Advocacy Strategy for the City

Action Title: 4.4.3.1 Review and align Advocacy Strategy with Community Strategic Plan priorities

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

Action Progress Comments: Council's revised Advocacy Strategy was endorsed at the December 2022 meeting of Council.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved



## POLICY AND GENERAL COMMITTEE

August 8, 2023

**ITEM 4****BROKEN HILL CITY COUNCIL REPORT NO. 154/23**

**SUBJECT:** DISABILITY INCLUSION ACTION PLAN 2022-2026 - KEY PERFORMANCE INDICATORS PROGRESS REPORT FOR PERIOD ENDING 30 JUNE 2023 D23/42028

**Recommendation**

1. That Broken Hill City Council Report No. 154/23 dated August 8, 2023, be received.
2. That Council note the Disability Inclusion Action Plan 2022-2026 – Key Performance Indicators Progress Report for the reporting period ending 30 June 2023.
3. That the Disability Inclusion Action Plan 2022-2026 – Key Performance Indicators Progress Report for the reporting period ending 30 June 2023 be placed on Council's website.
4. That Council call a meeting of the Disability Inclusion Action Plan Monitoring Group to assess the outcomes of the progress report.

**Executive Summary:**

The *NSW Disability Inclusion Act (2014)* aims to achieve the goal of ensuring people with disability achieve full inclusion in community life. Under the Act, the NSW Government required all councils to implement a Disability Inclusion Action Plan (DIAP) by July 2017. Council's second DIAP was developed according to the legislative requirements described in the Act and adopted on 29 June 2022.

The Disability Inclusion Action Plan Monitoring Group provides a forum for relevant stakeholders and representatives to monitor the progress of Council's DIAP to achieve the requirements of the *NSW Disability Inclusion Act 2014*.

Council's DIAP has been integrated into the Integrated Planning and Reporting Framework.

**Report:**

This report relates to Council's progress of Actions for the first 12 months of the Disability Inclusion Action Plan 2022-2026, for the reporting period ending 30 June 2023. The Disability Inclusion Action Plan 2022-2026 contains Actions that for each 12 months of the four-year plan. A total of 44 performance action targets were set within Council's 2022-2026 DIAP and this report provides an indication of performance against targets set for the previous 12 months.

The Action KPIs for the first 12 months of the four-year Plan indicates 36 Actions (82%) have been "Completed", 8 Actions (8%) show as "Off Track" with less than 25% of the target achieved.

A snapshot of the DIAP 2022-2026 progress for the reporting period to 30 June 2023, with an explanation of Progress Against Targets, can be found on the following page.

## DISABILITY INCLUSION ACTION PLAN SNAPSHOT – 1 JULY 2022 – 30 JUNE 2023

## OVERVIEW

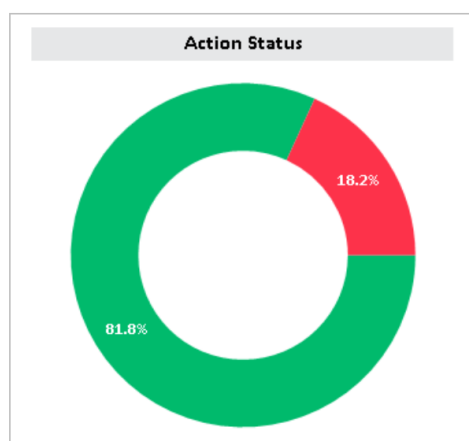
## ACTION SUMMARY

By Performance

36 ON TRACK

8 OFF TRACK

0 MONITOR



## Action Progress Against Targets

44 Actions reported on

31 100% action target achieved

01 At least 90% of action target achieved

05 At least 50% of action target achieved

07 Only 1% to 25% of action target achieved

## Community Engagement:

Council's Disability Inclusion Action Plan 2022-2026 was placed on exhibition, for a period of 28 days to allow for public comment, on 4 May 2022.

The Disability Inclusion Action Plan progress report for the period ending 30 June 2023 will be placed on Council's website.

## Strategic Direction:

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

## Relevant Legislation:

*Disability Inclusion Act (NSW) 2014*

*Disability Discrimination Act (Commonwealth) 1992*

*Local Government Act 1993*

Integrated Planning and Reporting Framework

## Financial Implications:

The DIAP is included in the Integrated Planning and Reporting Framework, with actions identified in the Delivery Program, in accordance with Council's Long Term Financial Plan, annual Operational Plan and annual budget processes.

## Attachments

- DIAP 2022-2026 - Key Performance Indicator Progress Report for period ending 30.06.2023

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER



# 2022-2026 DISABILITY INCLUSION ACTION PLAN - KPI PROGRESS REPORT ENDING 30 JUNE 2023

Broken Hill City Council

## OVERVIEW

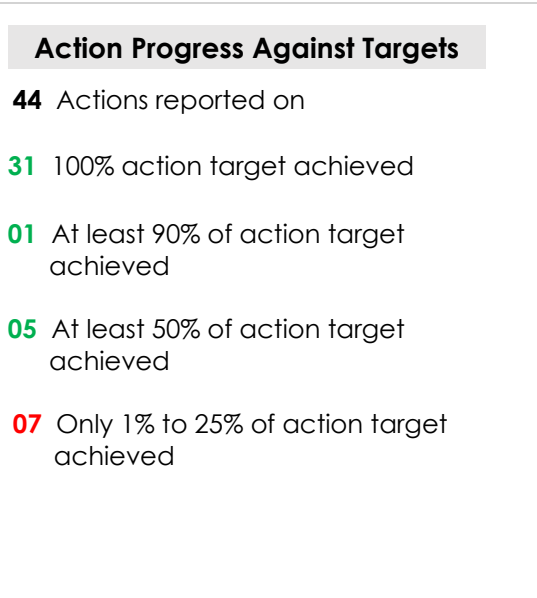
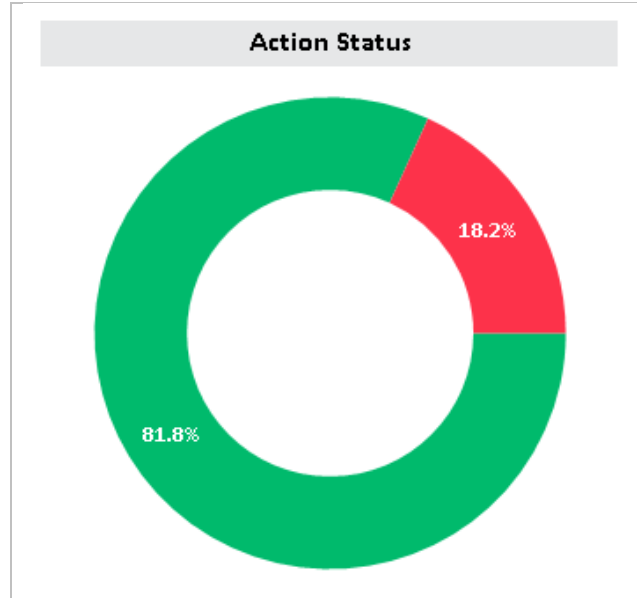
### ACTION SUMMARY

By Performance

**36** ON TRACK

**8** OFF TRACK

**0** MONITOR



### ACTION TARGET LEGEND



GREEN

At least 90% of action target achieved



AMBER

Between 70% and 90% of action target achieved



RED

Less than 70% of action target achieved

-

No target set



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved


## Business Plan – DIAP 2022-2026

### 1 Attitudes and Behaviours

#### 1.1 Promote inclusion and inclusive communication in Council and in the community


##### 1.1.1 All Council staff have an awareness of what inclusion means

**Action Title: 4.1.5.7 DIAP A1.1.01 - Celebrate, support and promote events such as International Day of People with Disability, Autism Awareness, R U OK? Day and World Mental Health Awareness Day**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** The Civic Centre promotes a number of national recognition days through the use of its window projections. An annual schedule is still being compiled with new requests for participation to highlight and promote national days increasing as the CBD lighting is utilised for this purpose. National days promoted during the reporting period included R U OK Day, Pink October, Blue November, International Pregnancy and Infant Loss Remembrance Day, World Diabetes Day and Lifeline How's Your Mate.

**Action Title: 4.1.5.8 DIAP A1.1.02 - Purchase communication aids (such as magnifying glasses, large face clocks and portable hearing loops) and have them visible in Council buildings and facilities**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	In Progress	01-Jul-2022	30-Jun-2023	90%	100.00%	 GREEN

**Action Progress Comments:** An audit of communication aids within Council buildings and facilities undertaken and order placed for large face clocks and magnifying glasses. Portable hearing loops and costing under investigation.




GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

Action Title: 4.1.5.9 DIAP A1.1.03 - Display the SCOPE Communication Bill of Rights at all Council facilities and buildings						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> SCOPE Communication Bill of Rights downloaded and provided to all Council building and facility managers to display.						

Action Title: 4.1.5.10 DIAP A1.1.04 - Increasingly use infographics and simple English in corporate publications and plans						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Council's Annual Report 2021/2022 adopted by Council 30 November 2022 included infographics in each of the four key directions, to report on budget and numerical values. The Community Strategic Plan - Your Broken Hill 2040 was developed with simple English in mind. Community event posters/advertisements are being developed with a focus on continuous improvement for accessibility and inclusiveness in design and presentation. Increase in use of infographics and simple English continues.						




GREEN - At least 90% of action target achieved







AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

<b>Action Title: 4.1.5.11 DIAP A1.1.05 - Consult with inclusive communication experts (eg, Novita speech therapist) to develop guidelines on supporting inclusion and managing differing needs in shared community spaces</b>						
<b>Responsible Person</b>	<b>Status</b>	<b>Start Date</b>	<b>End Date</b>	<b>% Complete</b>	<b>Target</b>	<b>On Target %</b>
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate. 1) The Library has investigated provision of information session by Aspect on Understanding Neurodiversity, inclusion and autism friendly environments and Key Word Signing. Further investigations will occur for implementation. The funding for this training has been approved and will take place in August 2023. The Library will be working together with Mission Australia to look at how the Library conducts programming to be more inclusive of children 0-9 that have learning and developmental delays. This advice will also extend to the purchasing of sensory equipment and support for our parents and carers that come to our early literacy sessions. 2) The Civic Centre have held discussions with LiveBetter to conduct a workshop for Event staff on interacting with people with disabilities, with a workshop to be organised in 2023/24.</p>						


<b>Action Title: 4.1.5.12 DIAP A1.1.06 Invite management from the YMCA (pool) to be involved in the discussions about developing guidelines for supporting inclusion and managing differing needs in shared community spaces</b>						
<b>Responsible Person</b>	<b>Status</b>	<b>Start Date</b>	<b>End Date</b>	<b>% Complete</b>	<b>Target</b>	<b>On Target %</b>
Community Development Coordinator	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Meeting between Council and YMCA management has taken place to consider all aspects of inclusive access to the Broken Hill Regional Aquatic Centre. The YMCA is an invited member to the Disability Inclusion Action Plan (DIAP) Monitoring Group six monthly meetings. The new YMCA Manager was briefed about DIAP in December 2022.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

## 1.2 Continue to support our staff to respectfully, confidently and effectively communicate with people with disability


### 1.2.1 Council staff are confident and skilled in communicating with people who have disability

**Action Title: 4.1.5.13 DIAP A1.2.01 Continue to train staff to write accessible documents for presentations and on Council's website**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** Council continues to internally up-skill and maintain required standards for information accessibility. Further awareness and training options have been sourced with relevant employees having the opportunity to complete available training.

**Action Title: 4.1.5.14 DIAP A1.2.02 Continue to support staff to develop web content and design compatible with Web Content Accessibility Guidelines 2.0**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** Council website content continues to be WCAG 2.0 compliant and newly developed Tourism website also WCAG 2.0 compliant.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved




**Action Title: 4.1.5.15 DIAP A1.2.03 Support the Infrastructure team to enhance disability confidence and communication skills in order to effectively engage and consult with people with disability**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN


**Action Progress Comments:** The Infrastructure team continues to develop effective communication skills with everyone in the community, particularly people with disability. This is enhanced by liaising with Disability Inclusion Action Plan Monitoring Group members on upcoming projects and regularly seeking feedback on current assets.

**Action Title: 4.1.5.16 DIAP A1.2.04 Deliver induction sessions that encompass the topic of inclusion of people with disability**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** The review of the corporate induction process and delivery to all staff has been completed and will commence with Council's new software system ELMO. Corporate inductions will be a combination of online and face to face delivery methods.

**Action Title: 4.1.5.17 DIAP A1.2.05 Provide expert guest speakers to staff meetings and/or internal training sessions**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** Internal consultation identified possible topics and delivery protocols. Whole of staff sessions were scheduled for delivery early in 2023, with sessions held relating to Council's value-based leadership program in accountability, strategic conversations, personal growth and development, well-being and having difficult conversations.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

### 1.3 Continue to promote Council’s activities for building inclusion in Council and in the community

#### 1.3.1 The community is aware of the activities Council is undertaking to progressively build greater inclusion of people with disability

**Action Title: 4.1.5.18 DIAP A1.3.01 Continue to provide media stories (including on social media) on the progress of the implementation of the Disability Inclusion Action Plan 2022-2026**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN


**Action Progress Comments:** Disability Inclusion Action Plan is referenced whenever possible in social media, media releases, and community newsletter.

## 2 Liveable Communities

### 2.1 Engage with people who use wheelchairs and other mobility aids, and parents of children with disabilities, to determine priorities for improving footpaths, crossings and kerb ramps

#### 2.1.1 People with disability are consulted about the priority maintenance and upgrade of footpaths, kerbs, crossings and ramps in Broken Hill

**Action Title: 4.1.5.19 DIAP A2.1.01 Hold specific community consultations with people who use wheelchairs, walkers or gophers to identify priorities for the Active Transport Plan**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Communications have been ongoing between the Capital Projects team and the Disability Inclusion Action Plan Monitoring Group, with a focus on the priority listing of the Active Transport Plan. Council will continue to consult with these groups to ensure focus on the higher priority areas.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

**Action Title: 4.1.5.20 DIAP A2.1.02 Promote the progress on the Active Transport Plan via Council media and information to the community care interagency; using Accessible Meeting Guidelines**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** Information and project updates about the Active Transport Plan are regularly posted on Council's social media sites to keep the community informed of project progress. The Active Transport Plan's five (5) year plan is also available on Council's website.

**Action Title: 4.1.5.21 DIAP A2.1.03 Conduct community consultation on accessible public toilets (maintenance and upgrade and way finding priorities) using Accessible Meetings Guideline**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** Location and access information applicable to Public Toilets are included as part of the Wayfinding Project. Consultation has been ongoing with the Disability Inclusion Action Plan Monitoring Group and other community members. The technical design for a new public toilet is budgeted for 2023/24.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

## 2.2 Progressively address the issues raised by people with disability to improve access around the City

### 2.2.1 People with disability are directly consulted about the priorities for improvement to access around the City

**Action Title: 4.1.5.22 DIAP - A2.2.01 Ensure ramps at school bus bay areas are included in the Active Transport Plan priority list**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** In the last 12-months Council, in conjunction with Transport for NSW have been liaising closely with all schools within the Local Government Area around pedestrian and traffic matters, focusing on accessibility and safety. Upgrades to kerb ramps were undertaken as part of the \$1.7 million school zone safety upgrades in 2022, which included a total of 64 kerb ramps being installed.

**Action Title: 4.1.5.23 DIAP A2.2.02 Increase the continuous accessible paths of travel to key places based on results of consultations with people who use powered and unpowered wheelchairs, mobility walkers and mobility scooters**




Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** As part of the Active Transport Plan and Road Reconstruction projects, over the last eight (8) months, forty (40) accessibility kerb ramps (2.5 m wide) and twenty (20) refuge islands have been installed across the City. These were at locations including Blende Street, from Silver Street through the Central Business District (CBD) to Galena Street. The road reconstruction projects at Galena, Blende and Wills Street, Thomas and O'Farrell Street intersections and at Chloride Street, between Williams Street and Chapple Street, all included path modifications and kerb ramp installations to 2.5m. These areas were highlighted for improvement during consultation prior to the projects beginning.


 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

Action Title: 4.1.5.24 DIAP A2.2.03 Replace bark chips in public parks with options that do not obstruct wheelchairs and mobility walkers						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> Future planning to replace bark chips with alternative soft fall measures, like soft fall crumbed rubber, have begun. Council are identifying the costs associated with the material, while sourcing training opportunity for our internal staff to install and maintain. The number of parks that will need replacing will be identified within the Parks Master Plan once completed.</p>						

Action Title: 4.1.5.25 DIAP A2.2.04 Provide quiet/sensory areas in Council buildings and at Council events						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<p><b>Action Progress Comments:</b> The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate.</p> <p>1) Library - The Library is an accessible facility supporting inclusion and managing differing needs in shared community spaces. Programs are adjusted for individual needs as required. Investigation into suitable equipment spaces available within the Library is currently underway. The Library will be working together with Mission Australia to look at how the Library conducts programming to be more inclusive of children 0-9 that have learning and developmental delays. This advice will also extend to the purchasing of sensory equipment and support for our parents and carers that come to our early literacy sessions. 2) Events - A Sensory Zone was implemented for the Christmas Pageant held in December 2022, allowing viewing within a quiet zone on Oxide Street with no sirens, music or horns, from the Wolfram Street roundabout to the Beryl Street roundabout. Sensory play equipment has been purchased for use at Council events, including wheelchair accessible sensory tent, balancing play, tunnels, sensory mats, lights and sound activations. These were used for the first time at the New Year's Eve event in Sturt Park.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

**Action Title: 4.1.5.26 DIAP A2.2.05 Ensure upgrades to and installation of play equipment are accessible to children with physical and non-physical disability**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Environment and Infrastructure	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** As part of the E.P. O'Neill Sporting Complex Redevelopment, a representative from the DIAP Monitoring Group is included within the Project Steering Group that guides the development of the project. Through feedback and communication from this representative, the playground area within the complex focused specifically to inclusiveness and accessibility and will include a sensory playground and multiple play equipment suitable for physical and non-physical disabilities.

**2.3 Progressively increase accessibility and inclusion of places of entertainment, recreation, learning and leisure**

**2.3.1 People with disability have greater access to events hosted in the City**

**Action Title: 4.1.5.27 DIAP A2.3.01 Source existing Accessible and Inclusive Event Guidelines for use within Broken Hill City Council**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2023	25%	100.00%	 RED

**Action Progress Comments:** Council's current events guide will be reviewed in conjunction with the event management risk review. All of the associated templates and documents are included in the review scheduled for the next reporting period.




GREEN - At least 90% of action target achieved





AMBER - Between 70% and 90% of action target achieved







RED - Less than 70% of action target achieved


Action Title: 4.1.5.28 DIAP A2.3.02 Incorporate Access and Inclusion Plans into all Council hosted events						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2026	50%	100.00%	 RED
<p><b>Action Progress Comments:</b> Accessibility is included in all Council events for event sites. The Christmas Pageant and New Year's Eve included sensory zones for 2022 to promote attendance for those with sensory triggers. The "quiet sensory zone" for the first block of the Christmas Pageant parade was extremely well attended with positive feedback from the community for the introduction of this zone.</p>						


Action Title: 4.1.5.29 DIAP A2.3.03 Develop Accessible Event templates, guidelines, policies and/or procedures specific to the context of Broken Hill Events						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2024	10%	50.00%	 RED
<p><b>Action Progress Comments:</b> Council's current events guide will be reviewed in conjunction with the event management risk review. All of the associated templates and documents are included in the review scheduled for the next reporting period.</p>						




Action Title: 4.1.5.30 DIAP A2.3.04 Make Council's Accessible Event Guidelines (including promotional information about drop off points and parking etc) available to event organisers booking Council owned sites						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2026	1%	100.00%	 RED
<p><b>Action Progress Comments:</b> Council's current events guide will be reviewed in conjunction with the event management risk review. All of the associated templates and documents are included in the review scheduled for the next reporting period.</p>						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved

<b>Action Title: 4.1.5.31 DIAP A2.3.05 Ensure seating arrangements enable people who use wheelchairs to sit on the row they would prefer</b>						
<b>Responsible Person</b>	<b>Status</b>	<b>Start Date</b>	<b>End Date</b>	<b>% Complete</b>	<b>Target</b>	<b>On Target %</b>
Civic Centre Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Current arrangements for booking seated events for people using wheelchairs at the Civic Centre are to book any seat where access for the customer is simple. Any aisle, front or back row seat can be purchased to allow a more inclusive experience. Plans have now been put in place to allow for removal of seats for customers with mobility aids prior to arrival.						

<b>Action Title: 4.1.5.32 DIAP A2.3.06 Compile a template(s) with consistent or aligned meta-data for collecting information on accessibility/inclusion features of Council Buildings, parks, playgrounds etc enabling the presentation of access features of the building and the activities hosted in them</b>						
<b>Responsible Person</b>	<b>Status</b>	<b>Start Date</b>	<b>End Date</b>	<b>% Complete</b>	<b>Target</b>	<b>On Target %</b>
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2024	10%	100.00%	 RED
<b>Action Progress Comments:</b> Investigations have commenced to develop templates to collect and present access and inclusion information relating to Council buildings, parks, playgrounds and activities. This action has been carried over to 2023/24 to finalise.						

<b>Action Title: 4.1.5.33 DIAP A2.3.07 Collect and document the accessibility features of all Council buildings, parks, playgrounds and post these on all relevant websites including Council's main website and the national accessible tourism website</b>						
<b>Responsible Person</b>	<b>Status</b>	<b>Start Date</b>	<b>End Date</b>	<b>% Complete</b>	<b>Target</b>	<b>On Target %</b>
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2026	10%	100.00%	 RED
<b>Action Progress Comments:</b> Investigations have commenced to develop templates to collect and present access and inclusion information relating to Council buildings, parks, playgrounds and activities.						

 GREEN - At least 90% of action target achieved    
  AMBER - Between 70% and 90% of action target achieved    
  RED - Less than 70% of action target achieved



Action Title: 4.1.5.34 DIAP A2.3.08 Invite Broken Hill accommodation, entertainment and other leisure / tourism providers to participate in the Access and Inclusion Information Collection Project						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> Preliminary conversations have been held with a local NDIS officer, investigating the best approach to ascertain correct method of data collection and communication with local businesses.						

Action Title: 4.1.5.35 DIAP A2.3.09 Continue to design Library workshops or activities that provide adjustments enabling people with disability to attend						
Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN
<b>Action Progress Comments:</b> The Library continues to offer and endorse an inclusive environment where participants feel comfortable to visit and attend. The provision of programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and all program delivery and adjustments are made when and where required for people to attend and participate who may have a disability, this includes using Key Word Sign during our Early Literacy programming.						



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

**Action Title: 4.1.5.36 DIAP A2.3.10 Continue to enable access by Aboriginal and/or Torres Strait Islander persons with disability to attend culturally safe and appropriate programs**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Acting Library Coordinator	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** The Library, Events, Gallery and Museum continue to offer and endorse an inclusive environment, where participants feel comfortable to visit and attend. Council develops events, programs and services which provide the opportunity and flexibility to adjust to differing abilities, ages and needs to ensure inclusion and strategies to adjust program delivery are developed when and where required, to ensure inclusion and participation of all who wish to attend and participate. Gallery - The Arts/Cool after school education program and the Deadly Sistas workshops were adjusted for people with disabilities. Library - the library is an inclusive space where anyone can attend. The library holds a NAIDOC Week Storytime activity for our younger children and attends the NAIDOC Family Fun Day in the Park in October every year.

**Action Title: 4.1.5.37 DIAP A2.3.11 Continue to offer Art Gallery activities with adjustments for people with disability**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Gallery and Museum Manager	Completed	01-Jul-2022	30-Jun-2024	100%	100.00%	 GREEN

**Action Progress Comments:** The Arts/Cool after school education program and the Deadly Sistas workshops were adjusted for people with disabilities. Additionally, the main entrance door to the Gallery has been upgraded to an automatic door to improve accessibility. The Gallery continues to report to and work with the Disability Inclusion Action Plan Monitoring Group to insure ongoing improvement for accessible activities.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

**Action Title: 4.1.5.38 DIAP 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**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Infrastructure and Environment	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** The ground floor of the Administration Building is being renovated as part of Stage 1 works for the new Library and Archives Project. As part of these works, allowance has been made for a lower information desk for people using wheelchairs and the provision of a hearing loop in the temporary library section. A sound privacy room will be considered after the use of the ground floor as a temporary library. Works are scheduled to begin in August 2023.

**Action Title: 4.1.5.39 DIAP 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**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Strategic Asset Management Coordinator	In Progress	01-Jul-2022	30-Jun-2024	50%	100.00%	 RED

**Action Progress Comments:** Commencement of this Action has been delayed. Quotes have been received for the lowering of a section of the counter. Works to be completed in 2023/24.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

### 3 Systems and Processes

#### 3.1 Systems supporting Council communications, meetings and consultations enhance inclusion

##### 3.1.1 Written information produced by Council is easier to read both in form and content

**Action Title: 4.1.5.40 DIAP A3.1.01 Develop guidelines for creating accessible documents (integrating the International Day of People with Disabilities Style Guide, 2018 <https://www.idpwd.com.au/wp-content/uploads/2018/09/IDPwD-Style-Guide-2018.pdf>)**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	In Progress	01-Jul-2022	30-Jun-2024	50%	50.00%	 GREEN

**Action Progress Comments:** International Day of People with Disability Branding Guidelines 2018 sourced. Research commenced for development of guidelines for creating accessible documents.

#### 3.2 Incorporate accessibility and inclusion considerations in procurement decisions and contracts

##### 3.2.1 People with disability have greater access to information relating to procurement and contracts

**Action Title: 4.1.5.41 DIAP A3.2.01 Review procurement systems and contracts to ensure accessible and inclusive practices are used by consultants**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Director Finance and Commercial	In Progress	01-Jul-2022	30-Jun-2024	50%	50.00%	 GREEN

**Action Progress Comments:** Tenders and Contracts awarded with regards to inclusivity as per Council's Procurement Framework and Policy.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

### 3.3 Ensure procedures and work practices require all community campaigns or information sessions to be inclusive

#### 3.3.1 People with disability have greater access to information

**Action Title: 4.1.5.42 DIAP A3.3.01 Review procedures and work practices relating to the development of community campaigns or information sessions to ensure inclusion is built in**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2025	100%	25.00%	 GREEN

**Action Progress Comments:** Inclusion is considered in the provision of all Council communications and engagement sessions and included within engagement session planning.

### 3.4 Utilise the expertise of the DIAP Monitoring Group to improve systems and processes

#### 3.4.1 People with disability are represented on the DIAP Monitoring Group

**Action Title: 4.1.5.43 DIAP A3.4.01 Continue to support and resource the DIAP Monitoring Group to assist Council to improve systems and processes**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Corporate and Customer Experience	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** Corporate teams continue to support and look for opportunities to further grow the DIAP Monitoring Group of relevant stakeholders, with feedback from the group considered for improvement of systems and processes. Internal stakeholders report on progress of actions six monthly to Council and present actions completed and upcoming to the group six monthly. Internal projects consider accessibility and inclusion in design and engagement.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

### 3.5 Embed inclusive practices into all community consultations, communications and Council work practices


#### 3.5.1 People with disabilities increasingly give feedback to Council and are able to give formal and informal input on the development and progress of Council plans

**Action Title: 4.1.5.44 DIAP A3.5.01 Community engagement plans include methods for engaging 'harder to reach' individuals and communities**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Manager Communications and Marketing	Completed	01-Jul-2022	30-Jun-2026	100%	100.00%	 GREEN

**Action Progress Comments:** Current Engagement Strategy focuses on 'harder to reach' groups and all future revisions will maintain this focus.

**Action Title: 4.1.5.45 DIAP A3.5.02 Collate database of key community contacts in order to collect 'lived' information on 'accessible Broken Hill'**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2025	25%	25.00%	 GREEN

**Action Progress Comments:** Database of key community contacts is under construction and community entities are encouraged to list on Council's directory.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

**Action Title: 4.1.5.46 DIAP A3.5.03 Collate a database of volunteers prepared to take photos of places, for example, routes to tourism venues, Council buildings and parks; and approach private venues and accommodation operators wishing to cater to accessible tourism**


Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Visitor Services Coordinator	Completed	01-Jul-2022	30-Jun-2025	100%	25.00%	 GREEN

**Action Progress Comments:** Preliminary conversations have been held with a local NDIS officer, investigating the best approach to ascertain correct method of data collection and communication with local businesses.

### 3.6 Consumer satisfaction surveys indicate the consumers feel heard and have a say in decision making

#### 3.6.1 Surveys are developed to ensure accessibility to respond by hard-to-reach individuals can be achieved

**Action Title: 4.1.5.47 DIAP A3.6.01 Community consumer satisfaction survey**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Community Development Coordinator	In Progress	01-Jul-2022	30-Jun-2024	25%	50.00%	 RED

**Action Progress Comments:** This action has been scheduled for 3rd and 4th quarter of 2022/23.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved




RED - Less than 70% of action target achieved

## 4 Employment

### 4.1 Review recruitment and employment processes to ensure they are barrier free to candidates who have disability

#### 4.1.1 Council has recruitment and employment policies that reflect best practice with regards to encouraging and supporting the employment of people with disability


**Action Title: 4.1.5.48 DIAP A4.1.01 Include on the front of Council's 'Jobs' webpage a statement that Council welcomes applications for employment from people with disability**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2023	100%	100.00%	 GREEN

**Action Progress Comments:** The following statement has been added to Council's website careers page; "Broken Hill City Council promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. People from indigenous backgrounds, people from culturally diverse backgrounds, and people with disabilities are encouraged to apply."

**Action Title: 4.1.5.49 DIAP A4.1.02 Continue to regularly access and implement the free resources from the Australian Network on Disability, specifically:**

- Sharing and monitoring disability information in the workplace; and
- Employers' Guide to Partnering with Disability Employment Services

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	In Progress	01-Jul-2022	30-Jun-2024	50%	50.00%	 GREEN

**Action Progress Comments:** Recruitment processes are in line with all legislative and regulatory requirements for disability inclusion regarding workforce management. All recruitment processes have met the recommended guidelines and council continues to work with services supporting the disability employment sector.



GREEN - At least 90% of action target achieved




AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved



**Action Title: 4.1.5.50 DIAP A4.1.03 Continue to reference the Australian Network on Disability resource "Manager's Guide: Disability in the Workplace" and continuously update Council's policies and processes in line with best practice examples provided**

Responsible Person	Status	Start Date	End Date	% Complete	Target	On Target %
Executive Manager People and Culture	Completed	01-Jul-2022	30-Jun-2024	100%	50.00%	 GREEN

**Action Progress Comments:** Council's policies and processes are in line with current reference materials regarding disability inclusion within the workforce. All recruitment has met the guidelines and council continues to work with employment service providers in this industry.



GREEN - At least 90% of action target achieved



AMBER - Between 70% and 90% of action target achieved



RED - Less than 70% of action target achieved

## POLICY AND GENERAL COMMITTEE

July 24, 2023

**ITEM 5**BROKEN HILL CITY COUNCIL REPORT NO. 155/23SUBJECT:                    COMMUNITY SATISFACTION SURVEY                    D23/38878**Recommendation**

1. That Broken Hill City Council Report No. 155/23 dated July 24, 2023, be received.
2. That Council notes the outcome of the 2023 Community Satisfaction Survey.

**Executive Summary:**

In June 2023 a Community Satisfaction Survey was undertaken for the first time since 2018 and carried out by Council's Corporate and Communications departments in conjunction with independent data specialists Taverner Research Group.

- The final report shows an overall satisfaction rating of 3.1 out of 5 for Council's performance over the last 12 months. This represents an increase from the last survey in 2018 which returned a score of 2.9 out of 5. Confidence in the elected Council, Council's Management, and the handling of Council's finances all increased significantly.
- Residents remain unhappy with some aspects of the city's appearance, with areas such as nature strips, road maintenance and street cleaning scoring below the median, with footpath maintenance and noxious weed control having the lowest overall scores.
- Residents are happy with community events, heritage trail signage, protection of heritage values and buildings, and waste collection.
- All Council facilities were rated 3.0 or above with recreation and sporting facilities being the best performing, and satisfaction with the Civic Centre significantly improved.
- Residents responding to the personal satisfaction section are, on average, significantly happier with their lives than other Australian Citizens, although safety remains a concern.
- As no Community Satisfaction data was collected for 5 years, moving forward this current data should be used as a benchmark to track Council's progress.

**Report:**

Council in conjunction with independent data specialists Taverner Research Group, have completed a Community Satisfaction Survey to gauge residents' perception of Council and the city itself.

Council aims to conduct a Community Satisfaction survey every two years, however the impact of COVID and subsequent effect on the timing of Local Government Elections necessitated that the Survey planned for 2020 be withheld until 2023. As a Community Satisfaction Survey hasn't been conducted since 2018 the current data will set a benchmark in tracking Council's progress moving forward and provide key insights into identifying areas for Council's continuous improvement.

The 2023 survey was conducted entirely by phone, and the final report was compiled from data obtained by the phone-based surveys conducted between 1 and 13 June 2023. Computer Assisted Telephone Interviewing (CATI) were conducted to secure a response from 300 residents, with a minimum of 5 years residency, throughout the Broken Hill City Council LGA. The survey unit was permanent residents of the area, with 6,318 phone numbers (2,115 fixed lines and 4,203 mobiles) selected at random from a verified sample of the Broken Hill local government area. This survey size with a  $\pm 5.7\%$  sampling error, achieves a 95% confidence rate.

Respondents also had to be aged 18 years or older to qualify for an interview. Moreover, the residents who were employees or Councillors of Broken Hill City Council were screened out from the sample to avoid potential bias. The 2021 Census was used to establish quotas to ensure a good distribution of responses by age and gender.

The report shows an overall satisfaction rating of 3.1 out of 5 for Council's performance over the last 12 months. This is an increase on the 2018 survey rating of 2.9. Confidence in the elected council, Council Management, and the handling of Council's finances all increased significantly.

Of Council's 42 services and facilities, eight received higher mean scores in 2023 compared to 2018. Waste Collections received the highest rating of 3.9 for Council's services whilst the lowest rating of 1.9 was shared by both Footpath Maintenance and Noxious Weed Control. Downturns in categories such as footpath maintenance, stormwater drainage, weed control, cemetery, and management of natural disasters may be attributed to unseasonably wet weather over the preceding years, and the storm events of early 2022 that caused significant damage to infrastructure across the city.

Twelve of Council's 27 services received ratings above the midpoint of 3.0, and all of Council's facilities received rating at or above the midpoint of 3.0 with the Living Desert and Regional Aquatic Centre receiving the highest ratings of 4.0 and 4.1 respectively. The Civic Centre significantly increased from the 2018 rating of 1.9 to 3.7 in 2023.

Quadrant Matrices on pages 37 and 39 can be used as a quick reference point for staff and Councillors regarding community satisfaction and the relative importance of the issues being considered in the report.

**Community Engagement:**

Computer Assisted Telephone Interviewing (CATI) conducted to secure a response from 300 residents, with a minimum of 5 years residency, throughout the Broken Hill City Council LGA.

The Survey was promoted via media releases, social media, and Council's web page.

**Strategic Direction:**

Key Direction:	4	Our leadership
Objective:	4.1	Openness and transparency in decision making
Strategy:	4.1.2	Activate the Community Engagement Strategy

**Relevant Legislation:**

Nil

**Financial Implications:**

Based on the background research and in particular the opportunities outlined in the quadrant analysis for improving satisfaction levels can be utilised as a guide for mentioned services to review their operations.

**Attachments**

1. [↓](#) Broken Hill Community Satisfaction Survey 2023 Report

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER



RESEARCH REPORT

# Broken Hill City Council Community Satisfaction Survey

August 2023



## RESEARCH REPORT

# Broken Hill City Council Community Satisfaction Survey

August 2023

Prepared by: James Parker and Craig Stuchbury

Document Reference: 6690

Version: 04

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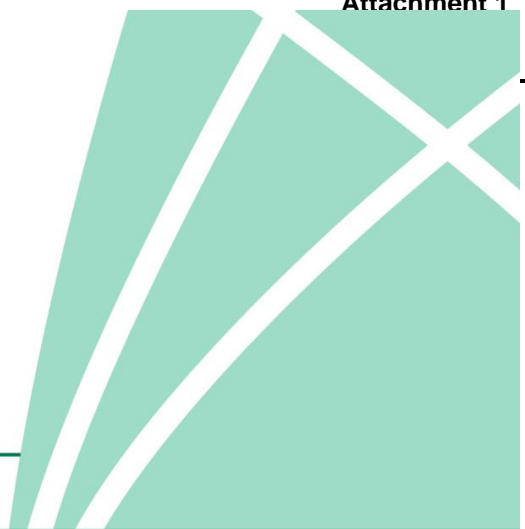
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## CONTENTS

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<b>1. EXECUTIVE SUMMARY</b>	<b>8</b>
<b>2. RESEARCH OBJECTIVES</b>	<b>9</b>
<b>3. BACKGROUND AND METHODOLOGY</b>	<b>10</b>
3.1. Data Collection	10
3.2. Survey Weighting	10
3.3. Sample Profile	10
3.4. Data Analysis	12
3.5. Sampling	12
<b>4. KEY FINDINGS</b>	<b>13</b>
<b>5. OVERALL SATISFACTION</b>	<b>17</b>
5.1. Satisfaction in 2023	17
5.2. Changes over Time	18
5.3. Issues Influencing Overall Satisfaction Rating	18
<b>6. COUNCIL SERVICES &amp; FACILITIES</b>	<b>20</b>
6.1. Community Services	20
6.2. Enforcement	21
6.3. General Community	22
6.4. Infrastructure and Traffic	24
6.5. Planning and Development	27
6.6. Recreation and Sporting Facilities	29
6.7. Services for Environment	30
6.8. Tourism and Cultural Facilities	32
6.9. Waste and Recycling Services	34
<b>7. UNDERSTANDING SATISFACTION</b>	<b>36</b>
<b>8. PLANNING FOR THE FUTURE</b>	<b>41</b>
<b>9. CONSULTATION AND COUNCIL MANAGEMENT</b>	<b>46</b>



---

## CONTENTS

---

10. LIVING IN BROKEN HILL	50
11. APPENDIX 1: CROSSTABULATIONS	53
12. APPENDIX 2: TELEPHONE QUESTIONNAIRE	86

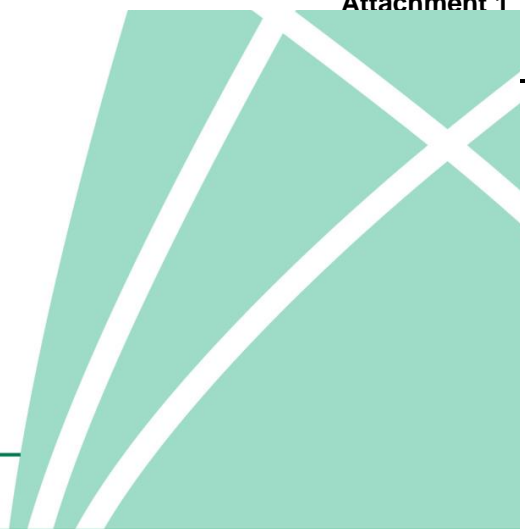


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## FIGURES

---

<b>Figure 1</b> Overall Satisfaction with Council's Performance	17
<b>Figure 2</b> Overall Satisfaction with Broken Hill City Council – Comparison to Previous Years	18
<b>Figure 3</b> Reasons for Dissatisfaction	19
<b>Figure 4</b> Reasons for Satisfaction	19
<b>Figure 5</b> Satisfaction with Community Services	20
<b>Figure 6</b> Mean Satisfaction with Community Services (Comparison to Previous Years)	20
<b>Figure 7</b> Satisfaction with Enforcement	21
<b>Figure 8</b> Mean Satisfaction with Enforcement (Comparison to Previous Years)	22
<b>Figure 9</b> Satisfaction with General Community	23
<b>Figure 10</b> Mean Satisfaction with General Community (Comparison to Previous Years)	23
<b>Figure 11</b> Satisfaction with Infrastructure and Traffic	25
<b>Figure 12</b> Mean Satisfaction with Infrastructure and Traffic (Comparison to Previous Years 1)	26
<b>Figure 13</b> Mean Satisfaction with Infrastructure and Traffic (Comparison to Previous Years 2)	26
<b>Figure 14</b> Satisfaction with Planning and Development	27
<b>Figure 15</b> Mean Satisfaction with Planning and Development (Comparison to Previous Years)	28
<b>Figure 16</b> Satisfaction with Recreation and Sporting Facilities	29
<b>Figure 17</b> Mean Satisfaction with Recreation and Sporting Facilities (Comparison to Previous Years)	30
<b>Figure 18</b> Satisfaction with Services for Environment	31
<b>Figure 19</b> Mean Satisfaction with Services for Environment (Comparison to Previous Years)	31
<b>Figure 20</b> Satisfaction with Tourism and Cultural Facilities	32
<b>Figure 21</b> Mean Satisfaction with Tourism and Cultural Facilities (Comparison to Previous Years 1)	33
<b>Figure 22</b> Mean Satisfaction with Tourism and Cultural Facilities (Comparison to Previous Years 2)	33




---

**FIGURES**

---

<b>Figure 23</b> Satisfaction with Waste and Recycling Services	34
<b>Figure 24</b> Mean Satisfaction with Waste and Recycling Services (Comparison to Previous Years)	35
<b>Figure 25</b> Quadrant Matrix – Services	37
<b>Figure 26</b> Quadrant Matrix – Facilities	39
<b>Figure 27</b> Importance of Issues (1)	41
<b>Figure 28</b> Importance of Issues (2)	42
<b>Figure 29</b> Support for Potential Projects	44
<b>Figure 30</b> Top Three Priorities	45
<b>Figure 31</b> Satisfaction with Council’s Customer Service	46
<b>Figure 32</b> Council Management	47
<b>Figure 33</b> Satisfaction with Council’s Consultation	49
<b>Figure 34</b> How Improve Community Consultation	49
<b>Figure 35</b> Satisfaction with Happiness Indicators	50

---

**TABLES**


---

<b>Table 1</b> Data Weighting Factors	10
<b>Table 2</b> Sample Profile 2023	11
<b>Table 3</b> Services Performance	13
<b>Table 4</b> Facilities Performance	15
<b>Table 5</b> Overall satisfaction with Broken Hill Council 2023 – Subgroup Analysis	17
<b>Table 6</b> Satisfaction with Community Services – 2023 Subgroup Analysis	21
<b>Table 7</b> Satisfaction with Enforcement – 2023 Subgroup Analysis	22
<b>Table 8</b> Satisfaction with General Community – 2023 Subgroup Analysis	24
<b>Table 9</b> Satisfaction with Infrastructure and Traffic – 2023 Subgroup Analysis	27
<b>Table 10</b> Satisfaction with Planning and Development – 2023 Subgroup Analysis	28
<b>Table 11</b> Satisfaction with Recreation and Sporting Facilities – 2023 Subgroup Analysis	30
<b>Table 12</b> Satisfaction with Tourism and Cultural Facilities – 2023 Subgroup Analysis	34
<b>Table 13</b> Satisfaction with Waste and Recycling Services – 2023 Subgroup Analysis	35
<b>Table 14</b> Quadrants – Services	38
<b>Table 15</b> Quadrants – Facilities	40
<b>Table 16</b> Strongest Relationships to Overall Performance	40
<b>Table 17</b> Mean Importance of Issues (Comparison to 2018)	43
<b>Table 18</b> Supportive of Projects – 2023 Subgroup Analysis	44
<b>Table 19</b> Mean Council Management (Comparison to 2018)	48
<b>Table 20</b> Council Management – 2023 Subgroup Analysis	48
<b>Table 21</b> Mean Satisfaction with Happiness Indicators (Comparison to 2018)	51
<b>Table 22</b> Satisfaction with Happiness Indicators – 2023 Subgroup Analysis	51
<b>Table 23</b> Happiness Index – National Comparisons	52

## 1. EXECUTIVE SUMMARY

Residents surveyed were more satisfied with Council in 2023 than 2018, though results for services and facilities were broadly lower.

Overall satisfaction top-two response minus bottom-two response (net positive) was +12 in 2023, up from -4 in 2018. Only eight out of 42 services and facilities (19%) had higher mean scores in 2023 than in 2018.

The highest service 2023 mean score was 3.7 for Waste collection, and lowest was 1.9 for Noxious weed control and Footpath maintenance. The highest facilities mean score was 4.1 for Regional Aquatic Centre, and the lowest was 3.0 for BIU Band Hall.

Twelve of the 27 services studied in 2023 had mean scores at or above the midpoint 3.0, and all facilities were above this midpoint.

The largest increase in services mean score from 2018 to 2023 was Community events and Lighting in public places (+0.2), and the largest decrease was Cemetery (-0.8). The largest increase in facilities mean score from 2018 to 2023 was Civic centre (+0.8), and the largest decrease was Broken Hill Regional Airport (-0.5).

### Sense of community

Sense of community was the lowest Happiness Indicator response in 2023, but Community events had the second highest service satisfaction mean in 2023 and was shown in the quadrant (see Section 7) to be the service with the interaction of highest importance plus high satisfaction. In **Table 16** correlations, Community events was shown to be the fourth strongest relationship to overall performance.

### Those aged 65+ were most positive

Residents surveyed aged 65+ were significantly more satisfied overall and with eleven of the 42 services and facilities studied (and had significantly higher agreement with all Council management statements), while residents surveyed aged 18-49 years old were significantly dissatisfied with many services and facilities.

### Disabled and geography

No part of the city (Central/North/South/West) showed any significant differences, so it could be said that no specific geographic part of the city felt they were being badly treated. Those with at least one disabled person in their household showed no significant differences, so perhaps it could be said that Council services and facilities are not letting down such residents.

## 2. RESEARCH OBJECTIVES

Taverner Research was commissioned by Broken Hill City Council to conduct a Community Satisfaction Survey in 2023. This survey, which was last conducted in 2018, tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, communication, and community engagement.

The broad objectives for the Community Satisfaction Survey process are to:

- Measure and track the performance of Council in delivering services and facilities.
- Uncover Council's areas of improvement and priorities for the near future.
- Understand community perceptions regarding Council's customer services, community engagement and projects for the future.
- Understand community perceptions regarding liveability and personal wellbeing.

***This project was carried out in compliance with ISO 20252 – Market and Social Research Management.***

## 3. BACKGROUND AND METHODOLOGY

### 3.1. DATA COLLECTION

Computer Assisted Telephone Interviewing (CATI) were conducted to secure a response from 300 residents throughout the Broken Hill City Council LGA. The survey unit was permanent residents of the area. Respondents also had to be aged 18 years or older to qualify for an interview. Moreover, the residents who were employees or Councillors of Broken Hill City Council were screened out from the sample to avoid potential bias. The 2021 Census was used to establish quotas to ensure a good distribution of responses by age and gender.

Fieldwork was conducted between 1 and 13 June 2023, implemented under Interviewer Quality Control Australia (IQCA) quality guidelines. Twelve interviewers from TRG's Wollongong phone room made calls between 4.30 and 8.30 p.m. ACST. If the selected person was unavailable at that time to do the survey, call backs were scheduled for a later time or day. Unanswered interviews were retried five times throughout the period of the survey. These procedures ensure a good sampling process from the sample frame used so that statistical inferences could be made about the entire resident population.

Length of interview was 20 minutes and 7 seconds median.

### 3.2. SURVEY WEIGHTING

The collected data via CATI surveys seldom mirrors the exact age/sex distribution of the region. To correct for this, the collected data set is weighted to bring it back to the ideal age/sex distribution (see **Table 1** below). According to the ABS Census 2021, the population of Broken Hill City Council area aged 18 years and over is 14,014. The sample size of 300 for this research delivers a  $\pm 5.7\%$  sampling error at the 95% confidence level.

**Table 1** Data Weighting Factors

	Population	Ideal sample	Actual 2023 sample	2023 weight
<b>Male 18-49</b>	3121	69	28	2.386
<b>Male 50-64</b>	1793	38	37	1.037
<b>Male 65+</b>	1850	40	51	0.777
<b>Female 18-49</b>	3176	68	60	1.133
<b>Female 50-64</b>	1842	39	42	0.939
<b>Female 65+</b>	2232	48	81	0.590

### 3.3. SAMPLE PROFILE

To obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age, area live, how long lived in Broken Hill, housing tenure, whether self-identify as First Nations and whether disability existed in a household were collected. **Table 2** next page details the weighted sample profile for this survey.

### 3. BACKGROUND AND METHODOLOGY



**Table 2** Sample Profile 2023

Gender	%	#
Male	50%	151
Female	50%	149

Age	%	#
18 to 29 years	31%	94
30 to 49 years	25%	77
50 to 64 years	17%	51
65+ years	26%	78

Area Live	%	#
Central (bounded by Galena/Crystal/Oxide St)	21%	63
North (North of Oxide St)	32%	96
South (Holten Drive & Eyre)	23%	69
West (West of Galena St/Brookfield Avenue)	24%	72

How Long Lived in Broken Hill	%	#
Under five years	1%	2
Six to ten years	11%	32
More than ten years	89%	266

Housing Tenure	%	#
Own or paying off a house	81%	243
Own or paying off a unit/flat	0%	0
Rent a house	15%	45
Rent a unit/flat	2%	6
Other	2%	6



### 3. BACKGROUND AND METHODOLOGY

First Nations	%	#
Aboriginal	9%	27
Torres Strait Islander	0.3%	1
Both Aboriginal and Torres Strait Islander	1%	3
Neither	90%	269

Disability in Household	%	#
Self only	8%	24
Others in household only	14%	42
Both self and others in household	3%	9
Neither	75%	225

#### 3.4. DATA ANALYSIS

Data handling and analysis was carried out using the statistical database programs SPSS and “Q”. All responses were de-identified to ensure the anonymity of respondents. All significance testing was done on filtered bases (removing responses of “Never used/Can’t say”).

#### 3.5. SAMPLING

Random fieldwork was conducted as a telephone survey, for which 6,318 phone numbers (2,115 fixed lines and 4,203 mobiles) were selected at random from a verified sample of the Broken Hill local government area. Phone numbers were supplied by <https://www.samplepages.com.au>.

Of all interviews conducted, 28% were completed on fixed residential phone lines and 72% reached on a mobile phone.



## 4. KEY FINDINGS

### Satisfaction with Council’s overall performance in the last 12 months

Overall satisfaction with the performance of Broken Hill City Council in the last 12 months was 3.1 out of 5. The top two ratings of 37% minus bottom two ratings of 25% makes a net positive rating of +12. There has been a statistically significant increase in mean score since 2018 (then 2.9 out of 5).

Residents recognised the efforts made by Council to improve Broken Hill - 42% of those satisfied (so 20% of total residents surveyed in 2023) felt Council were "Working hard", as an unprompted expression.

### Service and facility provision performance

Respondents were asked to rate their satisfaction with 27 Council services and 15 facilities using a 5-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

The summary tables for Council services and facilities contain several measures:

- 2023 refers to the average satisfaction rating from the Community Satisfaction Survey 2023.
- 2018 refers to the average satisfaction rating from the Community Satisfaction Survey 2018.
- Significant change since 2018 indicates whether the change since 2018 was a statistically significant increase or decrease in performance since the previous survey.
- Strategic Location refers to the location in the performance / importance quadrant (see section 7).

### Services

Twelve of the 27 services had 2023 mean scores at or above the midpoint of 3.0. Thirteen had mean scores significantly lower than in 2018, and two had means significantly higher (see **Table 3** next page).

The best performing services category in 2023 was something of a tie between Community services (all its mean scores were at or above the midpoint 3.0) and Waste and recycling services (one of its four services was below 3.0, but it included the single highest mean score of 3.7 for Waste collection).

The worst performing services category in 2023 was Services for environment, as both of its mean scores were below the midpoint 3.0, and it included the lowest scoring service (Noxious weed control, mean of 1.9, equal lowest with Footpath maintenance).

**Table 3** Services Performance

	2018	2023	Significant changes since 2018	Strategic location
--	------	------	--------------------------------	--------------------

**Community services**

## 4. KEY FINDINGS

Community events (e.g., NYE Party)	3.3	3.5	↑	Strengths
Management of any natural disasters	3.5	3.1	↓	Strengths
Council grants programs	3.0	3.0	No	Strengths
<b>Enforcement</b>				
Animal control	2.8	2.5	↓	Second order
Policing for illegal dumping	2.8	2.5	↓	Priorities
<b>Infrastructure and traffic</b>				
Heritage trail signage	3.5	3.4	No	Opportunities
Street signage	3.2	3.3	No	Opportunities
Wayfinding and Attraction signage	3.2	3.0	↓	Strengths
CBD Parking	3.1	3.0	No	Opportunities
Lighting in public places	2.8	3.0	↑	Opportunities
Provision of public toilets	2.9	2.8	No	Opportunities
Cleanliness of public toilets	3.0	2.8	↓	Strengths
Cemetery	3.4	2.6	↓	Second order
Stormwater drainage	3.0	2.6	↓	Priorities
Bicycle lanes	2.7	2.5	↓	Second order
Nature strips	2.4	2.3	No	Priorities
Road maintenance	2.3	2.2	No	Priorities
Footpath maintenance	2.0	1.9	No	Priorities
<b>Planning and development</b>				
Protecting heritage values and buildings	3.5	3.6	No	Strengths
Supporting business and industry growth	2.9	2.9	No	Strengths
Building certification	-	2.5	NA	Second order
<b>Services for environment</b>				
Regeneration area maintenance	2.8	2.8	No	Strengths
Noxious weed control	2.3	1.9	↓	Second order
<b>Waste and recycling services</b>				
Waste collection	4.0	3.7	↓	Strengths
Waste Management Facility	3.6	3.3	↓	Strengths
Green waste recycling	3.5	3.0		Opportunities
Street cleaning	2.6	2.4		Priorities

### Facilities

Every one of the 15 facilities had 2023 mean scores at or above the midpoint of 3.0, including two at or above 4.0. Eight had mean scores significantly lower than in 2018, and two had means significantly higher (see [Table 4](#) below).

## 4. KEY FINDINGS

The best performing facilities category in 2023 was Recreation and sporting facilities, as it had both mean scores that were above 4.0.

**Table 4** Facilities Performance

	2018	2023	Significant changes since 2018	Strategic location
<b>General community</b>				
Town Square	3.5	3.6	No	Strengths
Aged Persons Rest Centre	3.5	3.2	↓	Priorities
South Community Centre	3.1	3.1	No	Priorities
BIU Band Hall	3.2	3.0	↓	Priorities
<b>Recreation and sporting facilities</b>				
Regional Aquatic centre	4.4	4.1	↓	Opportunities
Living Desert	4.0	4.0	No	Opportunities
Civic centre	1.9	3.7	↑	Opportunities
Parks and Ovals	3.2	3.5	↑	Strengths
Star View Primitive Campsite	3.5	3.5	No	Strengths
<b>Tourism and cultural facilities</b>				
Broken Hill City Art Gallery	4.1	3.9	↓	Opportunities
GeoCentre	4.0	3.9	No	Opportunities
Broken Hill Outback Archives	3.5	3.6	No	Opportunities
Visitor's Information Centre	3.8	3.6	↓	Opportunities
Charles Rasp Memorial Library	3.7	3.4	↓	Opportunities
Broken Hill Regional Airport	3.8	3.3	↓	Second order

### Planning for the future

While establishing long term priorities of the next 5 – 15 years, Council should consider:

- Trade and apprenticeship training courses
- Improved access to GP doctors
- Improving local roads and footpaths
- Improved housing supply

### Top three potential Council projects

The three most supported potential projects were:

- An upgrade to Airport facilities
- Broken Hill to Mildura rail link

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## 4. KEY FINDINGS

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- Netball courts and O'Neill Park upgrade

### Top three priorities

Respondents shared their opinion about Council's top priorities over the next 10 years. According to their open ended comments, the top three priorities were related to:

1. Maintenance of roads and footpaths
2. Improvement of services and facilities
3. Health care/Aged care

### Consultation and Council management

The mean scores for satisfaction with Council's consultation with the community, and all six metrics delving into Council management, was at or above 3.0 in 2023.

The highest mean score for the Council management was 3.2, for I have confidence in the elected Council.

### Living in Broken Hill

Most residents surveyed were satisfied with all aspects of their personal happiness.

They were highly satisfied with their personal relationships, standard of living, and life as a whole. They were less satisfied with feeling part of their community.

When 2023 Happiness Index results for Broken Hill are compared to the most recent Australian Unity Wellbeing Index results, the Broken Hill community generally outperformed the national benchmarks.

The biggest positive gap was for Currently achieving in life (+10.7)

Broken Hill was below the national standard on how safe the residents feel (as occurred also in 2018).

In total, the Happiness Index for Broken Hill (79.3) outperformed the national index (74.4).

## 5. OVERALL SATISFACTION

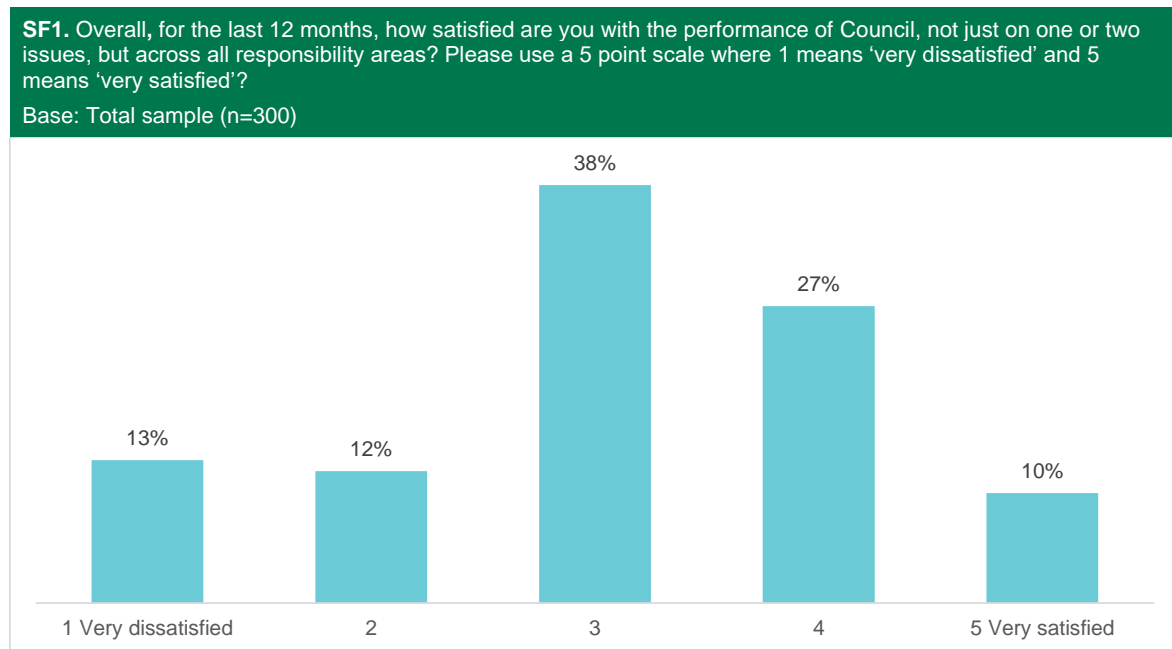
This section of the report covers overall satisfaction with Broken Hill City Council as an organisation over the past 12 months. It includes subgroup analysis and comparisons to previous results years.

### 5.1. SATISFACTION IN 2023

Residents were asked to rate their overall satisfaction with the performance of Broken Hill City Council as an organisation over the past 12 months, using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

In total, 37% of residents surveyed were satisfied overall with the performance of Council over the past 12 months, slightly less than the neutral (3) rating.

**Figure 1** Overall Satisfaction with Council's Performance



**Table 5** Overall satisfaction with Broken Hill Council 2023 – Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	Male residents surveyed had a significantly higher response of very dissatisfied (21%, compared to 5% of females).
<b>Age</b>	Residents surveyed aged 65+ were significantly more satisfied (63% gave a rating of 4 or 5, versus 25% of 18-49s and 38% of those 50-64 years old).
<b>Housing Tenure</b>	Residents surveyed who owned or were paying off their house gave significantly more very dissatisfied responses (16%, compared to 2% of renters).

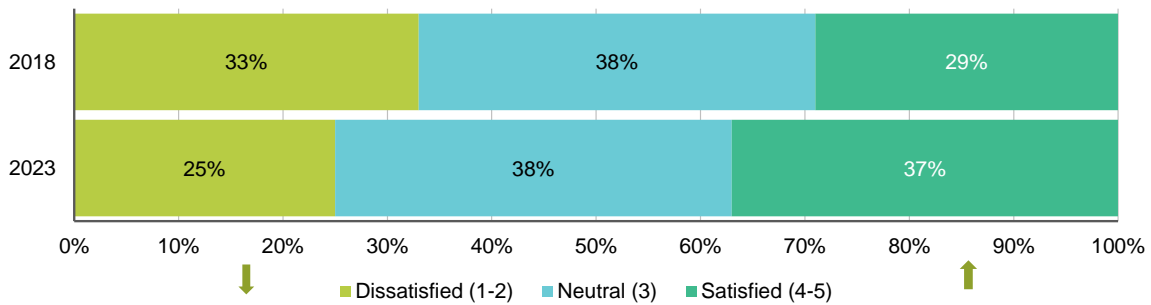


## 5. OVERALL SATISFACTION

### 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).

### 5.3. ISSUES INFLUENCING OVERALL SATISFACTION RATING

Respondents were then asked an open ended question about the main reasons for their overall satisfaction rating. This question was asked in 2018, but not quantified. The broad categories from 2018 were used to make **Figure 3** and **Figure 4** on next page.

Significantly more renters cited “General performance” for why they were dissatisfied (62%, compared to 2% of those who owned or were paying off their home).

Significantly more residents surveyed who self-identified as First Nations said “Streets, roads, footpaths, lighting” for why they were satisfied (77%, versus 12% of those who did not self-identify as First Nations).

Full verbatim responses to this question provided separately to Council.



## 5. OVERALL SATISFACTION

Figure 3 Reasons for Dissatisfaction

SF2. What is your main reason for feeling that way overall?

Base: SF1 rating of 1-2 2023 (n=75)

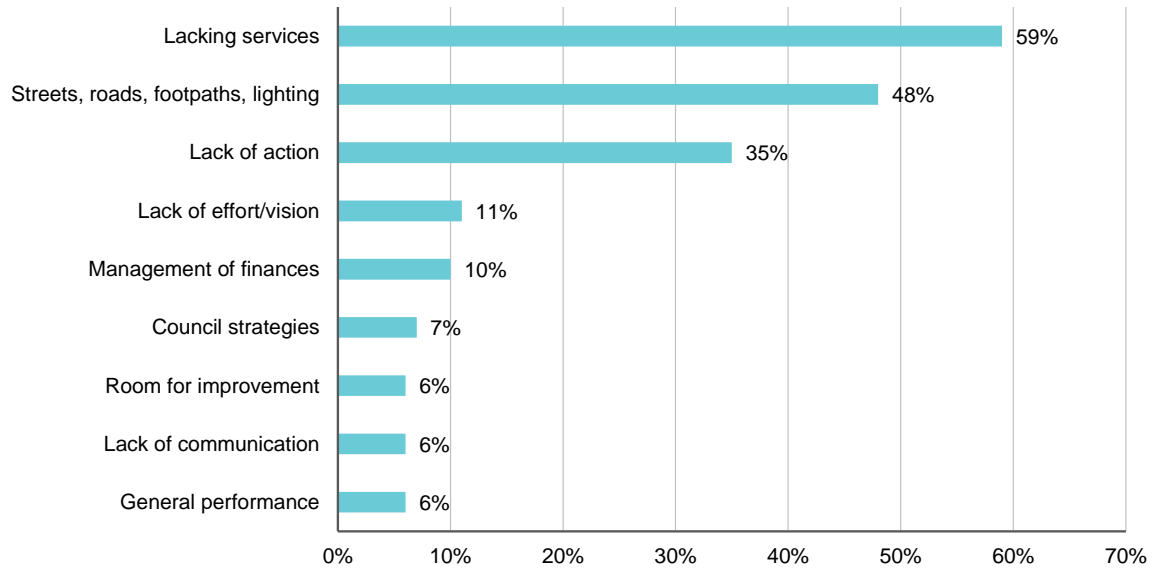
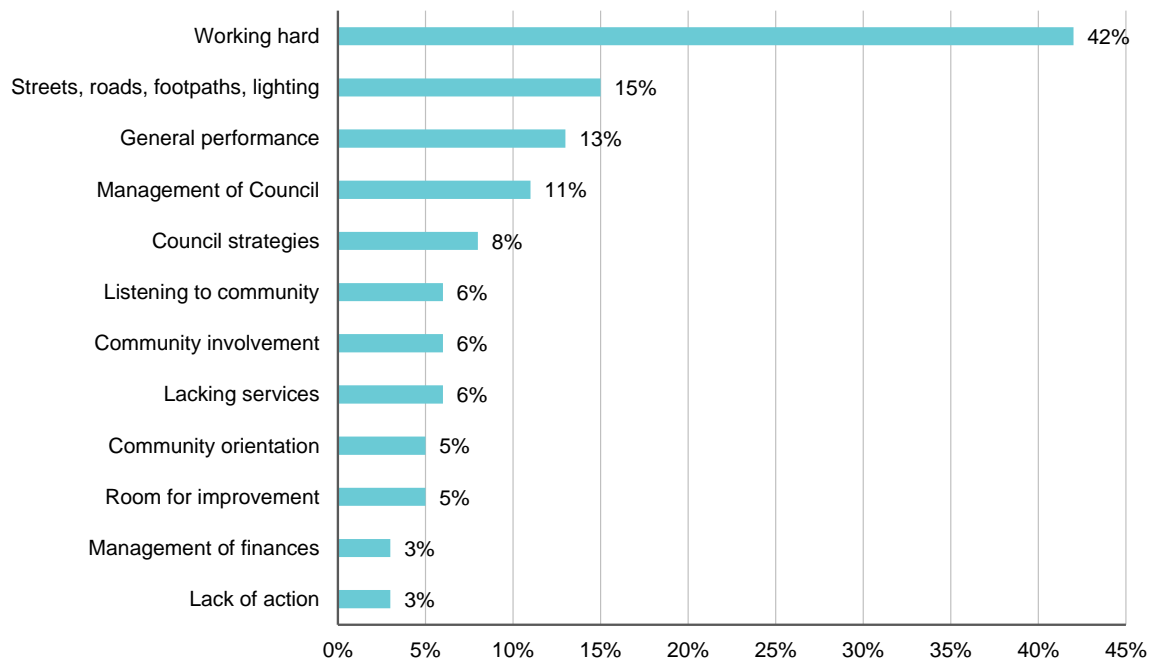


Figure 4 Reasons for Satisfaction

SF2. What is your main reason for feeling that way overall?

Base: SF1 rating of 4-5 2023 (n=111)



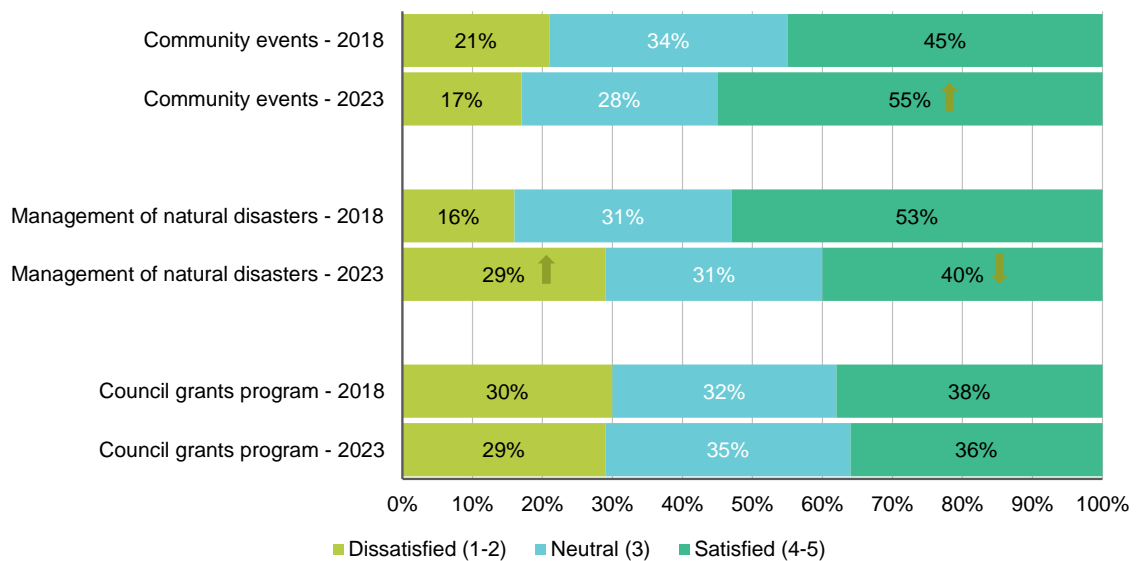
## 6. COUNCIL SERVICES & FACILITIES

This section of the report covers satisfaction with Council services and facilities. It includes subgroup analysis and comparisons with previous years' results.

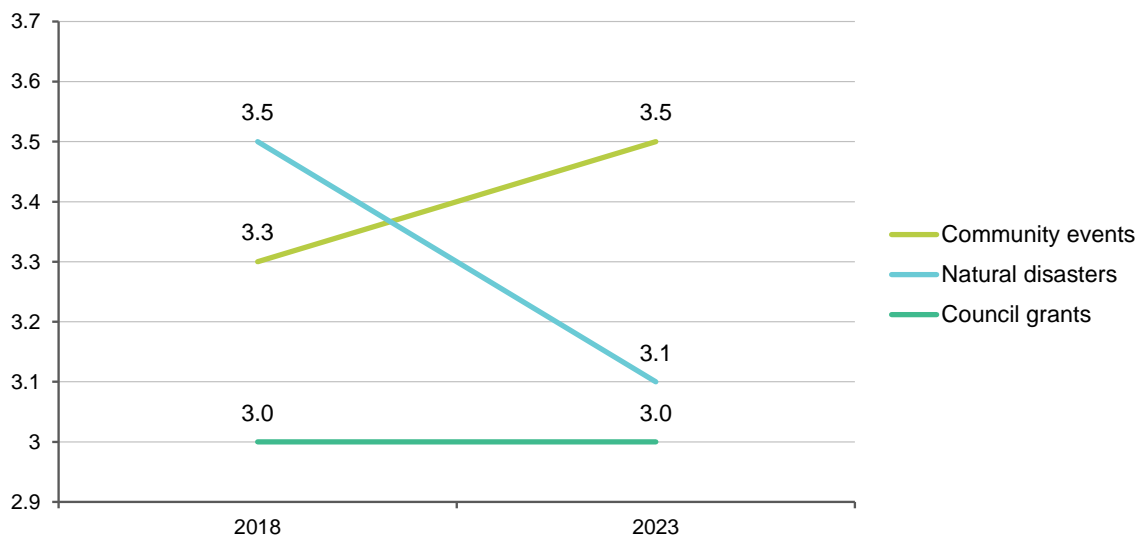
### 6.1. COMMUNITY SERVICES

As shown by arrows in **Figure 5** below, significantly more residents gave a satisfied (4-5) rating in 2023 than in 2018 for Community events. Significantly more residents gave a dissatisfied (1-2) rating in 2023 than in 2018 for Management of natural disasters.

**Figure 5** Satisfaction with Community Services



**Figure 6** Mean Satisfaction with Community Services (Comparison to Previous Years)







## 6. COUNCIL SERVICES & FACILITIES

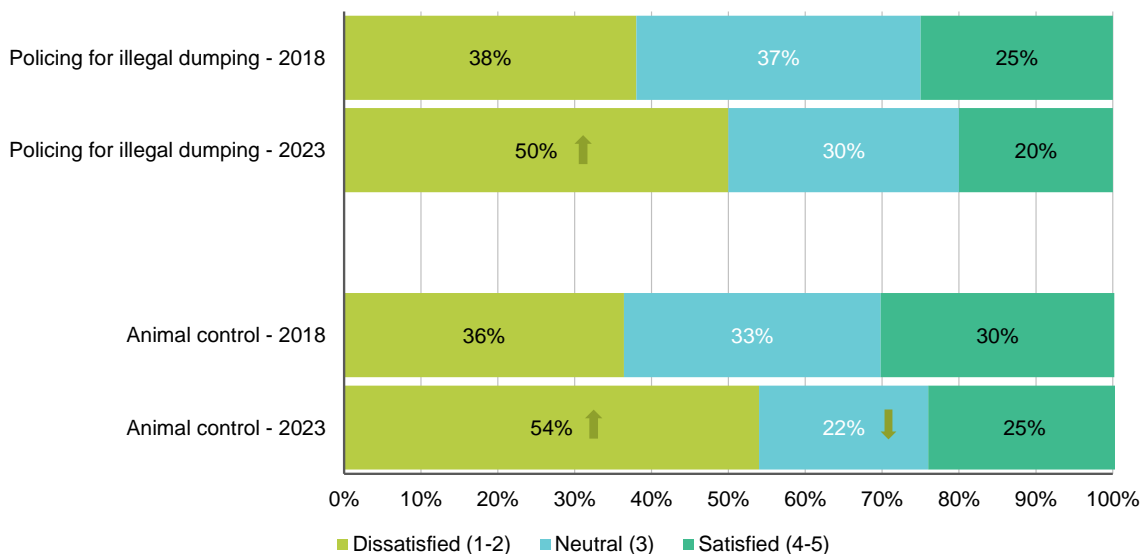
**Table 6** Satisfaction with Community Services – 2023 Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	Significantly more male residents surveyed were dissatisfied (40% gave a 1-2 rating) with the Management of any natural disasters (17% for females).
<b>Age</b>	Residents aged 18-49 surveyed were significantly more dissatisfied (giving a 1-2 rating) with Management of any natural disasters (39%, compared to 19% of 50-64 year olds, and 12% of those aged 65+). Residents aged 18-49 surveyed were significantly more dissatisfied with Council grants program (38%, compared to 22% of 50-64 year olds, and 13% of those aged 65+).
<b>How long lived in Broken Hill</b>	Significantly more residents surveyed who had lived in Broken Hill for more than 10 years were satisfied (giving a 4-5 rating) with Council grants program (40%, compared to 10% of those who had lived in Broken Hill for less than 10 years).
<b>First Nations</b>	Significantly more residents surveyed who self-identified as First Nations were dissatisfied with Management of any natural disasters (67% gave a rating of 1-2, versus 25% of those who did not self-identify as First Nations).

### 6.2. ENFORCEMENT

As shown by arrows in **Figure 7** below, significantly more residents gave a dissatisfied (1-2) rating in 2023 than in 2018 for both Policing of illegal dumping and Animal Control.

**Figure 7** Satisfaction with Enforcement

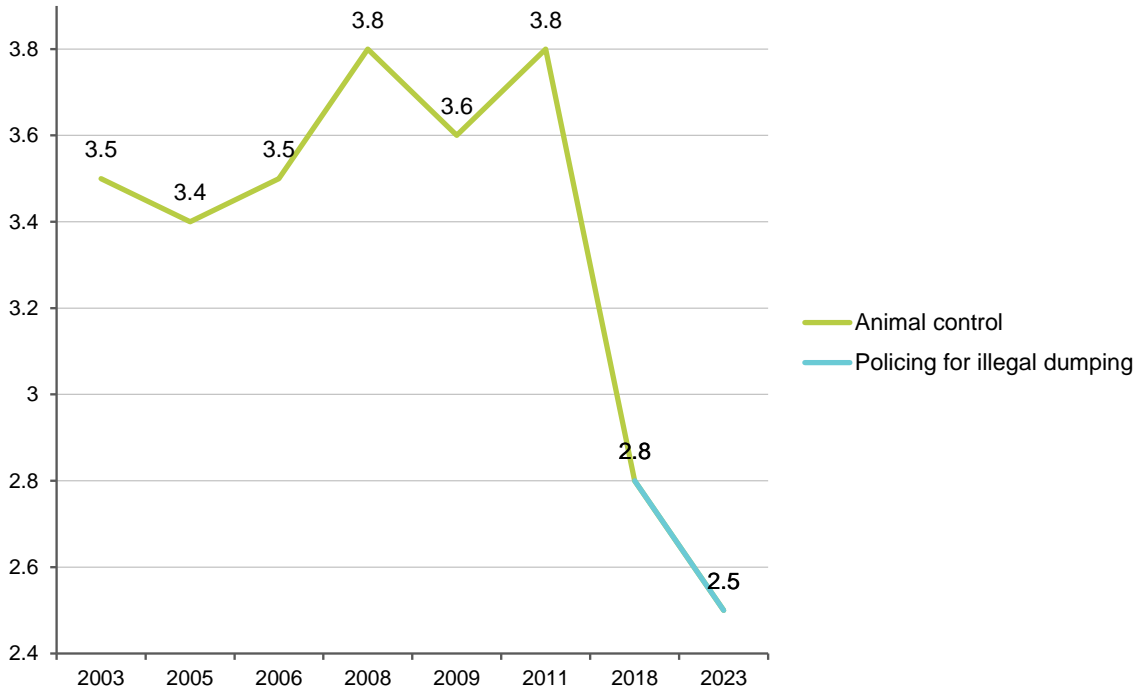


## 6. COUNCIL SERVICES & FACILITIES



As shown in **Figure 8** below, the mean scores for Animal control and Policing for illegal dumping were the same in both 2018 and 2023.

**Figure 8** Mean Satisfaction with Enforcement (Comparison to Previous Years)



**Table 7** Satisfaction with Enforcement – 2023 Subgroup Analysis

Subgroup	Significant differences
Age	Residents aged 18-49 surveyed were significantly more dissatisfied (giving a 1-2 rating) with Animal control (65%, compared to 43% of 50-64 year olds, and 37% of those aged 65+).

### 6.3. GENERAL COMMUNITY

As shown by arrows in **Figure 9** next page, significantly more residents gave a dissatisfied (1-2) rating in 2023 than in 2018 for all General Community facilities except the Town Square.

6. COUNCIL SERVICES & FACILITIES

Figure 9 Satisfaction with General Community

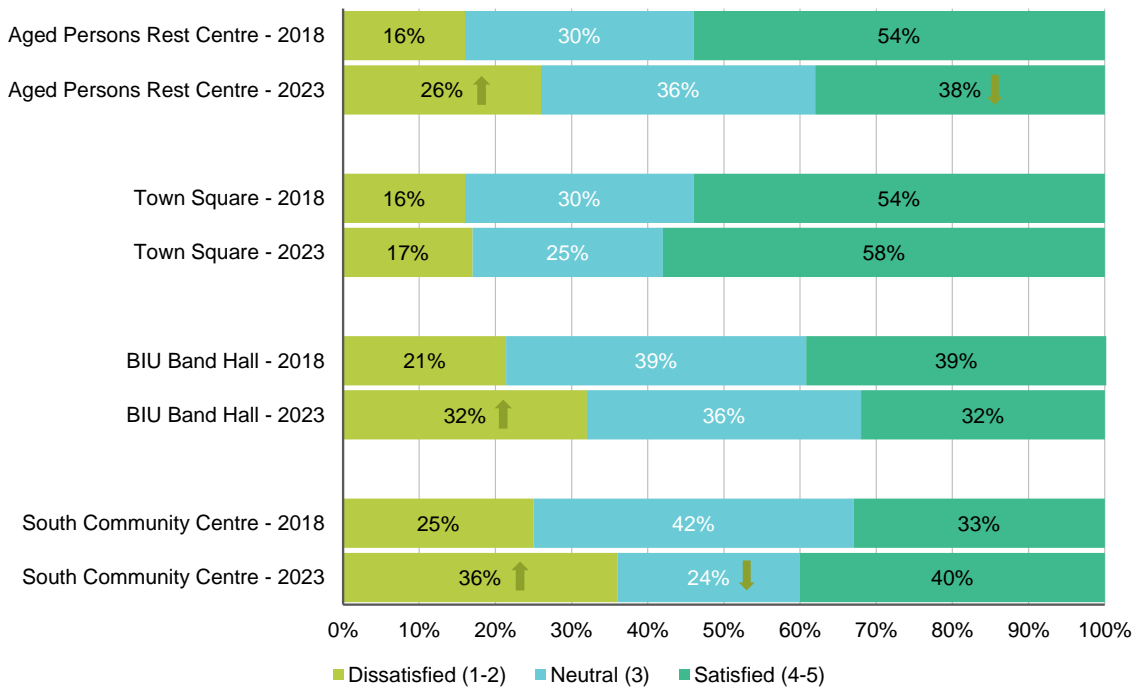
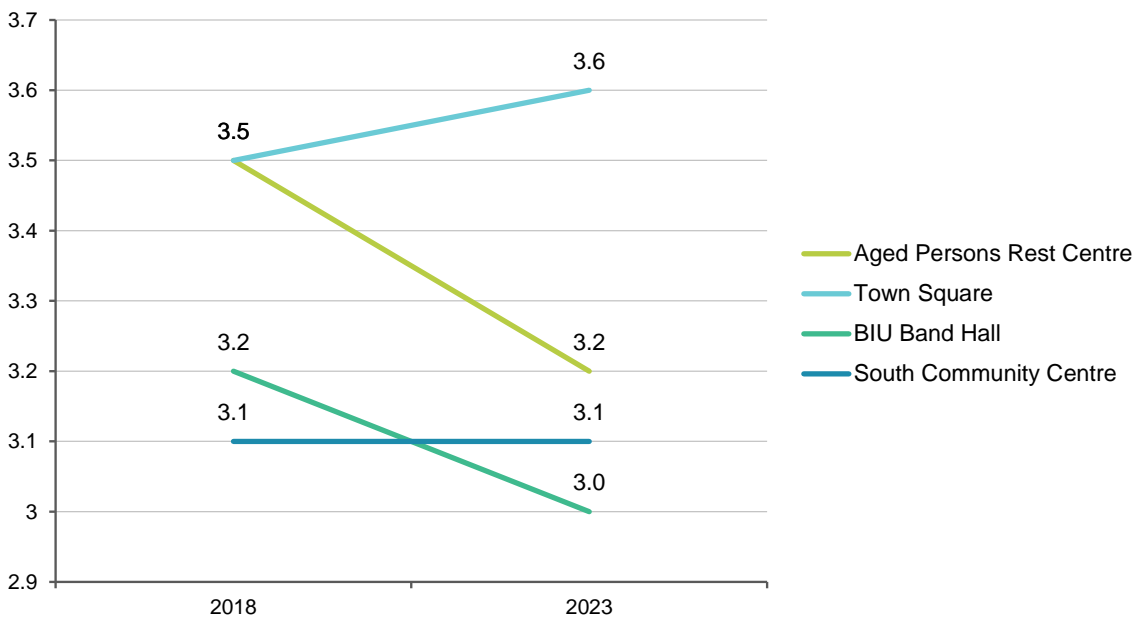


Figure 10 Mean Satisfaction with General Community (Comparison to Previous Years)





## 6. COUNCIL SERVICES & FACILITIES

**Table 8** Satisfaction with General Community – 2023 Subgroup Analysis

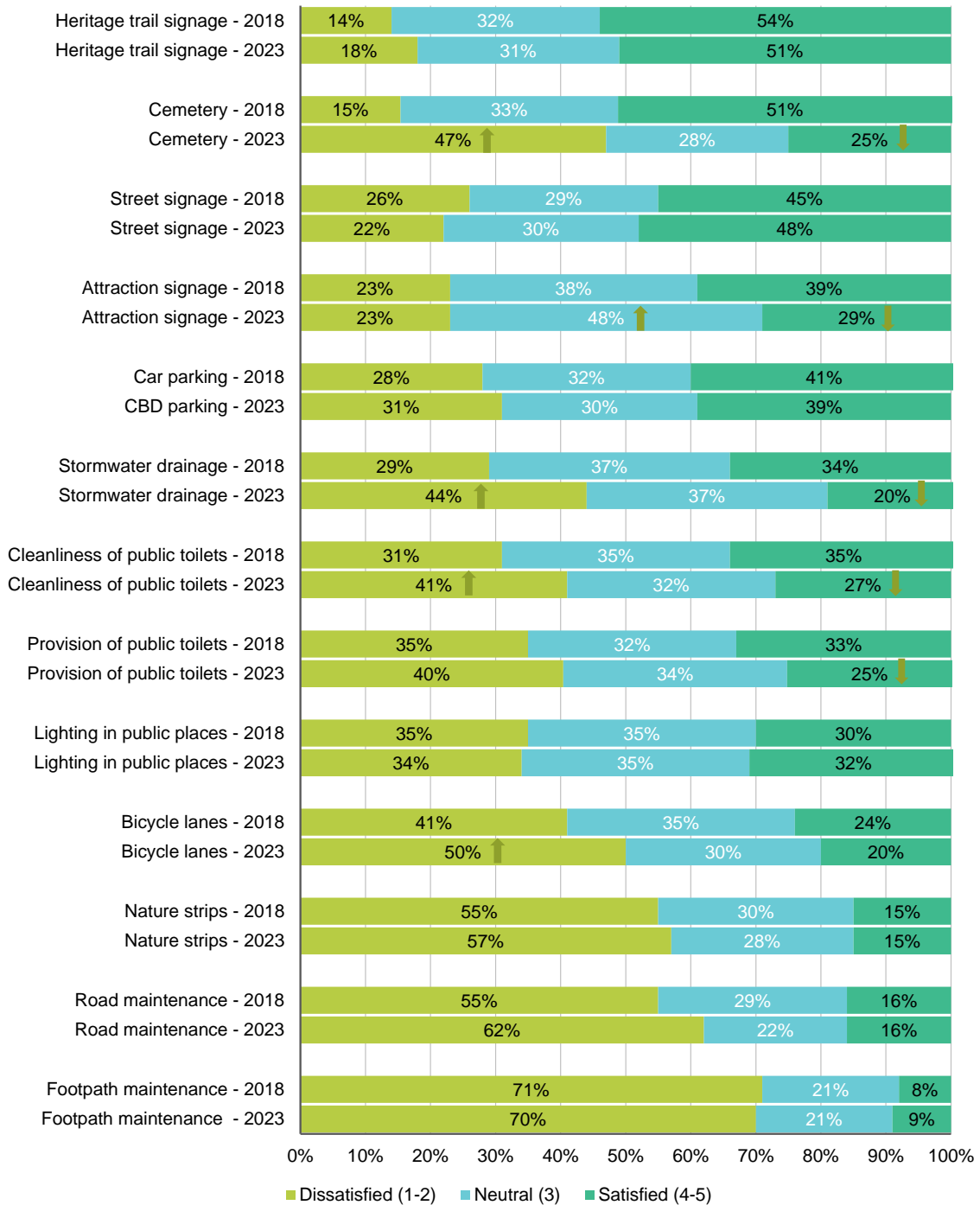
Subgroup	Significant differences
<b>Age</b>	Residents aged 65+ surveyed were significantly more satisfied (giving a 4-5 rating) with: <ul style="list-style-type: none"> <li>• Aged Persons Rest Centre (65% satisfied, compared to 23% of 18-49 year olds and 36% of those aged 50-64).</li> <li>• Town Square (76% satisfied, compared to 49% of 18-49 year olds and 58% of those aged 50-64).</li> <li>• South Community Centre (65% satisfied, versus 28% of those aged 18-49, and 41% of 50-64 year olds).</li> </ul>
<b>First Nations</b>	Significantly more resident surveyed who self-identified as First Nations were dissatisfied with South Community Centre (84% gave a rating of 1-2, versus 31% of those who did not self-identify as First Nations).

### 6.4. INFRASTRUCTURE AND TRAFFIC

As shown by arrows in **Figure 11** next page, significantly more residents gave a dissatisfied rating in 2023 than in 2018 for Cemetery, Stormwater drainage, Cleanliness of public toilets and Bicycle lanes.

6. COUNCIL SERVICES & FACILITIES

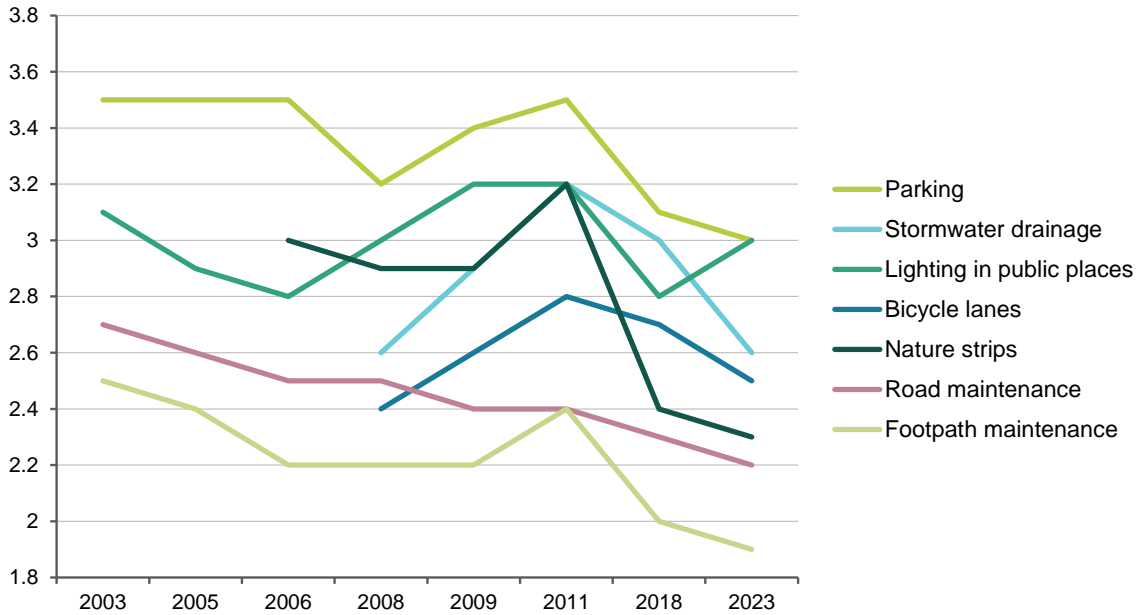
Figure 11 Satisfaction with Infrastructure and Traffic



6. COUNCIL SERVICES & FACILITIES

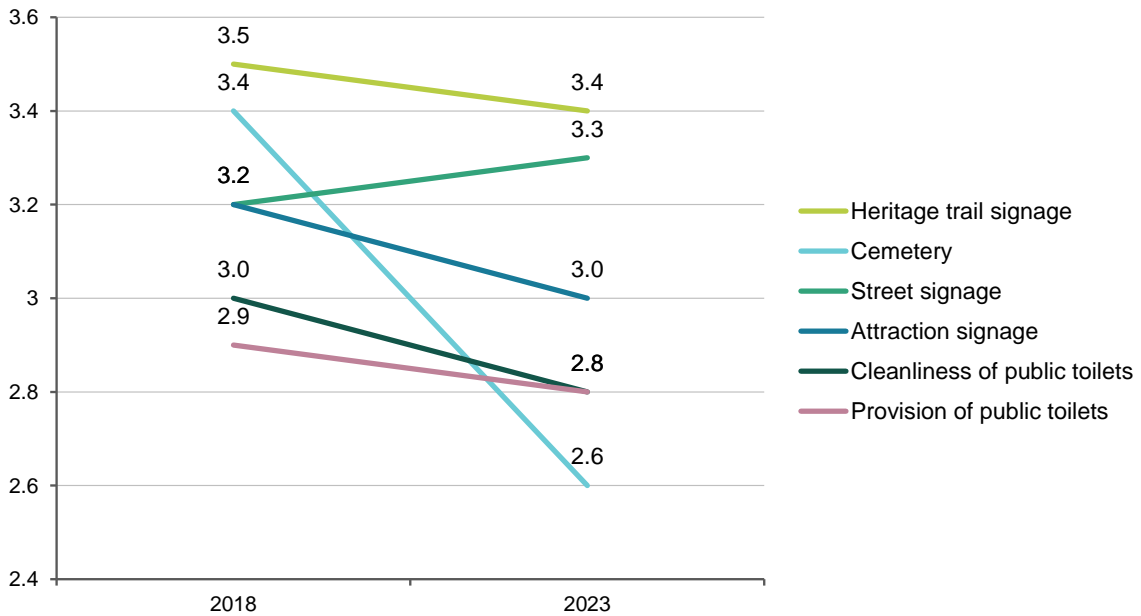


Figure 12 Mean Satisfaction with Infrastructure and Traffic (Comparison to Previous Years 1)



The steepest downward gradient in Figure 13 below is Cemetery.

Figure 13 Mean Satisfaction with Infrastructure and Traffic (Comparison to Previous Years 2)





## 6. COUNCIL SERVICES & FACILITIES

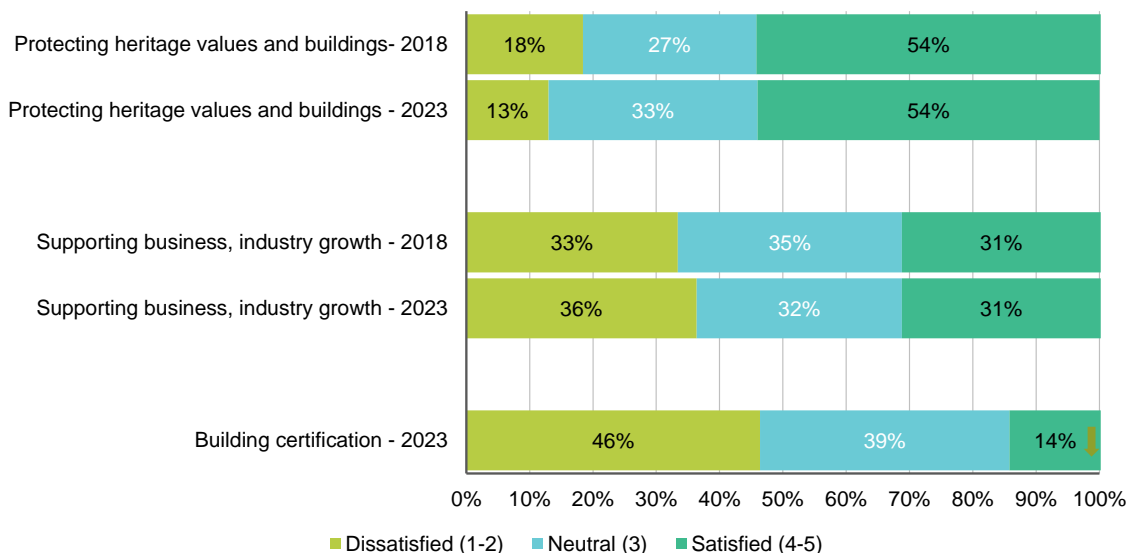
**Table 9** Satisfaction with Infrastructure and Traffic – 2023 Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	Significantly more male residents surveyed were dissatisfied (72% gave a 1-2 rating) with Road maintenance, compared to 52% of females dissatisfied.
<b>Age</b>	Residents aged 18-49 surveyed were significantly more dissatisfied with: <ul style="list-style-type: none"> <li>Stormwater drainage (54% gave a rating of 1-2, versus 45% of 50-64 year olds and 21% of those aged 65+).</li> <li>Bicycle lanes (60% dissatisfied against 38% of 50-64s and 34% of 65+ year olds).</li> <li>Road maintenance (76% dissatisfied, versus 49% of 50-64s dissatisfied and 39% of those aged 65+).</li> </ul> Residents aged 65+ surveyed were significantly more satisfied with Lighting in public places (48% gave a rating of 4-5, compared to 23% of 18-49s and 35% of those 50-64 years old).
<b>Housing Tenure</b>	Significantly more residents surveyed who own or are paying off a house were dissatisfied with: <ul style="list-style-type: none"> <li>Street signage, 26% gave a rating of 1-2 whereas only 6% of renters did.</li> <li>Wayfinding and attraction signage, 27% gave a rating of 1-2 whereas only 4% of renters did.</li> </ul>
<b>First Nations</b>	Significantly more residents surveyed who did not self-identify as First Nations were satisfied (giving a rating of 4-5) with Lighting in public places (35%, compared to 2% of First Nations being satisfied).

### 6.5. PLANNING AND DEVELOPMENT

There were no significant differences between 2018 and 2023 for the two services asked in both studies (see **Figure 14** below).

**Figure 14** Satisfaction with Planning and Development

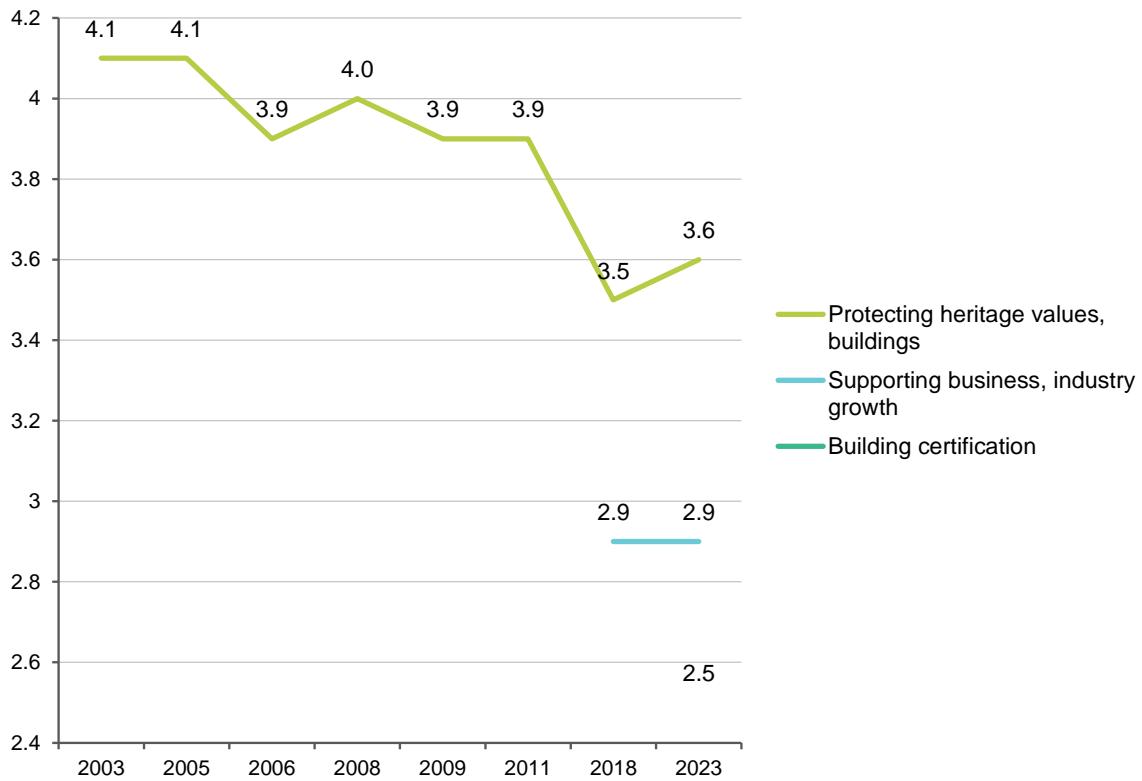


## 6. COUNCIL SERVICES & FACILITIES



The mean score for Building certification in 2023 was 2.5, see **Figure 15** below (no previous years of data for this service)

**Figure 15** Mean Satisfaction with Planning and Development (Comparison to Previous Years)



**Table 10** Satisfaction with Planning and Development – 2023 Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	<p>Significantly more female residents surveyed were satisfied (26% gave a 4-5 rating) with Building certification, compared to 7% of males.</p> <p>Significantly more male residents surveyed were dissatisfied (50% gave a 1-2 rating) with Support business and industry growth, compared to 19% of females.</p>
<b>Age</b>	<p>Residents aged 65+ surveyed were significantly more satisfied with:</p> <ul style="list-style-type: none"> <li>Building certification (31% gave a 4-5 rating, compared to 5% of those aged 18-49 and 21% of 50-64 year olds).</li> <li>Protecting heritage values and buildings (69% gave a 4-5 rating, compared to 43% of those aged 18-49 and 67% of 50-64 year olds).</li> </ul> <p>Residents aged 18-49 were significantly more dissatisfied with Support for business and industry growth, where 47% of them gave a rating of 1-2 versus 30% of 50-64 year olds and 15% of 65+ year olds.</p>



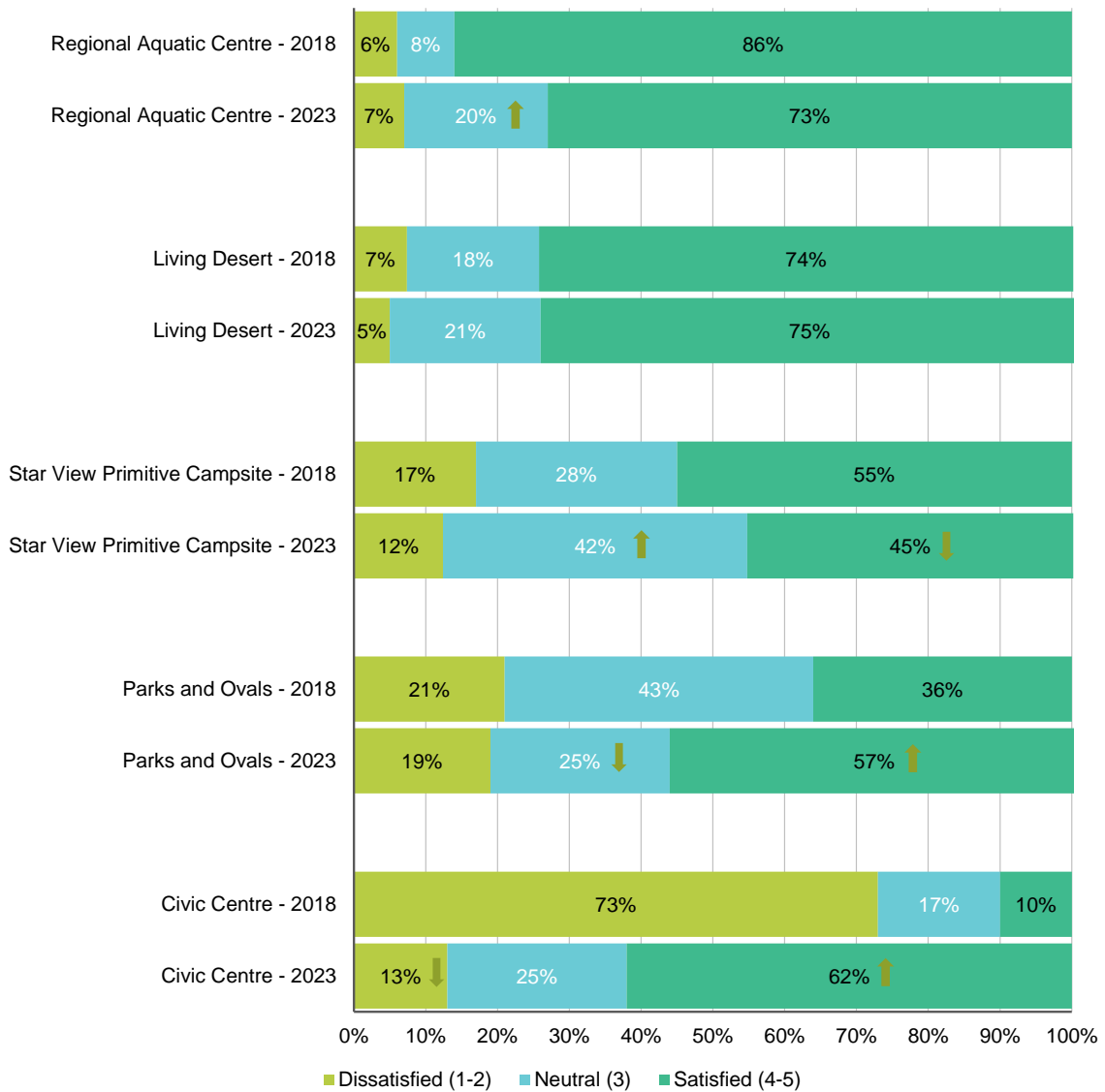


## 6. COUNCIL SERVICES & FACILITIES

### 6.6. RECREATION AND SPORTING FACILITIES

As shown by arrows in **Figure 16** below, significantly less residents surveyed were satisfied in 2023 with Regional Aquatic Centre and Star View Primitive Campsite than in 2018. Recreation and sporting facilities was the best performing category in 2023, with five of the top six services and facilities as ranked by percent satisfied.

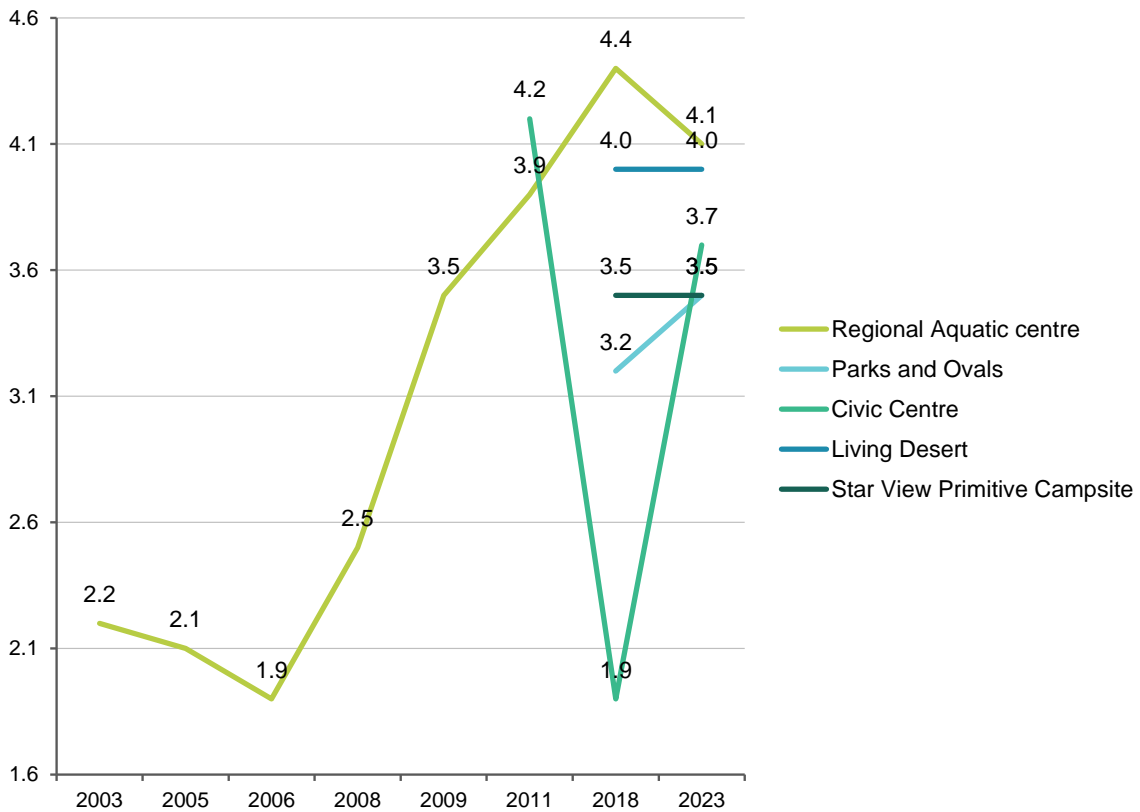
**Figure 16** Satisfaction with Recreation and Sporting Facilities



## 6. COUNCIL SERVICES & FACILITIES

The Civic Centre in 2023 returned to close to the mean satisfaction level seen in 2011 after the massive decrease in 2018 (see **Figure 17** below).

**Figure 17** Mean Satisfaction with Recreation and Sporting Facilities (Comparison to Previous Years)



**Table 11** Satisfaction with Recreation and Sporting Facilities – 2023 Subgroup Analysis

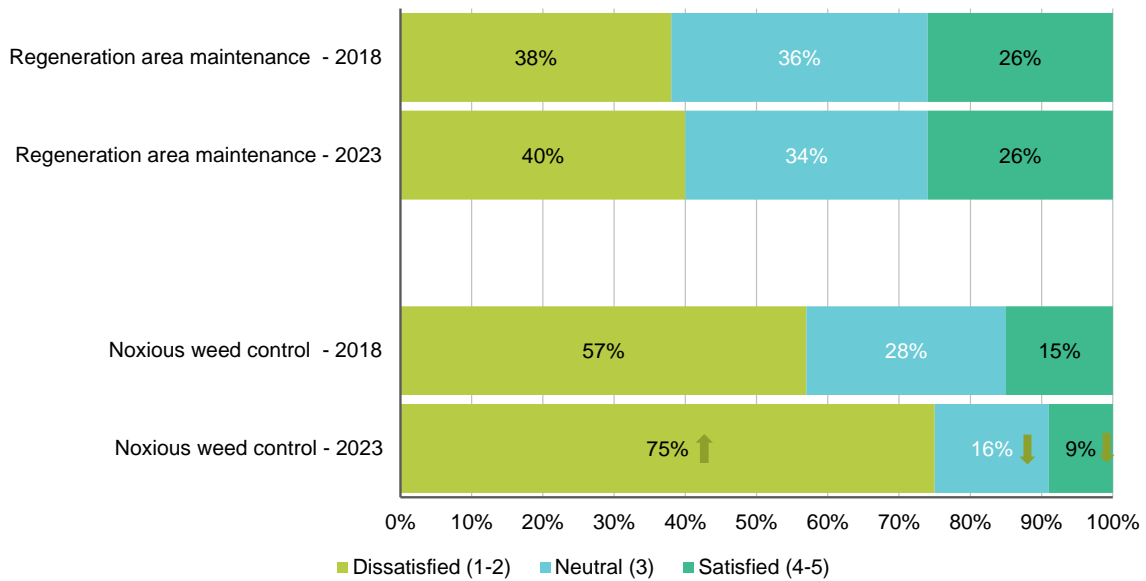
Subgroup	Significant differences
Age	Residents aged 65+ were significantly more satisfied (77% gave a rating of 4-5) for Parks and ovals, compared to 49% of those aged 18-49 and 54% of 50-64 year olds.

### 6.7. SERVICES FOR ENVIRONMENT

As shown by arrows in **Figure 18** on next page, significantly more residents surveyed were dissatisfied in 2023 with Noxious weed control than in 2018.

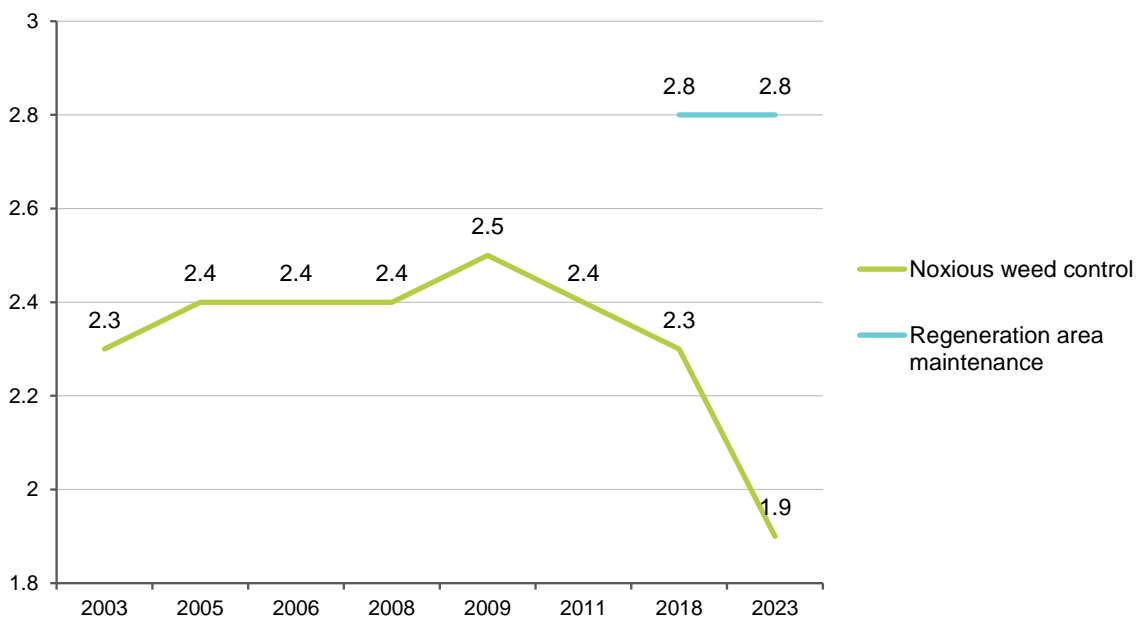
6. COUNCIL SERVICES & FACILITIES

Figure 18 Satisfaction with Services for Environment



The mean for Noxious weed control had been in the low range (below midpoint 3.0) since 2003 but has now dropped to the very-low range (below 2.0, see Figure 19 below).

Figure 19 Mean Satisfaction with Services for Environment (Comparison to Previous Years)



There were no significant differences among demographic subgroups in 2023 for Services for Environment.

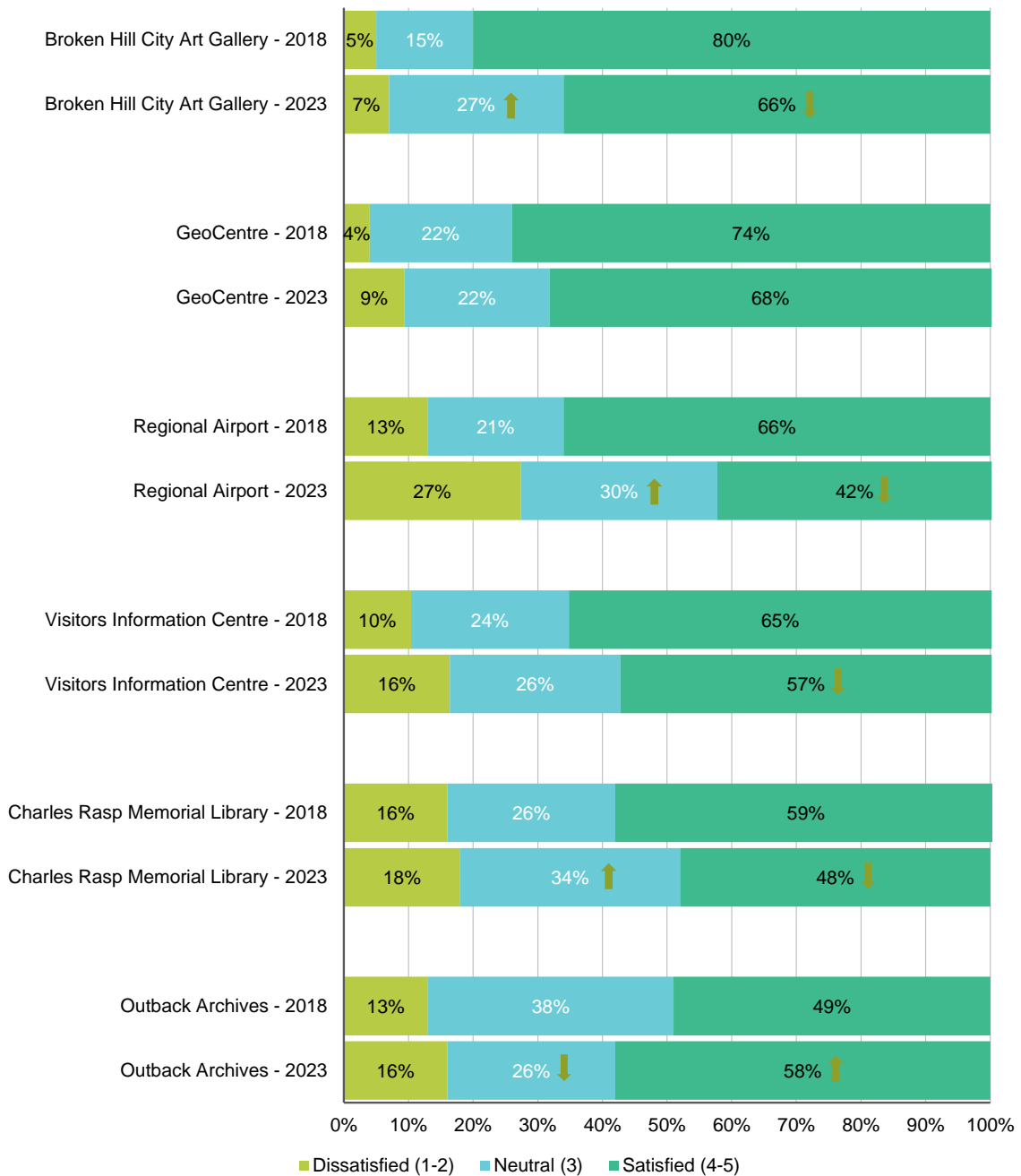


## 6. COUNCIL SERVICES & FACILITIES

### 6.8. TOURISM AND CULTURAL FACILITIES

As shown by arrows in **Figure 20** below, significantly less residents surveyed were satisfied in 2023 than 2018 with four of the six Tourism and cultural facilities. Significantly more residents surveyed in 2023 were satisfied with Outback Archives than in 2018.

**Figure 20** Satisfaction with Tourism and Cultural Facilities



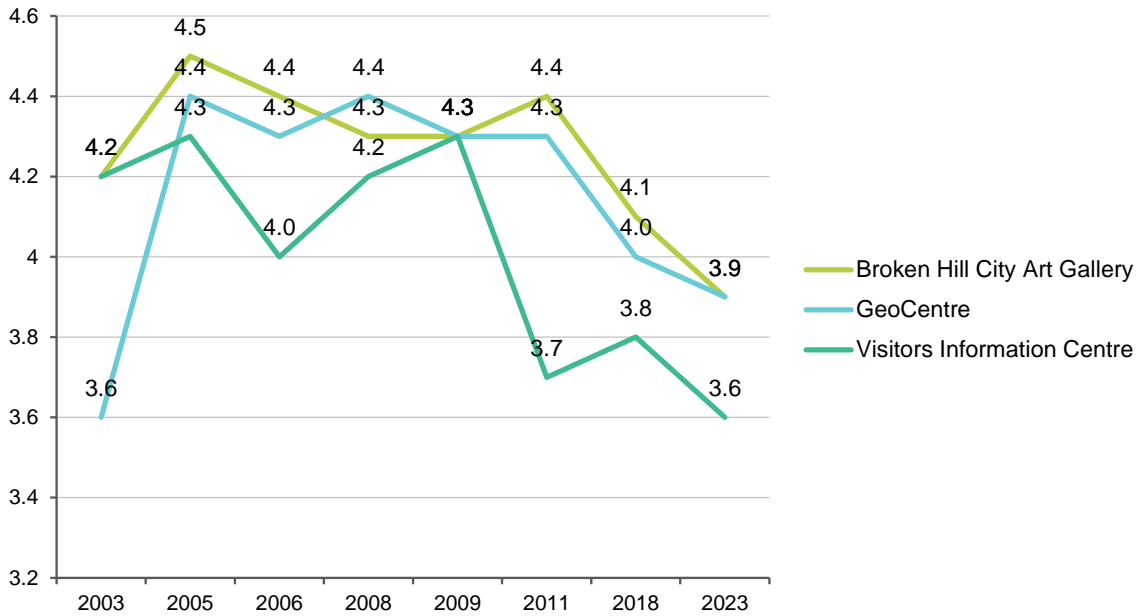
6. COUNCIL SERVICES & FACILITIES



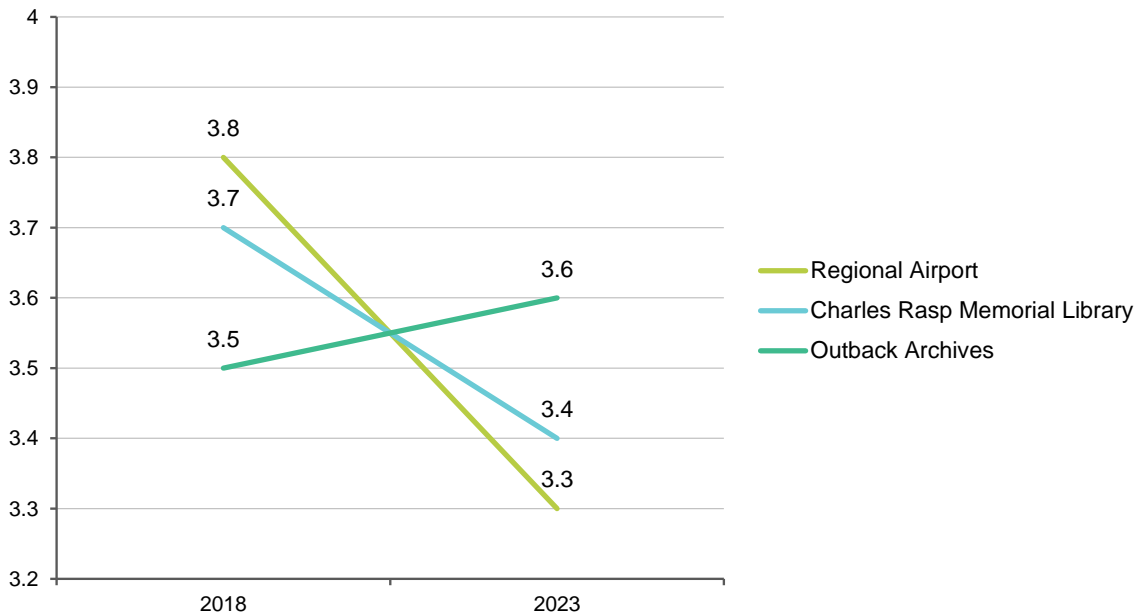
As shown in **Figure 21** and

**Figure 22** below, all means for Tourism and cultural facilities were still above the midpoint 3.0 in 2023.

**Figure 21** Mean Satisfaction with Tourism and Cultural Facilities (Comparison to Previous Years 1)



**Figure 22** Mean Satisfaction with Tourism and Cultural Facilities (Comparison to Previous Years 2)





## 6. COUNCIL SERVICES & FACILITIES

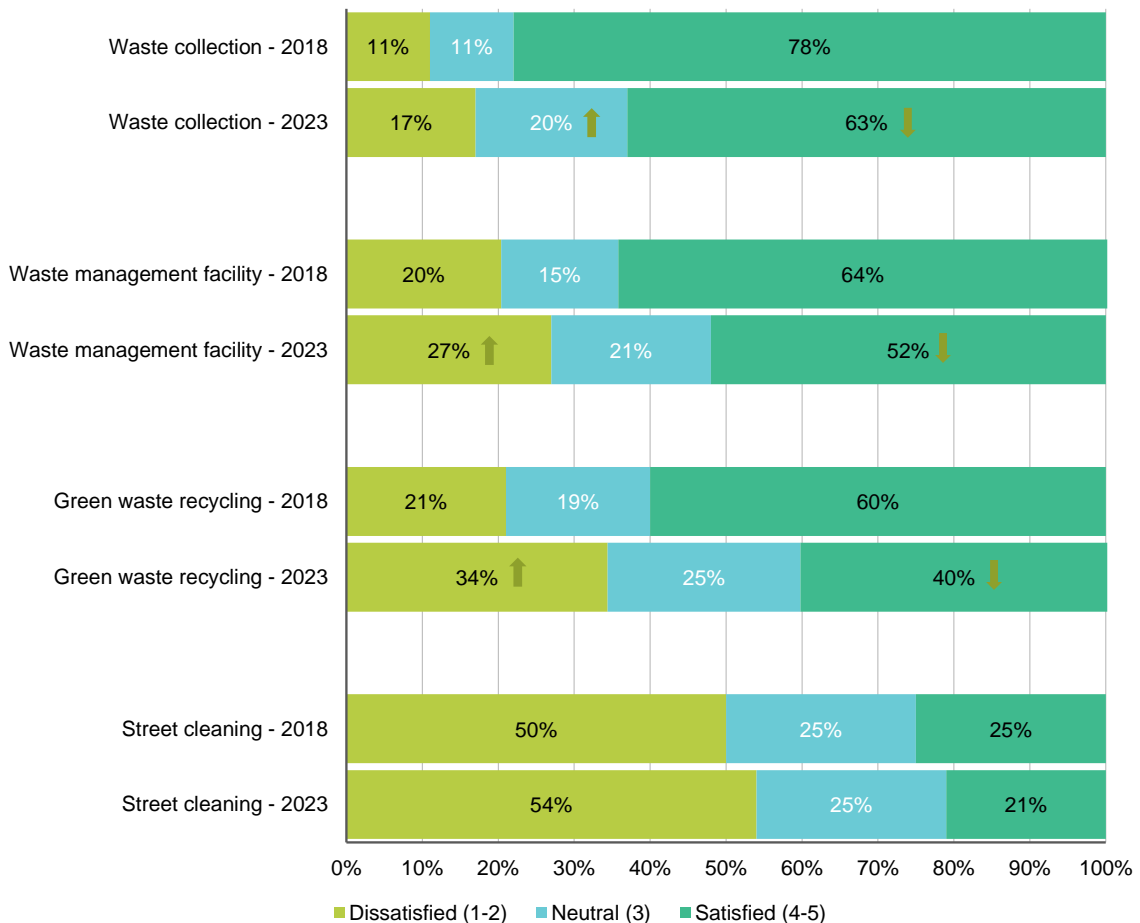
**Table 12** Satisfaction with Tourism and Cultural Facilities – 2023 Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	Significantly more male residents surveyed were dissatisfied (11% gave a rating of 1-2) with Broken Hill City Art Gallery (compared to 1% of females).
<b>Age</b>	Residents aged 18-49 surveyed were significantly more dissatisfied with Broken Hill Regional Airport (37% gave a rating of 1-2, versus 18% of those 50-64 and 12% of 65+ year olds). Residents aged 65+ surveyed were significantly more satisfied with the Visitor's Information Centre where 76% gave a rating of 4-5 compared to 50% of those 18-49 and 55% of those 50-64 saying this.

### 6.9. WASTE AND RECYCLING SERVICES

As shown by arrows in **Figure 23** below, significantly less residents surveyed in 2023 were satisfied with three of the four Waste and recycling services than in 2018.

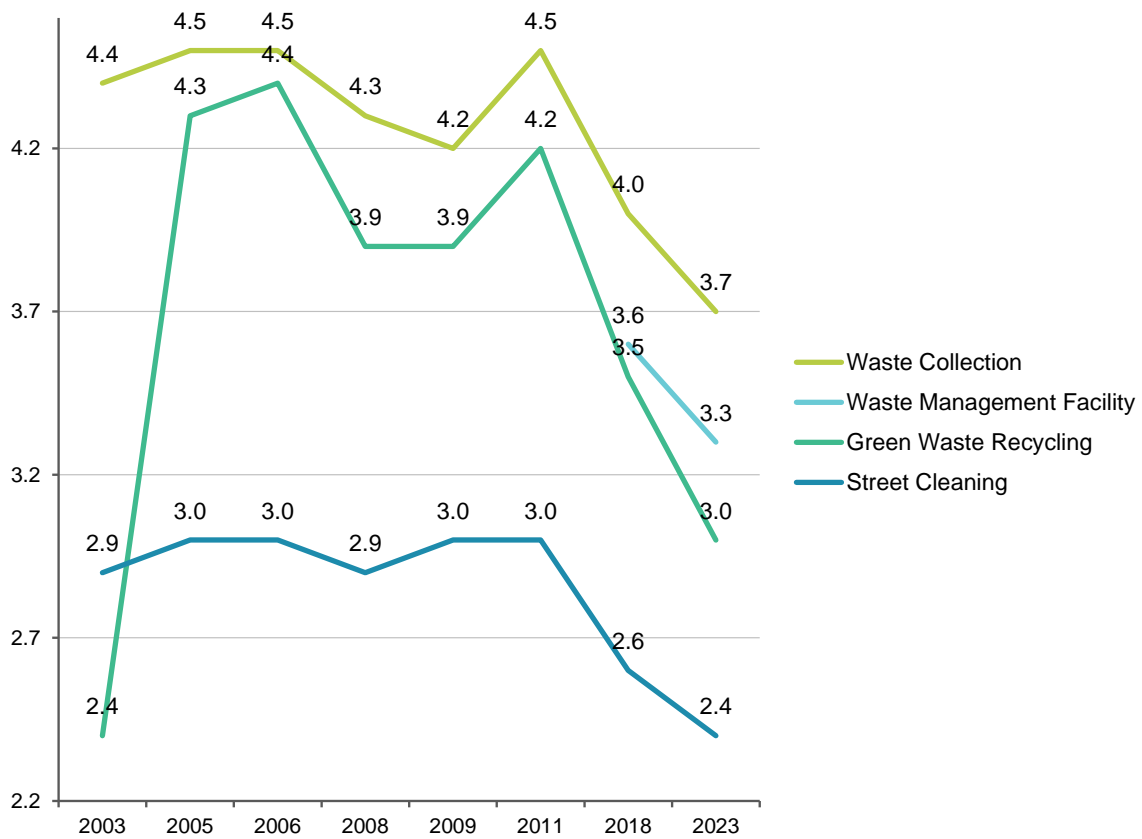
**Figure 23** Satisfaction with Waste and Recycling Services



## 6. COUNCIL SERVICES & FACILITIES

In 2023, the mean for Waste collection dropped from the very-high range (at or above 4.0) into the high range (between 3.0 and 4.0).

**Figure 24** Mean Satisfaction with Waste and Recycling Services (Comparison to Previous Years)



**Table 13** Satisfaction with Waste and Recycling Services – 2023 Subgroup Analysis

Subgroup	Significant differences
<b>Age</b>	Residents aged 65+ surveyed were significantly more satisfied with: <ul style="list-style-type: none"> <li>Waste collection, where 93% gave a 4-5 rating, versus 46% of 18-49 year olds and 73% of those 50-64.</li> <li>Waste management facility (tip/depot), where 72% gave a 4-5 rating, versus 43% of 18-49 year olds and 54% of those 50-64.</li> </ul>
<b>Housing Tenure</b>	Significantly more residents surveyed who owned or were paying off their house were dissatisfied with Waste collection (21% gave a 1-2 rating), compared to 2% of renters.

## 7. UNDERSTANDING SATISFACTION

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Broken Hill City Council and satisfaction with services and facilities as reported in the previous section.

Quadrant analysis simultaneously analyses the importance of a service in terms of driving overall satisfaction and the performance of services in terms of resident satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service. Importance scores are derived from regression analysis.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities were (separately) calculated. Services and facilities with a mean satisfaction score less than the overall average were classified as 'low' performing while those with a mean score above the average were classified as 'high' performing. Similarly, services and facilities have 'high' or 'low' importance depending on their position above or below the overall average.

*These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to importance in creating overall satisfaction with Council.*

**Figure 25** (over-page) is Council's performance/importance quadrants (for Services, as Facilities were analysed separately).

1. The upper right quadrant (high importance and high satisfaction) represents current service strengths or '**Strengths to maintain**'.
2. The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or '**Priorities for Council**'.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service dimensions or '**Second order issues**'.
4. The lower right quadrant (relatively lower importance and high satisfaction) represents Council's '**Opportunities**'. These are higher performing services that are not yet having a strong impact on creating overall satisfaction with Council.

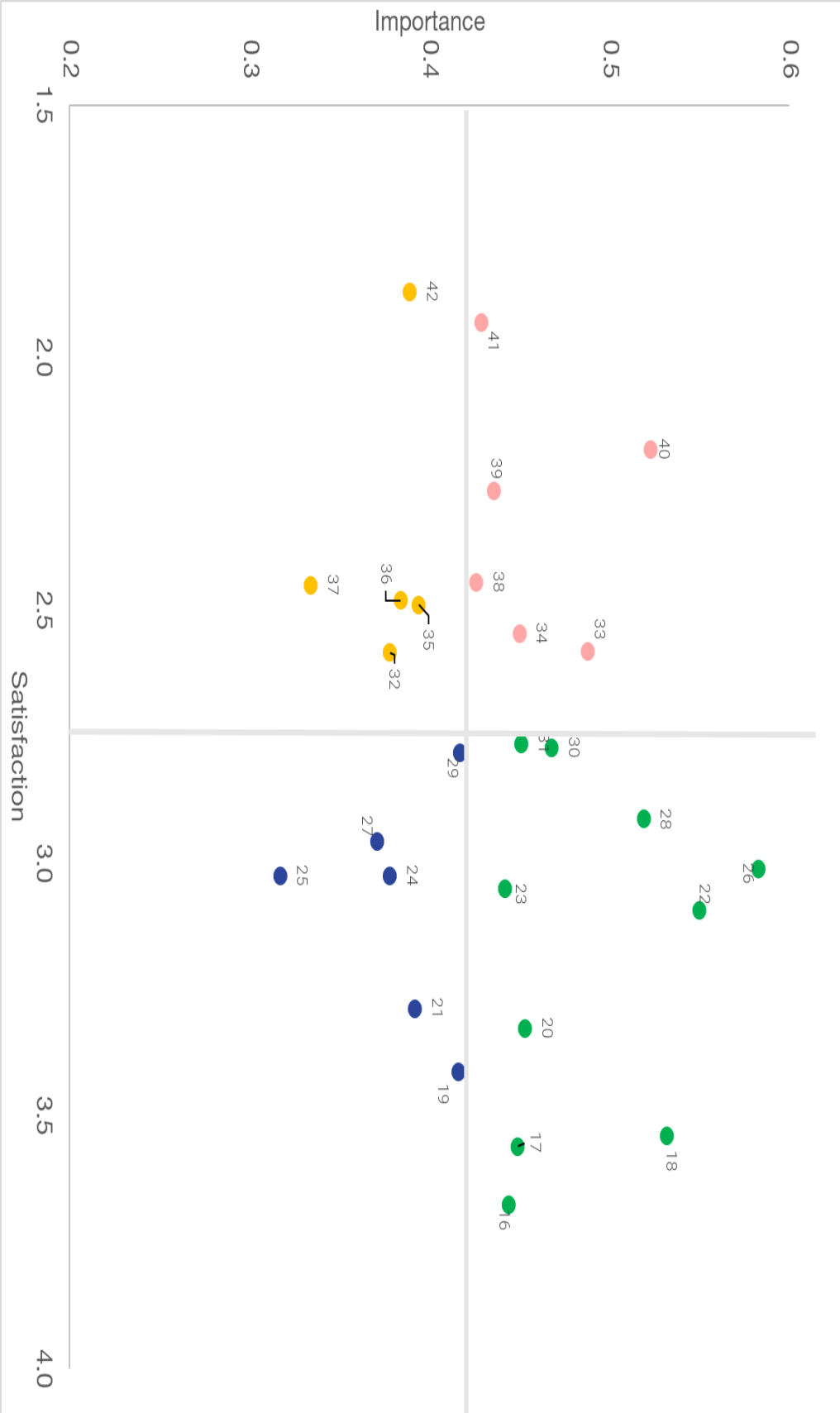
**Table 14** (two pages down) shows the key to the numbers in **Figure 25** (next page). The services listed top right are those that are deemed of higher important and for which residents are relatively satisfied. However, those in the top left quadrant are those which are perceived to be of high importance yet where expectations are not presently being met.



# 7. UNDERSTANDING SATISFACTION



Figure 25 Quadrant Matrix – Services





## 7. UNDERSTANDING SATISFACTION

The service with the highest importance plus low satisfaction was **Road maintenance**, followed by Stormwater drainage and Footpath maintenance.

The service with the highest importance plus high satisfaction was Community events (e.g., New Year’s Eve Party) (see **Figure 25** on previous page).

**Table 14** Quadrants – Services

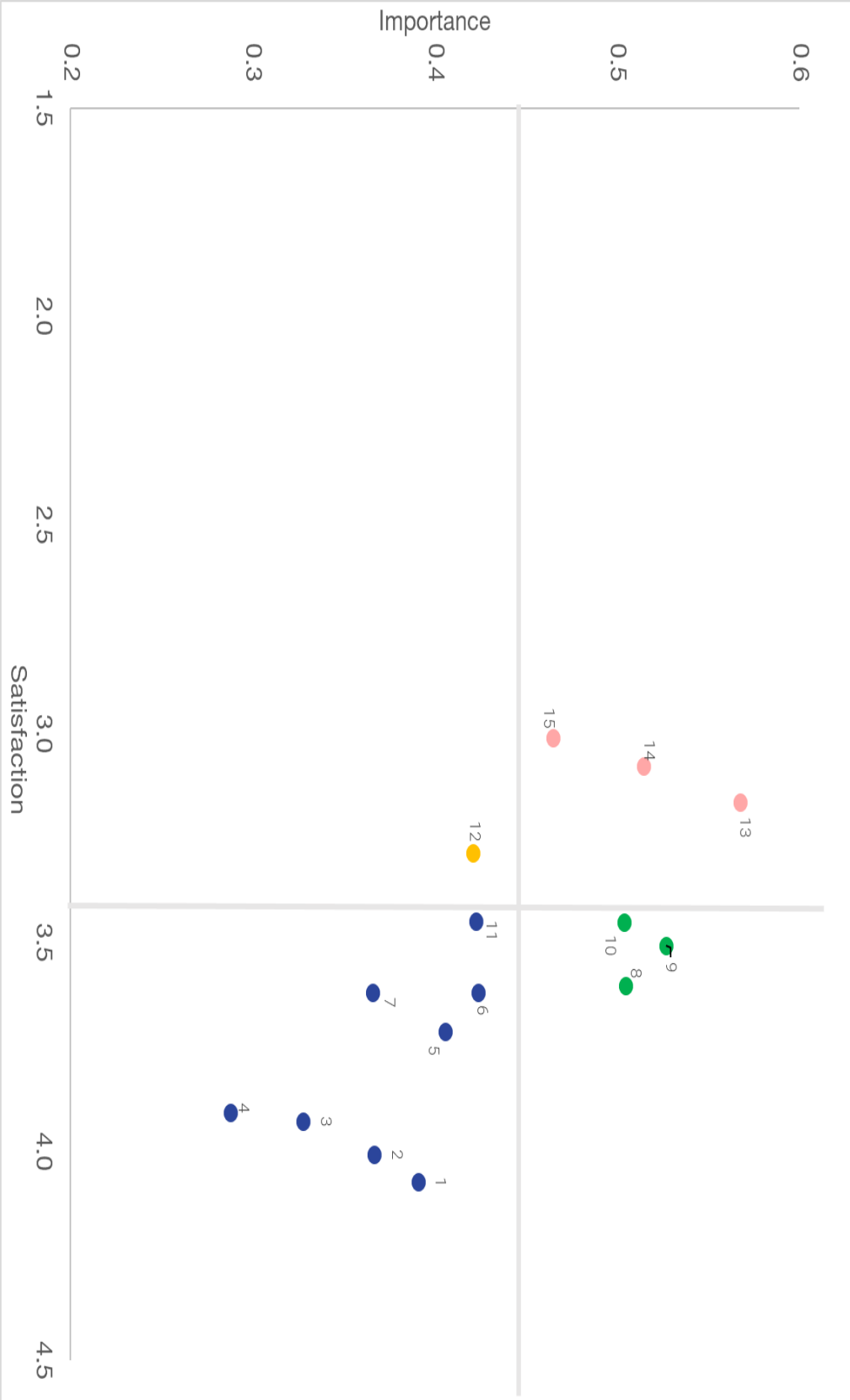
PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
33 Stormwater drainage	16 Waste collection
34 Policing for illegal dumping	17 Protecting heritage values and buildings
38 Street cleaning	18 Community events (eg New Year’s Eve Party)
39 Nature strips	20 Waste Management Facility (Tip/Depot)
40 Road maintenance	22 Management of any natural disasters
41 Footpath maintenance	23 Wayfinding and Attraction signage
	26 Council grants programs
	28 Supporting business and industry growth
	30 Regeneration area maintenance
	31 Cleanliness of public toilets
SECOND ORDER ISSUES	OPPORTUNITIES
32 Cemetery	19 Heritage trail signage
35 Bicycle lanes	21 Street signage
36 Animal control	24 CBD Parking
37 Building certification	25 Green waste recycling
42 Noxious weed control	27 Lighting in public places
	29 Provision of public toilets

In **Figure 26** (next page) is the Quadrant Matrix for Facilities, separated from Services.

7. UNDERSTANDING SATISFACTION



Figure 26 Quadrant Matrix – Facilities





## 7. UNDERSTANDING SATISFACTION

The facility with the highest importance plus low satisfaction was **Council’s Aged Persons Rest Centre**, followed by South Community Centre and BIU Band Hall.

The facility with the highest importance plus high satisfaction was something of a tie between Town Square and Parks and Ovals (see **Figure 26** on previous page).

**Table 15** Quadrants – Facilities

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
13 Aged Persons Rest Centre	8 Town Square
14 South Community Centre	9 Parks and Ovals
15 BIU Band Hall	10 Star View Primitive Campsite
SECOND ORDER ISSUES	OPPORTUNITIES
12 Broken Hill Regional Airport	1 Regional Aquatic centre
	2 Living Desert
	3 Broken Hill City Art Gallery
	4 GeoCentre (Albert Kersten Mining and Minerals Museum)
	5 Civic centre
	6 Broken Hill Outback Archives
	7 Visitor’s Information Centre
	11 Charles Rasp Memorial Library

**Table 16** below shows the highest correlation coefficients (between 0 and 1) of the 42 services and facilities versus Overall Performance.

**Table 16** Strongest Relationships to Overall Performance

Top five relationships to overall performance	Correlation coefficient <sup>1</sup>
<b>Council grants programs</b>	0.583
<b>Aged Persons Rest Centre</b>	0.568
<b>Management of any natural disasters</b>	0.550
<b>Community events (eg New Year’s Eve Party)</b>	0.532
<b>Parks and Ovals</b>	0.527

<sup>1</sup> Pearson’s correlation [https://wiki.q-researchsoftware.com/wiki/Pearson%27s\\_Product\\_Moment\\_Correlation](https://wiki.q-researchsoftware.com/wiki/Pearson%27s_Product_Moment_Correlation)

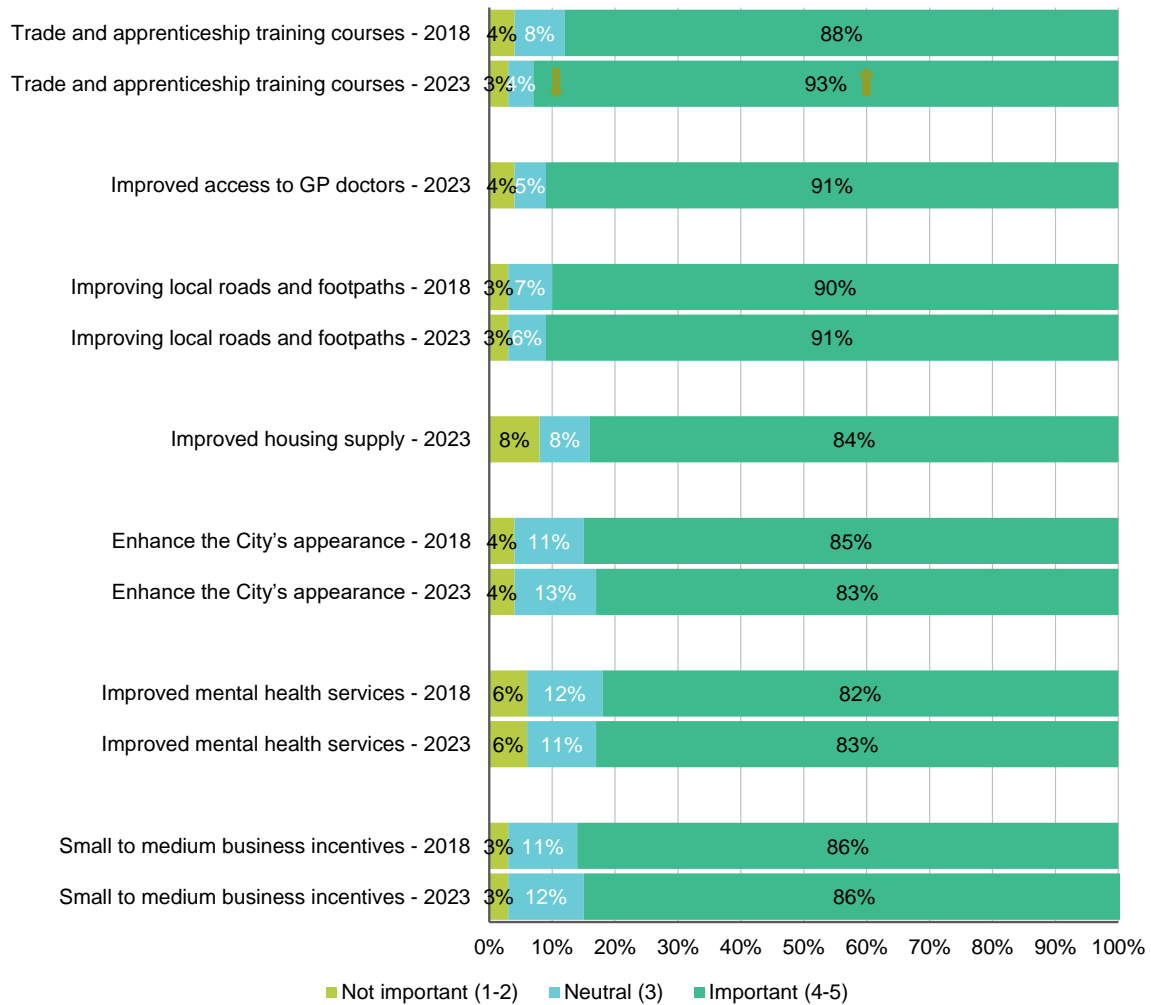
## 8. PLANNING FOR THE FUTURE

Respondents were asked to rate the importance of a set of issues that Council should consider when establishing long term priorities of the next 5 – 15 years. According to residents surveyed the three most important issues were Improved access to GP doctors, Improving local roads and footpaths and Trade and apprenticeship training courses, each with a mean of 4.6 (see **Table 17** two pages down).

Despite receiving high scores (means above 3.0), Have a sound strategy for energy and climate change (3.8) and Improving public transport (3.5) were not ranked as major priorities.

As shown in **Figure 27** below and **Figure 28** next page, responses of 4 or 5 (important) were significantly greater in 2023 than 2018 for Trade and apprenticeship training courses and Improved access to childcare, and significantly lower for Tourist destination promotion and Drug detox and rehabilitation.

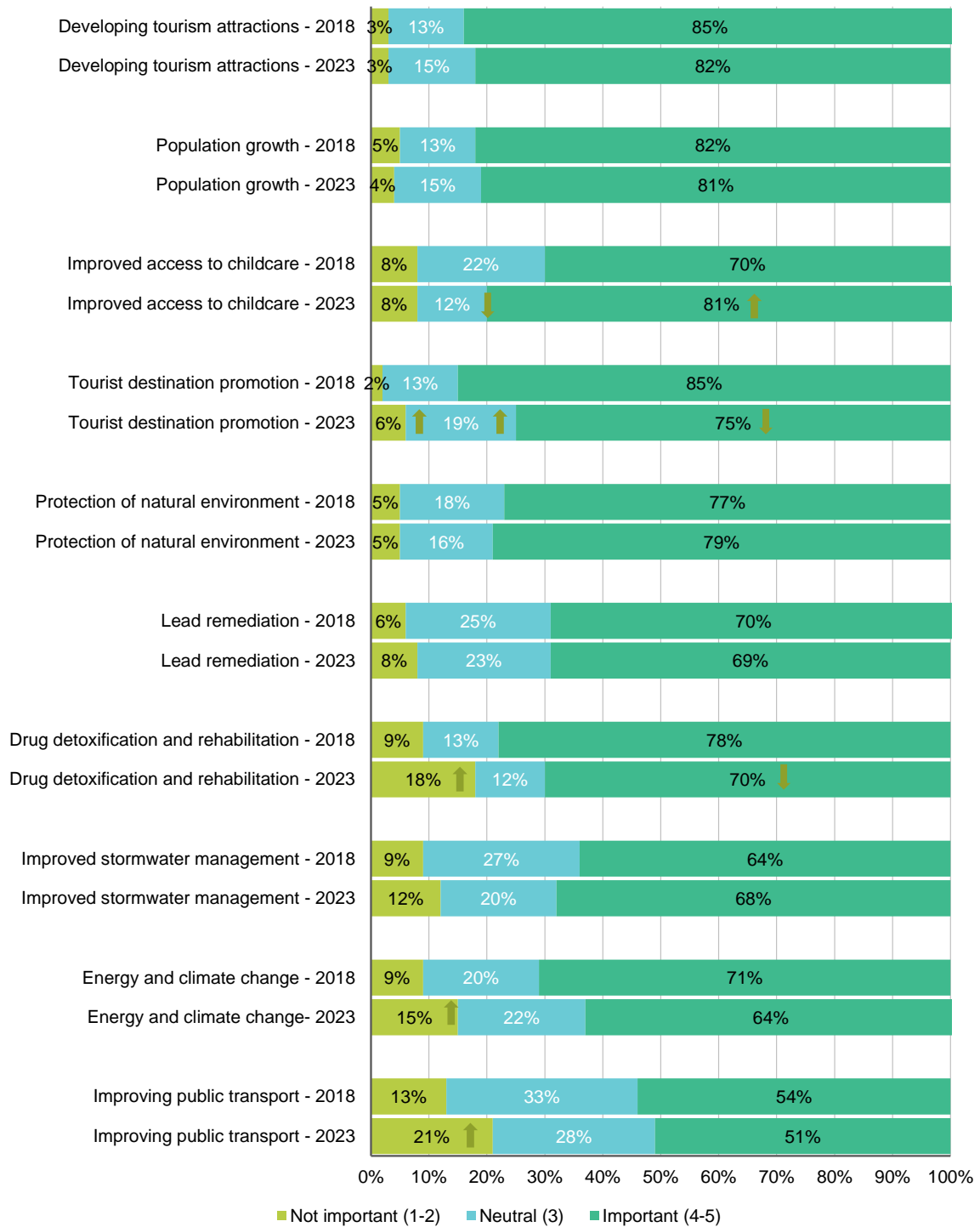
**Figure 27** Importance of Issues (1)





## 8. PLANNING FOR THE FUTURE

Figure 28 Importance of Issues (2)



## 8. PLANNING FOR THE FUTURE

As shown by arrows in **Table 17** below, Improved access to childcare had a significantly higher mean in 2023 than in 2018, and three statements had significantly lower means in 2023.

**Table 17** Mean Importance of Issues (Comparison to 2018)

	2018 mean	2023 mean	Significant difference
Trade and apprenticeship training courses	4.5	4.6	No
Improved access to GP doctors	NA	4.6	NA
Improving local roads and footpaths	4.5	4.6	No
Improved housing supply	NA	4.4	NA
Enhance the City's appearance	4.4	4.4	No
Improved mental health services	4.3	4.4	No
Small to medium business incentives	4.3	4.4	No
Developing tourism attractions	4.4	4.3	No
Population growth	4.3	4.3	No
Improved access to childcare	4.1	4.3	↑
Tourist destination promotion	4.4	4.2	↓
Protection of natural environment	4.2	4.2	No
Lead remediation	4.1	4.1	No
Improved access to drug detoxification and rehabilitation services	4.2	3.9	↓
Improved stormwater management	3.9	3.9	No
Have a sound strategy for energy and climate change	4.1	3.8	↓
Improving public transport	3.7	3.5	No

Respondents were then asked to rate their level of support for a set of potential projects that Council plans to introduce. Residents surveyed were very supportive of an upgrade to Airport facilities (mean 4.5), followed by a Broken Hill to Mildura rail link and Netball courts and O'Neill Park upgrade (mean of 4.0 for both of these), Key worker housing project (mean 3.9), Medium scale solar array (mean 3.6) and then New library facility (mean 3.3).

## 8. PLANNING FOR THE FUTURE

Figure 29 Support for Potential Projects

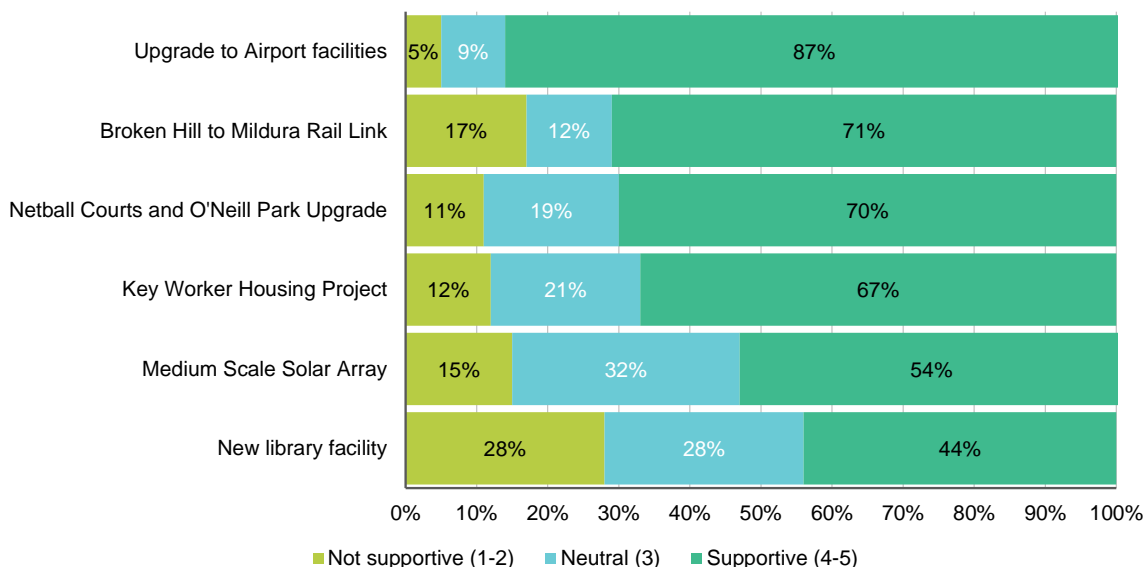


Table 18 Supportive of Projects – 2023 Subgroup Analysis

Subgroup	Significant differences
<b>Age</b>	Residents aged 65+ surveyed were significantly more supportive of the Medium Scale Solar Array (75% rated 4-5, versus 44% of 18-49 year olds and 60% of those aged 50-64).
<b>First Nations</b>	Significantly more residents surveyed who self-identified as First Nations were unsupportive of an Upgrade to Airport facilities (25% gave a 1-2 rating), compared to 3% of those who did not self-identify as First Nations.

Respondents were then asked an open ended question about what they felt should be Council's top three priorities over the next 10 years.

As shown in **Figure 30** next page, nearly half cited Maintenance of roads and footpaths among their three priorities. New categories not shown in the 2018 report were mentioned prominently (Health care 26%, Housing 25%, Airport 17%).

Full verbatim responses to this question provided separately to Council.

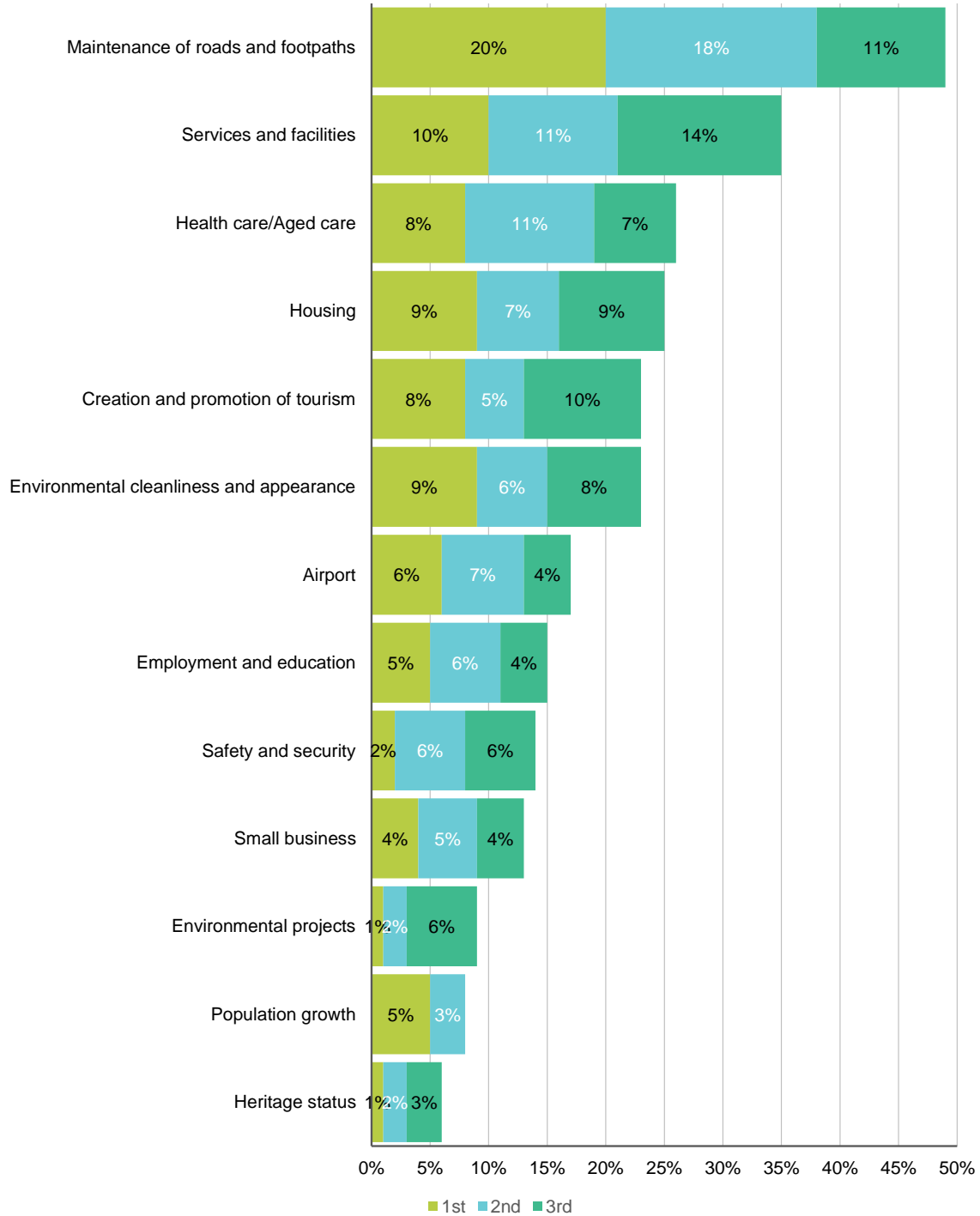


8. PLANNING FOR THE FUTURE



Figure 30 Top Three Priorities

**P3. What do you think should be Council's top 3 priorities over the next 10 years?**  
 Base: Total sample (n=300)

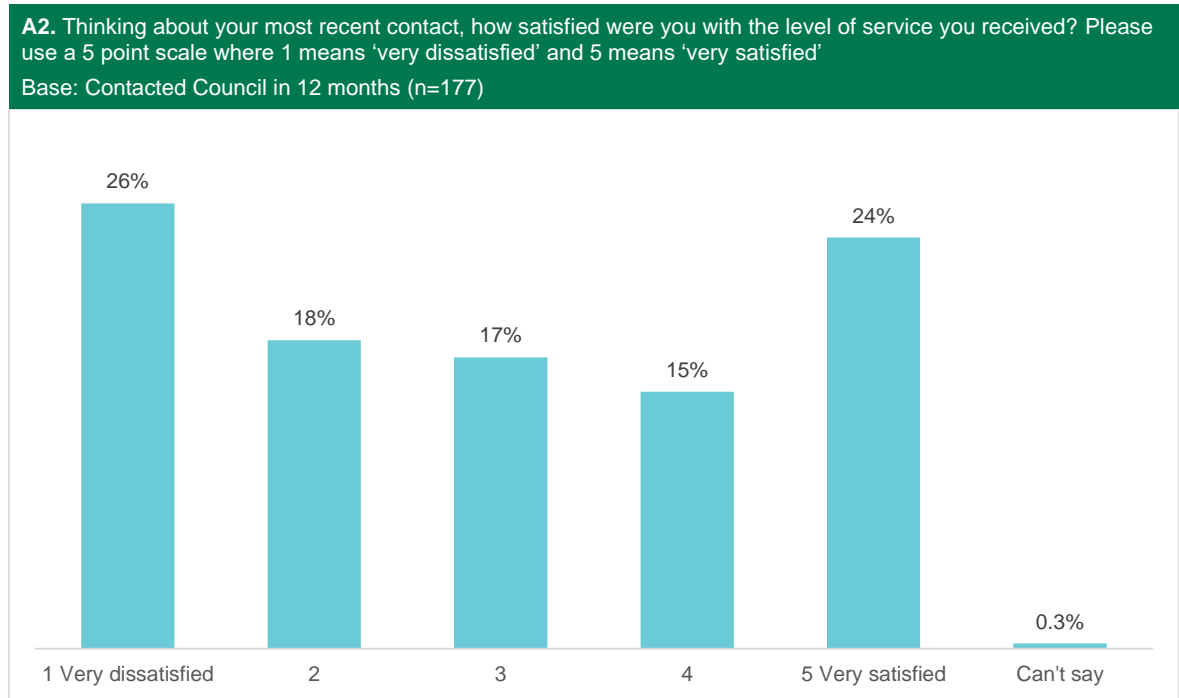


## 9. CONSULTATION AND COUNCIL MANAGEMENT

Fifty-nine percent (59%) of residents surveyed in 2023 had contacted Broken Hill City Council in the last 12 months, significantly higher than the 46% who said this in 2018. There were no significant differences between demographic subgroups in 2023.

As shown in **Figure 31** below, around a quarter of customers were very satisfied but also a similar number were very dissatisfied with the service they received. There were no significant differences between demographic subgroups in 2023.

**Figure 31** Satisfaction with Council's Customer Service



Respondents were then asked their agreement with six statements about Council management.

All six statements had significantly more ratings of agree (4 or 5 on the scale) in 2023 than in 2018 (see **Figure 32** next page).

As shown in **Table 19** (two pages down), five out of the six statements had significantly higher mean scores in 2023 than in 2018.

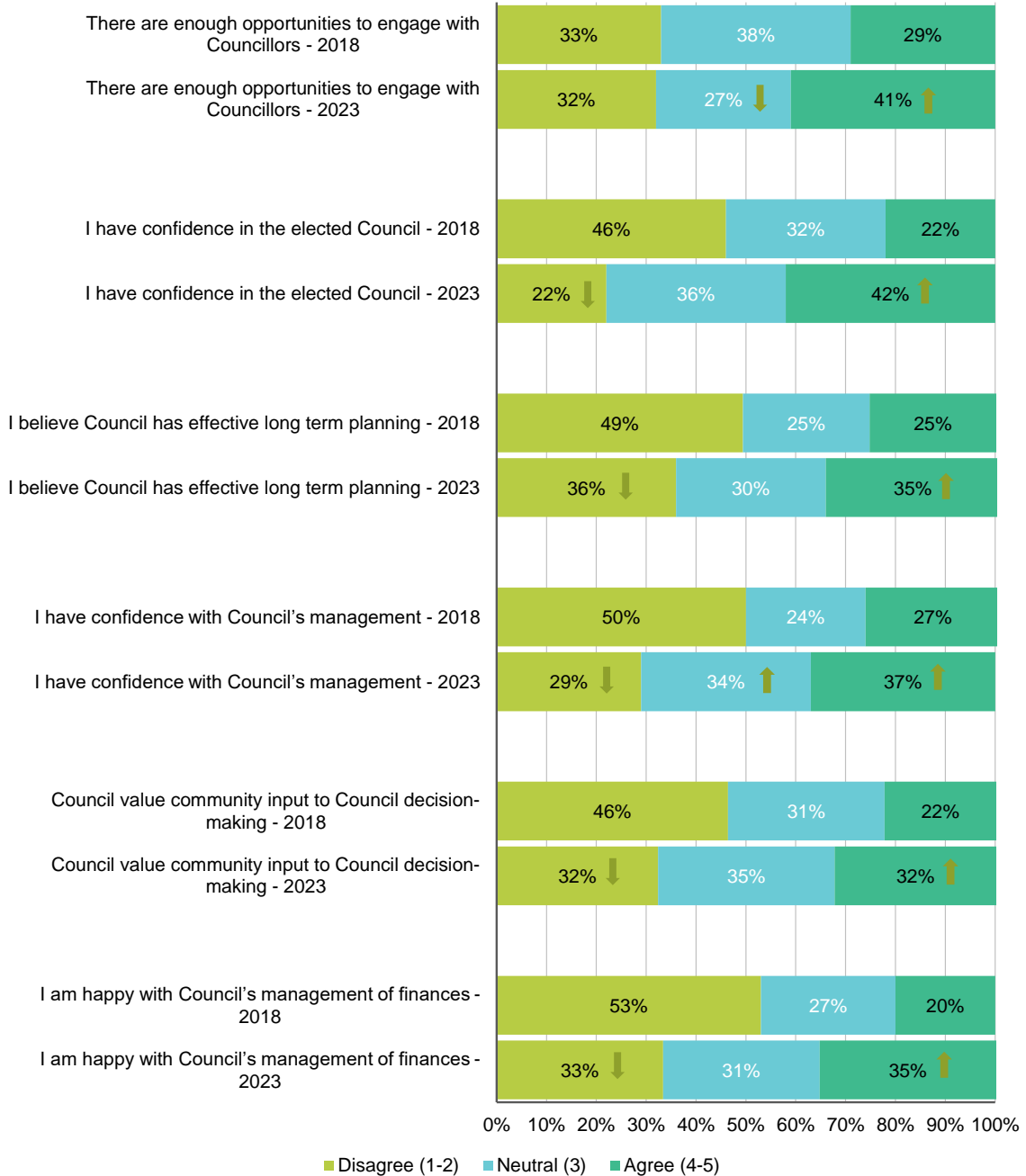
As shown in **Table 20** (two pages down), residents surveyed aged 65+ were significantly more likely to agree with all six statements than those in other age groups.

9. CONSULTATION AND COUNCIL MANAGEMENT

Figure 32 Council Management

A4. Using a 5-point scale where 1 means strongly disagree and 5 means strongly agree, to what extent do you agree with the following statements?

Base: Total sample (2018 n=333, 2023 n=300)





## 9. CONSULTATION AND COUNCIL MANAGEMENT

**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	↑

**Table 20** Council Management – 2023 Subgroup Analysis

Subgroup	Significant differences
<b>Gender</b>	<p>Male residents surveyed were significantly more likely to disagree that they have confidence with Council's management (43% gave a rating of 1 or 2 compared to 16% of females).</p> <p>Female residents surveyed were significantly more likely to agree that:</p> <ul style="list-style-type: none"> <li>I have confidence in the elected Council (60% gave a 4-5 rating, versus 24% of males).</li> <li>I believe Council has effective long term planning (48% gave a rating of 4 or 5, versus 22% of males).</li> </ul>
<b>Age</b>	<p>Residents aged 65+ surveyed were significantly more likely to agree that:</p> <ul style="list-style-type: none"> <li>There are enough opportunities to engage with councillors (62% agree, compared to 30% of 18-49 year olds and 46% of those aged 50-64).</li> <li>I have confidence in the elected council (66% agree, compared to 30% of 18-49 year olds and 45% of those aged 50-64).</li> <li>Council value community input to council decision-making (56% agree, compared to 23% of 18-49 year olds and 33% of those aged 50-64).</li> <li>I believe Council has effective long term planning (54% agree, compared to 27% of 18-49 year olds and 34% of those aged 50-64).</li> <li>I am happy with Council's management of finances (54% agree, compared to 28% of 18-49 year olds and 33% of those aged 50-64).</li> <li>I have confidence with Council's management (60% agree, compared to 25% of 18-49 year olds and 43% of those aged 50-64).</li> </ul>
<b>Housing Tenure</b>	<p>Significantly more residents surveyed who owned or were paying off their house disagreed that they have confidence in Council's management (36% gave a 1-2 rating compared to 2% of renters).</p>

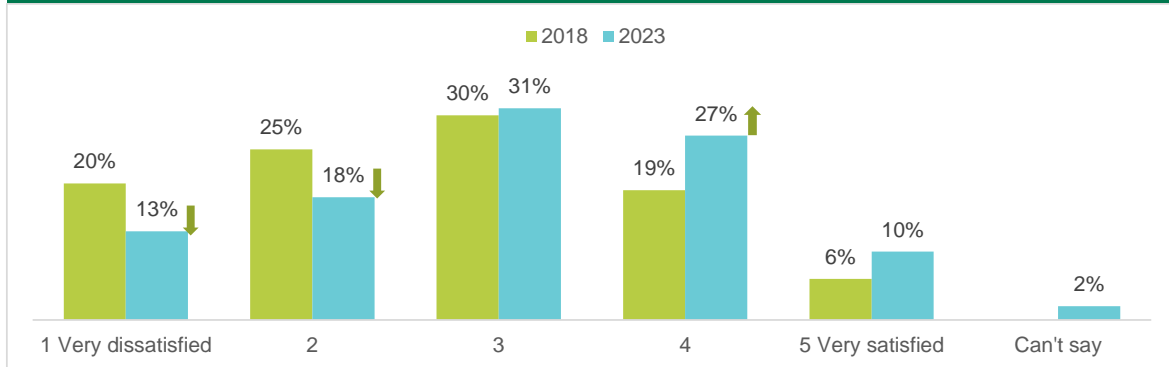
Respondents were then asked how their overall satisfaction with Council consultation (see **Figure 33** below). The scale produced a mean score of 3.0 in 2023, significantly higher than 2018's mean of 2.7.

## 9. CONSULTATION AND COUNCIL MANAGEMENT

**Figure 33** Satisfaction with Council’s Consultation

**A5.** How satisfied are you with the way Council consults with the community? Please use a 5 point scale where 1 means ‘very dissatisfied’ and 5 means ‘very satisfied’

Base: Total sample (2018 n=333, 2023 n=300)

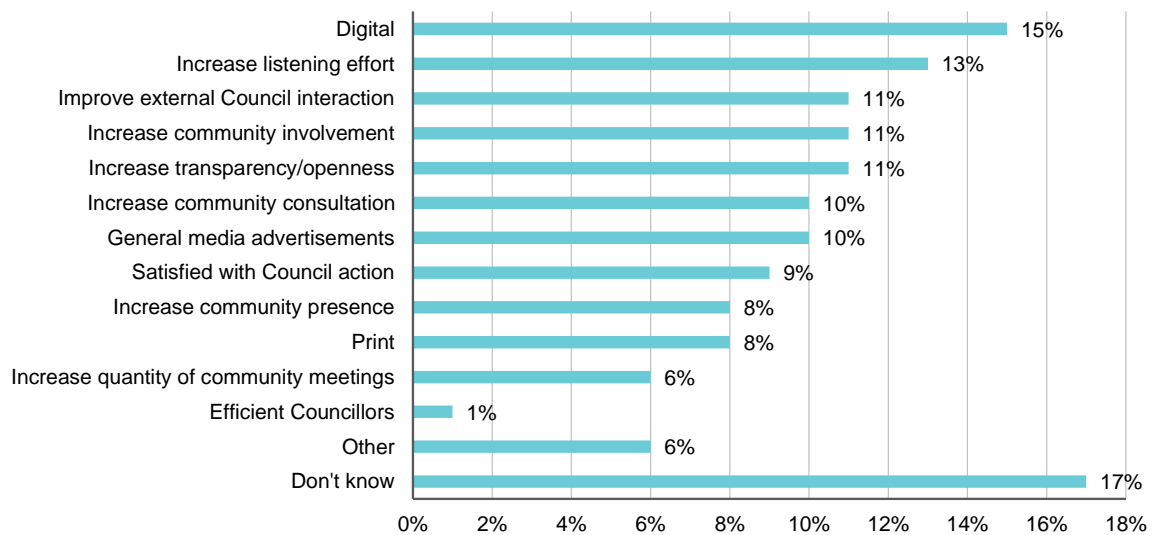


Respondents were then asked for their recommendations for how Council could improve its methods of community consultation. This question was asked in 2018, but not quantified. The broad categories from 2018 are shown in **Figure 34**, below. The only significant difference among demographic subgroups was 25% of residents surveyed aged 50-64 said “Print” (3% of 18-49s said this, and 7% of 65+ year olds). Full verbatim responses to this question provided separately to Council.

**Figure 34** How Improve Community Consultation

**A6.** How do you believe Council can improve their methods of consulting with the community?

Base: Total sample 2023 (n=300)



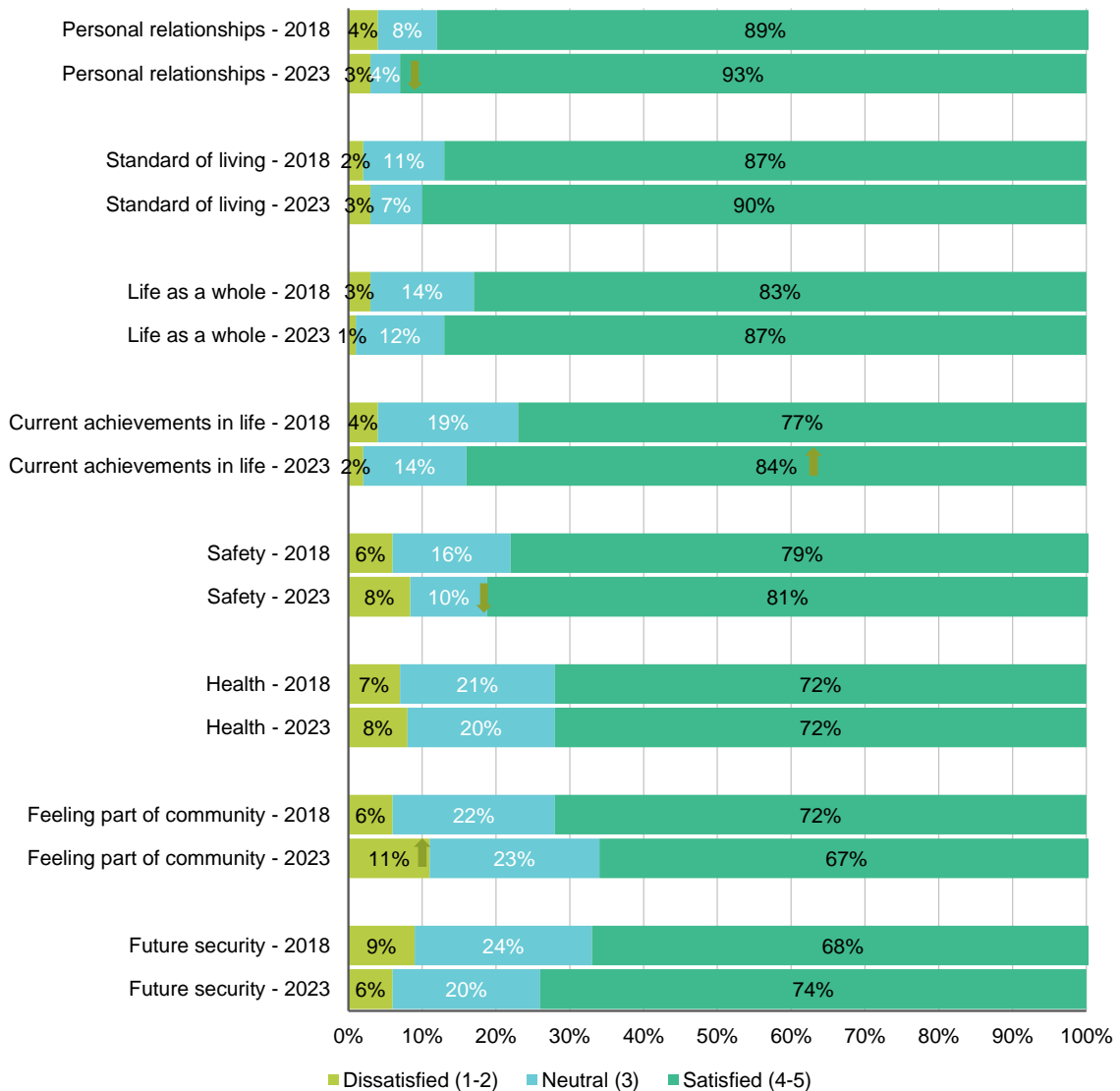
# 10. LIVING IN BROKEN HILL

Respondents were asked to rate their satisfaction with various aspects of their life using a 5-point scale, where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'. The majority of residents were satisfied with all aspects of their personal happiness. Personal relationships recorded the highest mean satisfaction rating at 4.6. This was followed by their standard of living and life a whole (both with means of 4.4).

The aspect which recorded the lowest average satisfaction rating was feeling part of the community (with a mean of 3.8).

As shown in **Figure 35** below, there was a significant increase in responses of satisfied in 2023 compared to 2018 for Current achievements in life, and a significant increase in responses of dissatisfied in 2023 compared to 2018 for Feeling part of your community.

**Figure 35** Satisfaction with Happiness Indicators



## 10. LIVING IN BROKEN HILL

The means for three of the eight Happiness Indicators were significantly higher in 2023 than 2018, and lower for one of them (see [Table 21](#) below).

**Table 21** Mean Satisfaction with Happiness Indicators (Comparison to 2018)

Happiness Indicator	2018 mean	2023 mean	Significant difference
Your personal relationships	4.4	4.6	↑
Your standard of living	4.4	4.4	No
Your life as a whole	4.3	4.4	No
Current achievements in life	4.1	4.3	↑
How safe you feel	4.1	4.1	No
Your future security	3.9	4.1	↑
Your health	4.0	4.0	No
Feeling part of your community	4.0	3.8	↓

**Table 22** Satisfaction with Happiness Indicators – 2023 Subgroup Analysis

Subgroup	Significant differences
Age	Residents aged 65+ surveyed were significantly more satisfied with Feeling part of your community (83% rated 4-5, compared to 58% of 18-49 year olds and 71% of those aged 50-64).
Housing Tenure	Significantly more residents surveyed who owned or were paying off their house were satisfied with Current achievements in life (89% gave a 4-5 rating), compared to 63% of renters.

## 10. LIVING IN BROKEN HILL



### National Comparisons

**Table 23** below compares the Happiness Index results for Broken Hill for 2023 with the most recent Australian Unity Wellbeing Index results (2022 survey, published in May 2023). The mean scores for Broken Hill have been rescaled out of 100 for comparative purposes.

The Broken Hill community outperformed the national benchmarks for six of the seven indicators. The biggest positive gap is for Currently achieving in life, which is 10.7 pts above the national benchmark. This is followed by Personal relationships (+10.1 pts) and Future security (+7.7 pts).

Broken Hill in 2023 was below the national standard on how safe the residents feel (-6.1 pts).

In total, the Happiness Index for Broken Hill (79.3) outperformed the national index (74.4) by 4.9 pts.

**Table 23** Happiness Index – National Comparisons

	Broken Hill	Australia
Personal relationships	87.5	77.4
Standard of living	85.0	77.9
Currently achieving in life	82.5	71.8
Safety	77.5	83.6
Future security	77.5	69.8
Health	75.0	72.0
Feeling part of community	70.0	68.2
Overall	79.3	74.4



## 11. APPENDIX 1: CROSSTABULATIONS

The data tables in this appendix show percentages for 2023 residents surveyed, grouped by gender, age, part of Broken Hill lived in, how long lived in Broken Hill, housing tenure, whether they self-identified as First Nations/ATSI, and whether anyone in their household had disability.

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



Column %	Part of city live by BANNER		Age		Part of city live		How long live in Broken Hill		Housing tenure		Disability						
	Male	Female	Up to 49 years	50-64 years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Central (Bounded by Galena/Crystal/Oxide St)	23%	20%	22%	13%	23%	100%	0%	0%	0%	9%	23%	22%	17%	14%	22%	17%	23%
North (North of Oxide St)	35%	29%	32%	34%	30%	0%	100%	0%	0%	49%	29%	31%	36%	32%	32%	32%	32%
South (Holtzen Drive & Eyre)	24%	22%	22%	25%	24%	0%	0%	100%	0%	15%	24%	21%	33%	48%	20%	29%	21%
West (West of Galena St/Brookfield Avenue)	19%	29%	24%	23%	0%	0%	0%	0%	100%	26%	23%	26%	14%	5%	26%	22%	24%
Other (please specify)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Column %	How long live in Broken Hill by BANNER		Age		Part of city live		How long live in Broken Hill		Housing tenure		Disability					
	Male	Female	Up to 49 years	50-64 years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Under 10 years	0%	1%	0%	1%	0%	1%	0%	1%	5%	0%	1%	0%	0%	1%	1%	0%
1-4 to 10 years	14%	7%	15%	5%	5%	16%	7%	11%	95%	0%	6%	32%	21%	9%	8%	11%
More than 10 years	86%	92%	85%	94%	95%	83%	93%	88%	0%	100%	94%	68%	79%	90%	91%	88%

Column %	Age by BANNER		Age		Part of city live		How long live in Broken Hill		Housing tenure		Disability					
	Male	Female	Up to 49 years	50-64 years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
18-34 years	26%	37%	55%	0%	29%	34%	23%	40%	57%	28%	23%	67%	60%	28%	25%	34%
35-49 years	35%	16%	45%	0%	29%	23%	32%	19%	17%	27%	29%	9%	26%	25%	18%	28%
50-64 years	17%	16%	0%	100%	0%	14%	18%	17%	9%	18%	20%	6%	10%	18%	23%	15%
65 plus years	22%	30%	0%	0%	28%	25%	27%	25%	17%	27%	28%	18%	4%	29%	34%	23%
Prefer not to say (DON'T READ OUT)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Column %	Gender by BANNER		Age		Part of city live		How long live in Broken Hill		Housing tenure		Disability					
	Male	Female	Up to 49 years	50-64 years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Male	100%	0%	54%	51%	42%	53%	55%	51%	40%	48%	51%	48%	52%	50%	43%	53%
Female	0%	100%	46%	47%	58%	47%	45%	47%	60%	52%	49%	52%	45%	50%	56%	47%
Other (please specify)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Prefer not to say (DON'T READ OUT)	0%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	3%	0%	1%	0%

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



Parks and Ovals by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	12%	3%	12%	4%	0%	5%	11%	7%	5%	0%	8%	7%	20%	6%	12%	1%	20%	6%	12%
	Female	11%	3%	10%	19%	10%	10%	8%	13%	14%	8%	13%	1%	4%	11%	10%	1%	4%	11%	10%
		10%	1%	10%	22%	23%	23%	20%	22%	26%	23%	19%	42%	44%	21%	24%	42%	44%	21%	24%
		25%	23%	28%	35%	34%	34%	43%	36%	46%	37%	28%	28%	16%	38%	38%	28%	16%	38%	38%
		34%	37%	34%	39%	34%	34%	26%	36%	34%	37%	28%	28%	16%	38%	38%	28%	16%	38%	38%
Very satisfied	Male	14%	24%	14%	18%	33%	23%	15%	20%	12%	20%	19%	21%	16%	20%	21%	1%	16%	20%	21%
	Female	24%	24%	14%	18%	33%	23%	15%	20%	12%	20%	19%	21%	16%	20%	21%	1%	16%	20%	21%
		4%	2%	2%	3%	7%	6%	2%	3%	2%	3%	4%	1%	0%	4%	3%	1%	0%	4%	3%
		10%	10%	14%	4%	6%	6%	3%	3%	3%	4%	4%	1%	0%	4%	3%	1%	0%	4%	3%
		2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
		2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Never used/Can't say	Male	4%	0%	2%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Female	2%	0%	2%	3%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		3%	1%	1%	8%	2%	3%	4%	1%	2%	2%	3%	1%	2%	2%	3%	1%	2%	2%	3%
		20%	15%	24%	14%	8%	20%	20%	22%	18%	18%	16%	42%	3%	17%	18%	42%	3%	17%	18%
		41%	30%	38%	33%	31%	40%	32%	35%	35%	34%	42%	38%	38%	35%	39%	38%	38%	35%	39%
		23%	35%	22%	39%	27%	35%	17%	30%	29%	30%	25%	25%	38%	28%	27%	25%	38%	28%	27%
		10%	17%	14%	4%	17%	11%	13%	15%	13%	13%	16%	16%	20%	13%	14%	16%	20%	13%	14%

Living Desert by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	4%	2%	1%	3%	2%	0%	3%	0%	2%	2%	1%	1%	0%	2%	0%	1%	2%	2%	0%
	Female	2%	1%	2%	8%	2%	3%	4%	1%	2%	2%	3%	1%	2%	2%	2%	1%	2%	2%	2%
		3%	1%	1%	8%	2%	3%	4%	1%	2%	2%	3%	1%	2%	2%	2%	1%	2%	2%	2%
		20%	24%	14%	8%	7%	20%	20%	22%	18%	18%	16%	42%	3%	17%	18%	42%	3%	17%	18%
		41%	30%	38%	33%	31%	40%	32%	35%	35%	34%	42%	38%	38%	35%	39%	38%	38%	35%	39%
		23%	35%	22%	39%	27%	35%	17%	30%	29%	30%	25%	25%	38%	28%	27%	25%	38%	28%	27%
		10%	17%	14%	4%	17%	11%	13%	15%	13%	13%	16%	16%	20%	13%	14%	16%	20%	13%	14%

Star View Primitive Campsite by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	3%	2%	3%	3%	5%	1%	1%	0%	2%	2%	0%	0%	0%	2%	0%	0%	2%	5%	0%
	Female	1%	0%	0%	7%	1%	2%	2%	0%	2%	2%	0%	0%	5%	1%	1%	0%	5%	1%	1%
		1%	0%	0%	7%	1%	2%	2%	0%	2%	2%	0%	0%	5%	1%	1%	0%	5%	1%	1%
		10%	12%	11%	8%	8%	12%	7%	12%	9%	8%	20%	2%	11%	2%	13%	20%	2%	11%	13%
		8%	9%	7%	8%	7%	9%	1%	7%	6%	8%	1%	0%	7%	3%	7%	1%	0%	7%	3%
		3%	3%	6%	7%	3%	8%	2%	3%	5%	5%	2%	2%	2%	5%	3%	2%	2%	5%	3%
		75%	74%	77%	68%	76%	68%	77%	64%	78%	76%	77%	77%	92%	75%	75%	77%	92%	75%	75%

11. APPENDIX 1: CROSSTABULATIONS



Civic Centre by BANNER		Age		Part of city live				How long live in Broken Hill		Housing tenure		ATSI		Disability			
Gender		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	9%	2%	6%	5%	4%	9%	5%	4%	5%	0%	6%	2%	0%	6%	7%	5%
	Female	9%	4%	7%	8%	5%	13%	7%	3%	10%	8%	1%	13%	0%	13%	3%	8%
		27%	20%	28%	19%	23%	23%	21%	25%	24%	24%	21%	27%	24%	28%	21%	25%
		35%	30%	31%	31%	36%	35%	43%	27%	33%	32%	34%	27%	33%	46%	28%	29%
Very satisfied	Male	15%	39%	23%	32%	32%	22%	29%	24%	31%	24%	37%	37%	35%	26%	21%	29%
	Female	5%	4%	4%	5%	5%	9%	1%	13%	27%	4%	5%	5%	0%	5%	2%	5%

Regional Aquatic centre by BANNER		Age		Part of city live				How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	3%	2%	1%	5%	0%	2%	0%	0%	2%	2%	0%	1%	0%	2%	0%
	Female	7%	6%	3%	11%	1%	4%	6%	4%	5%	6%	1%	14%	4%	1%	6%
		18%	21%	22%	10%	17%	28%	16%	15%	18%	18%	18%	17%	18%	20%	17%
		32%	31%	27%	27%	27%	23%	35%	45%	26%	28%	28%	32%	27%	22%	30%
Very satisfied	Male	36%	35%	43%	41%	49%	26%	39%	34%	40%	39%	42%	37%	40%	45%	37%
	Female	7%	5%	4%	6%	5%	17%	4%	2%	9%	7%	11%	0%	9%	6%	9%

Town Square by BANNER		Age		Part of city live				How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	10%	9%	6%	6%	11%	7%	1%	0%	7%	7%	7%	0%	7%	10%	6%
	Female	14%	13%	7%	13%	10%	10%	6%	13%	9%	9%	13%	31%	7%	12%	9%
		26%	27%	29%	25%	22%	26%	26%	20%	25%	28%	10%	8%	26%	21%	26%
		32%	29%	26%	32%	30%	27%	33%	47%	28%	27%	44%	36%	30%	35%	29%
Very satisfied	Male	13%	18%	31%	23%	26%	19%	32%	18%	26%	26%	20%	15%	26%	21%	27%
	Female	4%	4%	1%	1%	2%	10%	2%	2%	4%	3%	6%	10%	3%	2%	4%



Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



11 Charles Rasp Memorial Library by BANNER																		
Column %	Gender		Age				Part of city live				How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	7%	2%	6%	1%	4%	5%	5%	6%	2%	0%	5%	5%	0%	0%	0%	5%	5%	4%
	9%	10%	14%	8%	1%	10%	11%	11%	4%	13%	32%	11%	6%	0%	11%	2%	13%	
	29%	25%	27%	33%	25%	16%	34%	25%	30%	18%	7%	25%	40%	31%	27%	36%	25%	
	20%	25%	20%	23%	27%	25%	24%	17%	22%	27%	22%	21%	29%	32%	21%	21%	23%	
Very satisfied	10%	22%	12%	14%	25%	14%	14%	20%	16%	15%	16%	16%	15%	14%	16%	21%	15%	
Never used/Cant't say	24%	16%	21%	21%	18%	30%	10%	27%	16%	8%	22%	22%	9%	24%	20%	16%	21%	

12 Broken Hill City Art Gallery by BANNER																		
Column %	Gender		Age				Part of city live				How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	3%	1%	2%	1%	2%	6%	0%	2%	1%	0%	2%	2%	0%	2%	2%	5%	1%	
	6%	0%	4%	5%	2%	5%	5%	5%	2%	10%	3%	4%	0%	0%	13%	2%	4%	
	23%	21%	26%	18%	14%	21%	19%	25%	24%	17%	22%	24%	14%	11%	23%	18%	23%	
	24%	25%	20%	28%	31%	32%	21%	24%	22%	9%	27%	26%	18%	7%	27%	17%	27%	
Very satisfied	25%	32%	26%	35%	30%	23%	39%	19%	29%	37%	28%	28%	32%	35%	28%	36%	26%	
Never used/Cant't say	19%	21%	21%	13%	21%	13%	16%	28%	23%	28%	19%	16%	36%	32%	18%	21%	19%	

13 GeoCentre (Albert Kersten Mining and Minerals Museum) by BANNER																		
Column %	Gender		Age				Part of city live				How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	3%	0%	2%	0%	1%	5%	1%	0%	0%	0%	1%	2%	0%	0%	1%	5%	0%	
	9%	3%	6%	6%	5%	7%	8%	4%	3%	13%	5%	6%	6%	4%	6%	3%	7%	
	20%	14%	22%	10%	11%	5%	16%	23%	24%	20%	17%	16%	22%	45%	14%	13%	18%	
	24%	30%	24%	36%	29%	39%	27%	28%	16%	19%	28%	30%	15%	15%	28%	24%	28%	
Very satisfied	20%	32%	21%	31%	32%	25%	31%	15%	30%	24%	26%	25%	27%	24%	26%	30%	24%	
Never used/Cant't say	25%	22%	25%	17%	23%	19%	18%	30%	27%	24%	23%	22%	30%	12%	24%	25%	23%	

11. APPENDIX 1: CROSSTABULATIONS



Broken Hill Outback Archives by BANNER

Column %	Gender		Age	Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability			
	Male	Female		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	2%	3%	1%	6%	5%	2%	0%	3%	5%	0%	3%	3%	1%	0%	0%	3%	5%	2%
	6%	2%	4%	6%	3%	6%	2%	6%	1%	2%	4%	5%	1%	0%	0%	3%	2%	5%
	13%	8%	9%	17%	10%	10%	3%	8%	8%	25%	9%	13%	4%	7%	11%	11%	11%	
	15%	13%	13%	17%	11%	13%	12%	18%	9%	30%	11%	11%	24%	24%	12%	16%	12%	
Very satisfied	7%	15%	11%	6%	13%	14%	9%	8%	13%	2%	12%	4%	2%	4%	2%	12%	15%	9%
Never used/Can't say	56%	60%	61%	48%	57%	57%	69%	48%	69%	41%	60%	56%	66%	67%	67%	57%	51%	60%

Visitor's Information Centre by BANNER

Column %	Gender		Age	Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
	Male	Female		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH
Very dissatisfied	6%	3%	6%	6%	2%	2%	1%	3%	1%	0%	5%	4%	8%	23%	3%	8%	4%
	14%	7%	13%	10%	4%	4%	8%	7%	12%	15%	10%	11%	6%	12%	10%	10%	10%
	27%	21%	27%	27%	14%	14%	29%	34%	15%	26%	24%	23%	26%	19%	24%	22%	25%
	28%	30%	25%	26%	38%	39%	22%	34%	22%	38%	27%	29%	28%	32%	28%	19%	32%
Very satisfied	17%	31%	21%	25%	29%	15%	29%	17%	32%	19%	25%	23%	29%	10%	26%	32%	21%
Never used/Can't say	8%	9%	8%	6%	11%	12%	8%	12%	3%	2%	9%	10%	3%	4%	9%	9%	9%

Broken Hill Regional Airport by BANNER

Column %	Gender		Age	Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
	Male	Female		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH
Very dissatisfied	7%	6%	10%	4%	2%	2%	1%	1%	2%	3%	7%	8%	0%	10%	6%	7%	7%
	26%	13%	26%	14%	10%	10%	9%	18%	25%	11%	21%	20%	17%	21%	20%	25%	18%
	28%	31%	26%	42%	29%	29%	37%	31%	25%	24%	30%	29%	30%	17%	31%	22%	33%
	22%	21%	17%	27%	29%	29%	26%	21%	14%	23%	22%	23%	17%	28%	21%	14%	24%
Very satisfied	15%	24%	19%	13%	26%	26%	7%	21%	32%	36%	18%	17%	29%	14%	20%	23%	18%
Never used/Can't say	1%	5%	4%	0%	3%	7%	0%	2%	2%	2%	3%	2%	8%	10%	2%	10%	1%

11. APPENDIX 1: CROSSTABULATIONS



Polling for illegal dumping by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	25%	10%	20%	18%	11%	10%	20%	23%	15%	30%	16%	18%	18%	18%	16%
	Female	23%	20%	28%	10%	15%	26%	27%	18%	17%	22%	21%	26%	44%	19%	22%
		21%	27%	22%	30%	24%	35%	24%	12%	25%	25%	19%	23%	24%	18%	26%
		9%	14%	9%	11%	16%	9%	8%	11%	11%	11%	13%	2%	12%	11%	11%
Very satisfied		3%	7%	3%	5%	9%	1%	6%	8%	4%	5%	5%	2%	2%	5%	4%
Never used/Can't say		19%	22%	17%	16%	31%	28%	15%	24%	20%	20%	25%	25%	14%	22%	20%

Street cleaning by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	36%	22%	34%	26%	20%	36%	25%	33%	24%	27%	29%	30%	26%	26%	28%
	Female	25%	25%	28%	20%	16%	23%	25%	36%	24%	25%	26%	20%	28%	22%	26%
		20%	31%	21%	29%	30%	21%	35%	15%	28%	25%	44%	21%	34%	28%	24%
		11%	19%	12%	19%	23%	9%	17%	15%	15%	16%	9%	14%	15%	12%	16%
Very satisfied		8%	4%	5%	5%	9%	7%	2%	6%	6%	7%	3%	7%	2%	7%	7%
Never used/Can't say		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Waste collection by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	15%	4%	15%	7%	0%	16%	9%	15%	1%	3%	12%	2%	13%	10%	9%
	Female	7%	7%	11%	4%	1%	7%	5%	6%	11%	10%	9%	0%	0%	8%	8%
		21%	19%	27%	16%	15%	23%	20%	20%	19%	18%	25%	38%	17%	12%	22%
		27%	35%	26%	35%	33%	24%	30%	28%	31%	30%	35%	17%	32%	37%	29%
Very satisfied		30%	33%	19%	38%	29%	40%	25%	38%	31%	31%	32%	22%	33%	35%	30%
Never used/Can't say		0%	2%	2%	0%	0%	0%	0%	0%	1%	0%	5%	10%	0%	0%	1%



11. APPENDIX 1: CROSSTABULATIONS



Green waste recycling by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability			
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH		
Very dissatisfied	Male	21%	18%	22%	19%	15%	21%	13%	28%	19%	19%	20%	21%	14%	15%	20%	23%	18%
	Female	13%	14%	13%	19%	11%	18%	14%	13%	10%	6%	15%	16%	2%	4%	15%	13%	14%
Very satisfied	Male	18%	31%	30%	18%	18%	28%	25%	30%	22%	25%	22%	36%	25%	24%	24%	25%	25%
	Female	29%	16%	21%	19%	27%	30%	25%	18%	27%	22%	23%	22%	32%	21%	32%	9%	27%
Never used/Can't say	Male	18%	15%	12%	22%	10%	19%	14%	21%	25%	15%	15%	23%	24%	16%	24%	24%	14%
	Female	2%	5%	2%	2%	6%	8%	1%	3%	2%	3%	3%	3%	0%	4%	6%	2%	2%

Waste Management Facility (Tripy/Depot) by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	19%	4%	17%	10%	2%	17%	5%	17%	25%	10%	13%	7%	15%	12%	8%	13%
	Female	15%	11%	16%	12%	7%	12%	15%	10%	17%	14%	8%	10%	10%	13%	10%	14%
Very satisfied	Male	15%	25%	20%	24%	17%	23%	15%	30%	7%	22%	19%	23%	18%	20%	21%	20%
	Female	31%	31%	30%	29%	33%	31%	33%	24%	21%	32%	32%	28%	45%	29%	36%	29%
Never used/Can't say	Male	15%	21%	10%	25%	32%	18%	23%	14%	17%	19%	20%	12%	2%	20%	23%	17%
	Female	4%	7%	6%	0%	9%	6%	2%	5%	13%	5%	2%	22%	10%	5%	2%	7%

Noxious weed control by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	51%	42%	55%	41%	32%	56%	38%	54%	31%	48%	49%	37%	46%	47%	52%	44%
	Female	20%	29%	26%	23%	24%	13%	27%	25%	36%	23%	23%	32%	27%	24%	14%	28%
Very satisfied	Male	14%	17%	11%	19%	23%	15%	17%	13%	17%	15%	14%	20%	11%	16%	17%	15%
	Female	10%	4%	6%	12%	6%	11%	9%	6%	14%	6%	7%	8%	12%	6%	6%	7%
Never used/Can't say	Male	1%	2%	0%	2%	2%	1%	1%	1%	0%	2%	2%	1%	2%	2%	3%	1%
	Female	4%	5%	3%	3%	3%	8%	3%	3%	2%	5%	5%	2%	2%	5%	4%	4%

11. APPENDIX 1: CROSSTABULATIONS



Regeneration area maintenance by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	21%	13%	21%	15%	9%	24%	13%	17%	15%	9%	18%	14%	36%	15%	25%	14%
	Female	24%	12%	20%	23%	9%	23%	19%	23%	18%	15%	18%	15%	16%	18%	12%	20%
		21%	37%	29%	24%	34%	12%	36%	31%	29%	28%	35%	4%	23%	30%	27%	30%
		15%	13%	11%	16%	19%	18%	13%	8%	15%	16%	4%	0%	16%	14%	14%	14%
Very satisfied		9%	8%	8%	9%	10%	10%	7%	7%	7%	7%	7%	10%	12%	8%	11%	8%
Never used/Can't say		10%	17%	11%	12%	19%	26%	7%	6%	2%	15%	12%	16%	13%	13%	11%	14%

Road maintenance by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	51%	25%	53%	23%	18%	40%	46%	43%	23%	46%	40%	32%	56%	36%	39%	38%
	Female	20%	27%	23%	26%	21%	17%	18%	22%	17%	24%	21%	34%	17%	24%	21%	24%
		16%	28%	12%	36%	35%	20%	23%	18%	22%	24%	15%	7%	24%	26%	21%	21%
		7%	18%	10%	10%	21%	20%	11%	15%	12%	12%	16%	20%	12%	11%	13%	13%
Very satisfied		4%	2%	2%	4%	5%	3%	2%	6%	3%	3%	3%	3%	0%	3%	3%	3%
Never used/Can't say		0%	0%	0%	1%	1%	1%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%

Footpath maintenance by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	56%	45%	58%	45%	36%	54%	48%	60%	17%	54%	52%	40%	58%	49%	51%	50%
	Female	15%	24%	19%	21%	16%	16%	21%	14%	32%	18%	19%	22%	19%	20%	16%	21%
		17%	24%	16%	20%	31%	25%	21%	17%	20%	21%	21%	21%	13%	22%	20%	21%
		5%	5%	3%	8%	8%	4%	8%	3%	4%	4%	9%	9%	0%	5%	8%	4%
Very satisfied		7%	2%	4%	5%	4%	1%	3%	6%	14%	3%	3%	8%	10%	4%	4%	4%
Never used/Can't say		0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%

11. APPENDIX 1: CROSS TABULATIONS



Bicycle lanes by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	28%	18%	32%	15%	10%	31%	22%	14%	28%	27%	8%	34%	22%	18%	25%
	Female	22%	13%	19%	19%	15%	16%	25%	15%	17%	17%	23%	16%	15%	13%	19%
	Very satisfied	18%	32%	23%	31%	23%	30%	21%	24%	25%	25%	27%	4%	28%	31%	23%
	Never used/Can't say	9%	10%	7%	19%	11%	10%	10%	8%	2%	11%	10%	11%	14%	9%	9%
Very satisfied	Male	6%	7%	4%	5%	13%	7%	4%	10%	6%	4%	15%	22%	4%	5%	7%
	Female	16%	19%	16%	10%	7%	4%	19%	21%	17%	18%	17%	10%	10%	20%	17%
	Very dissatisfied	10%	9%	6%	16%	13%	17%	9%	7%	9%	9%	10%	9%	10%	13%	8%
	Never used/Can't say	10%	8%	12%	2%	13%	1%	16%	15%	4%	10%	10%	10%	0%	2%	11%

Lighting in public places by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	13%	9%	15%	9%	4%	1%	17%	13%	10%	12%	9%	24%	10%	10%	12%
	Female	22%	22%	26%	22%	14%	19%	31%	17%	27%	20%	30%	32%	21%	20%	23%
	Very satisfied	35%	33%	35%	34%	31%	37%	31%	35%	28%	32%	44%	42%	33%	35%	33%
	Never used/Can't say	7%	11%	8%	27%	24%	22%	18%	24%	15%	23%	13%	2%	24%	20%	22%
Very satisfied	Male	1%	2%	0%	1%	5%	1%	3%	2%	2%	1%	2%	0%	2%	3%	1%
	Female	1%	2%	0%	1%	5%	1%	3%	2%	2%	1%	2%	0%	2%	3%	1%
	Very dissatisfied	1%	2%	0%	1%	5%	1%	3%	2%	2%	1%	2%	0%	2%	3%	1%
	Never used/Can't say	1%	2%	0%	1%	5%	1%	3%	2%	2%	1%	2%	0%	2%	3%	1%

Provision of public toilets by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	8%	23%	16%	17%	14%	15%	17%	18%	5%	16%	14%	16%	15%	24%	13%
	Female	24%	19%	23%	20%	12%	19%	22%	30%	19%	22%	24%	9%	28%	20%	22%
	Very satisfied	32%	31%	34%	26%	29%	40%	29%	20%	45%	30%	27%	50%	42%	30%	32%
	Never used/Can't say	16%	11%	9%	19%	15%	16%	13%	15%	14%	13%	15%	8%	4%	15%	14%
Very satisfied	Male	10%	9%	6%	16%	12%	6%	7%	9%	13%	9%	10%	9%	10%	9%	8%
	Female	10%	8%	12%	2%	8%	1%	16%	15%	4%	10%	10%	10%	0%	10%	11%
	Very dissatisfied	10%	9%	6%	16%	12%	6%	7%	9%	13%	9%	10%	9%	10%	9%	8%
	Never used/Can't say	10%	8%	12%	2%	8%	1%	16%	15%	4%	10%	10%	10%	0%	10%	11%

11. APPENDIX 1: CROSSTABULATIONS



11. Cleanliness of public toilets by BANNER																	
Column %	Gender		Age				Part of city live				How long live in Broken Hill		Housing tenure		Disability		
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	10%	18%	19%	13%	5%	12%	17%	18%	9%	3%	16%	12%	24%	35%	12%	20%	12%
	17%	19%	21%	17%	10%	13%	21%	16%	19%	22%	22%	17%	21%	5%	17%	18%	18%
	29%	20%	23%	29%	25%	22%	30%	24%	21%	48%	22%	25%	25%	34%	24%	20%	26%
	15%	14%	10%	23%	16%	12%	11%	15%	20%	8%	15%	15%	10%	2%	16%	15%	14%
Very satisfied	9%	5%	4%	10%	11%	6%	8%	8%	5%	13%	6%	6%	9%	12%	6%	9%	6%
Never used/Can't say	20%	25%	22%	8%	33%	35%	13%	20%	26%	6%	24%	25%	11%	12%	24%	18%	24%

12. CBD Parking by BANNER																	
Column %	Gender		Age				Part of city live				How long live in Broken Hill		Housing tenure		Disability		
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	12%	9%	13%	14%	7%	13%	12%	14%	6%	11%	11%	13%	4%	7%	12%	18%	9%
	24%	16%	27%	14%	8%	11%	16%	26%	27%	38%	18%	19%	24%	10%	21%	10%	23%
	28%	32%	30%	29%	31%	41%	38%	22%	16%	14%	32%	28%	37%	39%	29%	35%	28%
	29%	34%	30%	31%	36%	25%	25%	32%	46%	32%	32%	32%	30%	42%	30%	28%	33%
Very satisfied	6%	8%	1%	13%	16%	10%	7%	5%	5%	3%	7%	8%	2%	2%	7%	9%	6%
Never used/Can't say	0%	1%	0%	0%	2%	1%	1%	2%	0%	2%	1%	0%	2%	0%	1%	0%	1%

13. Nature strips by BANNER																	
Column %	Gender		Age				Part of city live				How long live in Broken Hill		Housing tenure		Disability		
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	37%	33%	44%	29%	20%	34%	41%	39%	25%	28%	36%	39%	20%	49%	34%	31%	37%
	26%	15%	16%	29%	24%	20%	19%	25%	18%	23%	20%	19%	28%	24%	20%	23%	20%
	24%	30%	25%	25%	32%	30%	26%	19%	32%	17%	28%	28%	21%	5%	29%	27%	27%
	7%	13%	8%	8%	16%	10%	11%	10%	8%	11%	10%	9%	14%	11%	10%	12%	10%
Very satisfied	6%	3%	5%	6%	4%	4%	2%	6%	8%	11%	4%	4%	9%	10%	4%	4%	5%
Never used/Can't say	1%	5%	2%	3%	5%	1%	1%	1%	9%	9%	2%	2%	7%	0%	3%	3%	3%

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSS TABULATIONS



Stormwater drainage by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Up to 49 years	11%	23%	27%	8%	30%	22%	19%	41%	58%	19%	24%	23%	
	50-64 years	16%	16%	11%	20%	17%	20%	22%	10%	11%	21%	13%	23%	
	65 plus years	10%	14%	21%	7%	17%	20%	19%	10%	11%	21%	13%	23%	
Very satisfied	Up to 49 years	40%	27%	27%	45%	43%	35%	37%	31%	7%	40%	32%	37%	
	50-64 years	36%	27%	18%	11%	0%	15%	14%	11%	22%	13%	20%	12%	
	65 plus years	14%	16%	18%	8%	7%	5%	6%	5%	2%	6%	7%	5%	
Never used/Can't say	Up to 49 years	2%	7%	4%	2%	2%	1%	1%	2%	0%	0%	1%	0%	
	50-64 years	1%	1%	2%	2%	2%	1%	1%	2%	2%	0%	4%	0%	
	65 plus years	3%	1%	4%	7%	11%	4%	4%	9%	2%	5%	3%	5%	

Cemetery by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Up to 49 years	18%	15%	25%	26%	9%	28%	28%	16%	27%	25%	32%	23%	
	50-64 years	26%	15%	12%	20%	14%	20%	19%	19%	11%	20%	10%	22%	
	65 plus years	17%	31%	16%	21%	27%	27%	28%	24%	34%	26%	33%	25%	
Very satisfied	Up to 49 years	31%	27%	31%	21%	36%	16%	17%	21%	14%	18%	15%	19%	
	50-64 years	17%	13%	24%	7%	4%	6%	5%	12%	11%	13%	7%	6%	
	65 plus years	8%	6%	5%	2%	4%	4%	4%	9%	2%	5%	3%	5%	
Never used/Can't say	Up to 49 years	1%	8%	2%	7%	11%	4%	4%	9%	2%	5%	3%	5%	
	50-64 years	1%	8%	2%	7%	11%	4%	4%	9%	2%	5%	3%	5%	
	65 plus years	6%	2%	4%	7%	11%	4%	4%	9%	2%	5%	3%	5%	

Heritage trail signage by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Up to 49 years	6%	5%	8%	1%	0%	6%	6%	2%	0%	6%	7%	5%	
	50-64 years	7%	9%	8%	10%	15%	8%	11%	1%	16%	8%	11%	8%	
	65 plus years	5%	9%	8%	10%	20%	24%	21%	35%	37%	22%	26%	23%	
Very satisfied	Up to 49 years	10%	30%	20%	18%	28%	27%	28%	26%	25%	28%	29%	27%	
	50-64 years	6%	24%	32%	36%	28%	27%	28%	26%	25%	28%	29%	27%	
	65 plus years	2%	19%	32%	36%	11%	12%	13%	8%	12%	12%	13%	12%	
Never used/Can't say	Up to 49 years	23%	16%	2%	19%	25%	22%	22%	28%	10%	24%	14%	26%	
	50-64 years	6%	5%	8%	1%	0%	6%	6%	2%	0%	6%	7%	5%	
	65 plus years	7%	9%	8%	10%	15%	8%	11%	1%	16%	8%	11%	8%	

11. APPENDIX 1: CROSSTABULATIONS



Street signage by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Very dissatisfied	Up to 49 years	11%	8%	12%	2%	13%	7%	9%	1%	24%	6%	14%	6%			
Very dissatisfied	50-64 years	8%	16%	17%	9%	7%	15%	16%	5%	0%	16%	14%	14%			
Very dissatisfied	65 plus years	5%	7%	19%	9%	7%	15%	16%	5%	0%	16%	14%	14%			
Very satisfied	Up to 49 years	13%	13%	19%	25%	24%	31%	29%	33%	17%	31%	25%	32%			
Very satisfied	50-64 years	21%	42%	38%	47%	48%	36%	35%	48%	49%	36%	35%	38%			
Very satisfied	65 plus years	37%	35%	32%	47%	48%	36%	35%	48%	49%	36%	35%	38%			
Never used/Can't say	Up to 49 years	7%	9%	13%	17%	7%	11%	10%	12%	10%	11%	12%	10%			
Never used/Can't say	50-64 years	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%			
Never used/Can't say	65 plus years	1%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%			

Wayfinding and attraction signage by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Very dissatisfied	Up to 49 years	8%	5%	10%	9%	3%	8%	9%	1%	3%	8%	8%	7%			
Very dissatisfied	50-64 years	11%	13%	14%	10%	15%	14%	16%	2%	2%	15%	14%	14%			
Very dissatisfied	65 plus years	3%	9%	20%	9%	3%	8%	9%	1%	3%	8%	8%	7%			
Very satisfied	Up to 49 years	13%	20%	14%	10%	15%	14%	16%	2%	2%	15%	14%	14%			
Very satisfied	50-64 years	39%	44%	43%	49%	63%	43%	43%	55%	70%	42%	47%	45%			
Very satisfied	65 plus years	18%	18%	22%	25%	13%	22%	19%	32%	20%	21%	18%	22%			
Never used/Can't say	Up to 49 years	2%	7%	4%	6%	2%	6%	7%	3%	2%	6%	7%	6%			
Never used/Can't say	50-64 years	1%	3%	7%	2%	4%	7%	6%	6%	6%	4%	6%	6%			
Never used/Can't say	65 plus years	13%	16%	3%	2%	4%	7%	6%	6%	4%	7%	6%	6%			

Animal Control by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Very dissatisfied	Up to 49 years	25%	29%	33%	29%	20%	30%	31%	21%	52%	27%	40%	25%			
Very dissatisfied	50-64 years	22%	23%	33%	29%	20%	30%	31%	21%	52%	27%	40%	25%			
Very dissatisfied	65 plus years	21%	23%	33%	29%	20%	30%	31%	21%	52%	27%	40%	25%			
Very satisfied	Up to 49 years	19%	23%	16%	16%	17%	23%	23%	21%	22%	23%	15%	23%			
Very satisfied	50-64 years	35%	35%	28%	26%	19%	21%	21%	22%	5%	23%	21%	21%			
Very satisfied	65 plus years	14%	14%	7%	18%	23%	16%	17%	15%	0%	19%	18%	16%			
Never used/Can't say	Up to 49 years	6%	9%	10%	3%	21%	5%	4%	20%	22%	5%	5%	8%			
Never used/Can't say	50-64 years	4%	4%	1%	7%	0%	4%	4%	1%	0%	4%	1%	5%			
Never used/Can't say	65 plus years	3%	3%	7%	2%	4%	7%	4%	1%	0%	4%	1%	5%			



# 11. APPENDIX 1: CROSSTABULATIONS

## Broken Hill Community Satisfaction Survey 2021

Building certification by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability			
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH		
Very dissatisfied	Male	29%	7%	21%	17%	13%	13%	22%	27%	12%	25%	18%	21%	8%	24%	18%	14%	20%
	Female	13%	9%	13%	14%	5%	8%	11%	11%	14%	11%	10%	13%	2%	4%	12%	4%	13%
		28%	22%	26%	21%	24%	16%	19%	29%	27%	24%	21%	42%	1%	35%	23%	22%	26%
Very satisfied	Male	4%	6%	1%	7%	13%	5%	7%	4%	3%	4%	5%	1%	6%	0%	6%	5%	5%
	Female	1%	7%	2%	7%	6%	8%	2%	3%	3%	4%	5%	1%	2%	4%	4%	5%	4%
Never used/Can't say		25%	49%	37%	33%	40%	41%	24%	42%	38%	38%	35%	45%	36%	37%	50%	32%	

Protecting heritage values and buildings by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability			
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH		
Very dissatisfied	Male	7%	2%	6%	1%	3%	1%	1%	4%	2%	2%	4%	8%	2%	21%	11%	2%	
	Female	9%	5%	7%	9%	7%	9%	6%	9%	13%	6%	9%	0%	7%	3%	8%	3%	
		29%	34%	40%	21%	47%	29%	25%	17%	33%	35%	14%	40%	16%	33%	26%	33%	
Very satisfied	Male	28%	37%	23%	49%	23%	27%	38%	43%	24%	33%	31%	33%	33%	32%	34%	32%	32%
	Female	15%	21%	17%	16%	15%	24%	12%	42%	15%	15%	30%	22%	17%	15%	19%	15%	19%
Never used/Can't say		12%	2%	8%	4%	4%	5%	17%	2%	7%	7%	8%	2%	7%	10%	6%	10%	6%

Support business and industry growth by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	Male	17%	2%	14%	5%	12%	14%	1%	2%	11%	10%	8%	26%	8%	17%	7%
	Female	29%	13%	27%	19%	29%	13%	23%	15%	21%	21%	18%	24%	20%	11%	24%
		25%	30%	24%	26%	19%	37%	18%	38%	26%	26%	34%	27%	27%	23%	29%
Very satisfied	Male	15%	24%	16%	21%	15%	21%	19%	23%	19%	21%	12%	0%	22%	17%	20%
	Female	5%	9%	6%	9%	8%	4%	8%	5%	7%	6%	9%	10%	7%	6%	7%
Never used/Can't say		10%	22%	13%	19%	17%	12%	19%	16%	16%	15%	19%	13%	16%	25%	13%

11. APPENDIX 1: CROSSTABULATIONS



Community events (eg New Year's Eve Party) by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability			
Column %	Gender	Age					Under 10 years		Own or paying off a house		ATSI		Disability			
		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	8%	3%	8%	4%	2%	6%	1%	2%	6%	5%	8%	22%	4%	11%	4%
	Female	13%	7%	13%	9%	4%	9%	9%	7%	11%	11%	6%	15%	10%	9%	11%
		29%	22%	26%	21%	23%	20%	27%	25%	23%	34%	22%	26%	18%	28%	
		24%	36%	27%	35%	28%	29%	34%	29%	29%	32%	35%	29%	34%	28%	
Very satisfied		19%	23%	17%	24%	26%	19%	20%	16%	28%	13%	4%	23%	19%	21%	
Never used/Can't say		7%	9%	8%	6%	10%	13%	11%	8%	9%	8%	2%	9%	9%	8%	

Management of any natural disasters by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability			
Column %	Gender	Age					Under 10 years		Own or paying off a house		ATSI		Disability			
		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	16%	4%	14%	8%	3%	6%	6%	12%	10%	11%	8%	15%	10%	14%	9%
	Female	15%	8%	16%	17%	8%	8%	17%	11%	11%	10%	18%	36%	9%	14%	11%
		21%	25%	24%	26%	19%	22%	26%	14%	24%	24%	19%	10%	25%	12%	27%
		15%	25%	16%	26%	26%	28%	16%	21%	22%	15%	2%	22%	21%	20%	
Very satisfied		9%	9%	7%	9%	14%	20%	3%	15%	8%	9%	11%	14%	9%	11%	8%
Never used/Can't say		24%	28%	23%	25%	32%	25%	31%	25%	25%	29%	23%	26%	27%	25%	

Council grants programs by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability			
Column %	Gender	Age					Under 10 years		Own or paying off a house		ATSI		Disability			
		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	Male	17%	6%	18%	5%	3%	16%	18%	10%	12%	10%	19%	22%	10%	20%	9%
	Female	7%	6%	6%	10%	5%	3%	11%	7%	7%	7%	7%	4%	7%	2%	8%
		25%	20%	22%	25%	20%	19%	26%	19%	23%	20%	7%	4%	25%	20%	23%
		11%	19%	8%	25%	24%	7%	18%	5%	17%	16%	12%	13%	16%	17%	15%
Very satisfied		4%	11%	8%	3%	10%	15%	5%	2%	8%	5%	0%	0%	9%	6%	8%
Never used/Can't say		36%	37%	38%	31%	37%	41%	22%	30%	37%	36%	36%	58%	34%	34%	37%



Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



11 Overall satisfaction by BANNER		Age		Part of city live						How long live in Broken Hill				Housing tenure		ATSI		Disability				
Column %	Gender	Age		Central		North		South		West		Under 10 years		More than 10 years		Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH					
Very dissatisfied	21%	5%	16%	14%	5%	12%	12%	8%	22%	7%	5%	5%	14%	12%	16%	15%	2%	17%	13%	20%	20%	11%
Net 1 + 2	12%	11%	14%	13%	7%	15%	8%	16%	16%	9%	5%	5%	12%	13%	13%	6%	6%	14%	11%	8%	8%	13%
Net 1 + 2	33%	16%	30%	27%	12%	27%	21%	38%	38%	16%	10%	10%	27%	28%	28%	9%	9%	31%	24%	28%	24%	24%
Very satisfied	20%	35%	19%	31%	44%	30%	29%	22%	22%	29%	21%	28%	28%	28%	28%	24%	24%	14%	29%	27%	27%	27%
Net 4 + 5	8%	12%	6%	8%	19%	17%	8%	5%	5%	10%	4%	10%	10%	10%	10%	7%	7%	2%	11%	11%	7%	11%
	28%	47%	25%	38%	63%	47%	36%	27%	27%	40%	25%	39%	39%	39%	31%	31%	31%	16%	40%	35%	35%	38%

2 Main reason for feeling that way? by BANNER		Age		Part of city live						How long live in Broken Hill				Housing tenure		ATSI		Disability				
Column %	Gender	Age		Central		North		South		West		Under 10 years		More than 10 years		Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH					
Working hard	13%	24%	14%	17%	29%	21%	18%	17%	39%	18%	7%	20%	19%	14%	30%	14%	30%	2%	20%	15%	15%	19%
Streets, roads, footpaths, lighting	33%	31%	37%	23%	25%	24%	30%	35%	35%	44%	4%	32%	32%	30%	32%	20%	20%	15%	34%	32%	32%	32%
General performance	5%	10%	9%	6%	6%	3%	7%	8%	8%	12%	11%	7%	5%	7%	5%	20%	20%	12%	7%	6%	6%	8%
Management of Council	8%	8%	4%	6%	8%	13%	3%	3%	3%	4%	2%	6%	6%	3%	6%	3%	3%	0%	6%	5%	5%	6%
Council strategies	9%	6%	5%	5%	6%	3%	10%	7%	7%	2%	8%	9%	9%	1%	9%	1%	1%	10%	7%	7%	8%	8%
Listening to community	3%	4%	1%	5%	8%	2%	3%	3%	3%	0%	0%	4%	4%	4%	5%	5%	0%	5%	3%	4%	4%	3%
Community involvement	2%	6%	4%	7%	3%	7%	2%	0%	0%	9%	0%	5%	5%	5%	5%	0%	0%	0%	5%	5%	4%	4%
Lacking services	33%	17%	31%	24%	13%	24%	33%	28%	28%	14%	22%	26%	31%	29%	26%	2%	2%	29%	25%	26%	26%	25%
Community orientation	3%	3%	4%	3%	2%	6%	1%	7%	7%	0%	0%	4%	4%	0%	4%	0%	0%	0%	3%	3%	2%	4%
Room for improvement	9%	20%	17%	17%	8%	11%	18%	14%	14%	24%	13%	13%	13%	23%	13%	23%	23%	19%	14%	16%	16%	14%
Management of finances	5%	4%	3%	6%	7%	10%	3%	4%	4%	3%	4%	5%	5%	3%	5%	2%	2%	4%	5%	5%	3%	5%
Lack of action	17%	13%	17%	10%	10%	14%	16%	18%	18%	11%	0%	16%	16%	8%	8%	8%	8%	13%	15%	15%	15%	15%
Council cohesion	2%	0%	0%	3%	2%	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	1%	2%	1%
Lack of communication	3%	3%	2%	5%	3%	8%	2%	2%	2%	3%	2%	3%	4%	0%	4%	0%	0%	0%	3%	3%	1%	3%
Lack of effort/vision	10%	2%	8%	3%	5%	10%	8%	8%	8%	5%	0%	7%	6%	6%	6%	6%	6%	12%	6%	10%	10%	5%
Helpfulness	0%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%
Civic centre	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Help donation	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	5%	4%	4%	3%	5%	4%	1%	0%	0%	1%	6%	4%	2%	4%	2%	12%	12%	10%	4%	0%	0%	5%
Don't know	1%	0%	0%	1%	2%	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	2%	2%	0%



Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



I do not have confidence in the elected Council by BANNER		Part of city live		How long live in Broken Hill		Housing tenure		ATSI		Disability				
Gender		Age		How long live in Broken Hill		Own or Rent		ATSI		Disability				
		Up to 49 years		Under 10 years		More than 10 years		ATSI		Disability				
Column %	Male	Female	50-64 years	Central	North	South	West	ATSI	Not ATSI	1+ in HH	None in HH			
Strongly disagree	14%	10%	22%	12%	10%	21%	6%	7%	13%	14%	2%	21%	18%	10%
Disagree	15%	5%	12%	11%	8%	3%	13%	13%	9%	10%	7%	12%	9%	10%
Neutral	47%	25%	48%	23%	29%	41%	37%	34%	37%	36%	35%	40%	35%	40%
Agree	15%	40%	22%	27%	28%	23%	28%	27%	28%	27%	26%	31%	4%	27%
Strongly agree	9%	19%	8%	17%	23%	13%	11%	13%	14%	13%	20%	22%	13%	13%
Don't say	1%	1%	0%	1%	1%	3%	0%	1%	2%	1%	0%	0%	1%	1%

I do not believe Council has effective long term planning by BANNER		Part of city live		How long live in Broken Hill		Housing tenure		ATSI		Disability				
Gender		Age		How long live in Broken Hill		Own or Rent		ATSI		Disability				
		Up to 49 years		Under 10 years		More than 10 years		ATSI		Disability				
Column %	Male	Female	50-64 years	Central	North	South	West	ATSI	Not ATSI	1+ in HH	None in HH			
Strongly disagree	14%	8%	11%	14%	9%	15%	10%	5%	11%	13%	2%	18%	15%	9%
Disagree	22%	17%	27%	15%	8%	28%	20%	25%	13%	20%	18%	24%	21%	19%
Neutral	33%	34%	38%	35%	45%	28%	41%	36%	33%	32%	39%	12%	36%	36%
Agree	17%	23%	14%	22%	19%	16%	16%	15%	21%	20%	20%	22%	20%	21%
Strongly agree	8%	13%	8%	10%	18%	10%	9%	11%	10%	9%	15%	24%	9%	8%
Don't say	6%	6%	2%	4%	3%	15%	3%	8%	6%	6%	4%	0%	7%	7%

I do not believe Council has effective long term planning by BANNER		Part of city live		How long live in Broken Hill		Housing tenure		ATSI		Disability				
Gender		Age		How long live in Broken Hill		Own or Rent		ATSI		Disability				
		Up to 49 years		Under 10 years		More than 10 years		ATSI		Disability				
Column %	Male	Female	50-64 years	Central	North	South	West	ATSI	Not ATSI	1+ in HH	None in HH			
Strongly disagree	20%	6%	16%	14%	8%	20%	14%	3%	15%	15%	8%	27%	12%	11%
Disagree	29%	12%	27%	17%	20%	23%	17%	42%	18%	20%	20%	14%	21%	23%
Neutral	26%	31%	27%	32%	31%	32%	29%	26%	28%	29%	24%	11%	30%	29%
Agree	14%	27%	15%	24%	21%	23%	17%	25%	20%	18%	31%	22%	20%	21%
Strongly agree	7%	18%	11%	8%	17%	6%	13%	0%	14%	13%	11%	11%	13%	13%
Don't say	4%	7%	3%	6%	4%	7%	4%	4%	5%	5%	7%	13%	4%	4%

11. APPENDIX 1: CROSSTABULATIONS



I am happy with Council's management of finances by BANNER		Age		Part of city live		How long live in Broken Hill		Housing tenure		Disability			
Gender	Age	Part of city live	How long live in Broken Hill	Own or	Disability	ATSI	Not ATSI	1+ in HH	None in HH				
	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	ATSI	Not ATSI	1+ in HH	None in HH
Strongly disagree	21%	7%	17%	13%	15%	11%	18%	12%	5%	2%	14%	14%	20%
Disagree	18%	11%	20%	8%	14%	9%	21%	13%	15%	7%	15%	15%	12%
Neutral	29%	26%	27%	24%	22%	34%	23%	31%	27%	24%	31%	27%	5%
Agree	15%	25%	16%	28%	16%	27%	17%	24%	19%	20%	16%	20%	28%
Strongly agree	10%	11%	10%	16%	14%	13%	10%	11%	11%	9%	16%	9%	20%
Don't say	7%	20%	11%	19%	19%	6%	18%	15%	14%	13%	15%	15%	10%

I have confidence with Council's management by BANNER		Age		Part of city live		How long live in Broken Hill		Housing tenure		Disability			
Gender	Age	Part of city live	How long live in Broken Hill	Own or	Disability	ATSI	Not ATSI	1+ in HH	None in HH				
	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	ATSI	Not ATSI	1+ in HH	None in HH
Strongly disagree	19%	6%	15%	7%	13%	15%	18%	4%	3%	14%	15%	2%	20%
Disagree	23%	10%	20%	15%	16%	7%	22%	18%	16%	20%	19%	17%	5%
Neutral	28%	30%	40%	26%	33%	41%	33%	36%	33%	28%	37%	33%	32%
Agree	18%	26%	14%	29%	18%	25%	20%	25%	21%	21%	25%	22%	21%
Strongly agree	10%	19%	11%	12%	18%	10%	13%	13%	15%	14%	18%	14%	15%
Don't say	3%	1%	0%	3%	2%	2%	2%	4%	2%	2%	0%	2%	3%

I am happy with Council's management of finances by BANNER		Age		Part of city live		How long live in Broken Hill		Housing tenure		Disability			
Gender	Age	Part of city live	How long live in Broken Hill	Own or	Disability	ATSI	Not ATSI	1+ in HH	None in HH				
	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	ATSI	Not ATSI	1+ in HH	None in HH
Strongly disagree	18%	8%	15%	8%	11%	19%	16%	17%	13%	3%	16%	13%	12%
Disagree	19%	16%	24%	9%	15%	26%	21%	15%	18%	14%	19%	18%	16%
Neutral	30%	32%	41%	30%	36%	27%	29%	41%	33%	30%	35%	31%	32%
Agree	26%	28%	24%	35%	26%	22%	24%	43%	25%	24%	38%	26%	27%
Strongly agree	6%	14%	6%	15%	10%	5%	9%	11%	10%	9%	9%	9%	10%
Don't say	2%	2%	0%	3%	2%	1%	1%	2%	2%	1%	0%	2%	2%

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



How improve community consultation by BANNER	Gender		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+-in HH	None in HH			
1) Digital	15%	16%	17%	16%	16%	10%	11%	18%	6%	26%	13%	16%	17%	7%	2%	17%	24%	12%	13%	
2) Increase listening effort	13%	13%	16%	13%	7%	10%	13%	10%	16%	14%	2%	14%	14%	9%	34%	10%	11%	13%	13%	
3) Improve external Council interaction	9%	13%	11%	13%	13%	14%	14%	11%	10%	4%	12%	12%	8%	4%	12%	14%	10%	10%	10%	
4) Increase community involvement	10%	11%	15%	10%	5%	6%	8%	10%	9%	23%	9%	6%	29%	22%	9%	17%	9%	9%	9%	
5) Increase community consultation	9%	11%	12%	11%	7%	7%	8%	7%	14%	2%	11%	9%	14%	11%	10%	12%	9%	12%	9%	
6) General media advertisements	8%	12%	10%	10%	18%	7%	5%	13%	6%	14%	22%	8%	9%	13%	0%	11%	9%	10%	10%	
7) Increase transparency +increase openness	10%	12%	11%	19%	19%	7%	15%	11%	10%	7%	10%	12%	14%	3%	4%	12%	8%	12%	12%	
8) Shifted with Council action	7%	11%	6%	9%	7%	16%	17%	6%	9%	0%	0%	10%	10%	3%	2%	10%	6%	10%	10%	
9) Increase community presence	9%	8%	9%	8%	7%	9%	1%	12%	11%	8%	2%	9%	9%	8%	8%	14%	8%	7%	7%	
10) Print	5%	10%	3%	25%	7%	7%	9%	7%	6%	10%	3%	8%	9%	2%	0%	9%	11%	11%	7%	
11) Increase quantity of community meetings	8%	5%	5%	7%	4%	6%	7%	2%	14%	2%	13%	5%	6%	8%	5%	5%	5%	7%	7%	
12) Efficient Councilors	0%	1%	0%	0%	0%	0%	2%	0%	1%	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	
13) Increase presentation of community meetings	0%	1%	0%	2%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	
14) Improve internal Council interaction	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
15) Other	8%	3%	4%	9%	8%	8%	4%	11%	5%	2%	3%	6%	6%	4%	6%	4%	6%	4%	6%	
16) Don't know	18%	16%	17%	10%	21%	17%	23%	20%	6%	28%	16%	17%	16%	16%	10%	18%	10%	20%	20%	

Improved housing supply by BANNER	Gender		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+-in HH	None in HH			
1) Not at all important	6%	2%	4%	4%	4%	6%	3%	7%	1%	0%	5%	5%	0%	10%	3%	5%	4%	4%	4%	
2) Not at all important	6%	2%	4%	4%	4%	6%	3%	3%	1%	16%	3%	3%	7%	10%	3%	2%	5%	5%	5%	
3) Not at all important	11%	5%	7%	11%	8%	12%	4%	10%	8%	10%	8%	9%	2%	2%	4%	3%	10%	10%	10%	
4) Not at all important	13%	19%	17%	13%	17%	11%	9%	19%	27%	20%	16%	16%	16%	22%	15%	16%	16%	16%	16%	
5) Very important	63%	70%	68%	67%	63%	65%	76%	61%	60%	53%	68%	64%	74%	54%	68%	71%	65%	65%	65%	
6) Don't say	1%	3%	0%	3%	5%	0%	3%	0%	3%	2%	2%	2%	2%	0%	2%	4%	1%	1%	1%	

Improved access to childcare by BANNER	Gender		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+-in HH	None in HH			
1) Not at all important	7%	3%	4%	6%	5%	8%	1%	10%	2%	2%	5%	2%	0%	10%	4%	9%	3%	3%	3%	
2) Not at all important	4%	1%	2%	4%	2%	0%	5%	1%	2%	10%	1%	3%	0%	2%	2%	2%	2%	2%	2%	
3) Not at all important	14%	7%	12%	8%	9%	11%	13%	5%	13%	36%	8%	7%	26%	22%	10%	14%	10%	10%	10%	
4) Not at all important	17%	12%	10%	19%	22%	14%	16%	14%	14%	15%	8%	16%	9%	24%	13%	17%	14%	14%	14%	
5) Very important	50%	72%	67%	55%	50%	57%	54%	68%	66%	41%	63%	61%	59%	42%	63%	53%	64%	64%	64%	
6) Don't say	8%	5%	4%	7%	12%	11%	10%	2%	4%	4%	7%	7%	4%	0%	7%	5%	7%	7%	7%	

11. APPENDIX 1: CROSSTABLATIONS



Improved mental health services by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability					
Column %	Gender	Age					Under 10 years		More than 10 years		Own or paying off a house		Rent		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Not at all important	4%	1%	2%	4%	1%	5%	1%	2%	1%	0%	2%	3%	0%	0%	10%	1%	1%	3%
Very important	4%	4%	6%	6%	3%	6%	1%	6%	6%	3%	3%	3%	8%	0%	0%	1%	5%	3%
Don't say	1%	1%	2%	4%	1%	6%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not at all important	16%	6%	10%	11%	11%	18%	12%	3%	9%	17%	10%	13%	1%	0%	0%	12%	5%	13%
Very important	24%	19%	18%	23%	28%	13%	27%	19%	25%	27%	21%	22%	17%	22%	21%	20%	22%	22%
Don't say	51%	70%	64%	61%	53%	58%	58%	69%	59%	53%	62%	58%	74%	67%	60%	70%	57%	57%
Don't say	1%	1%	0%	0%	4%	0%	2%	2%	0%	0%	1%	1%	1%	0%	1%	2%	1%	1%

Improved access to drug detoxification and rehabilitation services by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability				
Column %	Gender	Age					Under 10 years		More than 10 years		Own or paying off a house		Rent		Disability		
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Not at all important	19%	3%	15%	9%	4%	14%	6%	18%	10%	23%	10%	11%	13%	21%	10%	4%	14%
Very important	7%	5%	8%	5%	3%	11%	6%	5%	2%	11%	6%	6%	6%	10%	6%	6%	7%
Don't say	14%	10%	13%	10%	10%	3%	11%	12%	21%	21%	11%	11%	13%	0%	13%	14%	11%
Very important	17%	14%	13%	15%	12%	12%	20%	11%	18%	7%	17%	18%	7%	0%	18%	17%	16%
Don't say	40%	65%	50%	56%	55%	57%	54%	51%	47%	37%	54%	51%	60%	70%	50%	57%	51%
Don't say	3%	2%	0%	5%	5%	2%	2%	4%	2%	0%	3%	3%	1%	0%	3%	2%	2%

Improved access to GP doctors by BANNER		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability				
Column %	Gender	Age					Under 10 years		More than 10 years		Own or paying off a house		Rent		Disability		
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Not at all important	5%	1%	4%	1%	1%	6%	1%	5%	0%	0%	3%	3%	1%	10%	2%	7%	1%
Very important	2%	1%	0%	0%	5%	1%	3%	1%	0%	0%	1%	2%	0%	0%	1%	2%	1%
Don't say	3%	5%	5%	4%	5%	2%	8%	6%	2%	5%	4%	7%	7%	10%	4%	6%	4%
Very important	15%	9%	13%	12%	10%	17%	11%	9%	11%	34%	9%	11%	14%	12%	12%	8%	13%
Don't say	75%	82%	77%	82%	80%	73%	79%	78%	83%	64%	80%	80%	73%	58%	81%	77%	79%
Don't say	0%	2%	2%	1%	0%	1%	3%	0%	0%	0%	1%	0%	5%	10%	0%	0%	2%

11. APPENDIX 1: CROSSTABULATIONS



Tourist destination promotion by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Column %	Gender	Up to 49 years					Central					Under 10 years		Own or paying off a house		ATSI		1+ in HH		
		Male	Female	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH				
1	Not at all important	1%	0%	3%	1%	1%	1%	1%	0%	2%	0%	1%	0%	1%	0%	1%	0%	1%	0%	1%
2		8%	4%	8%	3%	11%	5%	5%	2%	11%	5%	6%	5%	10%	5%	6%	5%	10%	5%	
3		18%	18%	14%	5%	20%	12%	18%	23%	34%	17%	15%	33%	52%	15%	13%	20%	25%	21%	
4		23%	24%	22%	24%	29%	15%	15%	33%	18%	24%	26%	13%	26%	28%	26%	29%	25%	21%	
5	Very important	49%	53%	43%	54%	65%	38%	64%	39%	34%	53%	51%	48%	37%	53%	60%	48%	48%	48%	
6	Don't say	1%	0%	0%	3%	1%	1%	0%	2%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%	

Developing tourism attractions by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Column %	Gender	Up to 49 years					Central					Under 10 years		Own or paying off a house		ATSI		1+ in HH	
		Male	Female	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
1	Not at all important	1%	1%	0%	3%	0%	0%	0%	0%	2%	1%	1%	1%	0%	1%	0%	1%	0%	1%
2		3%	0%	2%	1%	0%	1%	1%	1%	10%	0%	1%	6%	10%	0%	2%	6%	10%	2%
3		10%	20%	22%	7%	18%	12%	14%	18%	5%	16%	17%	7%	22%	14%	15%	13%	15%	15%
4		30%	29%	32%	23%	36%	24%	19%	38%	28%	29%	29%	27%	19%	30%	12%	35%	35%	35%
5	Very important	55%	50%	44%	65%	64%	62%	62%	42%	55%	53%	52%	59%	48%	53%	72%	46%	46%	46%
6	Don't say	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%

Population growth by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Column %	Gender	Up to 49 years					Central					Under 10 years		Own or paying off a house		ATSI		1+ in HH	
		Male	Female	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
1	Not at all important	7%	0%	4%	3%	2%	7%	1%	0%	2%	3%	4%	1%	0%	1%	0%	1%	0%	1%
2		0%	2%	1%	1%	0%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%
3		10%	19%	19%	13%	7%	11%	13%	21%	26%	13%	13%	22%	24%	14%	10%	14%	10%	15%
4		22%	25%	21%	27%	26%	32%	20%	19%	15%	24%	24%	19%	15%	24%	15%	24%	30%	21%
5	Very important	61%	53%	56%	56%	60%	51%	65%	58%	57%	57%	56%	58%	51%	58%	53%	58%	53%	58%
6	Don't say	0%	2%	0%	0%	0%	0%	1%	2%	0%	1%	1%	0%	0%	1%	0%	1%	2%	1%

11. APPENDIX 1: CROSSTABULATIONS



		11. Small to medium business incentives by BANNER																
Gender		Age		Part of city live		How long live in Broken Hill		Housing tenure		ATSI		Disability						
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Not at all important	0%	1%	0%	0%	2%	2%	0%	2%	1%	2%	0%	1%	0%	0%	0%	1%	0%	1%
	2%	2%	1%	1%	4%	3%	1%	3%	2%	1%	2%	2%	2%	0%	0%	2%	2%	
	11%	13%	13%	11%	8%	19%	4%	15%	13%	13%	12%	10%	17%	0%	24%	10%	15%	
	33%	27%	30%	27%	31%	36%	27%	33%	25%	27%	30%	31%	26%	25%	30%	30%	30%	
Very important	53%	56%	55%	57%	51%	42%	63%	49%	59%	57%	54%	54%	56%	51%	51%	55%	53%	
Don't say	1%	2%	0%	1%	5%	0%	2%	1%	2%	0%	2%	1%	1%	1%	0%	2%	2%	

		11. Trade and apprenticeship training courses to the city by BANNER															
Gender		Age		Part of city live		How long live in Broken Hill		Housing tenure		ATSI		Disability					
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Not at all important	3%	0%	2%	0%	2%	5%	1%	2%	0%	0%	2%	2%	0%	0%	0%	2%	2%
	0%	2%	0%	3%	2%	1%	1%	2%	1%	2%	1%	1%	1%	1%	0%	1%	1%
	2%	7%	5%	6%	2%	10%	1%	7%	1%	0%	5%	5%	2%	2%	5%	8%	3%
	20%	20%	26%	14%	9%	26%	14%	21%	20%	24%	19%	15%	39%	35%	18%	18%	20%
Very important	74%	70%	67%	75%	82%	56%	83%	68%	78%	72%	72%	76%	57%	63%	73%	72%	72%
Don't say	1%	1%	0%	1%	3%	2%	1%	0%	1%	2%	1%	1%	0%	0%	1%	0%	1%

		11. Enhance the City's appearance by BANNER															
Gender		Age		Part of city live		How long live in Broken Hill		Housing tenure		ATSI		Disability					
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Not at all important	3%	0%	2%	3%	1%	5%	1%	1%	0%	0%	2%	2%	1%	0%	0%	2%	2%
	3%	1%	2%	3%	2%	0%	1%	7%	1%	13%	1%	1%	8%	13%	13%	3%	2%
	10%	16%	14%	11%	12%	9%	10%	9%	23%	13%	12%	13%	14%	15%	13%	17%	11%
	32%	17%	26%	23%	22%	34%	22%	20%	24%	17%	26%	27%	15%	14%	26%	16%	28%
Very important	50%	65%	54%	61%	61%	51%	64%	57%	53%	47%	58%	56%	61%	47%	58%	58%	57%
Don't say	2%	1%	2%	0%	2%	1%	1%	6%	0%	0%	2%	2%	1%	10%	1%	5%	0%



11. APPENDIX 1: CROSSTABULATIONS



Item		Improving public transport by BANNER																	
		Gender		Age					Part of city live			How long live in Broken Hill		Housing tenure		ATSI		Disability	
				Up to 49 years					Central			Under 10 years		Own or paying off a house		ATSI		1+ in HH	
				50-64 years					North			More than 10 years		Rent		Not ATSI		None in HH	
				65 plus years					South										
				Central					West										
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
1	8%	8%	11%	4%	4%	5%	11%	4%	11%	10%	8%	8%	8%	10%	8%	2%	10%		
2	15%	10%	16%	9%	7%	30%	3%	12%	10%	4%	13%	7%	7%	30%	11%	13%			
3	33%	20%	32%	21%	18%	9%	27%	34%	33%	33%	26%	30%	10%	4%	29%	16%	30%		
4	15%	20%	13%	24%	21%	28%	16%	13%	14%	22%	17%	14%	30%	4%	19%	21%	16%		
5	25%	36%	26%	37%	36%	23%	33%	35%	30%	28%	31%	29%	37%	42%	29%	44%	26%		
6	4%	7%	2%	5%	14%	6%	11%	3%	2%	4%	6%	5%	6%	10%	5%	6%	6%		

Item		Improving local roads and footpaths by BANNER																	
		Gender		Age					Part of city live			How long live in Broken Hill		Housing tenure		ATSI		Disability	
				Up to 49 years					Central			Under 10 years		Own or paying off a house		ATSI		1+ in HH	
				50-64 years					North			More than 10 years		Rent		Not ATSI		None in HH	
				65 plus years					South										
				Central					West										
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
1	5%	1%	4%	0%	3%	5%	1%	5%	2%	0%	3%	4%	0%	10%	2%	5%	2%		
2	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%		
3	6%	7%	6%	8%	6%	5%	5%	6%	10%	17%	5%	6%	8%	12%	6%	6%	6%		
4	14%	20%	14%	18%	21%	28%	12%	16%	14%	18%	17%	17%	15%	24%	16%	17%	17%		
5	74%	73%	76%	73%	69%	61%	82%	73%	74%	65%	75%	73%	76%	54%	76%	74%	74%		
6	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

Item		Improved stormwater management by BANNER																	
		Gender		Age					Part of city live			How long live in Broken Hill		Housing tenure		ATSI		Disability	
				Up to 49 years					Central			Under 10 years		Own or paying off a house		ATSI		1+ in HH	
				50-64 years					North			More than 10 years		Rent <th colspan="2">Not ATSI</th> <th colspan="2">None in HH</th>		Not ATSI		None in HH	
				65 plus years					South										
				Central					West										
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
1	8%	4%	8%	4%	2%	6%	1%	8%	10%	0%	6%	7%	2%	10%	5%	7%	5%		
2	5%	8%	7%	8%	4%	12%	7%	3%	4%	0%	7%	8%	0%	4%	7%	7%	7%		
3	22%	18%	21%	19%	18%	19%	23%	17%	18%	47%	16%	20%	18%	12%	21%	7%	24%		
4	23%	26%	21%	23%	33%	32%	23%	15%	29%	19%	25%	26%	19%	24%	37%	20%	20%		
5	42%	44%	43%	46%	41%	30%	45%	58%	38%	32%	44%	39%	60%	50%	42%	43%	43%		
6	0%	1%	0%	0%	2%	1%	1%	0%	1%	2%	0%	0%	1%	0%	1%	0%	0%		

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSS TABULATIONS



Lead remediation by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Up to 49 years					Central					Under 10 years		Own or paying off a house		ATSI		Disability		
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH	ATSI	Not ATSI	1+ in HH	None in HH
Not at all important	2%	2%	0%	5%	5%	5%	4%	1%	1%	2%	2%	1%	1%	0%	2%	3%	1%	0%	2%	2%
	9%	2%	6%	5%	4%	2%	6%	2%	11%	10%	5%	7%	0%	0%	6%	0%	0%	6%	3%	7%
	20%	24%	26%	24%	12%	32%	21%	21%	17%	19%	23%	24%	13%	38%	20%	20%	28%	10%	18%	23%
	22%	25%	25%	18%	24%	13%	29%	13%	34%	23%	23%	22%	28%	10%	25%	18%	25%	10%	18%	25%
Very important	45%	43%	43%	46%	45%	31%	54%	52%	35%	45%	44%	42%	53%	53%	43%	57%	53%	31%	41%	40%
Don't say	1%	4%	0%	1%	10%	2%	4%	3%	2%	2%	3%	2%	5%	0%	3%	2%	5%	0%	3%	3%

Protection of natural environment by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Up to 49 years					Central					Under 10 years		Own or paying off a house		ATSI		Disability		
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH	ATSI	Not ATSI	1+ in HH	None in HH
Not at all important	3%	0%	2%	1%	1%	0%	5%	0%	0%	10%	0%	0%	0%	0%	2%	2%	0%	0%	2%	2%
	5%	2%	4%	3%	1%	1%	1%	1%	0%	3%	4%	3%	6%	10%	7%	7%	6%	10%	2%	2%
	24%	7%	19%	16%	8%	21%	21%	11%	8%	29%	14%	16%	15%	31%	14%	9%	15%	27%	14%	18%
	25%	36%	31%	31%	27%	37%	24%	29%	34%	26%	31%	31%	28%	31%	31%	32%	27%	31%	24%	32%
Very important	44%	52%	42%	49%	61%	41%	45%	49%	57%	33%	50%	49%	46%	22%	51%	60%	46%	22%	51%	44%
Don't say	0%	2%	2%	0%	2%	0%	4%	0%	1%	2%	1%	0%	5%	10%	0%	0%	5%	10%	0%	2%

Have a sound strategy for energy and climate change by BANNER		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Up to 49 years					Central					Under 10 years		Own or paying off a house		ATSI		Disability		
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Rent	ATSI	Not ATSI	1+ in HH	None in HH	ATSI	Not ATSI	1+ in HH	None in HH
Not at all important	10%	4%	8%	5%	6%	4%	7%	7%	9%	2%	8%	6%	13%	10%	7%	7%	13%	10%	7%	7%
	11%	4%	10%	5%	3%	12%	3%	10%	5%	0%	8%	9%	0%	21%	6%	8%	0%	21%	4%	8%
	25%	17%	25%	10%	19%	20%	19%	23%	22%	46%	18%	19%	28%	24%	21%	18%	28%	14%	18%	22%
	22%	20%	20%	21%	22%	20%	29%	12%	20%	25%	21%	22%	15%	14%	22%	18%	15%	14%	18%	22%
Very important	29%	52%	35%	53%	44%	36%	39%	46%	41%	25%	42%	40%	41%	31%	41%	46%	41%	31%	41%	39%
Don't say	2%	5%	2%	5%	6%	7%	3%	1%	3%	2%	4%	4%	3%	0%	4%	2%	3%	0%	4%	2%

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



Key Worker Housing Project (Ice Works Apartment Building) by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Column %	Up to 49 years	9%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
Not at all supportive	Male	9%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	Female	4%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	50-64 years	9%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	65 plus years	5%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	Central	5%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	North	4%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	South	4%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	West	4%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	Under 10 years	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	More than 10 years	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	Own or paying off a house	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	Rent	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	ATSI	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	Not ATSI	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	1+ in HH	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
	None in HH	3%	11%	8%	5%	11%	6%	6%	8%	24%	5%	10%	6%			
Every supportive	Male	35%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Female	46%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	50-64 years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	65 plus years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Central	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	North	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	South	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	West	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Under 10 years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	More than 10 years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Own or paying off a house	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Rent	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	ATSI	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Not ATSI	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	1+ in HH	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	None in HH	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
Every supportive	Male	35%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Female	46%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	50-64 years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	65 plus years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Central	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	North	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	South	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	West	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Under 10 years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	More than 10 years	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Own or paying off a house	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Rent	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	ATSI	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	Not ATSI	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	1+ in HH	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
	None in HH	37%	46%	43%	43%	53%	39%	38%	52%	35%	41%	47%	40%			
Don't say	Male	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	Female	6%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	50-64 years	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	65 plus years	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	Central	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	North	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	South	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	West	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	Under 10 years	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	More than 10 years	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	Own or paying off a house	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	Rent	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	ATSI	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	Not ATSI	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	1+ in HH	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			
	None in HH	3%	6%	4%	4%	2%	5%	5%	0%	0%	0%	2%	5%			

Upgrade to Airport facilities by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
Gender	Age	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Column %	Up to 49 years	4%	1%	4%	1%	10%	2%	2%	6%	21%	0%	2%	5%			
Not at all supportive	Male	4%	1%	4%	1%	10%	2%	2%	6%	21%	0%	2%	5%			
	Female	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	50-64 years	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	65 plus years	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	Central	0%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	North	0%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	South	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	West	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	Under 10 years	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	More than 10 years	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	Own or paying off a house	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	Rent	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	ATSI	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	Not ATSI	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	1+ in HH	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
	None in HH	1%	3%	1%	1%	2%	2%	2%	0%	2%	2%	1%	2%			
Every supportive	Male	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	Female	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	50-64 years	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	65 plus years	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	Central	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	North	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	South	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	West	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	Under 10 years	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	More than 10 years	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	Own or paying off a house	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	Rent	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	ATSI	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	Not ATSI	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	1+ in HH	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
	None in HH	73%	62%	64%	71%	68%	66%	67%	66%	45%	69%	70%	66%			
Don't say	Male	0%	3%	2%	1%	1%	2%	1%	5%	10%	1%	5%	1%			
	Female	0%	3%	2%	1%	1%	2%	1%	5%	10%	1%	5%	1%			
	50-64 years	0%	3%	2%	1%	1%	2%	1%	5%	10%	1%	5%	1%			
	65 plus years	0%	3%	2%	1%	1%	2%	1%	5%	10%	1%	5%	1%			
	Central	0%	3%	2%	1%	1%	2%	1%	5%	10%	1%	5%	1%			
	North	0%	3%	2%	1%	1%	2%	1%	5%	10%	1%	5%	1%			

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



ID: Netball Courts and O'Neill Park Upgrade by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Not at all supportive	8%	3%	6%	7%	4%	3%	5%	9%	5%	12%	5%	6%	2%	10%	5%	7%	5%
	8%	3%	7%	5%	4%	1%	3%	13%	6%	13%	5%	3%	8%	2%	6%	3%	7%
	16%	21%	21%	16%	14%	25%	18%	15%	17%	34%	16%	14%	37%	24%	18%	18%	18%
	29%	23%	28%	21%	27%	31%	21%	17%	38%	16%	28%	30%	10%	26%	26%	20%	29%
Every supportive	37%	48%	38%	50%	48%	39%	52%	46%	31%	24%	45%	43%	41%	38%	43%	50%	40%
Don't say	0%	2%	0%	1%	4%	1%	1%	1%	2%	2%	1%	1%	1%	0%	2%	1%	1%

ID: Medium Scale Solar Array by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Not at all supportive	11%	1%	9%	6%	2%	7%	9%	8%	2%	12%	6%	5%	13%	13%	6%	8%	6%
	3%	10%	9%	1%	4%	10%	3%	6%	7%	0%	7%	6%	5%	11%	6%	5%	7%
	34%	22%	34%	30%	14%	24%	25%	34%	29%	14%	30%	30%	21%	33%	27%	15%	32%
	22%	21%	20%	25%	23%	23%	24%	8%	29%	13%	22%	24%	8%	7%	23%	15%	24%
Every supportive	23%	29%	20%	30%	36%	20%	31%	32%	19%	47%	23%	23%	41%	33%	25%	41%	21%
Don't say	7%	16%	9%	8%	22%	16%	8%	11%	13%	14%	12%	12%	12%	2%	13%	16%	10%

ID: Broken Hill to Mildura Rail Link by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Gender		Age		Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability		
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Not at all supportive	9%	8%	8%	9%	8%	10%	11%	9%	4%	0%	10%	9%	7%	0%	10%	12%	7%
	9%	8%	10%	4%	7%	13%	8%	1%	11%	3%	9%	9%	6%	12%	8%	9%	8%
	14%	10%	12%	16%	11%	7%	17%	11%	12%	9%	13%	13%	9%	2%	13%	3%	15%
	17%	19%	19%	18%	13%	24%	16%	11%	20%	13%	18%	18%	15%	20%	17%	12%	19%
Every supportive	50%	53%	50%	54%	54%	45%	47%	67%	51%	70%	49%	49%	62%	66%	50%	62%	48%
Don't say	2%	1%	0%	0%	6%	2%	2%	1%	2%	4%	1%	2%	1%	0%	2%	1%	2%

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



Top3 priorities over the next 10 years - 1st by BANNER	Gender		Age					Part of city live				How long live in Broken Hill				Housing tenure		ATSI		Disability	
	Male		Female		Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or house	Rent	ATSI	Not ATSI	1+ in HH	None in HH		
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%		
Services and facilities	6%	14%	12%	11%	5%	2%	2%	2%	9%	14%	16%	5%	11%	12%	20%	21%	9%	21%	9%		
Maintenance of roads and footpaths	27%	13%	24%	16%	15%	22%	15%	22%	11%	11%	19%	13%	13%	18%	30%	24%	20%	14%	22%		
Creation and promotion of tourism	8%	7%	6%	9%	10%	10%	10%	3%	11%	1%	4%	13%	7%	8%	6%	2%	8%	11%	7%		
Employment and education	5%	4%	6%	3%	4%	12%	4%	2%	5%	2%	0%	10%	4%	5%	2%	0%	5%	1%	6%		
Council management and community relationship	0%	0%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%		
Safety and security	3%	1%	2%	1%	2%	1%	2%	7%	1%	6%	1%	2%	2%	2%	0%	0%	2%	2%	2%		
Environmental cleanliness and appearance	4%	13%	6%	7%	15%	4%	4%	4%	1%	16%	16%	0%	10%	8%	10%	15%	8%	14%	7%		
Environmental projects	1%	2%	0%	3%	2%	3%	2%	3%	4%	0%	2%	2%	1%	1%	1%	0%	1%	3%	1%		
Heritage status	2%	2%	0%	3%	5%	2%	2%	2%	1%	4%	0%	2%	2%	2%	1%	0%	2%	2%	2%		
Housing	8%	5%	6%	4%	6%	11%	1%	4%	13%	4%	6%	23%	6%	9%	9%	2%	7%	9%	6%		
Age Care	0%	0%	0%	1%	1%	0%	1%	0%	0%	2%	0%	0%	0%	0%	0%	1%	1%	1%	1%		
Support	8%	6%	8%	6%	5%	3%	5%	3%	11%	1%	12%	21%	5%	7%	7%	0%	8%	7%	7%		
Health Care	6%	15%	11%	18%	7%	13%	13%	13%	13%	1%	5%	7%	11%	10%	13%	5%	11%	17%	8%		
Small Business	5%	7%	7%	2%	3%	1%	7%	1%	8%	4%	0%	0%	6%	7%	0%	3%	6%	2%	6%		
Other	8%	1%	6%	1%	3%	12%	3%	12%	1%	6%	0%	2%	5%	5%	0%	2%	5%	4%	4%		
Don't know	3%	6%	2%	4%	10%	4%	4%	4%	4%	3%	8%	11%	4%	4%	8%	0%	5%	4%	5%		

Broken Hill Community Satisfaction Survey 2021

11. APPENDIX 1: CROSSTABULATIONS



Top3 priorities over the next 10 years - 3rd by BANNER	Gender		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Services and facilities	15%	13%	15%	13%	11%	11%	20%	11%	17%	9%	23%	13%	12%	22%	0%	15%	14%	14%		
Maintenance of roads and footpaths	10%	12%	11%	11%	6%	9%	11%	13%	9%	11%	2%	13%	13%	2%	0%	11%	13%	10%		
Recreation and promotion of tourism	8%	12%	11%	6%	6%	9%	8%	13%	12%	6%	2%	11%	10%	7%	11%	9%	8%	10%		
Employment and education	5%	2%	5%	0%	0%	3%	1%	4%	6%	3%	0%	4%	2%	1%	0%	4%	0%	5%		
Council management and community relationship	2%	1%	0%	4%	3%	3%	1%	4%	1%	0%	0%	2%	2%	1%	0%	2%	1%	2%		
Safety and security	7%	5%	9%	3%	3%	2%	1%	5%	9%	2%	7%	6%	7%	7%	3%	11%	4%	4%		
Environmental cleanliness and appearance	8%	9%	8%	8%	10%	10%	6%	9%	16%	3%	2%	9%	9%	6%	0%	9%	13%	7%		
Environmental projects	7%	4%	8%	4%	4%	3%	2%	4%	13%	5%	13%	6%	6%	6%	10%	5%	3%	7%		
Population growth	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
Heritage status	6%	1%	4%	1%	1%	3%	6%	1%	0%	8%	0%	4%	4%	0%	4%	3%	4%	4%		
Housing	9%	10%	10%	7%	7%	10%	5%	7%	4%	2%	10%	11%	11%	1%	0%	5%	11%	1%		
Age Care	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%		
Airport	4%	3%	3%	3%	5%	5%	3%	5%	2%	3%	10%	3%	4%	0%	4%	4%	1%	4%		
Health Care	1%	12%	7%	7%	7%	5%	5%	9%	8%	3%	7%	5%	4%	15%	19%	5%	9%	4%		
Small Business	3%	6%	5%	3%	3%	3%	1%	7%	3%	6%	12%	3%	3%	11%	12%	3%	4%	6%		
Other	2%	3%	0%	9%	5%	5%	4%	3%	3%	2%	2%	3%	4%	1%	7%	3%	2%	2%		
Don't know	8%	9%	6%	8%	1%	13%	11%	8%	3%	10%	23%	6%	6%	16%	0%	9%	10%	8%		

Your life as a whole by BANNER	Gender		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Very dissatisfied	0%	0%	0%	0%	1%	1%	1%	1%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%		
Dissatisfied	1%	1%	0%	1%	2%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%		
Satisfied	10%	12%	12%	18%	15%	15%	7%	11%	15%	13%	11%	10%	18%	16%	11%	14%	11%	1%		
Very satisfied	31%	35%	36%	27%	32%	42%	34%	25%	32%	31%	31%	32%	37%	24%	34%	30%	34%	3%		
(Prefer not to say) DO NOT READ OUT	53%	50%	48%	53%	58%	41%	54%	57%	51%	34%	54%	53%	44%	59%	50%	53%	51%	5%		
(Prefer not to say) DO NOT READ OUT	4%	2%	4%	1%	1%	0%	3%	6%	2%	0%	3%	4%	0%	0%	3%	1%	3%	0%		

Your standard of living by BANNER	Gender		Age					Part of city live					How long live in Broken Hill		Housing tenure		ATSI		Disability	
	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH			
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
Dissatisfied	3%	3%	4%	1%	1%	5%	0%	1%	6%	2%	3%	3%	1%	0%	3%	2%	3%			
Satisfied	4%	8%	6%	8%	7%	4%	8%	6%	8%	11%	6%	6%	9%	7%	7%	11%	5%			
Very satisfied	29%	38%	34%	38%	31%	41%	22%	31%	44%	11%	36%	34%	31%	34%	33%	40%	31%			
(Prefer not to say) DO NOT READ OUT	60%	48%	51%	53%	62%	45%	66%	57%	42%	77%	51%	53%	58%	59%	53%	47%	57%			
(Prefer not to say) DO NOT READ OUT	4%	2%	6%	0%	0%	5%	3%	5%	1%	0%	4%	4%	0%	0%	4%	0%	5%			

11. APPENDIX 1: CROSSTABULATIONS



11. Your health by BANNER		Gender	Age	Part of city/live	How long live in Broken Hill	Housing tenure	ATSI	Disability										
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
Very dissatisfied	1%	3%	1%	1%	4%	1%	2%	1%	3%	2%	2%	2%	3%	1%	0%	2%	4%	1%
	6%	5%	2%	12%	9%	3%	7%	6%	6%	3%	6%	6%	3%	3%	3%	6%	10%	4%
	16%	23%	24%	12%	15%	28%	15%	21%	28%	26%	19%	15%	40%	26%	23%	19%	31%	16%
Very satisfied	43%	30%	32%	40%	45%	39%	31%	42%	36%	52%	35%	39%	26%	30%	50%	35%	27%	40%
(Prefer not to say) DO NOT READ OUT	30%	38%	37%	33%	27%	42%	40%	25%	25%	16%	36%	34%	30%	0%	24%	35%	26%	36%
	5%	1%	4%	3%	0%	0%	4%	5%	2%	0%	3%	3%	0%	0%	0%	3%	2%	3%

11. Current achievements in life by BANNER		Gender	Age	Part of city/live	How long live in Broken Hill	Housing tenure	ATSI	Disability									
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	1%	1%	1%	3%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	3%	1%	3%
	14%	14%	16%	11%	10%	15%	6%	15%	22%	30%	12%	9%	33%	25%	12%	18%	12%
Very satisfied	42%	36%	42%	30%	36%	36%	34%	43%	44%	36%	39%	40%	35%	36%	39%	35%	40%
(Prefer not to say) DO NOT READ OUT	38%	47%	36%	53%	49%	47%	54%	32%	32%	30%	44%	46%	27%	34%	43%	42%	43%
	6%	2%	4%	3%	4%	1%	4%	8%	2%	2%	4%	4%	3%	2%	4%	3%	4%

11. Your personal relationships by BANNER		Gender	Age	Part of city/live	How long live in Broken Hill	Housing tenure	ATSI	Disability									
Column %	Male	Female	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH
Very dissatisfied	0%	0%	0%	0%	2%	2%	0%	0%	0%	2%	0%	0%	1%	0%	0%	1%	0%
	3%	1%	2%	3%	3%	5%	2%	1%	1%	0%	2%	3%	0%	0%	2%	2%	2%
	3%	5%	3%	5%	6%	3%	3%	3%	7%	2%	4%	3%	8%	0%	5%	2%	5%
Very satisfied	24%	22%	23%	24%	21%	28%	22%	26%	16%	20%	23%	20%	33%	36%	21%	20%	24%
(Prefer not to say) DO NOT READ OUT	64%	68%	66%	65%	65%	53%	68%	64%	75%	76%	64%	68%	56%	61%	66%	68%	65%
	6%	4%	6%	6%	3%	9%	5%	7%	1%	0%	6%	6%	2%	3%	5%	8%	4%

11. APPENDIX 1: CROSSTABULATIONS



How safe you feel by BANNER		Gender	Age	Part of city/live	How long live in Broken Hill	Housing tenure	ATSI	Disability
Column %	Male	Female	Up to 49 years	Central	Under 10 years	Own or paying off a house	ATSI	1+ in HH
Very dissatisfied	4%	1%	4%	3%	1%	4%	1%	3%
	4%	6%	6%	1%	6%	5%	7%	6%
	8%	12%	9%	10%	10%	10%	8%	9%
	37%	36%	37%	35%	40%	35%	41%	37%
Very satisfied	42%	45%	39%	47%	38%	43%	49%	39%
(Prefer not to say) DO NOT READ OUT	4%	0%	4%	0%	0%	3%	0%	0%

How safe you feel by BANNER		Gender	Age	Part of city/live	How long live in Broken Hill	Housing tenure	ATSI	Disability
Column %	Male	Female	Up to 49 years	Central	Under 10 years	Own or paying off a house	ATSI	1+ in HH
Very dissatisfied	6%	1%	5%	3%	4%	4%	2%	4%
	8%	5%	8%	7%	21%	6%	13%	6%
	18%	27%	28%	19%	7%	18%	38%	19%
	36%	34%	34%	32%	27%	38%	21%	36%
Very satisfied	28%	32%	21%	44%	42%	31%	26%	31%
(Prefer not to say) DO NOT READ OUT	5%	2%	5%	1%	0%	4%	1%	0%

How safe you feel by BANNER		Gender	Age	Part of city/live	How long live in Broken Hill	Housing tenure	ATSI	Disability
Column %	Male	Female	Up to 49 years	Central	Under 10 years	Own or paying off a house	ATSI	1+ in HH
Very dissatisfied	5%	0%	4%	1%	0%	3%	0%	5%
	0%	7%	4%	3%	5%	4%	3%	4%
	20%	18%	23%	17%	14%	16%	31%	32%
	31%	33%	31%	28%	30%	32%	30%	26%
Very satisfied	39%	40%	34%	47%	51%	41%	32%	31%
(Prefer not to say) DO NOT READ OUT	6%	2%	4%	4%	2%	4%	4%	2%



11. APPENDIX 1: CROSSTABULATIONS



E1: Housing tenure by BANNER		Age		Part of city live					How long live in Broken Hill		Housing tenure		Disability				
Column %	Gender	Up to 49 years	50-64 years	65 plus years	Central	North	South	West	Under 10 years	More than 10 years	Own or paying off a house	Rent	ATSI	Not ATSI	1+ in HH	None in HH	
82%	Male	75%	94%	87%	85%	79%	73%	89%	47%	86%	100%	0%	ATSI	38%	86%	75%	83%
0%	Female	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	Not ATSI	0%	0%	0%	0%
13%	Male	21%	5%	6%	11%	13%	24%	10%	41%	11%	0%	78%	ATSI	52%	10%	18%	13%
3%	Female	1%	0%	5%	1%	4%	3%	1%	10%	1%	0%	12%	Not ATSI	3%	3%	7%	1%
1%	Male	2%	1%	2%	3%	4%	0%	0%	2%	2%	0%	0%	ATSI	10%	1%	0%	3%
18%	Female	25%	6%	13%	15%	21%	27%	11%	53%	14%	0%	100%	Not ATSI	14%	25%	17%	92%
E2: ATSI by BANNER																	
Column %		Age		Part of city live					How long live in Broken Hill		Housing tenure		Disability				
11%	Male	7%	14%	3%	1%	6%	7%	21%	2%	20%	8%	4%	ATSI	85%	0%	15%	7%
0%	Female	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	Not ATSI	3%	0%	1%	0%
0%	Male	2%	2%	1%	0%	1%	3%	0%	0%	0%	1%	0%	ATSI	11%	0%	1%	1%
11%	Female	10%	16%	6%	1%	7%	11%	22%	2%	20%	9%	5%	Not ATSI	100%	0%	17%	8%
89%	Male	90%	84%	94%	99%	93%	89%	78%	98%	80%	91%	95%	ATSI	0%	100%	83%	92%
E3: Disability by BANNER																	
Column %		Age		Part of city live					How long live in Broken Hill		Housing tenure		Disability				
6%	Male	10%	4%	14%	14%	10%	7%	6%	17%	7%	7%	12%	ATSI	3%	9%	32%	0%
12%	Female	15%	15%	12%	9%	16%	19%	11%	15%	15%	13%	19%	Not ATSI	36%	11%	54%	0%
3%	Male	4%	0%	8%	2%	3%	7%	7%	2%	4%	4%	2%	ATSI	2%	4%	14%	0%
22%	Female	29%	19%	34%	20%	28%	32%	23%	20%	26%	24%	33%	Not ATSI	41%	24%	100%	0%
78%	Male	71%	81%	66%	80%	74%	68%	77%	80%	74%	76%	67%	ATSI	59%	76%	0%	100%

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

Preamble

**Hello, my name is..., I am calling from Taverner Research, we are conducting a survey for Broken Hill City Council to get your view on services and facilities provided by Council.**

**[IF CALLING A FIXED LINE] I was hoping to speak to a permanent resident of the household over the age of 18. Is that you? [IF NOT AT HOME ARRANGE A CALLBACK]**

**The survey will take about 15 minutes to complete, can we do it now? [IF NOT ARRANGE A CALLBACK]**

**This survey will be recorded and/or monitored for quality assurance and training purposes.**

SINGLE

S1a. Lived Broken Hill at least 6 months

**Have you lived continuously in the Broken Hill City Council area for longer than 6 months?**

- 5. Yes
- 6. No [TERMINATE]

SINGLE

S2a. Work for Broken Hill City Council

**Are you an employee or Councillor with Broken Hill City Council?**

- 1. Yes [TERMINATE]
- 2. No

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

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SINGLE

S3a. Area live

**In which area of Broken Hill do you live?**

READ OUT. Can read out further information in brackets if necessary.

1. Central (Bounded by Galena/Crystal/Oxide St)
2. North (North of Oxide St)
3. South (Holten Drive & Eyre)
4. West (West of Galena St/Brookfield Avenue)
5. Other (please specify)

SINGLE

S4. How long live

**How long have you lived in the Broken Hill area?**

1. Under five years
2. Six to 10 years
3. More than 10 years

SINGLE

S5. Age

**Please stop me when I read out the age group you are in...**

READ OUT

1. 18–34years
2. 35–49 years
3. 50–64 years
4. 65 plus years
5. Prefer not to say [DO NOT READ OUT]

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

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SINGLE

S6. Gender

**Do you identify as...**

1. Male
2. Female
3. Other (please specify)
4. Prefer not to say

P5 Name

Open-ended. If they prefer not to supply, just type in "NA"

**P5 And could I just get your first name please?**

GRID

F1. Facilities satisfaction

**Thanks so much (P5). I am going to read out a list of Council facilities then will ask you to rate your satisfaction with each facility. This will involve a 5 point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.**

READ OUT

rows      PLEASE RANDOMISE

1. Parks and Ovals
2. Living Desert
3. Star View Primitive Campsite
4. Civic Centre
5. Regional Aquatic centre
6. Town Square
7. South Community Centre
8. Aged Persons Rest Centre

columns

1. 1 Very dissatisfied
2. 2

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

---



- 3. 3
- 4. 4
- 5. 5 Very satisfied
- 6. Never used/Can't say

GRID

F2. Facilities satisfaction

READ OUT

rows PLEASE RANDOMISE

- 1. BIU Band Hall
- 2. Charles Rasp Memorial Library
- 3. Broken Hill City Art Gallery
- 4. GeoCentre (Albert Kersten Mining and Minerals Museum)
- 5. Broken Hill Outback Archives
- 6. Visitor's Information Centre
- 7. Broken Hill Regional Airport

columns

- 1. 1 Very dissatisfied
- 2. 2
- 3. 3
- 4. 4
- 5. 5 Very satisfied
- 6. Never used/Can't say

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

---



GRID

S1. Services satisfaction

**I am going to read out a list of Council services then will ask you to rate your satisfaction with each service. Please use the same satisfaction scale.**

READ OUT

rows PLEASE RANDOMISE

1. Policing for illegal dumping
2. Street cleaning
3. Waste collection
4. Green waste recycling
5. Waste Management Facility (Tip/Depot)
6. Noxious weed control
7. Regeneration area maintenance
8. Road maintenance
9. Footpath maintenance

columns

1. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Never used/Can't say

GRID

S2. Services satisfaction

READ OUT

rows PLEASE RANDOMISE

1. Bicycle lanes
2. Lighting in public places

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

---



3. Provision of public toilets
4. Cleanliness of public toilets
5. CBD Parking
6. Nature strips
7. Stormwater drainage
8. Cemetery
9. Heritage trail signage

columns

1. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Never used/Can't say

GRID

S3. Services satisfaction

READ OUT

rows PLEASE RANDOMISE

1. Street signage
2. Wayfinding and Attraction signage
3. Animal Control
4. Building certification
5. Protecting heritage values and buildings
6. Support business and industry growth
7. Community events (eg New Year's Eve Party)
8. Management of any natural disasters
9. Council grants programs

columns

1. 1 Very dissatisfied

---

**12. APPENDIX 2: TELEPHONE QUESTIONNAIRE**

---



2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Never used/Can't say

SINGLE

SF1. Overall satisfaction

**Now (P5), Overall for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues, but across all responsibility areas? Please use a 5 point scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'.**

1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied

TEXT

SF2. Main reason for feeling that way?

**What is your main reason for feeling that way overall?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIM CONTROL THE CALL

SINGLE

A1. Contacted Council in past 12 months

**(P5) Have you contacted Broken Hill City Council in the last 12 months?**

1. Yes
2. No                      Skip to A4

Ask A2 if A1=1

**A2. Thinking about your most recent contact, how satisfied were you with the level of service you received? Please use a 5 point scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'.**



---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

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1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

### GRID

#### A4. Council management statements

**Using a 5-point scale where 1 means strongly disagree and 5 means strongly agree, to what extent do you agree with the following statements?**

### READ OUT

rows PLEASE RANDOMISE

1. There are enough opportunities to engage with Councillors
2. I have confidence in the elected Council
3. Council value community input to Council decision-making
4. I believe Council has effective long term planning
5. I am happy with Council's management of finances
6. I have confidence with Council's management

### columns

1. Strongly disagree
2. 2
3. 3
4. 4
5. Strongly agree
6. Can't say

### SINGLE

#### A5. Consultation satisfaction

**How satisfied are you with the way Council consults with the community? Please use a 5 point scale where 1 means 'very dissatisfied' and 5 means 'very satisfied'.**

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

---



1. Very dissatisfied
2. 2
3. 3
4. 4
5. Very satisfied
6. Can't say

### TEXT

A6. How improve community consultation

**How do you believe Council can improve their methods of consulting with the community?**

PROBE FULLY FOR COMPLETE ANSWER    RECORD VERBATIM CONTROL THE CALL

### GRID

P1. Planning for future

**The City needs to establish long term priorities for the next 5 - 15 years. To assist us, please rate how important you feel the following issues are to you? Please use a 5 point scale where 1 means 'not at all important' and 5 means 'very important'.**

### READ OUT

rows      PLEASE RANDOMISE

1. Improved housing supply
2. Improved access to childcare
3. Improved mental health services
4. Improved access to drug detoxification and rehabilitation services
5. Improved access to GP doctors
6. Tourist destination promotion
7. Developing tourism attractions
8. Population growth
9. Small to medium business incentives
10. Trade and apprenticeship training courses to the city
11. Enhance the City's appearance
12. Improving public transport

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

---



- 13. Improving local roads and footpaths
- 14. Improved stormwater management
- 15. Lead remediation
- 16. Protection of natural environment
- 17. Have a sound strategy for energy and climate change

columns

- 1. Not at all important
- 2. 2
- 3. 3
- 4. 4
- 5. Very important
- 6. Can't say

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

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GRID

P2. Potential projects

**How supportive are you for the following potential projects that Council plans to introduce?  
Please use a 5 point scale where 1 means 'not at all supportive' and 5 means 'very supportive'.**

READ OUT

rows PLEASE RANDOMISE

1. Key Worker Housing Project (Ice Works Apartment Building)
2. Upgrade to Airport facilities
3. New library facility
4. Netball Courts and O'Neill Park Upgrade
5. Medium Scale Solar Array
6. Broken Hill to Mildura Rail Link

columns

1. Not at all supportive
2. 2
3. 3
4. 4
5. Very supportive
6. Can't say

TEXT

P3. Top three priorities

**What do you think should be Council's top 3 priorities over the next 10 years?**

PROBE FULLY FOR COMPLETE ANSWER RECORD VERBATIM CONTROL THE CALL

PLEASE MAKE THREE TEXT BOXES

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

---



GRID

V1. Wellbeing statements

**We now have a few questions on general wellbeing, would it be OK to ask you those? On a scale of 1 to 5, where 1 is very dissatisfied 5 is very satisfied, how satisfied are you with...**

READ OUT

rows PLEASE RANDOMISE

1. Your life as a whole
2. Your standard of living
3. Your health
4. Current achievements in life
5. Your personal relationships
6. How safe you feel
7. Feeling part of your community
8. Your future security

columns

1. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Prefer not to say

SINGLE

D1. Tenure

**Finally, a few questions about yourself just so we know we are speaking to a wide part of the community...Which of the following best describes your residence?**

READ OUT.

1. Own or paying off a house
2. Own or paying off a unit/flat

---

## 12. APPENDIX 2: TELEPHONE QUESTIONNAIRE

---



3. Rent a house
4. Rent a unit/flat
5. Other (please specify)

### SINGLE

#### D2. First Nations

Do you identify as Aboriginal and/or Torres Strait Islander?

1. Aboriginal
2. Torres Strait Islander
3. Both Aboriginal and Torres Strait Islander
4. Neither

### SINGLE

#### D3. Disability

Do you (or anyone else in your household) identify as having disabilities that affect how you live your life?

1. Self only
2. Others in household only
3. Both self and others in household
4. Neither

ISO and Close



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## POLICY AND GENERAL COMMITTEE

August 8, 2023

**ITEM 6**BROKEN HILL CITY COUNCIL REPORT NO. 156/23SUBJECT:                    ADOPTION OF DRAFT ASSET NAMING POLICY                    D23/35110**Recommendation**

1. That Broken Hill City Council Report No. 156/23 dated August 8, 2023, be received.
2. That Council notes that the Draft Asset Naming Policy was placed on public exhibition for a period of 28 days during which time Council received nil submissions from the public.
3. That Council adopts the Draft Asset Naming Policy as a Policy of Council and notes that this action will render the 'Naming of Parks and Community Facilities Policy' obsolete.

**Executive Summary:**

The Draft Asset Naming Policy has been developed to ensure Council Assets (including Roads, Reserves, Building, Places, Geographical Features and other Non-Physical Assets) within the Broken Hill City Council Local Government Area (LGA) are named in a fair and consistent manner whilst meeting legislative requirements.

The Asset Naming Committee Terms of Reference was adopted at the June 2023 Council Meeting as a guide and support the Asset Naming Committee in exercising their delegated function of assessing Asset Naming proposals received by Broken Hill City Council and/or the community.

At the June 2023 Council Meeting, Council endorsed the Draft Asset Naming Policy for the purpose of public exhibition. The Draft Policy was placed on public exhibition for a period of 28 days concluding at midnight on 30 July 2023 during which time Council received nil submissions from the public.

**Report:**

The Geographical Names Board is the authority for geographical names in NSW and operates under the *Geographical Names Act 1966*. Section 5 of the Act defines the following:

**5 Powers and functions of board**

- (1) Subject to this Act, the powers and functions of the board shall be:
  - (a) to assign names to places,
  - (b) to approve that a recorded name of a place shall be its geographical name,
  - (c) to alter a recorded name or a geographical name,
  - (d) to determine whether the use of a recorded name or a geographical name shall be discontinued,
  - (e) to adopt rules of orthography, nomenclature and pronunciation with respect to geographical names,
  - (f) to investigate and determine:
    - (i) the form, spelling, meaning, pronunciation, origin and history of any geographical name, and



- (ii) the application of any geographical name with regard to position, extent or otherwise,
  - (g) to compile and maintain a vocabulary of Aboriginal words used or suitable for use in geographical names and to record their meaning and origin,
  - (h) to compile and maintain a register of geographical names with a record of their form, spelling, meaning, pronunciation, origin and history,
  - (i) to publish a gazetteer of geographical names, and
  - (j) to inquire into and make recommendations on any matters relating to the names of places referred to it by the Minister.
- (2) The board may compile, maintain and publish a list of road names.

The Geographical Names Board provide no recommendation or guidelines for the naming of buildings or other objects/spaces not defined as a road, park or place however the 'Draft Asset Naming Policy' provides for alignment with the Geographical Names Board for consistency and transparency.

The adoption of the Draft Asset Naming Policy will render the 'Naming of Parks and Community Facilities Policy' obsolete.

### **Community Engagement:**

The Draft Asset Naming Policy was placed on public exhibition for a period of 28 days concluding at midnight on Sunday 30 July 2023.

### **Strategic Direction:**

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

### **Relevant Legislation:**

*Roads Act 1993*

*Geographical Names Act 1966*

*Local Government Act 1993, Section 335*

NSW Road Regulation 2018

Geographical Names Board of NSW Policy – Place Naming 2019

NSW Address Policy and User Manual 2021

### **Financial Implications:**

There are no financial implications for Council to implement this Policy.

### **Attachments**

1. [↓](#) Draft Asset Naming Policy

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER

## DRAFT ASSET NAMING POLICY

QUALITY CONTROL			
<b>EDRMS REFERENCES</b>	12/14 – D23/33938		
<b>RESPONSIBLE POSITION</b>	Director Corporate and Community		
<b>APPROVED BY</b>	Council		
<b>REVIEW DATE</b>	30 June 2025	<b>REVISION NUMBER</b>	1
<b>EFFECTIVE DATE</b>	<b>ACTION</b>	<b>MINUTE NUMBER</b>	
28 June 2023	<b>Public Exhibition</b>	47242	

### 1. INTRODUCTION

The Asset Naming Policy has been developed to ensure Council assets within the Broken Hill City Council Local Government Area (LGA) are named in a fair and consistent manner whilst meeting legislative requirements.

### 2. POLICY OBJECTIVE

The objective of this policy is to define the conditions and process for the naming of Council assets including roads, reserves, buildings, places, geographical features and other non-physical assets, within the Broken Hill LGA.

### 3. POLICY SCOPE

This policy applies to applications for naming, renaming and commemorative/recognition installations of Council owned and or controlled assets.

### 4. POLICY STATEMENT

Whilst reflecting legislative and regulatory guidelines, this policy ensures that Council assets are named or re-named consistently in a transparent manner. Names will only be selected if deemed suitable to the physical, historical or cultural character of the Broken Hill area.

#### 4.1 General Principles

Providing a consistent naming convention for all Council assets will establish the following benefits:

- a. Assistance in efficient emergency response situations by emergency services and other public services;
- b. Ensuring public ease of wayfinding when moving around the Broken Hill LGA;
- c. Assistance in the efficient delivery of goods and services, which will promote improved commercial activities; and
- d. Recognition of the historical and cultural significance within the Broken Hill LGA.

## 4.2 General Priorities

As Australia's First National Heritage Listed City, names representing the unique heritage of Broken Hill are encouraged, including themes such as:

- a. Aboriginal History, Heritage and Culture
- b. Geological and mineralogical history
- c. Mining/mining innovation
- d. Flora and fauna
- e. Pastoral
- f. Historically significant people, activities, and industries
- g. War veterans
- h. Early explorers/settlers

## 4.3 Naming Conventions

### 4.3.1 Regulatory Requirements

The Geographical Names Board of NSW (GNB) is the official body for naming and recording details of places and geographical features within NSW. The GNB policies regulate the creation, maintenance and distribution of place names and address data through rules intended to meet the needs of community, government, business and emergency services. Depending on the asset, applications for naming/re-naming may be subject to the approval of the GNB.

### 4.3.2 Determining Names

When assessing applications to name/rename roads, reserves, places and geographical features within the Broken Hill LGA, Council consideration will be made in accordance with the principles of the Geographical Names Board of NSW Policy, Place Naming and the NSW Address Policy and User Manual.

### 4.3.3 Road Names

Council will apply the procedural framework provided by The NSW Road Regulation and the NSW Address Policy and User Manual, for all road naming conventions.

## 4.4 Naming Requests

### 4.4.1 Naming Assessment Criteria

4.4.1.1 Council will consider applications which are suitable to Broken Hill LGA, in accordance with the Geographical Names Board of NSW Policy, Place Naming and the NSW Address Policy and User Manual. Suitable names may include:

- a. Commemorative names, in recognition of a person, event or place, typically comprised from acts of bravery, community service and exceptional accomplishments.
- b. Indigenous names that represent a historical and cultural connection to the Broken Hill LGA or a particular site.

- c. Significant events and their anniversaries which contribute to the unique history and culture of the Broken Hill LGA or a particular site.
  - d. Naming after a community organisation or service club is not a favourable option unless the organisation/service club has made or is committed to making a significant contribution to the development/improvement of the asset. A favourable alternative to the asset naming would be to install suitable inscriptions/plaques in acknowledgment of the organisation's/service club's contribution.
- 4.4.1.2 Naming requests based solely on land ownership are insufficient and will not be adopted.
- 4.4.1.3 Council will not consider names that are:
- a. Discriminatory or derogatory in nature, that being names which are perceived at a given point in time to be offensive, demeaning or harmful.
  - b. Commercial in nature, whereby a name is constructed to promote a business, however business names no longer in use which represent historical heritage may be considered.
  - c. Already in use or have a similar spelling/sound to names already in use in the Broken Hill LGA.
  - d. Deemed to pose a risk to public safety and service delivery by emergency, postal and other governmental service providers.
- 4.4.1.4 For the naming of newly acquired, installed, or refurbished assets, Council may provide a naming proposal. Alternatively, Council may also decide to advertise, requesting community proposals of name considerations.

#### **4.5 Re-naming Requests**

- 4.5.1 General preference for existing names
- 4.5.1.1 Requests for asset re-naming are not generally accepted unless the current name:
- a. Does not meet the Australian/New Zealand Rural and Urban Addressing Standards (AS/NZS 4819:2011);
  - b. Has the potential to cause a safety issue;
  - c. Creates confusion due to duplicate names;
  - d. Has a spelling error; or
  - e. Is deemed to be offensive.
- 4.5.1.2 Re-naming applications must demonstrate that:
- a. The current name is inappropriate in accordance with section 4.5.1.1 of this policy; and
  - b. The proposed new name has significant community support.

#### 4.5.2 Dual Names

- 4.5.2.1 Council acknowledges the significance of Aboriginal culture and supports a meaningful contribution to the process of reconciliation in NSW by encouraging and promoting recognition of Aboriginal asset names. Where an asset is already identified by a well-established, non-aboriginal name, an Aboriginal name put forward for the asset can be assigned as a dual name and sit alongside the existing name.
- 4.5.2.2 A dual name must be indigenous to the LGA and can only be assigned where there is definite evidence (preferably historic), in the form of written or oral tradition that the feature has two names.
- 4.5.2.3 All dual names require the support of the local Aboriginal Land Council and where relevant, tribal elders of the area. Some rare circumstances may also require approval from a Regional or State Aboriginal Land Council.

#### 4.6 Plaques and Memorials

- 4.6.1 Applications for the insertion of memorial and plaques of recognition may be considered at Council discretion, in accordance with section 4.4 of this policy.
- 4.6.2 All expenses incurred by a memorial/plaque in relation to design, fabrication, installation and maintenance, including those incurred by loss, damage and or replacement will be the responsibility of the applicant/donor unless otherwise discerned by Council.
- 4.6.3 The design of plaques including size, material, text and or graphics as well as the location suitability must be approved by Council Officers in accordance with Council Management Plans and other planning documentation.
- 4.6.4 At the end of a plaque/memorials useful life Council may choose to remove the item. Reasonable attempts will be made to return the item to the donor/applicant.
- 4.6.5 Council reserves the right to remove/and or relocate a plaque or memorial under any of the following circumstances:
  - a. The area is to be developed; or
  - b. The item is no longer deemed suitable to the area; or
  - c. The structure/support of the memorial/plaque is to be removed, relocated or altered.

#### 4.7 Naming of Buildings, Facilities and other Non-Physical Assets

- 4.7.1 The naming of buildings, facilities and other non-physical assets such as awards etc are not covered by legislation and therefore Council are able to determine asset names as they see fit.
- 4.7.2 The Geographical Names Board provide no recommendation or guidelines for the naming of buildings or other objects/spaces not defined as a road, park or place, however for consistency and transparency, Council will apply the same principles for all asset naming.

- 4.7.3 The following principles shall also apply when naming Council-owned buildings, facilities and other non-physical assets
- 4.7.3.1 The following naming themes may be applied to buildings, facilities and other non-physical assets:
- a. Functional names;
  - b. Non-functional names, i.e. naming after a person, group or event;
  - c. Local names;
  - d. Commemorative names; or
  - e. A combination of any two of the above.
- 4.7.3.2 The name of buildings, facilities and other non-physical assets shall not change during the assets life, unless the current name is deemed inappropriate in accordance with section 4.5.1.1 of this Policy.
- 4.7.3.3 Once an asset has reached the end of its useful life, Council reserve the right to permanently remove the name and are neither required to replace the asset or continue the use of the name.
- 4.7.3.4 At Council's discretion, community feedback may be sought in relation to naming of buildings, facilities and other non-physical assets, through community consultation processes.

#### 4.8 Application, Assessment and Consultation Process



**5. IMPLEMENTATION****5.1 Roles and Responsibilities**

The following Council officers are responsible for the implementation and the adherence to this policy.

<b>Position</b>	<b>Responsibility</b>
Councillors	<ul style="list-style-type: none"> <li>Approve or decline Asset Naming Applications by way of a formal Council Resolution.</li> </ul>
Asset Naming Committee	<ul style="list-style-type: none"> <li>Review and assess Asset Naming Applications against relevant policy and/or legislation and in the best interest of the community.</li> <li>Refer Applications to Council along with the Committee's Recommendation.</li> </ul>
General Manager	<ul style="list-style-type: none"> <li>Principal delegation of management systems, policies and procedures including reports to Council.</li> </ul>
Director Corporate and Community	<ul style="list-style-type: none"> <li>Review Applications to ensure they comply with minimum requirements.</li> <li>Provide additional background research to verify historical accuracy and recommend alternative naming options.</li> <li>Review and verify Asset Naming Applications, including applications relating to Aboriginal Cultural Heritage.</li> </ul>
Executive Leadership/Senior Leadership Teams	<ul style="list-style-type: none"> <li>Notifying all staff of asset naming approvals.</li> </ul>
Council Officers	<ul style="list-style-type: none"> <li>Adhere to the Asset Naming Policy and Asset Naming Procedure.</li> <li>File related documentation into Council's Electronic Document and Records Management System.</li> <li>Council Officers shall refrain from personal activities that would conflict with proper execution and management of Council's Asset Naming Policy and Asset Naming Procedure. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.</li> </ul>

## 5.2 The Role of the Asset Naming Committee

The Asset Naming Committee consists of a minimum of three Councillors appointed as delegates, the General Manager (optional), Director Corporate and Community, Director Infrastructure and Environment, Director Finance and Commercial and the Strategic Asset Management Coordinator. Other Council Officers may be invited to committee meetings as subject matter expertise.

The Asset Naming Committee is responsible for reviewing and assessing Asset Naming Applications, proposed by Broken Hill City Council and/ or the community against Council policy, in the best interest of the whole of community.

The Asset Naming Committee provide recommendation to Council either in support to adopt or refusal of a received Asset Naming Application.

## 5.3 The Role of the Elected Council

Council will consider and resolve Asset Naming Applications and subsequent recommendations provided by the Asset Naming Committee.

- 5.3.1 Where Council approves the recommendation of the Asset Naming Committee, the naming proposal will be placed on public display for a period of 28 days for community consultation. Any comments received by the public will be submitted at the next scheduled Council meeting for Council consideration prior to approval of the asset naming.
- 5.3.2 Where more than one choice of name is submitted to Council as part of an application, or proposed during community consultation, Council will assess each name in accordance with policy and process and make a determination in the best interest of the whole of community.

## 5.4 Communication

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

## 6. ASSOCIATED DOCUMENTS

The following documentation is to be read in conjunction with this policy.

- Asset Naming Procedure
- Asset Naming Application Form
- Asset Naming Committee – Terms of Reference

## 7. REVIEW

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be within each term of Council following the Local Government Elections, or as required to ensure that it meets legislation requirements and the needs of the community and Council. The responsible Council officer will be notified of the review requirements three months prior to the expiry of this policy.

The Director Corporate and Community is responsible for the review of this policy.



**8. LEGISLATIVE AND LEGAL FRAMEWORK**

This policy is to be read in conjunction with the following:

- *Roads Act 1993*
- *Geographical Names Act 1966*
- *Local Government Act 1993*
- NSW Road Regulation 2018
- Geographical Names Board of NSW Policy – Place Naming 2019
- NSW Address Policy and User Manual 2021

Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's Asset Naming Policy. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

**9. DEFINITIONS**

<b>"Building/Facility"</b>	A man made structure.
<b>"Place/Town"</b>	An area with defined borders, including suburbs.
<b>"Geographical Feature"</b>	A permanent physical part of the environment for example hills, cliffs, lakes, rivers.
<b>"Locality"</b>	A bounded area within the landscape that has not been defined as a suburb.
<b>"Non-Physical Asset"</b>	including but not limited to: awards, prizes and plaques.
<b>"NSW Geographical Names Board"</b>	(GNB) comprises representatives from government agencies and persons with subject matter expertise. Together they form an authoritative body under the <i>Geographical Names Act 1966</i> .
<b>"Road"</b>	An open way, usually surfaced with tarmac or concrete, providing passage from one place to another. Includes terms such as street, avenue, lane and crescent.
<b>"Reserve"</b>	An area proclaimed to be a public reserve by government legislation. Includes parks, playgrounds and sports fields.
<b>"Road Reserve"</b>	Land that is set aside for the purpose of a public road. Applications to name or re-name road reserves will not be accepted. A road reserve will take its name from the road it is adjacent to. A road reserve at the point of an intersection will take its name from both roads or the name of the intersection.
<b>"Memorial"</b>	An object or feature intended to preserve the memory of a person, group, event or place.
<b>"Plaque"</b>	A plate, tablet or slab made of metal, stone or any other appropriate material with text and/or graphics displayed on it and fixed on, applied to, or inserted in/on a surface.



The Grimwade schedule is based on the structural, chemical and visual condition of the works. In the Grimwade assessment, structural issues take priority over stability issues, which then take priority over aesthetic issues meaning that stability of the work and safety to the public are paramount. Council may factor in other aspects such as significance and monetary value when making decisions about prioritization.

A total of 56 works were condition assessed. However, three were items that were not Council owned items. Agencies responsible for those items will be contacted and sent assessment information.

The below table summarises the results of the assessment. The Treatment Classification and dollar estimates for repairs for each of the itemized works is on pp12-14 of the full report. Excluding the three items that are not Council owned (Wooden Canoe; The Last Drop; RSL Soldier), the repair estimates total \$261,000.

CONDITION RATING	NO. OF ARTWORKS	DESCRIPTION
1	7	7 works were assigned a condition rating of 1, indicating that they are in good condition and presenting signs of wear or aesthetic disruption within acceptable levels given the outdoor display environment. They require only continued general maintenance and monitoring.
2	37	The majority of works surveyed (37) were assigned a condition rating of 2, indicating fair condition and requiring only minor treatment works or general maintenance. Of these, moderate aesthetic issues and non-ongoing damage related to mechanical or chemical degradation informed the condition rating of the works.
3	9	9 works were assigned a condition rating of 3, presenting in poor condition. The majority of these works presented combinations of contaminants causing a high level of aesthetic disruption and indications of moderate instability or structural damage.
4	3	3 works were classified as being in very poor condition, with a condition rating of 4. There are signs of structural damage and ongoing degradation across all these works, the degree of which has not advanced so far that the works can no longer be stabilised or restored. Additionally, these 4 works present with moderate to severe aesthetic issues relating to structural or surface degradation and/or relating to high levels of environmental contamination.
5	0	No works presented signs degradation to the extent that deaccession is recommended. These are considered beyond repair and fabricated with materials unsuitable for the current outdoor environment. However in several severe cases Council may determine the significance of the object does not warrant conservation costs.

The final recommendations in the report were that all works exempt from this round of assessment are examined within the next 12 months and that a condition audit is conducted every five years following the methodology used in the assessment process.

### Community Engagement:

A listing of items in Council's insurance register was the prime source of ownership of public art. Minor update will occur of the insurance register to cover items located through this project. Consultation was also undertaken with Gallery staff and with a listing prepared by Gallery staff.

### Strategic Direction:

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

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		framework
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**Relevant Legislation:**

Australian Institute for the Conservation of Cultural Material  
National Library of Australia

**Financial Implications:**

Indicative costings are subject to variation (up to 20%) and do not include allowance for all incidentals, such as equipment hire, or traffic control needed for onsite repair etc. The figures will be taken as a guide and official quotes obtained for individual treatment prior to budgeting for works and submission to the budget process.

Treatment priority for budgeting purposes will be based on the nature and extent of degradation and ones exhibiting structural instability.

**Attachments**

1. Broken Hill Public Art Condition Survey and Conservation Plan Report\_ February  
[↓](#) 2023

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER

The Broken Hill Public Art Condition Survey and Conservation Plan Report - February 2023 is provided as a separate document due to its file size as it contains a large number of photographs.

## POLICY AND GENERAL COMMITTEE

August 11, 2023

**ITEM 8****BROKEN HILL CITY COUNCIL REPORT NO. 158/23****SUBJECT:**                    **INVESTMENT REPORT FOR JULY 2023**                    **D23/42661****Recommendation**

1. That Broken Hill City Council Report No. 158/23 dated August 11, 2023, be received.

**Executive Summary:**

The *Local Government (General) Regulation 2021* (Part 9, Division 5, Clause 212), effective from 1 September 2021, requires the Responsible Accounting Officer of a Council to provide a written report setting out details of all monies that have been invested under Section 625 (2) of the *Local Government Act 1993*, as per the Minister's Amended Investment Order gazetted 11 March 2011. The Responsible Accounting Officer must also include in the report, a certificate as to whether the investment has been made in accordance with the Act, the Regulations and the Council's Investment Policy.

As at 31 July 2023, Council's Investment Portfolio had a current market valuation of \$37,119,180 or principal value (face value) of \$36,937,694 and was compliant with policy and legislative requirements as per the below table.

**Report:**

Council's investments as at 31 July 2023 are detailed in Attachment 1.

<b>Portfolio Summary</b>		
Portfolio Performance vs. RBA Cash Rate	✓	Compliant with policy
<b>Investment Policy Compliance</b>		
Legislative Requirements	✓	Compliant with policy
Portfolio Credit Rating Limit	✓	Compliant with policy
Institutional Exposure Limits	✓	Compliant with policy
Term to Maturity Limits	✓	Compliant with policy

***Market Review*****Global issues:**

- The US Federal Reserve and European Central Bank both raised their official cash rates during the month, despite promising signs of inflation falling from its peak.
- In the US, the official cash rate band is now at a 22 year high of 5.25%-5.50%. The latest rate hike came after recent inflation data showed an increase of only 3% over the year, down from a 40 year high of 9% in June 2022.
- In Europe, the benchmark rate was bumped up for the 9<sup>th</sup> time in a year to 3.75%, up from -0.50% a year ago. Like in the US, European inflation is trending lower, now at 5.5% down from 10.6% in October, but still well above the 2% target.

- Canada, New Zealand and the UK also reported falls in inflation in their latest releases, fuelling further speculation that global inflationary pressures are retreating.
- Global share markets had another month of solid gains. Further signs that central banks are near the top on rate hikes along with strong corporate results coming out of the US, rising stimulus hopes in China and lower than expected inflation data domestically all contributed to the buoyant results. US shares gained over 3%, European and Japanese markets improved by 2% and 1.5% respectively and Chinese shares jumped 5% higher. Domestically, the ASX All Ords ended the month 3% higher, led by the Energy sector's 8.4% increase followed by Financials and Healthcare, both up 5%.

### **Domestic issues**

- Australia joined its global peers recording a fall in quarterly inflation in its latest release. Annual inflation is now at 6%yoy, down from its peak of nearly 8%yoy. The decrease is faster than the RBA's forecast and is on trend to hit 3% by mid-2024, 12 months ahead of the RBA's mid-2025 projections.
- A fall in the latest retail sales figures confirm that the rate hikes and cost of living pressures are taking their toll on Australian consumers.
- Meanwhile, the latest employment data was stronger than expected with employment up by over 32,000, all full time positions, double economists' expectations. However, consumer surveys are sending signals that future jobs data will soon start to deteriorate.
- Business conditions indicators are also projecting upcoming growth contraction.

### **Interest rates**

- At its July meeting the RBA kept the cash target unchanged at 4.10%, noting that further tightening of monetary policy may be required to ensure that inflation returns to target in a reasonable timeframe, by mid-2025 according to the RBA's projections, but that will depend upon how the economy and inflation evolve.
- By the end of July, following the latest inflation and retail sales figures, the market had adjusted its expectations of the peak cash rate. Now, there is only one more rate hike priced in before the end of the calendar year.
- In July, term deposit rates across the 1 to 60 month range decreased between 10-15 basis points, giving back some of their increase June, but still well above their levels in May.

### **Investment Portfolio Commentary**

Council's investment portfolio returned 5.06%pa (0.42% actual) for the month on a marked-to-market basis versus the bank bill index benchmark's 4.48%pa return. Over the past 12 months, the investment portfolio has returned 3.16% versus the bank bill index benchmark's 3.15%, coming down slightly from last month as the very strong return in July 2022 rolled out of the calculation.

During July, Council had \$3m across four 6 and 12 month term deposits mature that had been paying an average of 4.25%pa. Council took advantage of the higher rates in the market investing \$3.5m across four term deposits with maturities ranging between 7 and 9 months at an average rate of 5.50%pa.

The NSW TCorpIM Medium Term Growth Fund returned 0.94% (actual) for the month as signs of easing inflation both here and abroad helped give a boost to bond and share market returns. The gains in the bond markets helped the TCorp fund return as well as Council's directly held fixed rate bonds and floating rate note exposures.

Council has a well-diversified portfolio invested predominantly among a range of term deposits from highly rated Australian banks. Council also has exposure to a wide range of asset classes, including senior ranked fixed and floating rate notes, listed property and

international and domestic shares via the NSW TCorp Medium Term Growth Fund. It is expected that Council's portfolio will achieve above benchmark returns over the medium/long term with prudent investment selection.

### **Council's Portfolio by Source of Funds – July 2023**

As at 31 July 2023, Council's Investment Portfolio had a current market valuation of \$37,119,180 or principal value (face value) of \$36,937,694 and was compliant with policy and legislative requirements as per the table above.

	Source of Funds	Principal Amount
<b>GENERAL Fund</b>	Operating Capital & Internal Restrictions	\$20,485,362
	Royalties Reserve	\$625,349
	Domestic Waste Management Reserve	\$3,258,447
	Grants	\$12,568,536
	<b>TOTAL PORTFOLIO</b>	<b>\$36,937,694</b>

### **Certificate by Responsible Accounting Officer**

All investments have been placed in accordance with Council's Investment Policy, Section 625 of the *Local Government Act 1993* (as amended), the Revised Ministerial Investment Order gazetted 11 February 2011, Clause 212 of the *Local Government (General) Regulations 2005* and Third-Party Investment requirements of the then Department Local Government Circular 06-70. Council continues to obtain independent financial advice on its investment portfolio in accordance with the then Department of Local Government Circular of 16 September 2008.

### **Community Engagement:**

Nil

### **Strategic Direction:**

- Key Direction 4: Our Leadership
- Objective 4.1: Openness and Transparency in Decision Making
- Action 4.1.1: Maintain good governance and best practice methods and ensure compliance with various guidelines and legislation.

### **Relevant Legislation:**

This report is provided for Council's consideration in compliance with the requirements of *Part 9, Division 5, Clause 212 of the Local Government (General) Regulations 2005*.

### **Financial Implications:**

The recommendation has no financial impact.

### **Attachments**

1. [Investment Report July 2023](#)

SIMON BROWN  
DIRECTOR FINANCE AND COMMERCIAL

JAY NANKIVELL  
GENERAL MANAGER





Investment Summary Report  
July 2023

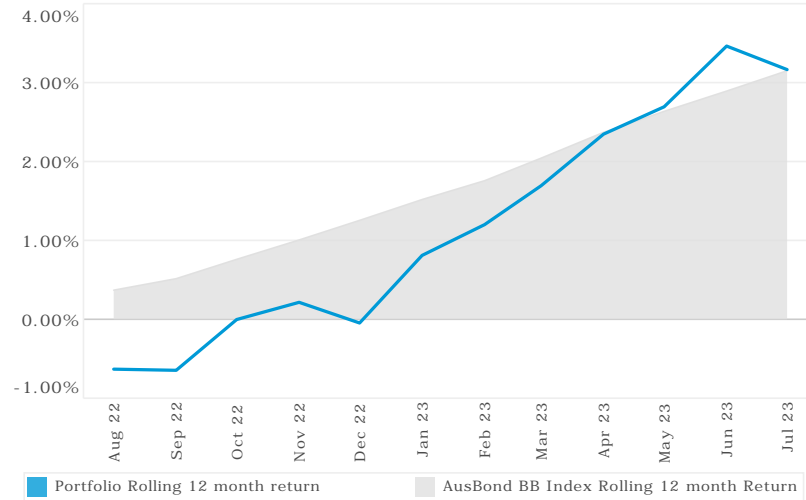




Investment Holdings

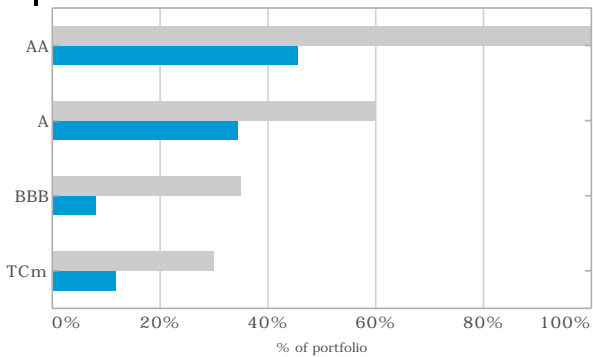
	Face Value (\$)	Current Value (\$)
Cash	14,069,494	14,069,494
Managed Funds	4,358,090	4,358,090
Term Deposit	18,510,110	18,691,595
	36,937,694	37,119,180

Investment Performance

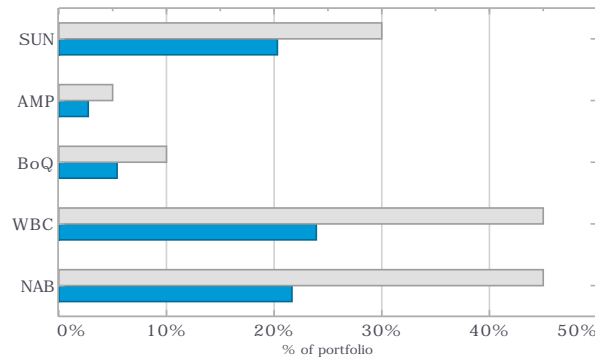


Investment Policy Compliance

Total Credit Exposure



Individual Institutional Exposures



Term to Maturities

	Face Value (\$)	Policy Max
Between 0 and 1 years	36,937,694	100% 100% a
	36,937,694	

Specific Sub Limits	Face Value (\$)	Policy Max
Between 5 and 10 year	0	0% 30% a

Portfolio Exposure Investment Policy Limit





Cash Accounts

Face Value (\$)	Current Rate (%)	Institution	Credit Rating	Current Value (\$)	Deal No.	Reference
3,135,801.18	0.0000%	Westpac Group	AA-	3,135,801.18	473409	Cheque
5,234,067.92	4.0498%	Macquarie Bank	A+	5,234,067.92	540354	Accelerator
5,699,625.28	5.0500%	Westpac Group	AA-	5,699,625.28	535442	90d Notice
14,069,494.38	3.5524%			14,069,494.38		

Managed Funds

Face Value (\$)	Monthly Return (%)	Institution	Credit Rating	Funds Name	Current Value (\$)	Deal No.	Reference
4,358,089.74	0.9365%	NSW T-Corp (MT)	TCm	Medium Term Growth Fund	4,358,089.74	536441	
4,358,089.74	0.9365%				4,358,089.74		

Term Deposits

Maturity Date	Face Value (\$)	Current Rate (%)	Institution	Credit Rating	Purchase Price (\$)	Purchase Date	Current Value (\$)	Deal No.	Accrued Interest (\$)	Next Interest Date	Reference
8-Aug-23	500,000.00	4.4600%	Suncorp Bank	A+	500,000.00	6-Apr-23	507,148.22	543997	7,148.22	At Maturity	
16-Aug-23	500,000.00	0.6200%	National Australia Bank	AA-	500,000.00	18-Aug-21	502,955.62	541757	2,955.62	Annually	
5-Sep-23	500,000.00	4.4800%	Suncorp Bank	A+	500,000.00	6-Apr-23	507,180.27	543998	7,180.27	At Maturity	
19-Sep-23	500,000.00	4.4000%	Bank of Queensland	BBB+	500,000.00	16-Nov-22	515,550.68	543561	15,550.68	At Maturity	
22-Sep-23	510,109.59	4.6500%	AMP Bank	BBB	510,109.59	22-Mar-23	518,687.82	543948	8,578.23	At Maturity	
25-Sep-23	500,000.00	4.5000%	AMP Bank	BBB	500,000.00	23-Sep-22	519,232.88	543323	19,232.88	At Maturity	
27-Sep-23	500,000.00	0.6300%	National Australia Bank	AA-	500,000.00	29-Sep-21	502,640.82	541935	2,640.82	Annually	
3-Oct-23	500,000.00	4.5000%	Suncorp Bank	A+	500,000.00	6-Apr-23	507,212.33	543999	7,212.33	At Maturity	
10-Oct-23	500,000.00	4.6600%	National Australia Bank	AA-	500,000.00	8-Mar-23	509,320.00	543912	9,320.00	At Maturity	
23-Oct-23	500,000.00	4.5200%	National Australia Bank	AA-	500,000.00	26-Apr-23	506,006.03	544036	6,006.03	At Maturity	
7-Nov-23	500,000.00	4.5000%	Suncorp Bank	A+	500,000.00	6-Apr-23	507,212.33	544000	7,212.33	At Maturity	
28-Nov-23	500,000.00	4.5100%	National Australia Bank	AA-	500,000.00	27-Apr-23	505,930.96	544038	5,930.96	At Maturity	
5-Dec-23	500,000.00	4.5000%	Suncorp Bank	A+	500,000.00	6-Apr-23	507,212.33	544001	7,212.33	At Maturity	
6-Dec-23	500,000.00	5.1000%	Bank of Queensland	BBB+	500,000.00	6-Jun-23	503,912.33	544162	3,912.33	At Maturity	



Attachment 1  
2023  
BIRKENHEAD CITY COUNCIL  
Investment Holdings Report - July 2023



Maturity Date	Face Value (\$)	Current Rate (%)	Institution	Credit Rating	Purchase Price (\$)	Purchase Date	Current Value (\$)	Deal No.	Accrued Interest (\$)	Next Interest Date	Reference
12-Dec-23	500,000.00	4.7800%	National Australia Bank	AA-	500,000.00	10-May-23	505,434.79	544090	5,434.79	At Maturity	
14-Dec-23	500,000.00	5.4100%	Suncorp Bank	A+	500,000.00	15-Jun-23	503,483.15	544202	3,483.15	At Maturity	
19-Dec-23	500,000.00	5.3900%	National Australia Bank	AA-	500,000.00	21-Jun-23	503,027.26	544215	3,027.26	At Maturity	
24-Jan-24	1,000,000.00	5.5000%	Suncorp Bank	A+	1,000,000.00	29-Jun-23	1,004,972.60	544273	4,972.60	At Maturity	
6-Feb-24	1,000,000.00	5.5500%	Bank of Queensland	BBB+	1,000,000.00	4-Jul-23	1,004,257.53	544288	4,257.53	At Maturity	
23-Feb-24	2,000,000.00	5.5000%	Suncorp Bank	A+	2,000,000.00	29-Jun-23	2,009,945.21	544274	9,945.21	At Maturity	
5-Mar-24	500,000.00	4.4700%	National Australia Bank	AA-	500,000.00	5-Apr-23	507,225.48	543995	7,225.48	At Maturity	
5-Mar-24	1,000,000.00	5.5100%	National Australia Bank	AA-	1,000,000.00	5-Jul-23	1,004,075.89	544292	4,075.89	At Maturity	
6-Mar-24	1,000,000.00	5.5000%	Suncorp Bank	A+	1,000,000.00	6-Jul-23	1,003,917.81	544296	3,917.81	At Maturity	
27-Mar-24	2,000,000.00	5.4500%	National Australia Bank	AA-	2,000,000.00	28-Jun-23	2,010,153.42	544239	10,153.42	At Maturity	
9-Apr-24	1,000,000.00	4.4700%	National Australia Bank	AA-	1,000,000.00	5-Apr-23	1,014,450.96	543996	14,450.96	At Maturity	
23-Apr-24	500,000.00	5.4600%	Suncorp Bank	A+	500,000.00	26-Jul-23	500,448.77	544336	448.77	At Maturity	
	18,510,109.59	4.8215%			18,510,109.59		18,691,595.49		181,485.90		

BRACKEN HILL CITY COUNCIL  
Accrued Interest Report - July 2023



Attachment 1  
Investment Report for July 2023  
INVESTMENT REPORT FOR JULY 2023

Investment	Deal No.	Comments	Face Value (\$)	Settlement Date	Maturity Date	Interest Received (\$)	Days	Interest Accrued (\$)	Interest Yield (% pa)
<b>Cash</b>									
Macquarie Bank	540354					17,618.23	0	17,618.23	4.05%
Westpac Group	473409					0.00	0	0.00	0.00%
Westpac Group	535442					24,341.52	0	24,341.52	5.05%
						41,959.75		41,959.75	3.55%
<b>Managed Funds</b>									
NSW T-Corp Medium Term Growth Fund	536441				1-Jul-24	0.00	0	40,435.79	11.60%
						0.00		40,435.79	11.60%
<b>Term Deposits</b>									
ME Bank	542914		1,000,000.00	30-Jun-22	4-Jul-23	39,427.40	3	320.55	3.90%
Suncorp Bank	543695		1,000,000.00	11-Jan-23	18-Jul-23	23,023.56	17	2,081.92	4.47%
Suncorp Bank	543714		500,000.00	20-Jan-23	19-Jul-23	10,652.05	18	1,065.20	4.32%
Suncorp Bank	543724		500,000.00	27-Jan-23	26-Jul-23	10,504.11	25	1,458.90	4.26%
National Australia Bank	541757		500,000.00	18-Aug-21	16-Aug-23	0.00	31	263.29	0.62%
Suncorp Bank	543997		500,000.00	6-Apr-23	8-Aug-23	0.00	31	1,893.97	4.46%
AMP Bank	543323		500,000.00	23-Sep-22	25-Sep-23	0.00	31	1,910.96	4.50%
AMP Bank	543948		510,109.59	22-Mar-23	22-Sep-23	0.00	31	2,014.59	4.65%
Bank of Queensland	543561		500,000.00	16-Nov-22	19-Sep-23	0.00	31	1,868.49	4.40%
National Australia Bank	541935		500,000.00	29-Sep-21	27-Sep-23	0.00	31	267.53	0.63%
Suncorp Bank	543998		500,000.00	6-Apr-23	5-Sep-23	0.00	31	1,902.46	4.48%
National Australia Bank	543912		500,000.00	8-Mar-23	10-Oct-23	0.00	31	1,978.90	4.66%
National Australia Bank	544036		500,000.00	26-Apr-23	23-Oct-23	0.00	31	1,919.45	4.52%
Suncorp Bank	543999		500,000.00	6-Apr-23	3-Oct-23	0.00	31	1,910.96	4.50%
National Australia Bank	544038		500,000.00	27-Apr-23	28-Nov-23	0.00	31	1,915.21	4.51%
Suncorp Bank	544000		500,000.00	6-Apr-23	7-Nov-23	0.00	31	1,910.96	4.50%
Bank of Queensland	544162		500,000.00	6-Jun-23	6-Dec-23	0.00	31	2,165.75	5.10%
National Australia Bank	544090		500,000.00	10-May-23	12-Dec-23	0.00	31	2,029.86	4.78%



BRACKEN HILL CITY COUNCIL  
 Accrued Interest Report - July 2023

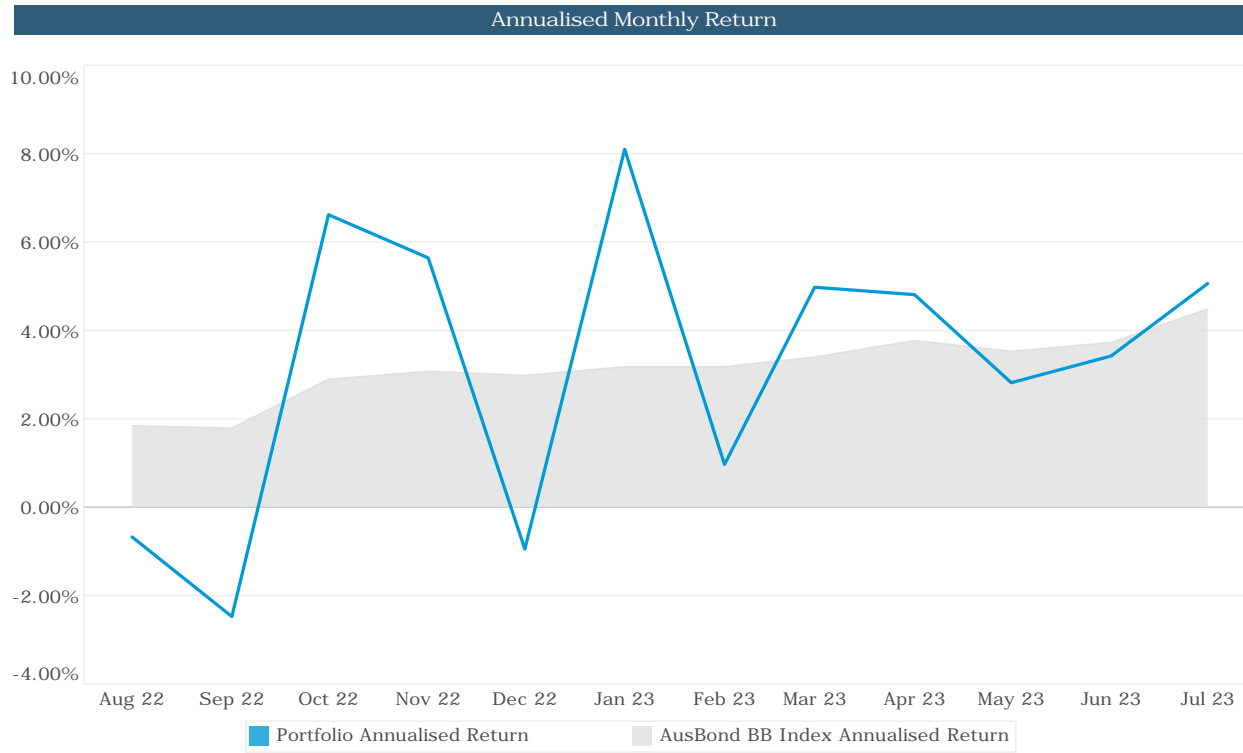


Attachment 1  
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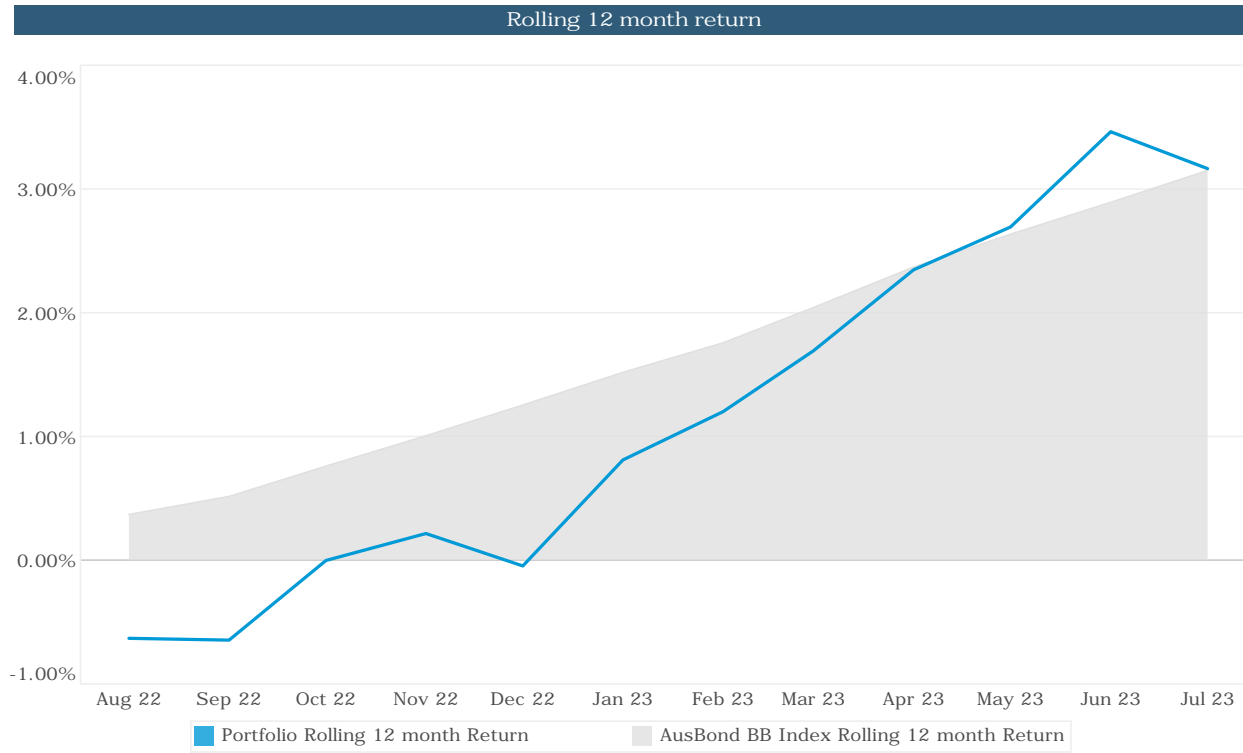
Investment Report

INVESTMENT REPORT FOR JULY 2023

Investment	Deal No.	Comments	Face Value (\$)	Settlement Date	Maturity Date	Interest Received (\$)	Days	Interest Yield Accrued (\$)	(% pa)
National Australia Bank	544215		500,000.00	21-Jun-23	19-Dec-23	0.00	31	2,288.90	5.39%
Suncorp Bank	544001		500,000.00	6-Apr-23	5-Dec-23	0.00	31	1,910.96	4.50%
Suncorp Bank	544202		500,000.00	15-Jun-23	14-Dec-23	0.00	31	2,297.40	5.41%
Suncorp Bank	544273		1,000,000.00	29-Jun-23	24-Jan-24	0.00	31	4,671.23	5.50%
Bank of Queensland	544288		1,000,000.00	4-Jul-23	6-Feb-24	0.00	28	4,257.53	5.55%
Suncorp Bank	544274		2,000,000.00	29-Jun-23	23-Feb-24	0.00	31	9,342.47	5.50%
National Australia Bank	543995		500,000.00	5-Apr-23	5-Mar-24	0.00	31	1,898.22	4.47%
National Australia Bank	544239		2,000,000.00	28-Jun-23	27-Mar-24	0.00	31	9,257.53	5.45%
National Australia Bank	544292		1,000,000.00	5-Jul-23	5-Mar-24	0.00	27	4,075.89	5.51%
Suncorp Bank	544296		1,000,000.00	6-Jul-23	6-Mar-24	0.00	26	3,917.81	5.50%
National Australia Bank	543996		1,000,000.00	5-Apr-23	9-Apr-24	0.00	31	3,796.44	4.47%
Suncorp Bank	544336		500,000.00	26-Jul-23	23-Apr-24	0.00	6	448.77	5.46%
						83,607.12		77,042.10	4.76%
<b>Grand Totals</b>						<b>125,566.87</b>		<b>159,437.64</b>	<b>5.06%</b>



Historical Performance Summary (% pa)			
	Portfolio	Annualised BB Index	Outperformance
Jul 2023	5.06%	4.48%	0.58%
Last 3 months	3.76%	3.91%	-0.15%
Last 6 months	3.70%	3.69%	0.01%
Financial Year to Date	5.06%	4.48%	0.58%
Last 12 months	3.16%	3.15%	0.01%



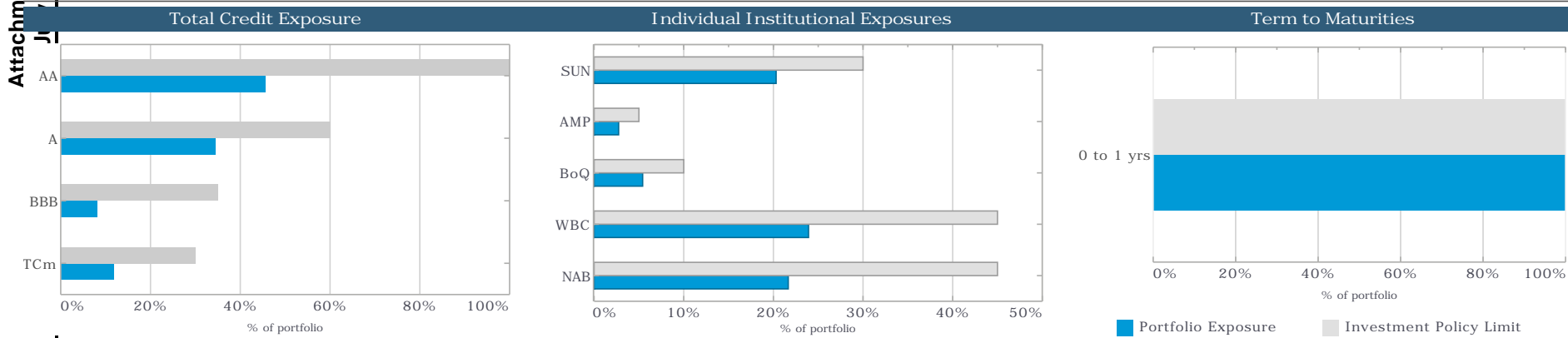
Historical Performance Summary (% actual)			
	Portfolio	Annualised BB Index	Outperformance
Jul 2023	0.42%	0.37%	0.05%
Last 3 months	0.94%	0.97%	-0.03%
Last 6 months	1.82%	1.81%	0.01%
Financial Year to Date	0.42%	0.37%	0.05%
Last 12 months	3.16%	3.15%	0.01%



Broken Hill City Council  
Investment Policy Compliance Report - July 2023



Attachment 1  
July 2023



Credit Rating Group	Face Value (\$)	Policy Max
AA	16,835,426	46% 100% a
A	12,734,068	34% 60% a
BBB	3,010,110	8% 35% a
TCm	4,358,090	12% 30% a
	36,937,694	

Institution	% of Investment portfolio	Policy Limit
Suncorp Bank (A+)	20%	30% a
AMP Bank (BBB)	3%	5% a
Bank of Queensland (BBB+)	5%	10% a
Westpac Group (AA-)	24%	45% a
National Australia Bank (AA-)	22%	45% a
Macquarie Bank (A+)	14%	30% a
NSW T-Corp (TCm)	12%	30% a

Term	Face Value (\$)	Policy Max
Between 0 and 1 years	36,937,694	100% 100% a
	36,937,694	

Specific Sub Limits	Face Value (\$)	Policy Max
BBB+	2,000,000	5% 35% a
BBB	1,010,110	3% 10% a

Specific Sub Limits	Face Value (\$)	Policy Max
Between 5 and 10 years	0	0% 30% a

Credit Rating	Current Longest Maturity (years)	Policy Max
AA+, AA, AA-	0.69	5.00 a
A+, A, A-	0.73	3.00 a
BBB+	0.52	3.00 a
BBB	0.15	1.00 a

a = compliant  
r = non-compliant

INVESTMENT REPORT FOR JULY 2023

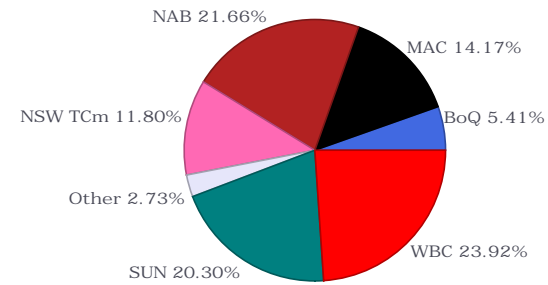
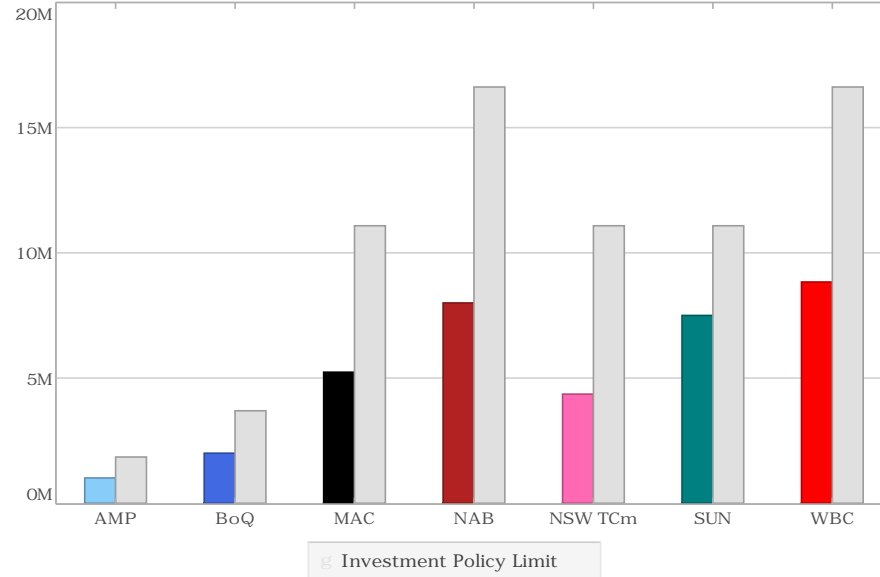




Individual Institutional Exposures

Individual Institutional Exposure Charts

	Current Exposures		Policy Limit		Capacity
AMP Bank (BBB)	1,010,110	3%	1,846,885	5%	836,775
Bank of Queensland (BBB+)	2,000,000	5%	3,693,769	10%	1,693,769
Macquarie Bank (A+)	5,234,068	14%	11,081,308	30%	5,847,240
National Australia Bank (AA-)	8,000,000	22%	16,621,962	45%	8,621,962
NSW T-Corp (TCm)	4,358,090	12%	11,081,308	30%	6,723,218
Suncorp Bank (A+)	7,500,000	20%	11,081,308	30%	3,581,308
Westpac Group (AA-)	8,835,426	24%	16,621,962	45%	7,786,536
	36,937,694				





Actual Cashflows for July 2023

Date	Deal No.	Cashflow Counterparty	Asset Type	Cashflow Description	Amount
4-Jul-23	542914	ME Bank	Term Deposit	Maturity: Face Value	1,000,000.00
		ME Bank	Term Deposit	Maturity: Interest Received/Paid	39,427.40
<u>Deal Total</u>					<u>1,039,427.40</u>
4-Jul-23	544288	Bank of Queensland	Term Deposit	Settlement: Face Value	-1,000,000.00
<u>Deal Total</u>					<u>-1,000,000.00</u>
Day Total					39,427.40
5-Jul-23	544292	National Australia Bank	Term Deposit	Settlement: Face Value	-1,000,000.00
<u>Deal Total</u>					<u>-1,000,000.00</u>
Day Total					-1,000,000.00
6-Jul-23	544296	Suncorp Bank	Term Deposit	Settlement: Face Value	-1,000,000.00
<u>Deal Total</u>					<u>-1,000,000.00</u>
Day Total					-1,000,000.00
18-Jul-23	543695	Suncorp Bank	Term Deposit	Maturity: Face Value	1,000,000.00
		Suncorp Bank	Term Deposit	Maturity: Interest Received/Paid	23,023.56
<u>Deal Total</u>					<u>1,023,023.56</u>
Day Total					1,023,023.56
19-Jul-23	543714	Suncorp Bank	Term Deposit	Maturity: Face Value	500,000.00
		Suncorp Bank	Term Deposit	Maturity: Interest Received/Paid	10,652.05
<u>Deal Total</u>					<u>510,652.05</u>
Day Total					510,652.05
26-Jul-23	543724	Suncorp Bank	Term Deposit	Maturity: Face Value	500,000.00
		Suncorp Bank	Term Deposit	Maturity: Interest Received/Paid	10,504.11
<u>Deal Total</u>					<u>510,504.11</u>
26-Jul-23	544336	Suncorp Bank	Term Deposit	Settlement: Face Value	-500,000.00
<u>Deal Total</u>					<u>-500,000.00</u>
Day Total					10,504.11

Broken Hill City Council  
Cashflows Report - July 2023



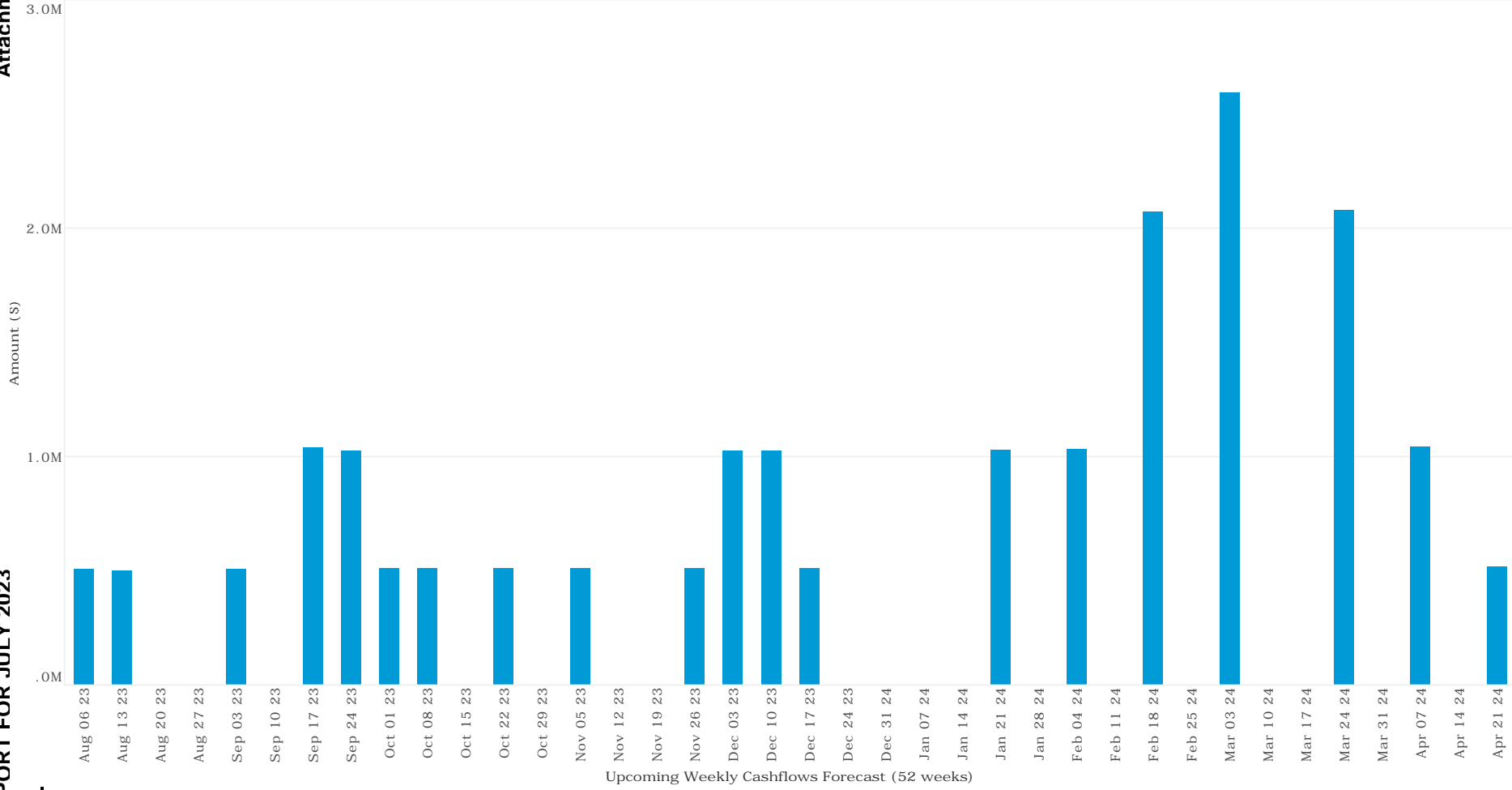
Attachment 1  
2023  
Report

Date	Deal No.	Cashflow Counterparty	Asset Type	Cashflow Description	Amount
<u>Total for Month</u>					<u>-416,392.88</u>

Forecast Cashflows for August 2023

Date	Deal No.	Cashflow Counterparty	Asset Type	Cashflow Description	Amount
8-Aug-23	543997	Suncorp Bank	Term Deposit	Maturity: Face Value	500,000.00
		Suncorp Bank	Term Deposit	Maturity: Interest Received/Paid	7,575.89
<u>Deal Total</u>					<u>507,575.89</u>
Day Total					507,575.89
16-Aug-23	541757	National Australia Bank	Term Deposit	Maturity: Face Value	500,000.00
		National Australia Bank	Term Deposit	Maturity: Interest Received/Paid	3,083.01
<u>Deal Total</u>					<u>503,083.01</u>
Day Total					503,083.01
<u>Total for Month</u>					<u>1,010,658.90</u>

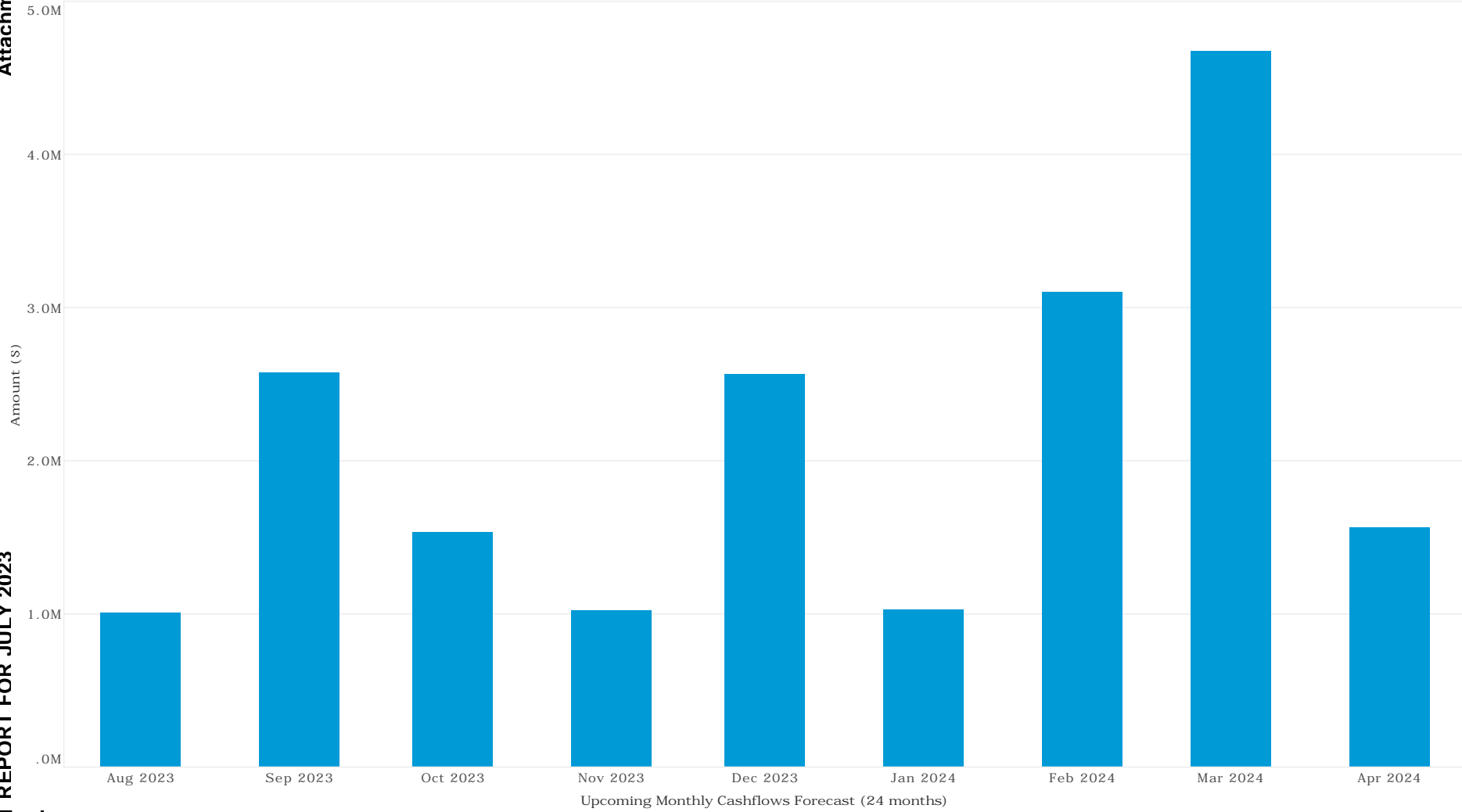
INVESTMENT REPORT FOR JULY 2023





Attachment 1

INVESTMENT REPORT FOR JULY 2023



## POLICY AND GENERAL COMMITTEE

August 9, 2023

**ITEM 9**BROKEN HILL CITY COUNCIL REPORT NO. 159/23SUBJECT:                    2023/2024 EVENT SPONSORSHIP                    D23/42409**Recommendation**

1. That Broken Hill City Council Report No. 159/23 dated August 9, 2023, be received.
2. That Council provides \$5,000 cash and \$2,091.91 in-kind sponsorship to the Broken Hill Junior Soccer Association to host the SA Junior Soccer Association Country Championships

**Executive Summary:**

Council is committed to driving visitation to Broken Hill through events and festivals that align with the objectives of the Broken Hill Community Strategic Plan and that are events of State or national significance. To facilitate this, Council's Sponsorship Policy provides the framework for Council to sponsor events that can attract and measure increased visitor numbers to the City. The grants program complies with Section 356 of the Local Government Act 1993. Council has received one application for the 2023/2024 budget year from the Broken Hill Junior Soccer Association to host the SA Junior Soccer Association Country Championships on 2-3 September 2023. This is the only event that has requested sponsorship for the 2023/2024 financial year and has met the assessment criteria for sponsorship.

**Report:**

The SA Junior Soccer Association Country Championships is held annually in a different regional centre by a Soccer Association affiliated with the SA Junior Soccer Association. It is anticipated that 2000 players, officials and family members will attend the Championships in Broken Hill, which is estimated to inject \$1,040,000 into the Broken Hill economy through tourism activities, food, fuel, accommodation etc.

The event is being organised by the Broken Hill Junior Soccer Association with the involvement of all four local soccer clubs.

Council sponsorship under this Policy is for events that can demonstrate a measurable contribution to the economic outcomes for Broken Hill through growth in the visitor economy and that have not been allocated individual sponsorship in Council's annual budget such as the St Pat's Races, the Mundi Mundi Bash, Broken Heel Festival and Perfect Light Film Festival. The event sponsorship budget for 2023/2024 is \$10,000.

This is the only event that has requested sponsorship, to date, for this financial year and has met all the assessment criteria for sponsorship except to show dollar for dollar matching funding. Additional sponsorship has been secured from Torpys and additional requests to local large businesses and mining related organisations have been sought.

Council's Event Sponsorship Grant Panel reviewed the application and has recommended a cash sponsorship of \$5,000 (ex GST) for travel and accommodation expenses for officials and first aid services and an in-kind component of \$2,091.91 (ex GST) for waste services.

**Community Engagement:**

The Sponsorship Policy was placed on public display on 26 April 2023 and adopted on 28 June 2023.

Council will be acknowledged for its support of the SA Junior Soccer Association Country Championships via member associations, social media, local media coverage and signage at the Championships.

**Strategic Direction:**

Key Direction:	1	Our Community
Objective:	1.3	Our Community Works Together
Strategy:	1.3.7	Encourage collaboration between services, sporting competitions, arts, creative enthusiasts and community groups to facilitate the sharing of resources.
Objective	1.6	Our health and wellbeing ensure that we live life to the full
Strategy	1.6.2	Create opportunities for people to participate in active and healthy recreational activities.
Key Direction	2	Our Economy
Objective:	2.4	We are a destination of choice and provide unique experience that encourages increased visitation
Strategy:	2.4.2	Deliver service excellence in the tourism, hospitality and retail sectors to enhance visitor experience and maximize yield from tourism.

**Relevant Legislation:**

Local Government Act 1993

**Financial Implications:**

Council's sponsorship budget for 2023/2024 is \$10,000.

**Attachments**

There are no attachments for this report.

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER



## POLICY AND GENERAL COMMITTEE

August 10, 2023

**ITEM 10**BROKEN HILL CITY COUNCIL REPORT NO. 160/23

SUBJECT: MEMORANDUM OF UNDERSTANDING - ST PATRICK'S RACE CLUB AND BROKEN HILL CITY COUNCIL D23/42472

**Recommendation**

1. That Broken Hill City Council Report No. 160/23 dated August 10, 2023, be received.
2. That the General Manager be authorised to negotiate and execute a Memorandum of Understanding for a period of three (3) years with the Broken Hill St Patrick's Race Club.
3. That Council authorise the General Manager to include in the MOU up to \$10,000 per annum in-kind contribution.

**Executive Summary:**

The St Patrick's Race Club have held a Memorandum of Understanding (MOU) with Council since 2014. The most recent MOU expired in June 2023. Council's in-kind support provides for waste services, traffic management infrastructure and maintenance work within the racecourse car park area.

The MOU continues to cement Council's support for one of the city's flagship events. This event creates a sense of celebration within the city and contributes to local wellbeing and pride in community. There is a direct economic benefit to accommodation providers, tourist operators, restaurants, cafes and other businesses which gain from this event.

**Report:**

The St Patrick's Race Meeting (St Pat's) continues to be one of the region's longest running signature events.

The St Patrick's Race Committee have calculated 3,500 patrons attended the 2023 event including some 400 staff, volunteers, vendors, cleaners, jockeys, trainers and Racing NSW officials and sponsors.

St Pat's continues to be a drawcard for visitors to the city with event organisers reporting over 70% of attendees from outside of the Broken Hill LGA. The majority of patrons travelled from South Australia followed by NSW, Victoria and 4% from the remaining states and overseas.

Spendmapp reporting shows collective EFT transactions during the St Pat's race period for 2023 was \$2.9M, with the weekend prior showing 15% less spending. This shows an increase in spending of \$440,500 over the race weekend.

Profile ID estimates the overall impact of conducting the St Pat's Races would see a rise of \$1m taking into account spending directly related to the event as well as via related industries and wider consumption effects. This would flow on to an employment impact of seven local jobs.

**Community Engagement:**

The Sponsorship Policy was placed on public display on 26 April 2023 and adopted on 28 June 2023.

Council will be acknowledged for its support of the St Patrick's Race Meeting through social media, local media coverage and logo on printed material.

**Strategic Direction:**

Key Direction:	1	Our Community
Objective:	1.3	Our Community Works Together
Strategy:	1.3.7	Encourage collaboration between services, sporting competitions, arts, creative enthusiasts and community groups to facilitate the sharing of resources.
Objective:	1.4	Our history, culture and diversity are embraced and celebrated
Strategy:	1.4.4	Sustain and grow arts and culture and events and preserve the importance of our social capital, built heritage and history
Key Direction:	2	Our Economy
Objective:	2.4	We are a destination of choice and provide a unique experience that encourages increased visitation
Strategy:	2.4.3	Deliver authentic visitor products and experiences
	2.4.4	Ensure a strategic and proactive approach to the development, management and marketing of business and destination events, tourism and filming activities

**Relevant Legislation:**

Local Government Act 1993

**Financial Implications:**

Council's sponsorship budget for the St Patrick's Race Meeting is \$10,000

**Attachments**

There are no attachments for this report.

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER

## POLICY AND GENERAL COMMITTEE

August 10, 2023

**ITEM 11****BROKEN HILL CITY COUNCIL REPORT NO. 161/23**

**SUBJECT:** MEMORANDUM OF UNDERSTANDING - THE PALACE HOTEL (BROKEN HEEL FESTIVAL) AND BROKEN HILL CITY COUNCIL  
D23/42492

**Recommendation**

1. That Broken Hill City Council Report No. 161/23 dated August 10, 2023, be received.
2. That the General Manager be authorized to negotiate and execute a Memorandum of Understanding for a period of three (3) years with The Palace Hotel (Broken Heel Festival) and Broken Hill City Council
3. That Council authorise the General Manager to include in the MOU up to \$10,000 cash and \$3,000 in-kind contribution.

**Executive Summary:**

The Broken Heel Festival, hosted by The Palace Hotel, has grown to become a national event attracting large numbers of visitors to the region as well as attracting national and international media coverage.

The Broken Heel Festival provides an opportunity for locals and visitors to celebrate diversity and inclusion through the festival.

The event offers the opportunity to activate the town centre with an event that is safe and open to social and cultural exchanges whilst celebrating the city's history as the central location of the iconic film, Priscilla Queen of the Desert.

The Broken Heel Festival was impacted, like all events, due to restrictions as a result of COVID-19. The event continues to rebuild from the momentum created by the pandemic and its responses.

**Report:**

Council has supported the Broken Heel Festival since its inception. The Palace Hotel, festival organisers continue to draw a majority attendance from outside the Broken Hill LGA, with event organisers reporting 67% of attendees coming from outside Broken Hill. The largest portion of visitors were from NSW, followed by Victoria and South Australia. There was representation from across all States and Territories and overseas at the 2022 event.

The majority of attendees opted to stay for three nights, with the next largest bracket of 18% staying five nights.

Spendmapp has recorded spending in Broken Hill from 8 – 12 September 2022 totalling \$5.36M. It is difficult to compare spending from the same period over the previous two years given the interruption created by COVID-19. Spendmapp shows an increase of between \$350k and \$550k from the 4-day period immediately prior and after the 2022 event.

**Community Engagement:**

The Sponsorship Policy was placed on public display on 26 April 2023 and adopted on 28 June 2023.

Council will be acknowledged for its support of the Broken Heel Festival through social media, local media coverage and logo on printed material.

**Strategic Direction:**

Key Direction:	1	Our Community
Objective:	1.4	Our history, culture and diversity are embraced and celebrated
Strategy:	1.4.1	Raise awareness of cultural and community events that celebrate Broken Hill's cultural diversity
	1.4.4	Sustain and grow arts and culture and events and preserve the importance of our social capital, built heritage and history
Key Direction	2	Our Economy
Objective:	2.4	We are a destination of choice and provide a unique experience that encourages increased visitation
Strategy:	2.4.3	Deliver authentic visitor products and experiences
	2.4.4	Ensure a strategic and proactive approach to the development, management and marketing of business and destination events, tourism and filming activities

**Relevant Legislation:**

Local Government Act 1993

**Financial Implications:**

Council's sponsorship budget for the Broken Heel Festival is \$13,000.

**Attachments**

There are no attachments for this report.

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER

## POLICY AND GENERAL COMMITTEE

August 9, 2023

**ITEM 12**BROKEN HILL CITY COUNCIL REPORT NO. 162/23

SUBJECT: MINUTES OF THE S355 YOUTH ADVISORY COMMITTEE  
MEETING HELD 25 JULY 2023 D23/42245

**Recommendation**

1. That Broken Hill City Council Report No. 162/23 dated August 9, 2023, be received.
2. That the minutes of the S355 Youth Advisory Committee meeting held on 25 July 2023 be received.
3. That Council support the Invitation to Student Support Officers from Broken Hill High School and Willyama High School to join the S355 Youth Advisory Committee.

**Executive Summary:**

Minutes of the S355 Youth Advisory Committee meeting held on 25 July 2023 and are presented to Council for endorsement.

**Report:**

As per Council's Section 355 Advisory Committee Framework Manual and the Constitution of the Youth Advisory Committee (both adopted March 2022), the Committee is required to provide Council with a copy of their meeting minutes following each Committee meeting.

**Community Engagement:**

Minutes provided to the S355 Youth Advisory Committee members.

**Strategic Direction:**

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

**Relevant Legislation:**

The S355 Youth Advisory Committee operates under Council's Advisory Committee constitution and the *Local Government Act 1993*.

**Financial Implications:**

Nil

**Attachments**

1. [↓](#) S355 Youth Advisory Committee Meeting Minutes - 25 July 2023

RAZIJA NU'MAN  
DIRECTOR CORPORATE AND COMMUNITY

JAY NANKIVELL  
GENERAL MANAGER

# MINUTES OF THE SECTION 355 YOUTH ADVISORY COMMITTEE MEETING HELD TUESDAY, 25 JULY 2023 AT 3PM – AGED PERSONS REST CENTRE BLENDE STREET

22/148

**1. Present:**

Razija Nu'man	Director Corporate and Community (BHCC) (Chair)
Rachel Merton	Events Coordinator (BHCC)
Ian Hughes	YMCA Representative
Susanne Jones	Headspace Representative

**2. Apologies:**

Councillor Dariea Turley AM	Council Delegate
Councillor Hayley Jewitt	Council Delegate
Jim Richards	Community Representative

**Absent:**

Councillor Michael Boland	Council Delegate
Tegan Hinchey-Gerard	Community Representative

**3. Acknowledgement of County**

Acknowledgement of Country - Razija Nu'man

**4. Confirmation of Minutes of Previous Meeting**

**Previous Meeting:** 21 March 2023

**Moved:** Susanne Jones

**Seconded:** Razija Nu'man

**5. Business arising from Previous Minutes**

Nil

**6. Action List****6.1 Circulate the survey report to the Committee**

**Update:** No update

**6.2 Distribute a copy of the Heywire video to the Committee**

**Update:** Action Complete – To be removed from action list.

**6.3 Circulate the draft position paper on Youth Homelessness**

**Update:** Action Complete – To be removed from action list.

**6.4 Enhancing the Voice of Youth**

**Recommendation:** That Council support the Community Development Officer in investigating the opportunity for a youth coordination day enhancing the voice of youth in 2024.

**Update:** Awaiting Council support of recommendation

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6.5 Thank You Letter

**Recommendation:** That Council send a letter to the former Community Development Officer acknowledging and thanking her for her contribution and support while in the role.

**Update:** Awaiting Council support of recommendation

6.6 Invitation to Service Providers

**Recommendation:** That Council support the invitation to the following service providers to appoint representatives, to join the S355 Youth Advisory Committee

- Mission Australia
- PCYC
- Scouts
- Lifeline

**Update:** Awaiting Council support for recommendation

7. General Business

**Presentation from YMCA Representative, Ian Hughes**

A Youth Proposal has been approved to recruit a Youth Coordinator for 35 hours per week to coordinate Youth Projects in the City

Some Youth projects to be developed will include the Uplift Program, Street Gym and Aquatic and Sport programs.

There will be potential for a support role for 10 hours per week to assist the Youth Coordinator.

The proposal has been approved for two years.

Recruitment will commence in August 2023, with hopefully a September 2023 start.

Some challenges the YMCA face are staff shortages and limited space.

**Discussion:** Council's Director Corporate and Community queried the YMCA's space issues and asked for clarification.

YMCA Representative, Ian Hughes explained that the YMCA used to have a youth hub which no longer exists.

There were plans to create a space for youth, but due to staff changeovers, this plan never eventuated.

Ian stated the stadium in the YMCA complex is being considered for a youth space.

Discussions held around the older youth demographic and the lack of activities for this age group if not engaged in sport.

Headspace Representative, Susanne Jones mentioned discussions had previously been held with Council's former Community Development Officer, regarding potential use of the Aged Person's Rest Centre as a Youth Hub, in collaboration with multiple agencies.

The Committee discussed if having a youth hub would be advantageous, as it is hard to get older youth to engage.

Community Representative, Melanie Chynoweth mentioned she would like to hear from the older youth demographic, to better understand what programs and events they would like.

YMCA Representative, Ian Hughes queried if there has been any engagement with the High Schools and if they have any involvement with this committee.

Council's Director Corporate and Community confirmed there has been no involvement from the High Schools. However, Council's previous Community Development Officer had made contact with school SRCs and a meeting was planned to formally meet and discuss what young people's needs are, so we get direct information from young people themselves.

**Recommendation:** Invitations to be extended to the Student Support Officers from Broken Hill High School and Willyama High School, to join the S355 Youth Advisory Committee.

**Discussion:** Council's Director of Corporate and Community queried if there was a gap in communication and advertising various events and how new residents in Broken Hill can access event information.

Headspace Representative, Susanne Jones confirmed there is no easily accessible youth event directory.

YMCA Representative, Ian Hughes advised Regional Development Australia is working on a program for new residents, which will be aimed at families.

**Action:** Committee Members to make a list of events and contact details for the events their agencies have scheduled for the rest of the year. This will allow the Committee to have an overview of all youth events happening in the City.

8. **Next Meeting** Tuesday, 24 October 2023

9. **Meeting Closed** 3.42pm



ITEM NUMBER	ACTION	RESPONSIBLE	DUE
<b>Meeting Held 13 December 2022</b>			
Advisory Committee	Circulate the survey report to the Committee.	YMCA	To Be Confirmed
<b>Meeting Held 21 March 2023</b>			
Item 7 S355 Youth Meeting Enhancing the Voice of Youth	<b>Recommendation to Council:</b> That Council support the Community Development Officer in investigating the opportunity for a youth coordination day enhancing the voice of youth in 2024.	Council's Community Development Officer	25 July 2023
Item 7 Thank You Letter	<b>Recommendation to Council:</b> That Council send a letter to the former Community Development Officer acknowledging and thanking her for her contribution and support while in the role.	Council's Director Corporate and Community	25 July 2023
Item 7 Invitation to Service Providers	<b>Recommendation to Council:</b> That Council support the invitation to the following service providers to appoint representatives, to join the S355 Youth Advisory Committee <ul style="list-style-type: none"> <li>• Mission Australia</li> <li>• PCYC</li> <li>• Scouts</li> <li>• Lifeline</li> </ul>	Council's Director Corporate and Community	25 July 2023
<b>Meeting Held 25 July 2023</b>			
Item 7 Involve School Representatives	<b>Recommendation to Council:</b> That Council support the invitation to Student Support Officers from Broken Hill High School and Willyama High School to join the S355 Youth Advisory Committee.	Council's Director Corporate and Community	

# CONFIDENTIAL MATTERS

1. BROKEN HILL CITY COUNCIL REPORT NO. 163/23 - DATED AUGUST 14, 2023 - ACQUISITION OF LAND - ASSESSMENT 36970 - CONFIDENTIAL

**(General Manager's Note:** This report considers Sale of Land for Unpaid Rates and is deemed confidential under Section 10A(2) (b) of the Local Government Act, 1993 which contains matters that will involve the discussion of the personal hardship of any resident or rate payer).



CITY COUNCIL

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