

# Community Strategic Plan

2022 - 2032



2022-  
2032



## Acknowledgement of Country

Orange City Council is situated within the traditional lands of the Wiradjuri Nation.

We acknowledge the traditional custodianship of these lands, and pay our respect to the Wiradjuri people for their care and stewardship of these lands for more than 40,000 years and to the Elders of the Wiradjuri Nation, past, present and emerging.









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## Message from the Mayor

I am pleased to share the Orange Community Strategic Plan (CSP) 2022 - 2032 with you.

The CSP outlines the whole-of-community shared vision for our city's future. Council led an important large scale community conversation to understand the aspirations and priorities of the community. I want to thank the 1,240 community members who participated in the engagement and confirmed where we are, and the aspirations and priorities for the next ten years for our area.

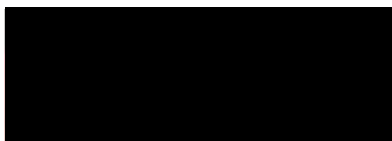
You told us that you love the beautiful natural environment we live in, our lifestyle, location and convenience, the sport and recreation offering, and being close to family and friends.

The major challenges and changes that have recently emerged include COVID-19 and its impact on how we live, work and participate, availability and affordability of housing, growing class divides, natural disasters and climate change.

Based on your aspirations and priorities, the main new elements in this Community Strategic Plan is to provide more for children and young people to do, address housing availability and affordability, the cost of living, prioritising the environment, and protecting and enjoying our environment.

This plan recognises the vital role Council plays in achieving the aspirations set out in the CSP. However, we know that many different partners and stakeholders will have an active role in achieving this vision.

This is the community's plan for its future. Council will have a custodial role in initiating, preparing and maintaining the plan on behalf of its community. This plan identifies the community's aspirations and priorities. Those that are not council's full responsibility to implement, council may need to partner with state and federal government agencies and community groups to deliver the plan. With community support and participation, Council is confident it can deliver the Community Strategic Plan to move us towards our community vision.



**Cr Jason Hamling, Mayor**  
Orange City Council

## Our councillors



Cr Jason Hamling  
Mayor



Cr Gerald Power  
Deputy Mayor



Cr Kevin Duffy



Cr Jack Evans



Cr Glenn Floyd



Cr Tammy Greenhalgh



Cr Frances Kinghorne



Cr Melanie McDonell



Cr David Mallard



Cr Tony Mileto

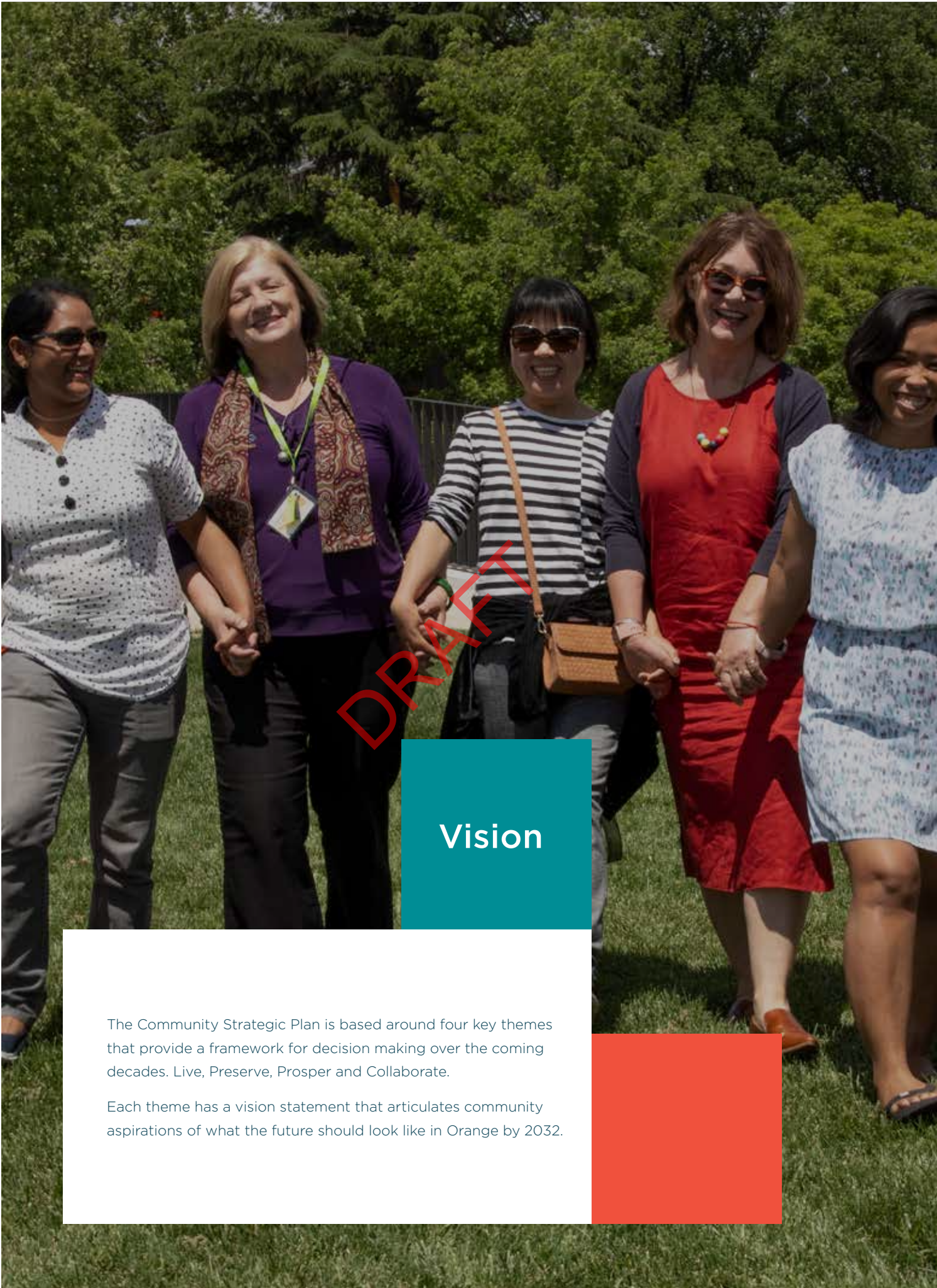


Cr Steven Peterson



Cr Jeff Whitton

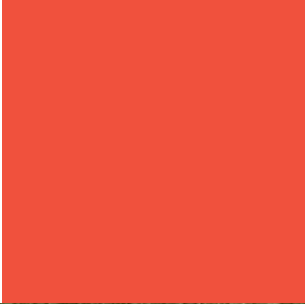




## Vision

The Community Strategic Plan is based around four key themes that provide a framework for decision making over the coming decades. Live, Preserve, Prosper and Collaborate.

Each theme has a vision statement that articulates community aspirations of what the future should look like in Orange by 2032.





**Live**

**A healthy, safe, inclusive and vibrant community.**

**Preserve**

**Balancing the natural and built environment.**

**Prosper**

**A smart, innovative and resilient economy.**

**Collaborate**

**Leading and partnering to support the community.**



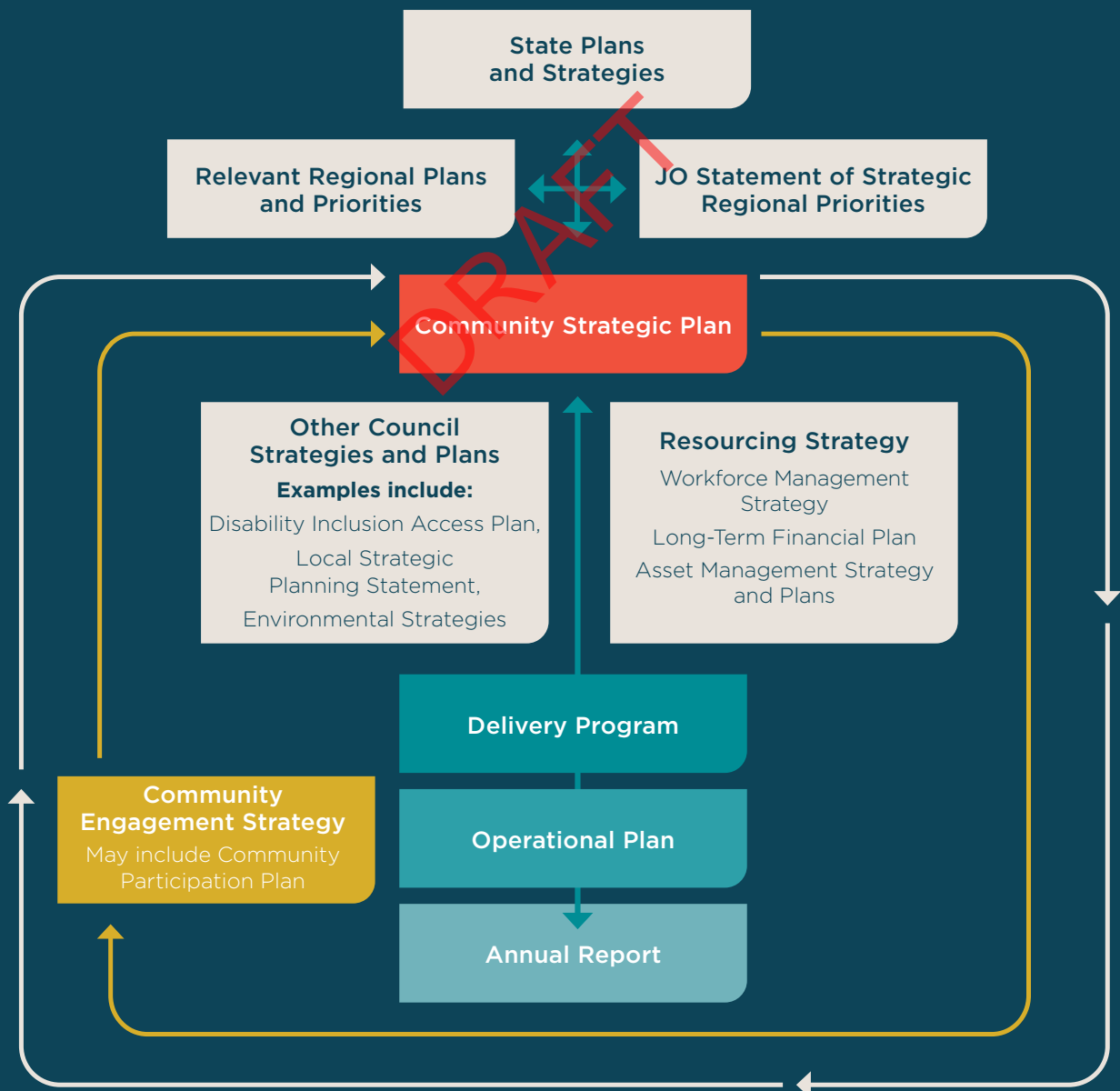
# Our plan

## About our plan

The Orange Community Strategic Plan 2032 (CSP) documents the aspirations and priorities of our community. It sets out a long-term vision for the region to 2032 and identifies the key priorities and strategies for achieving this. It is the community's plan for the future, not just a council plan. Orange City Council has a lead role in preparing and implementing CSP; however, many other external agencies and stakeholders also lead and support the vision and strategic priorities.

## Integrated Planning and Reporting Framework

An integrated approach to planning and reporting is required under the Integrated Planning and Reporting Framework set out in the Local Government Act 1993 and the Local Government General Regulation 2021. This framework requires that the Council develop a series of plans, strategies, and reports linked to the community vision and priorities set out in the CSP. The Community Strategic Plan is based on the social justice principles of equity, access, participation and rights.



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# Our shared vision

How do you feel about the vision statements in your Community Strategic Plan?

- A healthy, safe, inclusive and vibrant community
- Balancing the natural and built environments
- A smart, innovative and resilient economy
- Leadership and connectivity

Very unhappy

Unhappy

Neutral

Happy

Very happy



## Our community

Orange Local Government Area is located three and half hours from Sydney in Central NSW. Orange has four distinct seasons, elegant streetscapes, beautiful parks and some of the best regional food and wine in Australia.

Orange is part of Wiradjuri land - the largest Aboriginal territory at the time of European settlement, covering the Central West slopes and plains. It is situated at the base of Mount Canobolas (Gaahna Bulla), a site of great significance to the Aboriginal community.

The Local Government Area is home to more than 42,503 residents and includes the regional city of Orange, and small villages of March to the north, Lucknow and Shadforth to the east and Spring Hill, Huntley and Spring Terrace to the south. By 2036 it is expected that Orange will reach a population of 50,400 people, through both natural population growth and migration into the area.

The Orange economy is driven by health service activities, retail, mining, public administration, tourism, viticulture and horticulture. The spectacular natural environment and highly productive agricultural land contribute to a thriving tourism sector.

Median age

**36.6  
years**

Total  
population

**42,503**

SEIFA index\*

**978**

(SEIFA index Dubbo: 967 / SEIFA index Bathurst: 986 / SEIFA index Wagga Wagga: 995 / SEIFA index Albury: 971 / SEIFA index Tamworth: 962)

\*Socio-Economic Indexes for Areas (SEIFA) is score that ranks areas in Australia according to relative socio-economic advantage and disadvantage in terms of people's access to material and social resources, and their ability to participate in society.



# Top industries of employment

**1.**  
Healthcare and  
social assistance

**2.**  
Retail trade

**3.**  
Education  
and training

**4.**  
Public  
administration  
and safety

**5.**  
Construction

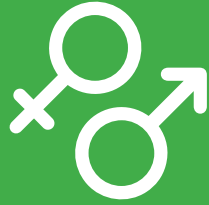
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# If Orange City Council consisted of 100 people, there would be

Females

51



Males

49

32

living by themselves

25

aged under 18 years

68

living in families



53

aged between 18 and 59 years

9

born overseas

22

aged over 60 years



6

Aboriginal and/or Torres Strait Islander

6

speaking languages other than English at home

3

unemployed and looking for work

16

who volunteer



47  
are in the labour force

28

working full time



6

have a disability

15

working part time

9

care for someone with a disability

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42  
that completed higher education



22

with an individual income less than \$400 per week

62

who drive to work

41

that did not complete year 12

1

who walked to work

2022-2032



# Community engagement

A total of 1,240 people from Orange City Council participated in the Community Strategic Plan engagement from 22 November 2021 to the 6 March 2022. The community's people contributed their thoughts and opinions through an online survey, pop-up sessions, community forums and targeted forums.

**1240**  
Total participation

**42,503**  
Population (2020 ERP)

**2.9%**  
% of population engaged

## What we asked

1. How do you feel about the vision statements in the adopted Community Strategic Plan?
2. How are we tracking with the existing Community Strategic Plan?
3. Is there anything missing in the existing Community Strategic Plan?
4. What makes your community a great place to live?
5. What do you think are the main challenges facing your community?
6. What have you seen in another area/shire that you think would work well in your community?
7. What is one thing you would like to see achieved in your community in the next ten years?
8. What services or projects do you think should be prioritised for the city?



**Virtually**  
surveys, map pins,  
online ideas

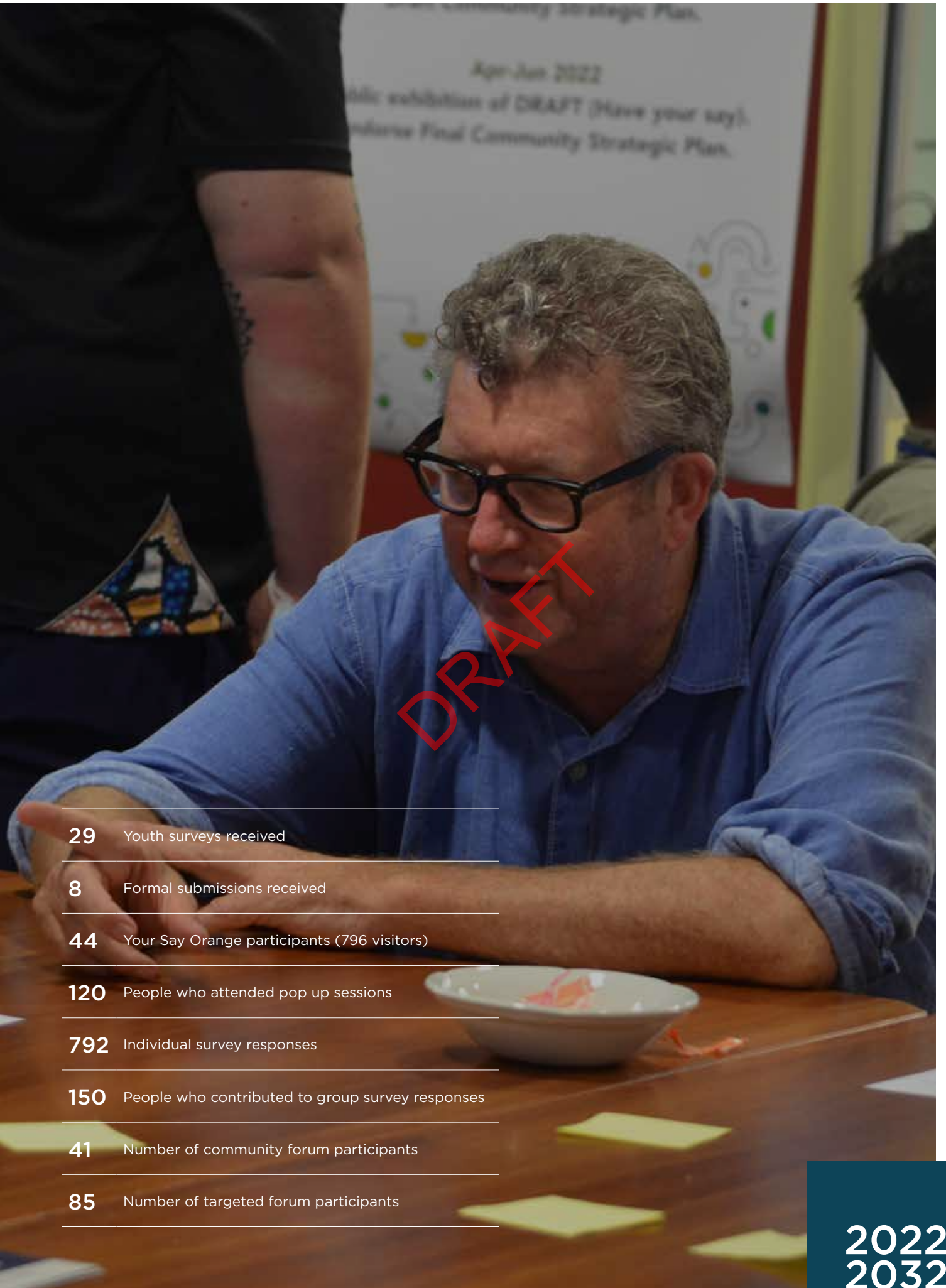
**How did you get involved?**



**On paper**  
formal written  
submissions



**In conversation**  
pop-up sessions,  
community forums,  
and targeted  
forums



- **29** Youth surveys received
- **8** Formal submissions received
- **44** Your Say Orange participants (796 visitors)
- **120** People who attended pop up sessions
- **792** Individual survey responses
- **150** People who contributed to group survey responses
- **41** Number of community forum participants
- **85** Number of targeted forum participants







# Strengths

## What is important to you

### Strengths

We asked what makes Orange a great place to live so that we could take a strengths-based approach to future planning and get clear on what we needed to protect and retain.

	<b>Beautiful natural environment</b>	Mount Canobolas (Gaahna-Bulla), Lake Canobolas, clean fresh air, views, trees, bushland, natural environments, beautiful rural location and nature.	<b>10.4%</b>
	<b>Lifestyle</b>	Size of community, small town feel, great place for kids, rural location, balance of city and country life, minimal traffic, relaxed lifestyle.	<b>9.5%</b>
	<b>Location and convenience</b>	Walkability, easy to get around, far enough from capital cities, close enough to access capitals, everything close by, convenience.	<b>6.2%</b>
	<b>Sports and recreation</b>	Access to green spaces, sport and recreation activities, parks and gardens, playgrounds.	<b>6.2%</b>
	<b>Friends and family</b>	Close to family and friends, grew up here so friends and family are here.	<b>6.1%</b>
	<b>Businesses</b>	Employment opportunities, agriculture, mining, industry, restaurants, cafe scene, investment opportunities, shops.	<b>5.4%</b>
	<b>Facilities</b>	Aquatic centre, civic centre, library, museum, sports facilities, health facilities.	<b>4.9%</b>
	<b>Services</b>	Health and medical services; diversity of services available.	<b>4.8%</b>
	<b>Character and amenity</b>	Trees, shade, city presentation, seasonal colours, character and charm, low density housing.	<b>4.3%</b>
	<b>Weather</b>	Climate, four seasons, humidity, summer, snow, reliable rainfall.	<b>4.0%</b>

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# Challenges

All communities face challenges and changes that interrupt their planned progress. Change can be experienced as major shifts in the environment, the economy or society. We asked about the main challenges facing the community so that, through this plan, we could positively respond to change.

The major challenges and changes that have emerged over the past four years include COVID-19 and its impact on how we live, work and participate, availability and affordability of housing, growing class divides, natural disasters particularly the 2018 bushfire at Mount Canobolas (Gaahna Bulla), and climate change.

The main challenges facing the community for the next ten years are:

	<b>Housing supply, diversity, affordability, and resilience</b>	Lack of available and affordable houses, land and rental properties and impact of short-term rentals, Sydney migration and mining accommodation on already stretched housing resources.	<b>16.7%</b>
	<b>Social issues</b>	Crime, growing social and economic divide, poverty, mental health, volunteer shortages, reconciliation and recognition of Traditional Owners.	<b>13.2%</b>
	<b>Environmental sustainability</b>	Water security, impact of development on natural environment, litter, healthy environment, bike tracks on Mount Canobolas (Gaahna Bulla).	<b>8.4%</b>
	<b>Recovery from COVID</b>	Business, social and mental health recovery from COVID.	<b>7.5%</b>
	<b>Cost of living</b>	Energy, fuel, rental and food cost increases, mortgage stress.	<b>5.8%</b>
	<b>Climate change and adaptation</b>	Renewable energy, low carbon economy, adaptation, heat sinks and urban tree cover, adapting to extreme weather.	<b>5.1%</b>
	<b>Infrastructure</b>	Roads, footpaths, meeting places, infrastructure keeping pace with growth, public toilets and seating.	<b>5.0%</b>
	<b>Our economy</b>	Variety of shops, more trades, attracting tourism, empty shops, shopping hours, bigger franchises, supporting agriculture.	<b>4.1%</b>
	<b>Changing demographics and size</b>	Rapid population growth, cultural shift, ageing population.	<b>4.0%</b>
	<b>Water, waste and sewer</b>	Water supply, restrictions, water affordability, waste management.	<b>4.0%</b>



# Biggest changes

Four years ago, Council led important discussions with the community about their aspirations and priorities. The biggest focuses that have emerged since the last large scale community conversations are:

More for young people and children to do

Housing availability and affordability

Environment

Cost of living

Lake Canobolas and Mount Canobolas (Gaahna Bulla)

# Focus for future projects and action

## More for young people to do

- Playgrounds - more playgrounds, catering to all ages, nature play, shaded and fenced.
- Indoor attractions - for all-season fun, including play centres, trampolines, laser tag.
- Water/ splash park.
- Skateparks with BMX and pump tracks.
- Activities and programs.
- Better youth engagement.

## Infrastructure

- Improve the state of our roads.
- Secure water supply.
- Waste management.
- Focus on presentation, cleanliness, and maintenance.
- Better footpaths.
- Improved parking throughout town.
- Cleaner public toilets.

## Sports and recreation

- Pool upgrade - Accessible, all year 50m outdoor access, consider another pool, improved parking.
- Improved facilities.
- Mountain bike trails.
- Better dog parks.

## Environmental impact

- Greater care and enjoyment of both Mount Canobolas (Gaahna Bulla) and Lake Canobolas.
- Climate adaptation and carbon neutrality.
- Transition to renewable energy solutions.
- Better environmental stewardship.
- Electric vehicle charging stations, and Council fleet transition.

## Housing for all

- Diverse housing stock available for affordable prices.
- Stop homelessness.
- Better quality housing and better planned new communities.

## Green, open spaces

- Develop connected shared use paths through the city to allow for active travel.
- Build more beautiful parks.
- More trees and shade.

## Vibrant and dynamic community

- Develop the food culture and night-time economy.
- More festivals, events and activities.

## Economic growth

- Improve the retail mix.
- Develop attractions.

## Employment, education and training

- More jobs available.
- More tertiary education opportunities.
- More schools, particularly a secondary school in North Orange.

## Planning

- Better land use and planning.
- Improve the cost of living.
- Stop urban sprawl.

## Safety and resilience

- Crime prevention.
- Improve access, inclusion, equity and diversity.
- Minimise the social divide and stop family violence.
- Support for LGBTQIA+.

## Arts, culture and history

- Recognition and prioritisation of Aboriginal culture.
- Elevate arts through exhibitions, classes, murals, and public art.

## Facilities

- Develop a large function centre to host conferences, conventions and music events.
- Improve access to cost-effective community meeting spaces.

## Better Council

- Improve communications, information and engagement.
- Create a permanent youth voice on Council.

## Better community services

- Dignified aged care located in the city centre.
- More childcare availability.

## Health services

- Mental health support.
- Develop a hospice.

## Strong and unique community

- Post-COVID, focus on building a greater sense of connection, belonging and community spirit.

## Transport

- Improve public transport within the city.
- Improve transport connections to regional and capital cities.



## Council's role

Council is committed to understanding the community's priorities, concerns and needs in critical services, facilities and programs.

While Orange City Council takes the lead in the preparation and implementation of the Community Strategic Plan, all levels of government, businesses, industry groups, community groups and individuals will share the responsibility for achieving our long-term community goals.

The Plan outlines the Council's role in the delivery of each priority of collaborate, advocate and provide.

### Provide

services, facilities, infrastructure, programs, planning, and engagement

### Collaborate

partner with the community, business and industry, other councils, and other tiers of government

### Advocate

amplify the voice of our community to get the best possible outcomes

# Sustainable development goals

In 2015, United Nations Member States adopted the 2030 Sustainable Development Goals. These goals provide a shared blueprint for peace and prosperity for all people now and into the future. They also offer a critical framework for COVID-19 recovery. As global citizens, the 17 goals have been considered in the development of this strategy. The goals include:

1. No poverty
2. Zero hunger
3. Good health and well-being
4. Quality education
5. Gender equality
6. Clean water and sanitation
7. Affordable and clean energy
8. Decent work and economic growth
9. Industry, innovation and infrastructure
10. Reduce inequalities
11. Sustainable cities and communities
12. Responsible consumption and production
13. Climate action
14. Life below water
15. Life on land
16. Peace, justice and strong institutions
17. Partnerships for the goals





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# Plan

## About our plan

The Orange Community Strategic Plan 2022-2032 consists of four themes. Each theme outlines strategic objectives based on community feedback, envisages where we want to be, how we will get there, Council's role, essential partners and collaborators and measures to track progress.



### Live

This theme recognises the importance of encouraging healthy lifestyles, community pride and a sense of belonging. This can be achieved by maintaining a safe, caring and connected community, with active community participation supported by enhanced cultural and recreational facilities and inclusive services that cater to all of our residents. The beautiful parks, gardens and natural assets of our City are amongst our most cherished assets and contribute to making Orange a desirable place to live work and play.



### Preserve

This theme ensures that the unique natural, cultural, social and historical aspects of our community are preserved while recognising the need for growth and development. The community was strong in its desire to be more sustainable by promoting renewable energy, reducing waste and protecting our natural resources. There is also an expectation for infrastructure to support a growing city, with roads footpaths, parking and a vibrant CBD seen as priorities.



### Prosper

This theme focuses on providing the community with positive choices for investment, employment and study. It includes strengthening and diversifying our economy by targeting new and innovative industries, as well as fostering our existing strengths such as medical services, mining, local food and wine production and tourism. Orange residents are keen to see more engagement between Council, local business and industry.



### Collaborate

This theme looks at forging a collaborative community that engages with open and ongoing decision making, developing future leaders and supporting community groups to deliver services and programs were identified as priorities during the consultation. The community is looking to Council to provide leadership, guidance and responsible governance.



# Live

## A healthy, safe, inclusive and vibrant community.

### **Objective 1: A liveable city that is connected through open spaces.**

- 1.1. Develop and maintain parks and open spaces within the city, that meet the needs of the community.
- 1.2. Improve access to shade throughout parks and open spaces.

### **Objective 2: A healthy and active community that is supported by sport and recreational infrastructure.**

- 2.1. Deliver sport and recreation facilities to service the community into the future.
- 2.2. Provide recreational activities and programs that are inclusive and meet the needs of the community.
- 2.3. Ensure the sporting and recreational facilities, programs and activities are accessible and affordable to support healthy lifestyle choices.
- 2.4. Develop an extensive network of shared use paths connecting the city to allow for active travel.

### **Objective 3: A friendly environment where people feel safe and included.**

- 3.1. Support projects and programs that address crime and safety and contribute to an increased sense of safety in our homes and wider community.
- 3.2. Deliver infrastructure and activities that improve the safety and security of the community.
- 3.3. Partner to support victims of family violence.
- 3.4. Recognise and celebrate our Aboriginal culture.
- 3.5. Address the growing social and class divide within the city.
- 3.6. Improve access, inclusion, equity and diversity in our community.

### **Objective 4: A creative community participating in arts and cultural activities.**

- 4.1. A broad range of creative and cultural facilities, services, and programs that meet community needs.
- 4.2. Deliver cultural facilities and programs that reflect the interests of a culturally diverse community.

### **Objective 5: Responsive programs and services that support our community's lifestyle and social needs.**

- 5.1. Provide services to people at all stages of life.
- 5.2. Support our homeless population and stop homelessness.
- 5.3. Improve housing supply, diversity and affordability.
- 5.4. Improve access to mental health services.

### **Objective 6: A community that values and protects domestic animals and the role they play in residents' wellbeing, both physical, social and psychological.**

- 6.1. Ensure that infrastructure exists for the safe exercising of domestic dogs.
- 6.2. Deliver education and services relating to animal health and wellbeing.

### **Objective 7: More for young people to do.**

- 7.1 Provide play parks and spaces that meet the needs of a broad range of ages.
- 7.2 Provide activities and program for young people.
- 7.3 Establish indoor attractions and venues that allow year-round, all-weather places for young people and their families to enjoy.

### **Related Sustainable Development Goals**

No poverty. Good health and well-being. Gender equality. Reduce inequalities. Partnerships for the goals.

**Partnerships for the goals**

State and Federal Government

Western Local Health District

Arts out West

Peak industry bodies and local sporting groups

Canobolas Local Area Command

Sporting and community groups

Not for profit organisations

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Measure	Source
Reported levels of wellbeing	University of Canberra Regional Wellbeing Survey
Community access to key services	University of Canberra Regional Wellbeing Survey
Incidents of crime in outdoor or public places	NSW recorded crime statistics (BOSCAR)
Attendance and participation at council-run recreation facilities and programs	Council data
Number of people participating in community engagement	Council data
Community members accessing our community and cultural facilities	Council data





# Balancing the natural and built environment.

## Objective 8: Sustainable growth and respectful planning that values the natural environment.

- 8.1. Plan for growth and development that balances liveability with valuing the local environment.
- 8.2. Ensure best practice use of renewable energy options for Council and community projects.
- 8.3. Enact policies and practices to protect the sustainability and security of water destined for potable supply for the water catchment area.
- 8.4. Take action to ensure greater stewardship and enjoyment of both Mount Canobolas (Gaahna Bulla) and Lake Canobolas.

## Objective 9: Managing our resources wisely.

- 9.1. Identify and deliver essential water, waste and sewer infrastructure to service the community into the future.
- 9.2. Develop and promote initiatives to reduce water, energy and waste in consultation with the community.
- 9.3. Invest in a broader range of local reuse and recycling services.

## Objective 10: Infrastructure for our growing community.

- 10.1. Construct and maintain a road network that meets the community's transport and infrastructure needs.
- 10.2. Ensure that sufficient car parking spaces are available to support growth.
- 10.3. Develop a vibrant, comfortable and clean civic and commercial precinct as a centre for the community.

## Objective 11: Celebrate our cultural, social natural and built heritage assets.

- 11.1. Ensure plans for growth and development are respectful of our heritage.
- 11.2. Preserve our diverse social and cultural heritage.
- 11.3. Celebrate and conserve the diverse cultural heritage of the urban, village and rural communities.

## Related Sustainable Development Goals

Clean water and sanitation. Affordable and clean energy. Industry, innovation and infrastructure. Sustainable cities and communities. Responsible consumption and production. Climate action. Life below water. Life on land. Partnerships for the goals.

Measure	Source
Community satisfaction that development is balanced with community values	Council community survey
Number of heritage items listed for protection	State Heritage Register
The extent of natural areas rehabilitated	Council data
Kilometres of new, improved or maintained roads by Council	Council data
Dwellings with internet access	ABS census data
Council energy use	Council data
Council fuel use	Council data
Percentage of waste diverted from landfill	Council data





**Partnerships for the goals**

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State and Federal Government

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Traditional Owners

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Central Tablelands Local Land Service

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National Trust

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Energy providers

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Local heritage and environment organisations

---

Local landholders and producers

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Business community

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## Prosper



# A smart, innovative and resilient economy.

### Objective 12: Sustainable tourism, events and visitor experiences.

- 12.1. Capitalise on the character and lifestyle of Orange to remain a destination of choice.
- 12.2. Develop and attract a variety of events, festivals, venues and activities for locals and visitors, ensuring accessibility for all.
- 12.3. Strengthen the food culture and night-time economy within Orange.

### Objective 13: A smart, innovative and resilient industry sector.

- 13.1. Attract and grow strategic investment.
- 13.2. Support innovative industry sectors.
- 13.3. Support educational and training opportunities that retain young people, attract new workers and provide local employment.
- 13.4. Enhance opportunities for local business to grow and prosper.

### Objective 14: Transport services, connectivity and infrastructure that support community, tourism, business and industry.

- 14.1. Access to connected and affordable public transport within the city.
- 14.2. Strengthen public and private rail, coach and air services.
- 14.3. Support initiatives for improved connectivity between Orange and capital cities and regional towns.

### Sustainable Development Goals

Quality education. Decent work and economic growth. Industry, innovation and infrastructure. Sustainable cities and communities. Partnerships for the goals.

Measure	Source
Number of active registered businesses	ABS data by region
CBD audits of the proportion of operating businesses	Council data
Unemployment rate	Small area labour markets data (SALM)
Visitor expenditure	Tourism Research Australia
Gross agricultural value	Australian Agricultural census
Access to public and community transport services	Transport for NSW
Attendance and participation at council-run community events	Council data



**Partnerships for the goals**

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State and Federal Government

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Peak business and industry bodies

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Business chamber

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Education providers

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Orange Regional Tourism

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Tourism operators

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Local business owners

---

Developers

---

Young people



## Collaborate



# Leadership and partnership.

### Objective 15: An informed community.

- 15.1. Deliver communication that is open, accessible, meaningful, and regular across a range of media.
- 15.2. Promote organisational culture that delivers excellent customer services and continuous improvement.
- 15.3. Provide opportunities for widespread and quality engagement, and where appropriate, shared decision making.

### Objective 16: Leaders in our community.

- 16.1. Encourage and support residents to pursue leadership roles at Council.
- 16.2. Support community organisations and groups to deliver services and programs.
- 16.3. Engage and train young people to develop our future leaders.

- 16.4. Develop and encourage staff to pursue leadership with Council.

### Objective 17: Strong relationships.

- 17.1. Work in partnership with other Councils, regional organisations and State and Federal Governments.
- 17.2. Attract external funding to deliver services, facilities and programs.

### Objective 18: Responsible governance.

- 18.1. Provide representative, responsible and accountable community governance.
- 18.2. Ensure financial stability and support efficient ongoing operation.

### Sustainable Development Goals

Gender equality. Peace, justice and strong institutions. Partnerships for the goals.

## Measure

## Source

Operating performance ratio	Council data
Percentage of Council revenue received from grants and contributions	Council data
Equity in gender equity representation and pay	Council data
Community satisfaction with involvement in Council decision making	Council community survey
Community satisfaction with Council's overall performance	Council community survey



**Partnerships for the goals**

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State and Federal Government

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Neighbouring Councils

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CENTROC and RDA Central West

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Industry peak bodies

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Business chamber

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Community groups

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# Acknowledgements

The Orange Community Strategic Plan 2022-2032 has been developed in partnership with Orange City Council, the Orange community, and Projectura.

Orange City Council wish to thank the community members who gave their time and thoughts during the engagement process to inform the strategy.







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### **Enquiries**

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Community Strategic Plan, contact:

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