

AlburyCity

4 Year Delivery Program

2022-2026

DRAFT



AlburyCity

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Acknowledgement of Country

AlburyCity acknowledges the Wiradjuri people as the traditional custodians of the land in which we live and work and we pay our respects to Elders past, present and future for they hold the memories, culture, tradition and hopes of Aboriginal and Torres Strait Islander people that contribute to our community.



Artist Teisha Maksymow – McGuinness

This artwork represents our paths intertwining and moving forward as “one” community in Albury. “Mudyigong Ganhiimali” is the name of the artwork and it means “Elder Leading”. This artwork is named this because, in order to move forward as “one” whole community we must seek the knowledge and guidance from our Elders to lead us all in the same direction of “togetherness, unity and reconciliation. The mountains not only depict the mountains surrounding the Albury area, it also is a representation of our local Elders, who push us all together as a united community. In the centre of this artwork you will see a gathering of community members. The Kangaroo tracks represent the notion of only successfully moving forward in life as one whole community.

Introduction



Message from the Mayor and CEO

We are pleased to share our 4 Year Delivery Plan with the community.

The city is undergoing an exciting period of growth, and as a council, we're committed to ensuring this growth occurs in a sustainable way, while supporting a connected and vibrant community.

We will strive to be an inclusive community with equal access to quality services and opportunities and continue to celebrate what makes us different. Our ability to meet the challenges and take advantage of the opportunities will be enhanced as we continue to develop strong partnerships. We will represent the needs and interests of our community today and tomorrow. And finally, we want to protect the naturally beautiful environment that makes us so unique.

In our plan, we describe how we will meet the needs and aspirations of our community through a series of strategic actions and deliverables that we have committed to implementing over the next four years.

Furthermore, it outlines how we will measure our success against each deliverable to ensure we are continually improving and meeting the needs of our community.

The strategic actions in the plan support outcomes that were identified by the community during consultation for our Albury 2050 Community Strategic Plan, and we are confident that they represent what the community said was important to them, and support the overarching Community Vision:

“A nationally significant regional city that is vibrant, diverse, innovative and connected, and inspired by its culture, environment and location on the Murray River.”

We thank our community and Council team for their contributions to developing the plan and are looking forward to putting it into action.

Kylie King
AlburyCity Mayor

Frank Zaknich
Chief Executive Officer

The Integrated Planning & Reporting Framework in a Snapshot



Integrated planning and reporting describes the system of integrated business planning for local government in NSW.

The aim of the framework is to ensure that Councils:

- **Integrate** community priorities into council strategies and plans.
- **Support** community and stakeholders to play an active role in shaping the future of the community.
- **Articulate** the community's vision and priorities.
- **Maintain** accountability and transparency by regular monitoring and reporting.



Key Components of Integrated Planning & Reporting



Community Strategic Plan (CSP)

States the community's vision and aspirations for the next 10 years. The CSP must address 4 key questions:

1. Where are we now?
2. Where do we want to be in 10 years' time?
3. How will we get there?
4. How will we know we have arrived?



Resourcing Strategy

The Resourcing Strategy outline the resources required to implement the strategies in the CSP and the principal activities in the Delivery Program. The Resourcing Strategy includes the Long-Term Financial Plan, Our People Strategy and Asset Management Strategy and Plans.



Delivery Program

The council's commitment to the community about what it will deliver during its term in office to achieve the Community Strategic Plan objectives.



State of our City Report

Prepared by each outgoing council and noted by the incoming council and reports to the community on effectiveness of implementation of the CSP.



Operational Plan

Shows the individual projects and activities a council will undertake in a specific year.



Measuring Progress

The IP&R framework requires Councils to measure and report on progress in implementing this Plan using a set of community indicators. Our measures are listed in this Plan under each theme.



Annual Report

Reports back to the community on the work undertaken by Council each year to deliver on the commitments of the Delivery Program and Operational Plan.



Reporting Progress

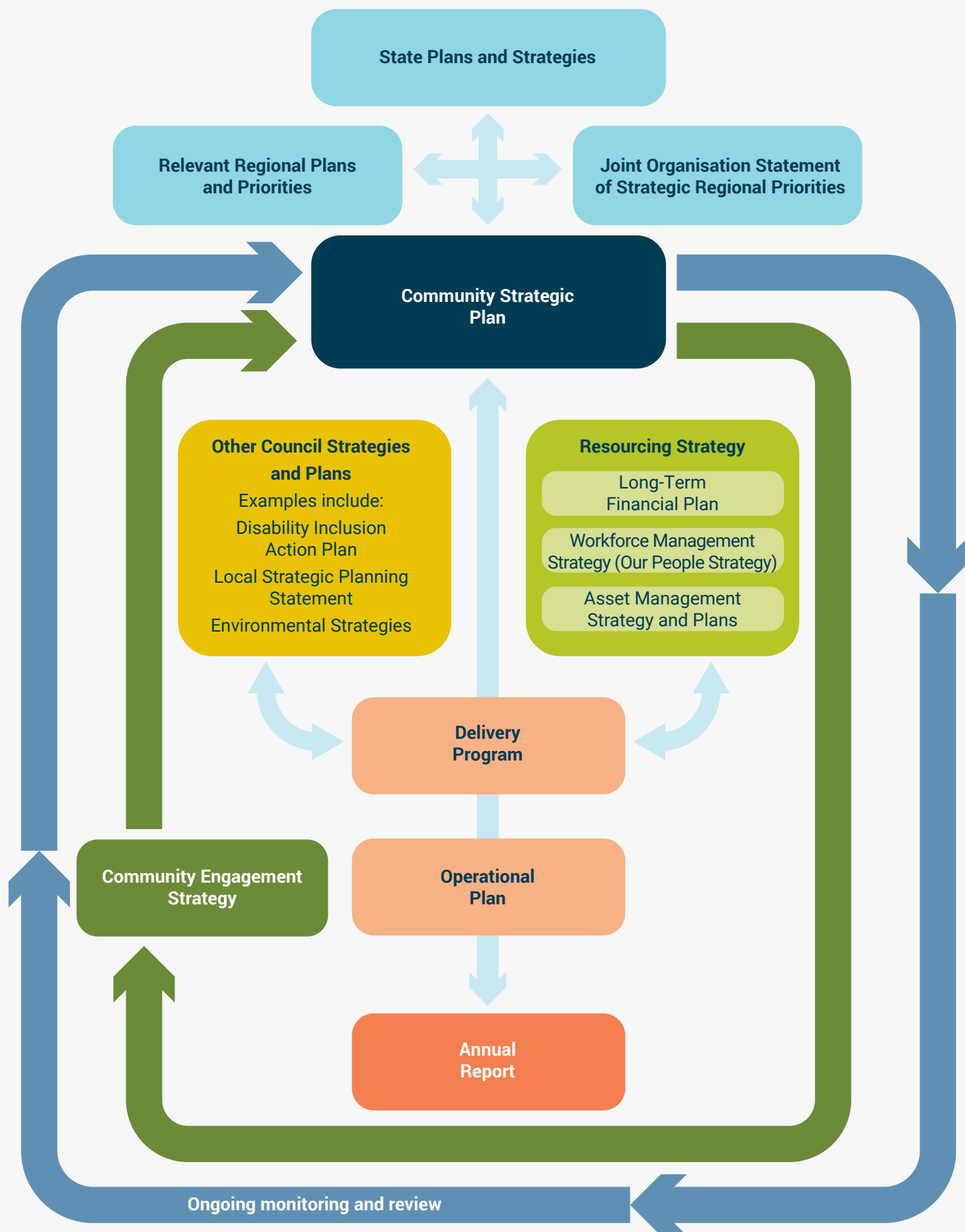
Delivery Program – 6-monthly progress report.



Annual Report

State of our City Report – in line with election cycle, generally every 4 years.

The Integrated Planning & Reporting Framework





A Growing Sustainable Economy

Outcome 1.1 Albury has an accessible, integrated transport network that connects our city through safe and efficient travel options.

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
1.1.1 Effectively plan, upgrade and maintain our network of roads, bridges, cycleways, footpaths, walkways and street lighting.	AlburyCity will develop the capital works plan that prioritises works and resources to address community concerns and improve safety, amenity and efficiency of our transport network.	City Projects
1.1.2 Increase access to active and sustainable travel options across our city through improved infrastructure and programs.	<p>We will investigate the implementation of vehicle charging infrastructure for the future uptake of electric vehicles.</p> <p>Involve and contribute to review programs that maintain advocacy to government identified recommendations.</p> <p>AlburyCity will deliver an increase access to active and sustainable travel options across our city through improved infrastructure to increase walking and riding, and programs that support active travel.</p>	City Projects
1.1.3 Partner and advocate for accessible transport modes across our city to deliver connectivity improvements between Albury, Wodonga and outer suburbs.	<p>AlburyCity will collaborate to ensuring all modes within our transport system are coordinated and connected efficiently and reliably to each other, across the border.</p> <p>Work effectively with current and future land use and development by partnering with and advocating to City of Wodonga and State Governments on all transport related projects.</p> <p>Advocate for an Albury-Wodonga Bus Network Review.</p> <p>Partner with Local and State Government (Transport for NSW).</p>	City Projects Engagement

Outcome 1.2 Albury has a national reputation as a place to do business, supported by a resilient, future-focused and sustainable economy driving employment and supporting growth.

1.2.1 Support the transition to a circular economy by maximising the use of valuable resources, reducing waste and increasing the robustness of our economy.	<p>Undertake policy and regulatory reform to facilitate the transition to a circular economy.</p> <p>Actively seek to attract new, and transition existing business and industry to circular economy operating models.</p> <p>Champion and disseminate circular economy information and advancements to our local community.</p>	Business & Lifestyle Assets, Sustainability & Environment
1.2.2 Improve productivity and competitiveness in both existing and future employment sectors.	<p>Further diversity the industry mix with a focus on disruptive industries and green technology.</p> <p>Continue to work with all levels of Government to leverage the opportunities provided by the Regional Jobs Precinct.</p> <p>Identify opportunities associated with major projects including Inland Rail.</p> <p>Support local business resilience and recovery efforts.</p>	Business & Lifestyle
1.2.3 Promote and leverage our unique economic strengths to increase and attract private investment.	<p>Review the Economic Development Strategy.</p> <p>Take a leading role in advocating for future investment with a focus on innovation, advanced manufacturing, transport and logistics, knowledge-sector employment and service industries.</p>	Business & Lifestyle

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
1.2.4 Support entrepreneurs, start-ups, research, and digital connectivity for our community.	<p>Work with Albury Business Connect to provide networks and support for start-ups.</p> <p>Support businesses to build improved technology capability.</p> <p>Support the establishment of improved digital infrastructure to ensure connectivity is adequate to support community and business needs.</p>	Business & Lifestyle

1.3 Albury is a liveable city supporting sustainable population growth through the provision of high-quality infrastructure, industry-leading services and high levels of amenity.

1.3.1 Responsibly provide residential and commercial development options for our growing city, whilst prioritising sustainability.	<p>Plan and implement provision of critical infrastructure and land supply to support balanced growth.</p> <p>Enhance the amenity in our city's growth corridor to support self-containment.</p> <p>Balance the growth of our city with enhancement of our natural environment.</p>	
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1.4 Albury will offer diverse and innovative tourism experiences to attract new and repeat visitation.

1.4.1 Communicate the story of Albury through our tourism offerings, providing an authentic and engaging visitor experience.	<p>Improving the quality of tourism experiences through tourism infrastructure renewal and development, placemaking activities and events.</p> <p>Review the Albury Wodonga Destination Management Plan.</p>	<p>Business & Lifestyle</p> <p>Community & Place</p>
1.4.2 Create tourism marketing campaigns to promote experiences linked to our brand pillars.	Develop and implement ongoing integrated marketing campaigns aligned to audiences and experiences in identified out of region areas.	Business & Lifestyle
1.4.3 Investigate partnerships to attract visitors to our region, and increase the diversity in attractions, events and facilities for our community and visitors.	<p>Continued support and advocacy of tourism operators through a Tourism Partner Program.</p> <p>Strengthen relationships with State and Federal tourism bodies to fund and support large scale events.</p>	<p>Business & Lifestyle</p> <p>Community & Place</p>

1.5 Albury has a secure, accessible and well managed water supply.

1.5.1 Investigate opportunities for alternate water supply and usage to improve water security.	Utilise water saving devices and practices across our parks, reserves and facilities.	Water & Wastewater
1.5.2 Our water quality is a priority that supports the health and wellbeing of the community.	Our water quality continues to improve reducing unplanned water supply interruptions.	Water & Wastewater

How will we measure success?

- Implementation of the Economic Development Strategy and associated targets.
- Increase in Gross Domestic Product (GDP) and public and private investment.
- Implementation of the Albury Wodonga Integrated Transport Strategy.
- Increase the use of walking and cycling in regional NSW - target to increase walking from 4% to 8% and cycling from 2% to 5% over next 10 years.
- Increased visitors to the region.
- Increased numbers of events and patrons attending.
- Decrease in water consumption and reduction in unplanned water supply interruptions.





An Enhanced Natural Environment

Outcome 2.1 Albury is a zero emission and climate resilient city.

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
2.1.1 Carbon emissions are reduced, carbon storage is increased, and decisions are made based on energy efficiency, renewable energy production and cleaner fuels.	<p>We have improved environmental performance of new and existing buildings and have advocated for renewable energy production and cleaner fuels.</p> <p>Develop and implement a Climate Action Plan that sets out how our community will achieve its carbon emission reduction targets.</p>	Assets, Sustainability & Environment
2.1.2 Community is aware and collaborates on climate change adaptation and carbon mitigation.	<p>We engage with our community to build awareness around climate change and carbon mitigation.</p> <p>Implement actions within AlburyCity's Climate Adaptation Plan relating to the climate change projections for temperature, hot days, rainfall and fire weather.</p>	Assets, Sustainability & Environment
2.1.3 Albury is resilient and has adapted to a changing climate.	We will work as capacity builders for our community to adapt to the changing climate.	Assets, Sustainability & Environment

Outcome 2.2 Albury is a leader in resource management and circular economy.

2.2.1 Investigate and implement energy saving initiatives and renewable energy options for individuals, business and industry.	We will increase proportion of renewable electricity consumed by AlburyCity through our electricity procurement, while also facilitating community uptake of renewable energy use.	Assets, Sustainability & Environment
2.2.2 Implement with a focus on top hierarchy waste management with a circular economy, as the basis for everything we do.	We will expand and support circular economy and resource recovery industry in the Albury Wodonga region.	Assets, Sustainability & Environment
2.2.3 Delivering innovative sustainable water management technologies to manage water security.	We will utilise water saving devices and practices across our parks, reserves and facilities, delivering with innovative management practices.	City Planning Water & Wastewater



Image Copyright Visit AlburyWodonga

Outcome 2.3 Albury is a recognised leader in the protection and management of our natural assets.

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
2.3.1 Assign measurable value to our natural assets.	Our natural assets are protected and enhanced through the development of policy and measurable assigned value.	Assets, Sustainability & Environment City Landscapes
2.3.2 Biodiversity has been enhanced and restored to strengthen our natural assets to improve eco-system connectivity.	We will develop sustainable design guidelines for the use on renovations and constructions to balance the growth of our city and sustainability of our natural environment. Protect and enhance Environmental Lands managed by Council. Improved ecosystem connectivity and threatened species habitat.	City Development Assets, Sustainability & Environment
2.3.3 Provide opportunities for the community to connect and respectfully enjoy our natural environment.	We continue to collaborate with technical experts to monitor and inform management for key threatened and locally significant species, including: Squirrel Glider; Sloane's Froglet; Brush-tailed Phascogale; and, Woodland bird communities. AlburyCity continues the implementation of the annual Community Awareness Program to enhance the community's opportunities to enjoy our natural environment.	Assets, Sustainability & Environment City Landscapes

Outcome 2.4 Albury embraces the cultural heritage of Aboriginal and Torres Strait Islander people

2.4.1 Aboriginal and Torres Strait Islander Cultural Heritage is preserved and celebrated for future generations alongside the adoption of Aboriginal and Torres Strait Islander people's management practices.	Increase visitor and community awareness of local culture and history of the Aboriginal and Torres Strait Islander people.	Community & Place
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How will we measure success?

- Carbon targets met.
- Albury Waste Management Centre to have an 80% average recovery rate from all waste streams.
- Implementation of the actions from the Regional Natural Environment Strategy.
- Develop Sustainable Design Guidelines for Council renovations and construction and ensure 100% implementation.
- Increase the proportion of homes in urban areas within 10 minutes' walk of quality green, open and public space by 10% by 2023.
- Halve Waste Campaign.
- Increase public engagement and education on enhanced natural environment outcomes.



A Caring Community

Outcome 3.1 Albury's local Aboriginal and Torres Strait Islander community is empowered through self-determination and is achieving improved health, employment and education outcomes.

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
3.1.1 Acknowledge the Wiradjuri people as traditional custodians of this land, and work together to create culturally developed services to improve health, education and employment goals.	AlburyCity will collaborate with State Government and City of Wodonga to create culturally appropriate services to improve health, education and employment goals of the local Aboriginal and Torres Strait Islander people.	Community & Place
3.1.2 Advocate and collaborate for the priorities of the local Aboriginal and Torres Strait Islander representative groups.	Strengthen our capacity for collaboration and effective partnerships to deliver community and social well-being projects.	Community & Place

Outcome 3.2 Albury's growing population is supported through a diverse range of leading-edge education, health and employment opportunities.

3.2.1 Support educational and employment outcomes that retain young people, grow local talent and attract skilled workers.	<p>Address workforce participation barriers.</p> <p>Support organisations working with innovative industries to unlock new employment opportunities.</p> <p>Strengthen Albury's role as regional hub for business, education, health, tourism, creative pursuits.</p> <p>Improve learning and job outcomes for young people through improved school age career interventions.</p>	Business & Lifestyle
3.2.2 Support improvements to achieve better mental health outcomes.	AlburyCity will partner and advocate for improve the capacity of services to better respond to people with mental health needs.	Community & Place
3.2.3 Partner with local health providers to deliver leading edge services to our community.	We continue to collaborate and advocate to local and State Governments to further enhance the health services to improve the health of our community.	Community & Place

Outcome 3.3 Our community values arts, culture, heritage and place. All residents share and celebrate our multiculturalism in a welcoming and open community.

3.3.1 Become more culturally and linguistically aware, with greater diversity in our communication offerings.	<p>AlburyCity provides a great diversity in communication offerings.</p> <p>Increase participation in arts, cultural and heritage activities.</p>	Engagement Community & Place
3.3.2 Celebrate Albury's identity by sharing local stories, both historical and contemporary, through cultural and arts activities in an inclusive environment.	<p>Promote and educate visitors on local history, landscape, businesses and cultural assets.</p> <p>Activate the cultural precinct and create connections between stakeholder facilities.</p> <p>Ensure provision of accessible high quality and innovative placemaking initiatives.</p> <p>Encourage support and foster sustainable organisations to deliver cultural experiences.</p>	Community & Place

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
3.3.3 Create a safe environment for all community members through innovative approaches to safe and secure communities.	Prepare and implement proactive safety strategies to improve community awareness and address anti-social behaviour.	Community & Place

Outcome 3.4 Albury supports our young people by offering opportunities for local talent to remain in Albury, and by attracting skilled young people to our community.

3.4.1 Plan and develop infrastructure that supports youth-centric activities across our city.	Create opportunities for young people to socialise and feel included in their community through low-cost or free creative and recreational programs.	Community & Place
3.4.2 Engage with our young people to understand their aspirations and how we can keep them in Albury, and attract more young people to our region.	To continue to consult with our young people to identify their needs and concerns through various channels and events.	Community & Place

Outcome 3.5 Albury is a safe, inclusive and accessible region for our entire community.

3.5.1 Partner with local community service providers to identify and address social issues.	<p>Deliver and partner with cultural heritage groups and other organisations to deliver culturally relevant activities.</p> <p>In collaboration with local services, identify emerging social issues and deliver strategies that address issues and promote equity.</p>	<p>Business & Lifestyle</p> <p>Community & Place</p>
3.5.2 Our buildings and spaces are designed to be inclusive and accessible to all community members.	Deliver new and upgraded council-owned facilities and spaces with a high level of accessibility.	<p>Business & Lifestyle</p> <p>Community & Place</p> <p>Assets, Sustainability & Environment</p> <p>City Landscapes</p>
3.5.3 AlburyCity will create safe spaces and places by using the latest technology and approaches available.	<p>Deliver and partner with community to shape the direction and management of the social, economic, and environmental impacts of graffiti for enhancing the amenity of the city.</p> <p>Deliver and partner with community to implement Crime Prevention Through Environmental Design (CPTED) principles to address safety in our city.</p>	<p>Business & Lifestyle</p> <p>Community & Place</p>

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
Outcome 3.6 Albury is a vibrant region that values the enrichment offered by arts and cultural activities and provides for diverse lifestyles and experiences.		
3.6.1 Albury will create vibrant and interesting public and cultural spaces and places that support and encourage the development of, participation in and celebration of arts and culture.	<p>Activate Public spaces through public arts, placemaking activities, festivals, programs and events that reflect the diversity of our Community.</p> <p>Ensure provision of accessible, high quality, and innovative cultural facilities and services.</p> <p>Recognise Aboriginal and Torres Strait Islander Peoples' continuing connection to culture.</p> <p>Collaborate with local, regional and national cultural stakeholders to deliver high quality arts and cultural initiatives.</p> <p>Tell our community's stories through arts and culture.</p> <p>Increase the visibility of arts and culture across the community.</p>	<p>Business & Lifestyle</p> <p>Community & Place</p>
3.6.2 Albury will value and support our creative industry and cultural economy.	<p>Prioritise development opportunities for Aboriginal and Torres Strait Islander creatives and organisations.</p> <p>Support the development of local creatives and cultural organisations.</p> <p>Provide education and engagement opportunities to build the skill base of our creatives and cultural organisations.</p> <p>Support a creative economy that is locally sustainable and connected to the national creative economy.</p>	<p>Business & Lifestyle</p> <p>Community & Place</p>
3.6.3 Albury will provide a diverse range of experiences – including entertainment, art and cultural experiences, sport and community driven events.	<p>Provide a broad program of Council delivered civic and community events.</p> <p>Deliver and partner with cultural heritage groups and other organisations to deliver culturally relevant activities.</p> <p>Implement a rich and diverse program of arts and cultural initiatives. activities across a range of creative and performing art forms.</p>	<p>Business & Lifestyle</p> <p>Community & Place</p>

How will we measure success?

- Implementation of the:
 - Cultural Plan
 - Youth Strategy Action Plan
 - Graffiti Management Plan
 - Inclusion Strategy
 - Reconciliation Action Plan
- Improve community perception of personal safety through installation of CCTV cameras, safe crossings and other measures.
- Review and Implement the Creative Economy Strategy.



Image Copyright Visit Albury Wodonga



A Leading Community

Outcome 4.1 Albury has strong partnerships so that the community's aspirations can be delivered through an integrated planning approach

Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
4.1.1 Build partnerships with local Indigenous leaders to improve outcomes for Indigenous community's.	AlburyCity will collaborate with local Aboriginal and Torres Strait Islander people to create leadership opportunities to improve outcomes for the wider community.	Community & Place
4.1.2 Encourage regional connections, collaborations and strategic partnerships including actively participating in relevant regional joint organisations.	Strengthen Council's capacity for collaboration and effective partnerships to deliver on our community aspirations.	Executive

Outcome 4.2 AlburyCity engages with its community by being included in two-way conversations that contribute to local decision-making.

4.2.1 Provide opportunities for all community members to participate in local decision-making through a range of techniques with effective data management.	Implement best-practice productivity and increase digital capability of AlburyCity within our community through effective use of data management.	Engagement
4.2.2 Use innovative engagement technologies and tools that involve the community in local matters.	Update and implement our Communications Strategy and Community Engagement Strategy.	

Outcome 4.3 Albury has highlighted its unique position as a leading regional cross-border community

4.3.1 Collaborate with partners across the entire cross-border region to foster innovation and growth.	<p>AlburyCity strengthens partnerships and joint representation to address regional priorities and cross-border issues with an integrated approach.</p> <p>Strengthen Council's capacity for collaboration and effective partnerships to deliver on our community aspirations.</p> <p>Opportunities have been leveraged under the Two Cities One Community partnership.</p> <p>Improve physical and digital access for the community to access a range of services.</p>	
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Albury 2050 Strategic Action	AlburyCity Principal Activities (4 Year Delivery)	Responsibility
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Outcome 4.4 Albury has strong community leadership from a diverse range of backgrounds, driven by good governance.

4.4.1 Facilitate the growth of future community leaders by providing resources and development opportunities.	We will build capacity and partner with our Community leaders to increase public sector diversity and maintain uptake in our Leadership and Resilience scholarship.	Executive Community & Place People & Culture
4.4.2 AlburyCity is a business of excellence showcasing good governance, openness and transparency.	We will provide strong governance and leadership to keep us future-focused and accountable for our decisions as an organisation of excellence.	Executive Strategy & Performance
4.4.3 Encourage participation in leadership roles and groups by people from diverse range of backgrounds.	We will build capacity and partner with our Community leaders to increase public sector diversity and maintain uptake in our Leadership and Resilience scholarship.	Executive People & Culture

How will we measure success?

- Community Satisfaction Survey.
- Develop and implement AlburyCity's Advocacy Strategy.
- Maintain collaborative regional agreements with partners.
- Develop and implement AlburyCity's Diversity Strategy.
- Implementation of the Two Cities One Community partnership.
- Grow Our Own Program equals 10% of our workforce.
- Implementation of the Smart Cities and Smart Places Strategy.



Principal services to implement the Community Strategic Plan

To ensure that Albury is a great place to live, work and invest today and into the future, the following core service function will enable the delivery of this plan that will aspire to empower progress, serve with excellence with our people and take care of our place.

These services also ensure the vibrancy of our city to take your ideas and goals identified in Albury 2050 and find novel ways to make them a reality over the next four years to deliver the most enjoyable and well-maintained city for our community.

Place Pillar	Progress Pillar	People Pillar
Community & Place <ul style="list-style-type: none"> • Children Services • Library Museum • Placemaking Activations • Cemeteries and Crematorium • Youth Development • Aboriginal and Torres Strait Islander Community Development • Community Safety • Urban and Public Art 	City Projects <ul style="list-style-type: none"> • Project Delivery • Design Services • Traffic & Transport • Fleet & Supplies • City Works (Roads, Footpaths, Bridges, Drains) 	Strategy & Performance <ul style="list-style-type: none"> • Financial Management • Procurement Services • Project Management Office • Business Improvement • IP&R Corporate Planning • Corporate Risk • Insurance & Liability • Business Continuity
Asset Sustainability & Environment <ul style="list-style-type: none"> • Asset Management • Resource Recovery Management • Property & Building • Environment Management • Emergency Services • Energy & Sustainability 	City Development <ul style="list-style-type: none"> • City Planning • City Development (Town Planning) • Building Surveying • Development Engineering 	Engagement <ul style="list-style-type: none"> • Customer Service • Communications • Education and Compliance • Information Management • Regional Partnerships • Innovation • Animal Management • Public Health • Development Compliance
City & Landscapes <ul style="list-style-type: none"> • Parks and Reserves • Trees and Streetscapes • Streets & Drains (Stormwater) • Wagirra Trail • Natural Area (Vegetation Management) • Botanical Gardens • Mowing • Playgrounds & skateparks • Recreation Services (Mountain Bike Strategy etc.) 	Water & Wastewater <ul style="list-style-type: none"> • Water Supply • Treatment Services (Sewer) • Network Services • Quality Systems • Wonga Wetlands • Laboratory 	People & Culture <ul style="list-style-type: none"> • Workforce Health & Safety • Workforce Wellbeing • Payroll • Governance • Executive Support • Organisational Development • Talent Acquisition (Recruitment) • Workplace Relations (Industrial Relations)

Service Excellence Design Review Program

AlburyCity Service and Efficiency Review Program aims to assist in delivering AlburyCity Community Strategic Plan – Albury 2050 aspirations. The program will ensure we engage the community and key stakeholders to determine service level expectations and measures to increase customer satisfaction. To support a culture of continuous improvement and drive sustainable performance outcomes to be reported in our Annual Report.

These are services that we will review over the 4-year period.

Year 1 - 2022/23	Year 2 - 2023/24	Year 3 - 2024/25	Year 4 - 2025/26
<ul style="list-style-type: none"> • Long term City Planning • Community Engagement • Visitor Information Centre 	<ul style="list-style-type: none"> • Asset Management Planning/Depreciation • Environmental Management and Natural Areas • Flood preparedness • Events • Economic Development • Information & Technology and online services 	<ul style="list-style-type: none"> • City Development • Building and Property • Youth Engagement • City Works • Streetscapes • Parks and Recreation 	<ul style="list-style-type: none"> • Customer Service • Children Services • Cultural Activation • Education and Compliance • Cemeteries and Crematorium • Financial Management

New Initiatives Projects

These strategic actions will be underpinned and supported through the new initiative's projects.

These projects can be found [*link to document*](#).



AlburyCity

4 Year Delivery Program
2022-2026

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