

DELIVERY PROGRAM
2017-21




OPERATIONAL PLAN
2018-19

SIX MONTHLY
PERFORMANCE UPDATE
JULY – DECEMBER 2018

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Key




	On Track
	On Hold
	Needs Attention

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1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE

1.1 – WORK IN PARTNERSHIP TO ENSURE SAFETY AT HOME AND WITHIN THE COMMUNITY

1.1.1 - Collaborate with key partners to address issues of community safety

Action	Service	Comment	Status
1.1.1.1 Coordinate the Police Liaison committee and associated projects	Community and Cultural Development	The Police Liaison committee did not meet between July and December however Council liaised with Police to make sure appropriate measures were in place for alcohol free zones and reserves and the Christmas and New Year holiday traffic along Beach Road, Batemans Bay to Corrigan's Beach Reserve.	
1.1.1.2 Provide road safety programs and activities	Transport	Ten road safety education programs planned and or conducted including the: <ul style="list-style-type: none"> - Kings Highway campaign - Bike Week - Graduated Licence Scheme - Seniors Stepping On Program - Child Restraints - Free Cuppa for the Driver - Motorcycle Awareness Month - Attended two Liquor Accord meetings - RBT means Plan B alcohol campaign - Pedestrian – look out before you step out 	
1.1.1.3 Coordinate the management of beach safety	Public Order and Safety	Beach safety program commenced on 22 December 2018 for the eight Eurobodalla beaches. Lifeguarding Services Australia have been contracted to patrol until 28 January 2019.	
Link	Outcome	July – December 2018	
1.1.1.2	Number of road safety programs	10	



1.1.2 - Deliver legislated health protection and regulatory programs

Action	Service	Comment	Status
1.1.2.1 Undertake the food inspection program	Public Order and Safety	The Food Inspection Program is on target with 95% compliance.	
1.1.2.2 Provide companion animal management services	Public Order and Safety	159 animals have entered the pound with 93% rehomed.	
1.1.2.3 Finalise the Companion Animal Management Plan review	Public Order and Safety	Review completed. The new Plan was adopted by Council in October 2018. Additional resources to improve responsible pet ownership includes	



		increased Ranger patrols, education and new signage to be installed by June 2019.	
1.1.2.4	Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	99% of customer service requests attended to within timeframes.
Link	Outcome	July – December 2018	
1.1.2.1	Percentage of complying food inspections	95%	


1.2 – IMPROVE LOCAL ACCESS TO HEALTH SERVICES





1.2.1 - Work in partnership to improve local and regional health services




Action	Service	Comment	Status
1.2.1.1 Advocate for improved local health services	Community and Cultural Development	<p>Council has advocated for a Regional Emergency Management Facility with Department of Premier and Cabinet to be located centrally in the Shire. This will enable emergency services to co-locate at this facility.</p> <p>The NSW Government announced funding for a new Eurobodalla Hospital. Council will work with the NSW Government to find a suitable location for the new hospital.</p>	
1.2.1.2 Work in partnership to improve youth health outcomes and services for sexual health, mental health and drug and alcohol consumption	Community and Cultural Development	<p>September 2018 saw Headspace establish its outreach program at Narooma Youth Cafe three days per fortnight. Two members of Council's youth committee are on the youth reference group for Headspace and Council are members of the Headspace Bega Consortium. A letter of support for establishing a Headspace in Eurobodalla was sent to the NSW government.</p> <p>A sexual health worker continues to be a regular visitor at the Shire's Youth Cafes. The Healthy for Life, Headspace and Karralika childrens drug and alcohol services regularly visit the Walawaani Garindja (Moruya) Cafe to provide information and services on offer for Aboriginal clients.</p> <p>Youth Committee members from Moruya High participated in developing a radio advertisement to promote the Teen Health Clinic in Narooma. All events are promoted as drug and alcohol free activities.</p>	



1.3 – ENCOURAGE AND ENABLE HEALTHY LIFESTYLE CHOICES


1.3.1 - Activate and motivate our community to embrace healthy lifestyles			
Action	Service	Comment	Status
1.3.1.1 Implement the Healthy Community Action Plan	Community and Cultural Development	<p>The Towards a Stronger Healthier Eurobodalla mailing list regularly posts activities and funding options available for businesses and organisations to build and promote their services.</p> <p>Live Life activities continue to be promoted and well attended. The two Live Life newsletters distributed to over 1,000 registered members. Activities such as bridge classes, Stretch and Balance program and Scottish dancing continue to be popular and have been added to our quarterly events calendar as an activity run by Council volunteers. An adult literacy program was also trialled.</p> <p>A successful grandparents day event was held to support full time parenting grandparents develop resources, networks and supportive relationships.</p> <p>Good neighbour day was celebrated with a competition to encourage people in our community to look in on our neighbours and build community connectedness.</p>	
1.3.1.2 Support community and recreation groups to manage and develop their clubs	Recreation	<ul style="list-style-type: none"> - Successful launch of the Euro Coast Athletics club at Mackay Park - Facilitated #TennisRestart strategy session with local clubs, coaches, and Tennis NSW - Hosted two Sports Forum with guest presenters from the Sports Community. - Partnered with EuroBUG and Eurobodalla Mountain Bike club to host two Bike Week events - Released three editions of Recreation Matters e-newsletter - Provided support for grant submissions for local clubs (Narooma AFL, Moruya Tuross Rugby League, Moruya Golf Club, Batemans Bay Rugby Union, Moruya Tennis, Narooma SLSC and Bodalla Tennis) - Development of the 2019 Facility Bookings Office strategy and action plan - Collaborated with Fusion training and local sports group to assist with Indigenous pre-employment training program. - Represented Council at Batemans Bay Health and Wellbeing Expo 	

1.3.1.3 Coordinate Healthy Communities and Seniors Week grants	Community and Cultural Development	Healthy communities and senior week grants were well subscribed with a total of 21 applications received for 2018-19. All grants applications were assessed against the eligibility criteria and 17 applications met the requirements resulting in \$10,842 of funding distributed among the successful applicants. Programs supported included an intergenerational playgroup, seniors week functions, resources for dragon boating and tennis clubs, yoga workshops and breakfast programs in schools and training workshops for WIRES volunteers.	
Link	Outcome	July – December 2018	
1.3.1.1	Healthy Community Action Plan adopted	50%	

1.3.2 - Plan for and provide a safe and accessible network of recreation and community facilities			
Action	Service	Comment	Status
1.3.2.1 Provide a booking service for recreation and community facilities and promote use of the facilities	Recreation	Council's Booking Office continues to operate out of the Batemans Bay Community Centre. Annual bookings administered to date is 8,762.	
1.3.2.2 Commence implementation of the Recreation and Open Space Strategy 2018	Recreation	12 out of 55 high priority Recreation and Open Space Strategy (ROSS) actions have been completed and a further 29 are in progress. One medium priority action has been completed and a further four medium priority actions are already in progress. Key actions completed to December 2018 include: <ul style="list-style-type: none"> - E25 – support for infrastructure at community gardens - N26 – upgrade to the Malua Bay Community Centre and reconfigure car parking - C2 – Masterplan for Captain Oldrey Park - C7 – Masterplan for Gundry Oval - C8 – Masterplan for Moruya Showground - C10 –Congo playground upgrade 	
1.3.2.3 Build, renew, operate and maintain recreation and community facilities	Recreation	The build, renew and maintaining program of recreation and community facilities is on track. All essential service and compliance inspections complete to December 2018. Defect maintenance and management under way and progressing. Capital works program on track.	
1.3.2.4 Manage public swimming pools	Recreation	The Narooma Indoor Swimming Pool operates 12 months of the year. The attendance for the first six months was 23,442. The Batemans Bay and Moruya Swimming Pools opened 1 October 2018 in alignment with the Term 3 school holidays and Council resolution.	





		Pool attendances for the period 1 October to 31 December 2018 are: – Moruya - 16,573 – Batemans Bay - 12,949	
1.3.2.5 Undertake park user surveys	Recreation	Park user surveys will be administered in the last quarter across all hiring groups throughout Eurobodalla.	
1.3.2.6 Provide, maintain and upgrade Council's cemeteries	Community Facilities	Council managed 31 burials, ten inurnments and the new Narooma inurnment walls had 156 niches in use. The maintenance programs continues to be on track.	
1.3.2.7 Commence audit and prioritisation of Plans of Management	Recreation	12 individual and or generic Plans of Management (POM) covering 100 Eurobodalla Shire Council Crown Land Reserves, will be prepared in the three year period ending 30 June 2021. The first draft Plan of Management undertaken for Mackay Park was placed on public exhibition in December 2018. Commenced Moruya Golf Course and Showground Reserve Plan of Management, including consultation with user groups. Forecast completion 30 June 2019. Next priority POM is the Bill Smyth Reserve (Narooma) with consultancy briefs prepared in December 2018.	
Link	Outcome	July – December 2018	
1.3.2.1	Number of bookings for recreation and community facilities	8,762	
1.3.2.3	Capital renewal, upgrade and new works program >85% complete	50%	
1.3.2.4	Visitation numbers at swimming pools	52,964	

1.3.3 - Develop and manage the Eurobodalla Regional Botanic Gardens			
Action	Service	Comment	Status
1.3.3.1 Manage and further develop the visitor facilities, services and programs at the Eurobodalla Regional Botanic Gardens	Commercial Entities	Works for redevelopment of Visitor Centre well underway and on track.	
1.3.3.2 Actively seek events and promote the Eurobodalla Regional Botanic Gardens	Commercial Entities	Visitation is up 8.6% on last years' numbers. The new visitor centre will enhance ability to service events. January's Shakespeare in the Gardens event expanded to two nights and bookings to date are strong.	

1.3.3.3 Support and develop the volunteer network at the Eurobodalla Regional Botanic Gardens	Commercial Entities	Enhanced volunteer facilities now delivered including upgrade to tearoom facilities.	
Link	Outcome	July – December 2018	
1.3.3.1	Funding secured from sources other than rates and charges	\$2,875,000	
1.3.3.2	Visitation numbers at the Eurobodalla Regional Botanical Gardens	36,971	






1.4 – ENSURE ACTIVITIES, FACILITIES AND SERVICES MEET CHANGING COMMUNITY NEEDS


1.4.1 - Plan for and provide opportunities, services and activities for youth

Action	Service	Comment	Status
1.4.1.1 Provide and manage Youth cafés	Youth Services	<p>The youth cafes operate in Batemans Bay and Narooma every Friday evening from 3:30 - 8:30pm. They provide a safe place for young people to get together, enjoy a home cooked meal and enjoy socialising and participating in games and social activities.</p> <p>The Moruya Youth Café, known as Walawaani Garindja, was set up in August 2018 as a pilot project to determine community desire for a youth café in the Moruya area. The project is run in partnership with PCYC, Campbell Page and Council. The program had 377 attend the café and we have five volunteers.</p> <p>A total of 90 activities were organised which 841 young people engaged in.</p>	
1.4.1.2 Coordinate the Youth Committee and associated projects	Youth Services	<p>Five youth committee meetings were held. At the meetings we have run workshops on applying for jobs, body image, mental health, teen clinic, environmental sustainability and anti-bullying messaging.</p> <p>Council hosted a youth consultation think tank with the NSW Premiers Office to provide insight, thoughts and ideas into future funding and projects for young people in NSW.</p> <p>Four committee members attended the Halogen Youth Forum in Sydney in November 2018 which focused on 'Be the Change' where they met and were inspired by guest speakers Holy Ferling, Cate Campbell and Jordan Nguyen.</p>	
1.4.1.3 Coordinate the Youth Grant Program	Youth Services	Youth grants will open in March 2019.	
1.4.1.4 Facilitate youth networks	Youth Services	Two Workers with Youth Network meetings were held, both very well attended with	

		representatives from a range of agencies including schools, work providers, education providers, health services and not for profit agencies. The electronic mailing list for the group includes over 100 contacts and is being used to effectively distribute information through youth networks.	
Link	Outcome	July – December 2018	
1.4.1.1	Youth café attendance	841	


1.4.2 - Provide flexible, community based services to support older people, people with a disability and their carers


Action	Service	Comment	Status
1.4.2.1 Provide support services for people with disability	Community Care	Involve Eurobodalla continues to provide National Disability Insurance scheme (NDIS) participants direct support, plan management and support coordination services. Client numbers currently at 146 and Service Bookings to the value of \$6.5m in place. My Home residential services provide 12 participants with supported independent living through its three Specialist Disability Accommodation services in Moruya and Batemans Bay.	
1.4.2.2 Provide community transport service	Community Care	4,200 community transport trips provided to registered clients. This is 23% more trips than are required to be provided under the current funding agreement with Transport for NSW.	
1.4.2.3 Provide in-home health related care	Community Care	56 Compacts hospital to home service and healthy at home packages were provided last quarter to prevent patients being discharged from hospital 'bouncing back' due to inadequate support at home or prevent people from being admitted inappropriately. Demand for packages is slightly down on previous years.	
1.4.2.4 Provide support services for older people	Community Care	Active Living's respite and social support service is provided under the Commonwealth Home Support Program (CHSP) to more than 190 clients. Volunteers provide individual social support services and support for group respite activities. Qualified support workers provide home based and community access respite services. Preparation is underway for the provision of Home Care Packages proposed to commence in July 2019.	
1.4.2.5 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	The Disability Inclusion Advisory Committee met in September 2018 and discussed inclusive tourism, the placement of a changing places toilet in Corrigan Reserve, an update of the	


		<p>Disability Inclusion Action Plan, attendance at a public consultation regarding minimum accessibility housing standards and work to be carried out on the Hector McWilliam Drive and Princes Highway intersection by the Roads and Maritime Service.</p> <p>The committee also met in November 2018 where a presentation was made regarding the Regional Aquatic, Arts and Leisure Centre at Mackay Park, Batemans Bay. Other items on the agenda were the draft Creative Arts Strategy, housing - minimum accessibility, good access means good business and an update on the new carpark at the Hector McWilliam Drive and Princes Highway intersection. The committee discussed items such as lighting and accessible parking.</p>	
1.4.2.6 Promote accessible features within town centres	Community and Cultural Development	Council helped promote and fund National Disability Insurance Scheme workshops for businesses to become more aware of opportunities to cater to persons with disabilities. Planning underway to deliver another Good Access is Good Business campaign culminating to the 2019 Excellence in Accessibility Business Awards.	
Link	Outcome	July – December 2018	
1.4.2.1	Number of people with a disability provided with support	146	
1.4.2.2	Number of community transport trips/clients	4,200	
1.4.2.3	Number of clients provided in-home care	56	

1.5 – RETAIN OUR UNIQUE IDENTITY, RELAXED LIFESTYLE OPTIONS AND COMMUNITY CONNECTIONS

1.5.1 - Strengthen community connections through community development initiatives

Action	Service	Comment	Status
1.5.1.1 Implement volunteer programs and initiatives	Community and Cultural Development	Six inductions and seven training sessions were held for new volunteers for Community Transport and Social Support. A recruitment strategy involving existing volunteers included social media, posters, market stall and local media. Two information sessions were held for existing volunteers plus a training in Moruya on the Code of Conduct for all volunteers. The end of year volunteer thank you party was attended by 85 volunteers. Total number of current volunteers is 129 across Community Care Programs (Community Transport, Social Support Individual and Group, Respite).	



		<p>The Moruya Youth Café, known as Walawaani Garindja, was set up in August 2018 as a pilot project to determine community desire for a youth café in the Moruya area. The project is run in partnership with PCYC, Campbell Page and Council. The program has five volunteers. The youth cafes in Batemans Bay and Narooma volunteers have given 320 hours of their time and made 1,094 meals and supported running 1,514 activities for the young people in Eurobodalla.</p> <p>Two new volunteer programs were developed through the Live Life project – Scottish Dancing which is proving to be very popular with participants travelling from Batemans Bay and Bermagui to dance in Bodalla Hall; and a beginners literacy program run for people wanting to learn to read. Bridge and stretch and balance classes continue to be popular. The five Live Life volunteer instructors have given 150 hours of their time to teach 77 people activities to keep them fit and socially active.</p> <p>At present we have 20 Ydrive volunteers with another two interested to join up. In the last three months they have driven over 8,500 kms on our roads.</p>	
<p>1.5.1.2 Participate in interagency collaboration and projects</p>	<p>Community and Cultural Development</p>	<p>Staff have participated in and coordinated a range of interagency forums and projects including:</p> <ul style="list-style-type: none"> - supporting Bega to get a YDrive program established; - Eurobodalla Workers with Youth Network interagency; - opportunities to work with Katungal Aboriginal Medical Service; - Police and Community (PAC) to work on community safety initiatives; - Quota Narooma support for YDrive; - SEArts networking; - Families NSW to work on local early childhood projects such as Toddler Expo and National Aboriginal and Torres Strait Islander Corporation Children's Day; - new school and service collaboration on school readiness with Euro Learning Network; - collaborating with Libraries South East Zone to collaborate on consortia initiatives; - Bega Valley Shire Council Libraries meeting to share information and resources; and - development of industry groups for the Regional Jobs and Infrastructure project. 	




1.5.1.3 Develop a web based community directory		Community and Cultural Development	Community directory content has been gathered. Currently reviewing and developing a web platform.	
Link	Outcome	July – December 2018		
1.5.1.1	Number of volunteers	129		



2. CELEBRATED CREATIVITY, CULTURE AND LEARNING

2.1 – SUPPORT AND ENCOURAGE THE EXPRESSION OF OUR VIBRANT CREATIVE ARTS SECTOR

2.1.1 - Develop and promote creative arts activities and industries

Action	Service	Comment	Status
2.1.1.1 Collaborate with strategic partners for creative arts infrastructure and sector development	Community and Cultural Development	<p>Council has collaborated with the following strategic partners to develop infrastructure and sector development:</p> <ul style="list-style-type: none"> – South East Arts (SEA) – continuing support of the SEA program delivery and attendance at strategic networking events. – The Batemans Bay Regional Aquatic, Arts and Leisure Centre project – continuing research and foundation work in the design phase of the project, along with programing groundwork. – The Basil Sellers Exhibition Centre (the Bas) – the Bas now has an annual program determined for 2019, a member newsletter has been established, the website is constructed and the celebration preparations for the opening of the building are underway. <p>In addition, Council has ongoing relationships with community groups across Eurobodalla, including Montague Arts and Craft Society, Eurobodalla Federation of Writers and River of Art.</p> <p>Council was awarded an additional \$1 million by the NSW Government to finalise the Moruya Library and Arts Centre project.</p>	
2.1.1.2 Provide opportunities for the community to participate in creative arts	Community and Cultural Development	<p>Council provides a comprehensive range of creative arts opportunities to the community annually.</p> <p>To date there has been 18 exhibitions, nine floor talks and presentations, one mini-artist residency and three interactive arts activities in the library.</p> <p>The Basil Sellers Art Prize has been judged and the finalists announced. The exhibition is on track for February. Work on the River of Art program has begun via the call for Open Studios participants.</p> <p>The production of the Arts Exchange Newsletters continues with 26 editions published.</p>	




<p>2.1.1.3 Coordinate the Public Art Advisory Committee and associated projects</p>	<p>Community and Cultural Development</p>	<p>Council coordinates the Public Arts Advisory Committee which provides expert cultural and artistic advice and guidance to Council on planning public art and related matters.</p> <p>The Public Art Advisory Committee has met five times to date and has provided ongoing consultation and advice on the following matters:</p> <ul style="list-style-type: none"> - Sculpture on Clyde – Public art acquisition, placement, installation, future sites and artist brief. - Corrigans Beach Reserve Inclusive Playground - Advice and feedback provided to the playground designer regarding the entrance signage. - Walawaani signage for Eurobodalla Shire Council’s public buildings. - Public Art opportunities through the DA process. - Mogo public art proposal. 	
<p>2.1.1.4 Provide creative literacy and visual art skills programs for children and young people</p>	<p>Community and Cultural Development</p>	<p>Now in its tenth year the Mayor's Writing Competition has been delivered this year with an increase of entries to 262. Planning for this program to continue in 2019 has begun.</p> <p>The third annual Little Sellers Art Prize has been delivered with 150 entries and a highly successful exhibition and opening. Future planning for this event has begun.</p> <p>Planning for greater school engagement in the creative arts is in the preliminary stage including an education program through the Basil Sellers Exhibition Centre.</p>	
<p>2.1.1.5 Implement the Creative Arts Action Plan</p>	<p>Community and Cultural Development</p>	<p>The Creative Arts Strategy was placed on exhibition for 28 days in November 2018. The submissions regarding the strategy have been compiled. Three public information sessions were provided across the Eurobodalla during the exhibition period.</p> <p>The strategy has been prepared for Council adoption in 2019.</p>	



2.1.2 - Develop and promote the Moruya Library and Arts Centre Project			
Action	Service	Comment	Status
<p>2.1.2.1 Seek additional funding to implement remaining stages of the Moruya Library and Arts Centre Project</p>	<p>Community and Cultural Development</p>	<p>The final amount required for completion of the Moruya Library and Arts Centre was achieved by being awarded \$1 million dollars from the NSW Government.</p>	
<p>2.1.2.2 Establish and implement arts program and operational processes for the Basil Sellers Exhibition Centre</p>	<p>Community and Cultural Development</p>	<p>An annual program for the Basil Sellers Exhibition Centre has been established through an expression of interest process. The program comprises of a combination of touring</p>	




		<p>exhibitions, Council generated programs and arts prizes and a showcase of local artist's work.</p> <p>The foundational operational processes have been established and continue to be adjusted and added to as the building nears completion. This includes exhibitor's guidelines, artist contracts, logo and collateral design work and style guide. Website design and the digital newsletter design have been completed.</p>	
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2.2 – IMPROVE LOCAL ACCESS TO HIGHER EDUCATION AND LIFELONG LEARNING OPPORTUNITIES, FACILITIES AND SERVICES



2.2.1 - Develop and provide early education services and programs

Action	Service	Comment	Status
2.2.1.1 Coordinate, support and expand Family Day Care Educators network	Children's Services	<p>Family Day Care educators and staff have upgraded their first aid qualifications and have completed annual WHS assessments and reviews. The service has collaborated with other services to host the annual Children's Week Fun Day at the Eurobodalla Botanic Gardens and participated in other local community activities. The end of the year was celebrated with a combined services Christmas party at Riverside Park with 120 attendees. Throughout this year we have had four educators exit the service and two new educators commence with the service. As a result the service has had a decrease of educators over the year. The service currently has only very limited vacancies across the Eurobodalla.</p>	
2.2.1.2 Provide and manage Out Of School Hours and Vacation Care centres and activities	Children's Services	<p>The Out Of School Hours (OOSH) services have provided three school holiday programs in this year. The OOSH kids after school program at Moruya has seen an increase in attendees over term four. The school holiday programs provided children with excursions to local recreation businesses such as gyms, golf, bowling and play maze, as well as excursions to the beaches and parks. Centre based activities included craft, science experiments, gardening, cooking and lots of physical games. The OOSH supervisors have attended two Quality Development Forums which have provided professional development around leadership and programing.</p>	
2.2.1.3 Deliver the 3Bs supported playgroup	Children's Services	<p>The 3Bs supported playgroup continues to provide 7 playgroups across the Eurobodalla. Events to date include discovering the Westpac Rescue Helicopter and Skydive Oz at the airport, Marine rescue visit and a Beach and bush nature</p>	

		walk. The playgroup collaborated with local services to host the Children's Week Fun Day at the Botanic Gardens with over 120 attendees and also participated in the SeaSide Fair, the combined Children's Services Christmas party and the Mogo Gala Day. A beach and bush playgroup has been operating at Tomakin this year with a focus on physical activity and learning through nature. Three family felting workshops were presented with local artist Jodie James throughout November 2018. In December 2018 the program participated in the end of year party at Wallaga Lake.	
2.2.1.4 Review Children's Services business model	Children's Services	The request for quote has been drafted and the team are meeting with prospective organisations to provide the review.	
2.2.1.5 Seek funding to address early childhood development programs	Children's Services	A project vehicle has been purchased and staff employed to provide assistance to families in accessing playgroups and early childhood services. Staff have met with local services and engaged with a network group to provide information about the service. One family is currently engaged with the service. The program has also collaborated with services to host the National Aboriginal and Torres Strait Islander Children's Day and Children's Week Fun Day.	
Link	Outcome	July – December 2018	
2.2.1.1	Number of Family Day Care educators	17	
2.2.1.1	Number of Family Day Care attendees	175	
2.2.1.2	Number of Out of School attendees	1,013	
2.2.1.2	Number of Vacation Care attendees	3,340	

2.2.2 - Provide quality library services, programs and resources			
Action	Service	Comment	Status
2.2.2.1 Provide lending collections, reference, information and online services	Libraries	Zoning has been completed in Moruya Library and is in progress at Batemans Bay and Narooma, for completion by June 2019.	
2.2.2.2 Provide access to information via a range of technologies and formats	Libraries	E-resources are accounting for 16.6% of borrowings from the libraries. The library continues to work with vendors to provide an up-to-date and dynamic collection. The libraries have joined the South East Zone Consortia which has increased the e-book holdings available to Eurobodalla library members by 60%.	
2.2.2.3 Maintain and improve library buildings and collections	Libraries	Work continued on the refurbishment of Moruya Library. The refurbishment of Batemans Bay Library will continue and completed by June 2019.	




2.2.2.4 Develop and implement the Library Strategic Plan	Libraries	Following an interruption to the progress of writing the Strategic Plan work will continue in 2019.	
2.2.2.5 Establish volunteer support for libraries and creative arts	Libraries	Membership for the Bas is now at 240. A total of 22 members have indicated a definite interest in volunteering and a further 89 have expressed a possible interest. All have been contacted and given a volunteer form to be assessed for suitable tasks and availability.	
Link	Outcome	July – December 2018	
2.2.2.1	Visitation numbers at the Libraries	70,156	
2.2.2.2	Number of library borrowings	15,811	


2.2.3 - Work in partnership to improve educational opportunities			
Action	Service	Comment	Status
2.2.3.1 Advocate for improved education services	Community and Cultural Development	Council continues to work with the NSW Government to ensure further education opportunities are maintained in Eurobodalla. Council's partnership with the University of Wollongong and TAFE in Batemans Bay continues to provide the community opportunities to further their education.	
2.2.3.2 Provide information, opportunities and experience to assist young people to develop skills	Youth Services	The Far South Coast Youth Leadership Forum was held in August in partnership with Regional Development Australia (RDA). From Eurobodalla, eight Aboriginal and two non-Aboriginal young people attended. Council supported with transport and subsidies to ensure young people were able to attend. This event was 'life changing' for some of the participants and has started a solid partnership between Council, RDA and Sonder Youth. Council distributed two Buzz'n newsletters via the youth mailing list to 160 subscribers. A skate and scooter event was held in Batemans Bay in September 2018 and was well attended by scooter riders. This event had a skate workshop included as part of the program so young people were able to learn new moves and techniques. Eurobodalla Youth Employment Strategy (E-YES) project commenced in November 2018. E-YES aims to improve employment outcomes for youth aged 18-25 years. The project's initial focus is on marketing and communication, connecting with employers to identify possible jobs, establishing referral networks and connecting with possible partners to deliver programs and activities for youth. 17 businesses have indicated they have employment positions they would like assistance with and 16 School	





		<p>Based Apprenticeships have been established with two local employers in the Health Industry across five local high schools.</p> <p>The YDrive project is progressing well. The project recently purchased a second vehicle for the project, which has enabled more driving time for participants, and decreased the amount of hours and personal driving mentors do to collect the car. Community interest in the project remains strong and 20 mentors have assisted 25 learner drivers to drive 7,610km and log 189 hours driving time.</p>	
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2.3 – EMBRACE AND CELEBRATE LOCAL HISTORY, CULTURAL HERITAGE AND DIVERSITY

2.3.1 - Acknowledge and involve traditional owners and members of the Aboriginal community


Action	Service	Comment	Status
2.3.1.1 Coordinate the Aboriginal Advisory committee and associated projects	Community and Cultural Development	Two meetings held and discussed the Endeavour 250 project ran by the National Museum of Australia and letter of support written for the Batemans Bay Regional Aquatic, Arts and Leisure Centre project.	
2.3.1.2 Implement the Aboriginal Action Plan	Community and Cultural Development	<p>The actions from the Aboriginal Action Plan were shared with the Aboriginal Advisory committee in September 2018.</p> <p>The National Aboriginal and Torres Strait Islanders Children's Day event was held at Moruya Riverside Park where there were 16 stalls and approximately 170 participants.</p> <p>Two on site visits to Wallaga Lake to discuss and plan the rollout of the next phase of the Wallaga Lake Cemetery landscaping project.</p> <p>A creative Koori grant application was written to seek funding to run a Yuin Country exhibition in 2020. Successful funding recipients will be announced in January 2019.</p>	
2.3.1.3 Coordinate significant events including NAIDOC and reconciliation week activities	Community and Cultural Development	<p>NAIDOC week was held 7-13 July 2018. Activities Council ran and supported include the Flag Raising Ceremony, Family Fun Day and the Youth Indigenous Sports Day. The flag raising ceremony attracted approximately 100 people and the family fun day had 26 stall holders and saw approximately 300 Aboriginal and non-Aboriginal people participating in the day's activities.</p> <p>Council provided the community activities trailer for the sports day and employed a project officer to run the games. Approximately 35 children participated on the day.</p>	

2.3.1.4 Coordinate NAIDOC Week grant program	Community and Cultural Development	NAIDOC week grants, to the value of \$4,500, were allocated in June 2018 and used to support community events during NAIDOC week which included guided tours with elders, cultural workshops, development of a short film celebrating inspirational Aboriginal women, mural painting and the printing of Walawaani bookmarks.	
Link	Outcome	July – December 2018	
2.3.1.2	Revised Aboriginal Action Plan adopted	50%	

2.3.2 - Manage and promote our Heritage			
Action	Service	Comment	Status
2.3.2.1 Coordinate the Heritage Advisory Committee and associated projects	Strategic Planning	A new Heritage Advisory Committee was recruited for the 2018 to 2021 period. The Terms of Reference were also revised and updated for the same period. One meeting was held in which the Brierleys Boat Ramp Heritage Conservation Area was recommended for listing in Council's Local Environmental Plan 2012. The Heritage Advisor has worked closely with community members to advance the Historic Cemeteries Conservation Management Study which is also on track.	
2.3.2.2 Coordinate the Local Heritage Places Grant program	Strategic Planning	Eight conservation projects were approved for financial assistance under the Local Heritage Places Grants Program and commenced work. Three have so far successfully completed their projects and received their financial assistance: – Mechanic's Institute Hall, Nelligen – Moruya Uniting Church – Magney House, Bingie	
2.3.2.3 Coordinate the Heritage Advisory Service	Strategic Planning	The Heritage Advisor has provided 12 heritage advices to Council development staff and on eight occasions directly to the owners of heritage properties outside of the development application process. His assessment and advice in the allocation of the local heritage places grants was valuable to ensure positive outcomes for property owners and the community. He has attended the meeting of the Heritage Advisory Committee to provide advice to assist the decision making process. Additionally, the Heritage Advisor aided Council staff in the development of the Moruya Showground Masterplan 2018.	
2.3.2.4 Coordinate the Fergus Thomson OAM Heritage Award	Strategic Planning	Brief for the production of the trophy has been drafted and is about to be publicised.	

2.3.2.5 Coordinate the Museum Advisor Program		Strategic Planning	<p>The Museum Advisor (MA) has established a constructive dialogue with several key heritage agencies in the region including the Moruya Antique Tractor and Machinery Association and spent 13 days spent in the two major museums..</p> <p>The MA has been impressed by the enthusiasm and diligence of museum workers who are keen to upgrade presentations and refine the collection management systems where he has been able to offer insights.</p> <p>The three historical societies are keen to interact with the broad community, while presenting various ongoing, engaging activities, for local and visitor audiences, at their museums.</p> <p>As the museums review their strategic plans, future tasks for the MA will be identified.</p>	
Link	Outcome	July – December 2018		
2.3.2.3	Number of Heritage advice sessions	12		

2.4 – STRENGTHEN COMMUNITY LIFE THROUGH THE DELIVERY OF A RANGE OF COMMUNITY EVENTS AND ACTIVITIES



2.4.1 - Support and promote opportunities for people to be engaged in an active, vibrant and inclusive lifestyle				
Action	Service	Comment	Status	
2.4.1.1 Coordinate program of events for Youth week	Youth Services	Planning has begun for youth week events which run 10-18 April 2019. Some proposed activities include a pop up drive in, a silent disco, 'youth street' an opportunity for young people to test products and business ideas at the Moruya Country Markets, skate events and a bike safety program.		
2.4.1.2 Deliver community programs and events through the libraries	Libraries	Events continue to be a major part of the library's services with a total of 1,978 attendees. A diverse range of subjects and activities are covered including author talks, writing workshops, model plane making and cartoon drawing workshops.		
Link	Outcome	July – December 2018		
2.4.1.1	Youth week program attendance	0 ¹		
2.4.1.2	Number of community events and programs at libraries	150		

¹ Youth Week to be held in last quarter, 10-18 April 2019.



3. PROTECTED AND VALUED NATURAL ENVIRONMENT

3.1 – RESPOND TO OUR CHANGING ENVIRONMENT AND BUILD RESILIENCE TO NATURAL HAZARDS



3.1.1 - Manage coastal use and hazards




Action	Service	Comment	Status
3.1.1.1 Prepare the Eurobodalla Coastal Management Program	Strategic Planning	Council commenced Stage three of the Coastal Management Program (CMP) in July 2018. This involved an extensive consultation process to seek ideas from the broad community as well as direct and indirectly affected landowners regarding management options for the coast. Stage three consultation revealed concern amongst some areas of the community regarding the CMP including the process as well as the detailed technical assessments. Council commenced discussions with Office of Environment and Heritage (OEH) to determine a more collaborative process for progressing the CMP.	
3.1.1.2 Manage lake openings	Stormwater	Nil artificial openings undertaken.	
Link	Outcome	July – December 2018	
3.1.1.1	Adoption of the Eurobodalla Coastal Management Plan	50%	

3.1.2 - Minimise the impact of flooding on development and people

Action	Service	Comment	Status
3.1.2.1 Prepare the Narooma Coastal Flood Management Plan	Strategic Planning	Subsequent to the appointment of WMAwater in 2018, staff and consultants undertook site inspections, data collection and review. This included field inspections to determine if there had been any change in the catchment since completing the Narooma Flood Study in 2016. Three community consultation sessions were conducted in October 2018 to gather historic flood information from the community.	
3.1.2.2 Prepare the Batemans Bay Urban Creek Flood Study	Strategic Planning	Subsequent to the appointment of Rhelm in 2018, staff and consultants undertook site inspections, data collection and review. This included field inspections to familiarise the consultant with the catchments and to determine where additional survey data would	



		be required. Two community consultation sessions were conducted in October 2018 to gather historic flood information from the community.	
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3.1.3 - Collaborate with agencies and emergency services to support coordinated emergency management			
Action	Service	Comment	Status
3.1.3.1 Advocate for the strategic review of emergency services	Public Order and Safety	<p>On-site meetings held with Minister for Infrastructure and Transport and Minister for Police and Emergency Services to discuss joint integrated emergency services centre in Moruya. Subsequent meetings held Department of Premier and Cabinet (DPC) to discuss Moruya sites.</p> <p>Direct advocacy to Ministers and DPC led to a joint meeting of NSW Government agencies in Moruya to formulate a way forward on a joint integrated emergency services facility in Moruya. Letters of support from DPC forwarded to Secretary of Department of Justice and Secretary of NSW Health seeking action on the integrated facility and noting the support of Minister for Police and Emergency Services and Minister for Health.</p> <p>Follow up letter of support from DPC to Secretaries of Department of Justice and NSW Health seeking detailed project proposal.</p> <p>Ongoing advocacy to Office of Emergency Management regarding proposed 0.75% of general rate co-contribution funding model for Natural Disaster payments. Council continues to recommend the NSW Government adopt 0.25% instead as a more equitable arrangement.</p> <p>Eurobodalla remains under the previous funding arrangements. This position is further supported through the NSW Roads Congress Communique 2018 and the advocacy of IPWEA NSW on behalf of NSW Councils.</p>	
3.1.3.2 Undertake fire mitigation program on Council controlled land	Public Order and Safety	<p>Fire mitigation program on Council controlled land complete including:</p> <ul style="list-style-type: none"> - Inspections of asset protection zones undertaken. - Two locations saw tree removal works for hazard reduction, Maloney's Beach and Batehaven. - 55ha of fire mitigation slashing including fire trails. - 1.9ha asset protection zone hand clearing. - 1.1ha of hazard reduction grooming works, mostly in Long Beach, Catalina and Surf Beach, including the Surf Beach tip fire trails. 	



		<ul style="list-style-type: none"> – Nil fire mitigation burns on Council controlled lands due to dry season. Continue to work with RFS to identify and prepare sites for hazard reduction burning. – Council has received ten hazard advice notices from RFS, with four needing further tree works. 	
3.1.3.3 Support emergency services agencies in planning and responding to natural and man made disasters	Public Order and Safety	The Local Emergency Management Plan (EMPLAN) is up to date and current. There have been no declared natural disasters to date.	
3.1.3.4 Provide funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation	Public Order and Safety	Contributions provided as per legislative requirements.	
3.1.3.5 Participate in Local Emergency Management, Local Rescue, Regional Emergency Management and Eurobodalla Bushfire Risk Management Committees	Public Order and Safety	<ul style="list-style-type: none"> – Chaired two Local Emergency Management Committee meeting. – Two Local Rescue Committee meeting attended. – Regional Emergency Management Committee meeting attended. – Bushfire Risk Management Committee attended. 	


3.2 – VALUE, PROTECT AND ENHANCE OUR NATURAL ENVIRONMENT AND ASSETS


3.2.1 - Provide education on and manage the impacts associated with invasive species

Action	Service	Comment	Status
3.2.1.1 Undertake noxious weed program	Environmental Management	<p>314 private properties have been inspected under Council's targeted inspection program. Of these, 17 property inspection reports (PIR) were issued with no biosecurity matter notices issued. Of all properties inspected, 96% of landholders are controlling their weeds, with only 4% requiring further advice (PIR).</p> <p>At the date of this report compliance is 100%, however, note that reinspection dates for some properties lie in the middle of quarter three and the annual figures will reflect any change to the number of compliance notices issued.</p>	
3.2.1.2 Undertake pest management program	Environmental Management	<p>Council's rabbit control program has been largely finalised for the 2018-19 financial year. Areas targeted included Surfside, Mackay Park in Batemans Bay, Surf Beach, Lilli Pilli and Malua Bay, Mossy Point, Broulee, Moruya Airport, Moruya Riverside Park, Moruya South Head, Tuross Head, Kianga, Dalmeny and Narooma. Various methods were utilised including pindone poison, trapping and shooting. Good control was achieved at the majority of sites, and in some</p>	

		suburbs, such as Mossy Point, nearly 100% success was achieved. Tuross remains an issue, with regards to the number of private dwellings harbouring rabbit infestations under shedding and in gardens. In an effort to counter this, Council trialled a new style trap. After a couple of highly successful trials Council purchased seven of these traps for use by the general public to target small numbers of urban backyard rabbits.	
3.2.1.3	Continue implementing flying fox management actions	Environmental Management	Monitoring and management of flying fox camps has continued. Monitoring and sprinkler use was trialled at the Water Gardens camp and proved effective at delaying the camp establishment in this location. 
3.2.1.4	Finalise the Regional Eurobodalla Flying Fox Management Plan	Environmental Management	The Regional Eurobodalla Flying Fox Management Plan was adopted by Council in November 2018. 
Link	Outcome	July – December 2018	
3.2.1.1	Percentage of complying noxious weed inspections	100%	


3.2.2 - Work in partnership to provide natural resource management			
Action	Service	Comment	Status
3.2.2.1	Assist Landcare and community groups and projects	Environmental Management	24 Landcare groups have been supported to help manage local bushland reserves. Grant funding of \$199,634 was secured that will further support Landcare activities over the next three years. 
3.2.2.2	Plan and implement environmental protection and restoration program	Environmental Management	Grant funded environmental protection and restoration projects were implemented. 
Link	Outcome	July – December 2018	
3.2.2.1	Number of volunteer hours in natural resource management	5,000 hours	

3.2.3 - Plan to improve the quality of the Natural Environment			
Action	Service	Comment	Status
3.2.3.1	Continue the preparation of the Biodiversity Strategy	Strategic Planning	The first stage of preparing the Biodiversity Strategy, to undertake research and review of available information to identify risks and opportunities, has been completed. Significant time required to progress the Planning Proposal for the Eurobodalla Local Environmental Plan Amendment 11 has meant progress on the Biodiversity Strategy has been slower than expected. 






3.2.3.2 Coordinate the Coastal and Environmental Management and Advisory Committee (CEMAC) and associated projects	Strategic Planning	The three year tenure for members of the CEMAC under the terms of reference expired in 2018. Expressions of interest are to be sought to re-establish membership of the committee.	
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3.3 – MAINTAIN CLEAN HEALTHY WATERWAYS AND CATCHMENTS

3.3.1 - Undertake estuary planning and management

Action	Service	Comment	Status
3.3.1.1 Undertake estuary management projects	Strategic Planning	Council has recently been successful in receiving a three year grant. The \$300,000 grant will protect and enhance Eurobodalla's coastal environment by implementing key environmental actions identified in the Coastal Zone Management Plans and Coastal Management Programs for Eurobodalla's five major estuaries (Clyde, Tomaga, Moruya, Tuross/Coila and Wagonga estuaries). The works will be undertaken at priority sites which will improve the condition of 656 hectares of key estuarine Endangered Ecological Communities and high value foreshore vegetation. This project has commenced and will expand on works already undertaken in previous stages and will commence work in a further six new sites.	



3.3.2 - Monitor and manage impacts on our waterways

Action	Service	Comment	Status
3.3.2.1 Participate in the Beachwatch program	Public and Environmental Health	Program on track. Beachwatch audit carried out by Office of Environment and Heritage with 100% result.	
3.3.2.2 Undertake estuary monitoring	Public and Environmental Health	Estuary monitoring program on track.	
3.3.2.3 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	Inspections carried out with 93% compliance.	
3.3.2.5 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with Environment Protection Authority and NSW Health requirements.	
3.3.2.4 Review the Onsite Sewage Management System program	Public and Environmental Health	Review of Code of Practice completed and adopted by Council in November 2018.	

Link	Outcome	July – December 2018
3.3.2.2	Estuary report cards	50%

3.3.2.3	Percentage of complying onsite sewerage management system inspections	93%
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3.4 – DEVELOP COMMUNITY AWARENESS OF ENVIRONMENTAL OPPORTUNITIES, ISSUES AND IMPACTS


3.4.1 - Monitor and manage public and environmental health			
Action	Service	Comment	Status
3.4.1.1 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	98% of all customer service requests are being responded to within time frames.	
3.4.1.2 Undertake the public pool water quality inspection program	Public and Environmental Health	Programme on target with 94% compliance.	
Link	Outcome	July – December 2018	
3.4.1.1	Percentage of public and environmental health matters responded within timeframe	98%	

4. SUSTAINABLE LIVING

4.1 – MAXIMISE THE EFFICIENT USE AND REUSE OF OUR WATER RESOURCES


4.1.1 - Provide a safe, reliable and sustainable town water supply and sewerage services

Action	Service	Comment	Status
4.1.1.1 Build, renew, operate and maintain water supply systems	Water Services	<p>Water Supply operations and maintenance:</p> <ul style="list-style-type: none"> - Drinking Water Quality Management System reviewed. - Water quality monitoring system implemented. <p>Water main renewals:</p> <ul style="list-style-type: none"> - George Bass Drive, Tomakin (roundabout) - Annette’s Parade, Mossy Point - Beach Road (Princes Highway to Orient Street) Batemans Bay - Luck Street, Moruya - Evans Street, Moruya - Anderson Street, Moruya - Bluewater Drive, Narooma - Narooma Flat <p>Council continues to provide drinking water that meets Australian Drinking Water Quality via:</p> <ul style="list-style-type: none"> - 19,074 water connections - 617km of reticulated water mains - 303km of trunk water mains - 2 river offtakes (Moruya River and Tuross Alluvial bores) - 1 Water storage (Deep Creek Dam) - 2 water treatment plants (Northern WTP and Southern WTP) - 11 water pump stations (Deep Creek; Lilli Pilli; Malua Bay; Mossy Point; Moruya River; Narooma Booster; Surf Beach Booster; South Narooma Booster; Moruya Town 2 Booster; Tuross Bore Field; Tuross Booster.) <p>NSW Water Supply and Sewerage Annual Performance Monitoring Report – data submitted by due date.</p> <p>Water Pricing – Deemed Compliance for 2019-20 received from DI Water.</p>	
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Services	<p>Sewer operations and maintenance on track.</p> <ul style="list-style-type: none"> - Concept Designs completed for Tomakin, Tuross and Batemans Bay STPs Augmentations; and Nelligen Sewerage Scheme. - Batemans Bay STP Detailed Design 75%, Broulee Regional SPS Detailed Design and Tender Documentation 90%, Batemans Bay 	


		<p>SPS 1 Upgrade Design and Tender Documents 90%.</p> <ul style="list-style-type: none"> – Potato Point sewerage scheme 90% detailed design. – Sewer CCTV approximately 6km sewer mains inspected – Sewer relining 90% complete with approximately 6km relined <p>Sewage services continue to be provided in an efficient manner through:</p> <ul style="list-style-type: none"> – 542 km of gravity and pressure sewer mains, – 135 sewage pumping stations, transporting sewage to 5 sewage treatment plants for tertiary treatment. <p>The plants and transport system operate to achieve compliance with EPA Licences. The resulting treated effluent is supplied as reuse to three golf courses, various parks and Moruya High School. Sludge is transported off site to a contracted processor, converting the product to garden fertiliser. The remaining used quality effluent is discharged as per licence conditions.</p> <p>1 minor sewer spill recorded at Evans Street, Tuross.</p>	
4.1.1.3 Undertake liquid trade waste inspections	Public and Environmental Health	Inspection program on target.	
Link	Outcome	July – December 2018	
4.1.1.1	Water capital renewal, upgrade and new works program >85% complete	50%	
4.1.1.1	Length of water mains maintained	920km	
4.1.1.1	Number of water pump stations maintained	11	
4.1.1.2	Sewer capital renewal, upgrade and new works program >85% complete	50%	
4.1.1.2	Length of sewer mains maintained	542km	
4.1.1.2	Number of sewage pumping stations and treatment plants maintained	139	
4.1.1.2	Number of sewer spills	1	

4.1.2 - Promote and implement programs for the efficient use of water resources

Action	Service	Comment	Status
4.1.2.1 Provide treated effluent for reuse in the community	Sewer Services	<p>Treated effluent supplied for re-use at:</p> <ul style="list-style-type: none"> – Catalina Golf Course – Hanging Rock Sports Fields – Moruya Golf Course – Moruya Showground – Moruya High School playing field – Tuross Golf Course 	



4.1.2.2 Provide incentives to encourage use of water saving devices in homes	Water Services	Rebates provided included: – 155 Washing Machine rebates – 40 Toilet rebates	
Link	Outcome	July – December 2018	
4.1.2.1	Number of customers on reticulated sewer	19,437	
4.1.2.2	Number of water rebates issued	195	

4.1.3 - Advance planning for and development of the Southern Water Supply Storage




Action	Service	Comment	Status
4.1.3.1 Undertake phase 2 pre-construction activity for the proposed Southern Water Supply Storage	Water Services	Environmental Impact Statement completed and publicly exhibited. 95% detailed design completed. 50% contract documentation completed. Advocacy to the NSW (under Safe and Secure and Snowy Hydro 2.0) and Australian Government for supporting funding. NSW Government has agreed for Council to apply formally for 33.3% of the cost under the Safe and Secure Program.	


4.2 – TARGETED REDUCTION OF WASTE WITH AN EMPHASIS ON RESOURCE RECOVERY AND WASTE MINIMISATION

4.2.1 - Provide sustainable waste services and infrastructure

Action	Service	Comment	Status
4.2.1.1 Build, renew, operate and maintain waste landfill sites and transfer stations	Waste Management	Construction of the new waste cell at Surfbeach is substantially complete. Public Works are reviewing and finalising documentation. Operations at the Moruya Transfer Station, Surfbeach and Brou Waste Management Facilities are on track without any major incidents.	
4.2.1.2 Manage kerbside collection	Waste Management	Council's kerbside collection is continuing as per contract without any major operational or contractual issues. Council is working together with the contractor to ensure that contamination of recycling resources are minimised.	
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	The annual hazardous waste collection took place in September with events held at Batemans Bay, Moruya and Narooma. The following quantities (by weight) of hazardous waste were collected at the individual sites: Batemans Bay – 7,235 kg Moruya – 9,174 kg	




		Narooma – 5,651 kg	
Link	Outcome	July – December 2018	
4.2.1.1	Waste capital renewal, upgrade and new works program >85% complete	95%	
4.2.1.2	Kerbside collection customer requests attended to within timeframe	99%	

4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives			
Action	Service	Comment	Status
4.2.2.1 Participate in regional collaboration and develop strategic partnerships	Waste Management	Council is a member of the Canberra Regional Joint Organisation (CRJO) and attended regular Resource Recovery Working Group meetings. The current focus has been on the Container Deposit Scheme (CDS) and exploring avenues to secure additional regional grant funding for litter and landfill infrastructure programs.	
4.2.2.3 Deliver community education on wasteminimisation	Waste Management	Ongoing education and information sessions have been held at schools and community events highlighting the importance of recycling, garden organics and other waste minimisation topics. Various compost and worm farming workshops were held in November with more than 100 households represented. Planning is underway for the next round of workshops in March 2019.	
4.2.2.4 Utilisation of glass sand product in Council operations	Works and Operations	Nil glass sand supplied for re-use. Further discussions to be had with suppliers regarding product quality.	

4.2.3 - Minimise illegal dumping			
Action	Service	Comment	Status
4.2.3.1 Coordinate Clean Up Australia day activities	Waste Management	The Clean Up Australia event will take place in March 2019. Planning is underway with another good showing of volunteers expected.	
4.2.3.2 Investigate and manage illegal dumping incidents	Waste Management	Customer service requests attended to within time frames.	
Link	Outcome	July – December 2018	
4.2.3.2	Number of illegal dumping incidents	31	



4.3 – SUPPORT AND ENCOURAGE SUSTAINABLE CHOICES AND LIFESTYLES

4.3.1 - Partner with schools and community to deliver environmental education programs and projects

Action	Service	Comment	Status
4.3.1.1 Coordinate the environmental educational calendar	Environmental Management	The 2019 calendar was completed, published and distributed. Preparations have commenced for the 2020 calendar.	
4.3.1.2 Facilitate Marine Debris working group	Environmental Management	Coordination of the marine debris program continued. 31 clean ups took place in Eurobodalla. Other activities included Seaside Scavenge and source reduction programs such as the 'We Care' program that is supporting local businesses to reduce disposable plastic items.	
4.3.1.3 Provide sustainability education programs	Environmental Management	68 activities were held with over 7,000 participants. Some activities included the Seaside Scavenge, the Tapstar water conservation play, Environmentors visits and National Tree day activities for schools, compost workshops, treatment plant, marine park and Bengello excursions.	
Link	Outcome	July – December 2018	
4.3.1.3	Participation in sustainability education programs	>7,000	



4.4 – WORK TOGETHER TO REDUCE OUR ENVIRONMENTAL FOOTPRINT AND DEVELOP A CLEAN ENERGY FUTURE

4.4.1 - Plan for and work towards reducing Council's environmental footprint

Action	Service	Comment	Status
4.4.1.1 Implement the Emissions Reduction Plan	Environmental Management	The 2017-18 status report was completed and reported to Council. The 25% emissions reduction target for 2020 has been achieved. Outstanding projects from the Energy Performance Contract have been almost completed. Investigation have progressed into options for meeting the 100% renewable energy target.	
4.4.1.2 Investigate opportunities of large scale renewables	Environmental Management	A study into large scale renewable energy was completed and reported to Council. Council resolved to continue monitoring and evaluating opportunities for large scale solar power in the future, but not to build anything at this time. Council will also investigate renewable energy Power Purchase Agreements (PPA) for contracting energy. Council has expressed an interest in participating in a joint PPA with other agencies.	

Link	Outcome	July – December 2018
4.4.1.1	Reduction in the amount of Council's emissions	36%




4.4.2 - Work in partnership to explore clean energy opportunities




Action	Service	Comment	Status
4.4.2.1 Explore clean energy options	Environmental Management	A study into large scale renewable energy was completed and reported to Council. Council resolved to continue monitoring and evaluating opportunities for large scale solar power in the future, however have chosen not to build anything at this time. Council will also investigate renewable energy Power Purchase Agreements for contracting energy. Council has expressed interest in a joint PPA with other agencies.	
4.4.2.2 Work with stakeholders to facilitate electric car charging stations	Environmental Management	Council has written a second letter on a proposed South-East Electric Highway to NSW and Australian government representatives on the route identifying the widespread support for the project. This received some media coverage. Plans have progressed with the NRMA for a charging station in Batemans Bay. Council approved a license application for the charging station.	

5. VIBRANT AND DIVERSE ECONOMY

5.1 – DIVERSIFY THE REGION’S ECONOMY, ATTRACT INVESTMENT AND TARGET NEW AND EMERGING EMPLOYMENT SECTORS


5.1.1 - Encourage and attract new business industry, investment and employment opportunities

Action	Service	Comment	Status
5.1.1.1 Manage the Invest Eurobodalla website	Business Development	The Invest Eurobodalla website was completed and launched at the 2018 Eurobodalla Business Awards. Following the launch in September, the website and Invest Eurobodalla promotion was presented at the various Chambers of Commerce meetings and the Canberra Region Joint Organisation. Ongoing content management will ensure the website remains relevant to helping promote Eurobodalla and supporting local businesses. The website’s content recently added valuable resources for businesses such as video productions of workshops run during October 2018 Small Biz month. Council began planning a social media campaign to drive traffic to Invest Eurobodalla. The overall campaign includes the Website, Banners, Prospectus produced with strong branding. In its first few months, the website welcomed 508 unique visitors who viewed 1,560 pages.	
5.1.1.2 Promote Eurobodalla at business and industry expos	Business Development	There were no large external industry expos available to attend. Eurobodalla was promoted at Canberra Region Joint Organisation meeting with a presentation of Invest Eurobodalla Campaign. We participated at an Industry Development workshop – networking with local Health, Education and Employment services. Council attended Foreign Direct Investment Training with representative from around NSW. Eurobodalla was for the third year running represented at the NSW Business Awards in Sydney, with several businesses nominated. A gathering of South Coast NSW practitioners came together to discuss opportunities to share in \$1 million for Far South Coast - Regional Employment Trials projects.	
5.1.1.3 Facilitate assistance of small business start-ups	Business Development	Several new business enquiries came through Council’s Business Development service, some with quite large employment prospects. Enquiries include business relocation, to start a	



		<p>new businesses, looking for premises and seeking permission to run business from home. Assistance provided included the drafting of business plans, referrals to Southern Region Business Enterprise Centre and meetings with several other NSW and Australian Government agencies. The areas businesses needed assistance included funding, business structure, business premises, digital set-up and human resources.</p> <p>Council has launched a new initiative called "Easy-to-do-Business", partnering with Service NSW to assist businesses with development application for new cafes and restaurants in the shire. The program aims to slash the cost, time and complexity of starting up a café, restaurant or small bar with a business concierge is assigned to a business to help them prepare for DA lodgement.</p>	
5.1.1.4 Capitalise on visitor and freight opportunities resulting from Canberra International Airport	Business Development	<p>Several meetings occurred to look at freight opportunities via Canberra Airport and initiatives such as Canberra Airport + PAK Fresh Handling – Supply Chain Logistics/Export-Import facility. Products showing freight opportunities include dairy, oysters, other seafood and small range of non-perishables.</p>	
5.1.1.5 Facilitate business, education and employment partnerships	Business Development	<p>A successful grant under the Regional Jobs and Investment Package for a Jobs and Training Coordinator began during 2018 helping connect job seekers and disengaged persons with training and jobs in the health care and social services area. The project is currently exceeding its grant target of 40 engagements. This program will run for two years and sits with Community Development with assistance from Business Development.</p>	
5.1.1.6 Implement Advancing Eurobodalla	Strategic Planning	<p>A number of substantive issues were raised through the submissions received to the draft Advancing Eurobodalla. To address the matters raised, Council contracted Michael Campbell of Lucid Economics to peer review the draft and to undertake further analysis regarding population trends, age dependency ratios, workforce composition and unemployment. The outcome of the peer review and analysis has resulted in a recrafted document to be delivered early in 2019.</p>	
Link	Outcome	July – December 2018	
5.1.1.1	Invest Eurobodalla website visits/sessions	508	
5.1.1.4	Number of small businesses assisted in start-up	17	

5.1.1.7	Attendance at skill development workshops and seminars	290
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5.1.2 - Support the growth of a sustainable rural industry



Action	Service	Comment	Status
5.1.2.1 Facilitate the Rural Producers Advisory Committee and associated projects	Strategic Planning	In accordance with the terms of reference for the Rural Producers Advisory Group the tenure of the committee requires review. Projects discussed and being considered include a Regional Food Branding, a Tourism Food trail promotion and discussions to further the concept of a Food Production Plan through an industry meeting in December 2018 facilitated by Institution of Sustainable Futures.	

5.1.3 - Plan for the development of the Batemans Bay Mackay Park Precinct



Action	Service	Comment	Status
5.1.3.1 Prepare a design for the Regional Aquatic, Arts and Leisure Centre Batemans Bay	Strategic Planning	Architects engaged following tender process to undertake design. Design process progressing as per project plan.	
5.1.3.2 Conduct an expression of interest and tender process for the redevelopment of the northern site of the Mackay Park Precinct	Strategic Planning	Preliminary work commenced to prepare required documentation. Project currently on hold while the Batemans Bay Regional Aquatic, Arts and Leisure Centre design progressed.	

5.2 – SUPPORT OUR BUSINESS COMMUNITY AND ASSIST IN BUILDING CAPACITY

5.2.1 - Strengthen partnerships with the business community





Action	Service	Comment	Status
5.2.1.1 Facilitate the Business Advisory Committee and associated projects	Business Development	The Business Advisory Committee's new format has been detailed in a report to go to Council. It is proposed that a format of working groups made up of Chambers of Commerce and relevant business experts are contacted and invited to work on projects. A great example of a Business Working Group is the Eurobodalla Business Awards Working Group who plan and deliver the annual awards. Moving forward, project based working groups will be encouraged to assist with actioning economic development initiatives.	
5.2.1.2 Collaborate with the Chambers of Commerce and business communities	Business Development	Strong collaboration with Chambers of Commerce and the wider business community continues to be a focus. Council support the Chambers by contributing to their monthly meetings, assisting with grant funding and events. Council's capacity building events	



		<p>program and regular email communications keeps us in touch with the business community. Council continues to assist the five Chambers with coordinating the Eurobodalla Business Awards with submissions and gala nights. 780 attended the gala evenings to celebrate over 250 submissions resulting in 13 businesses represented at the State Business Awards.</p> <p>Council invited all Chamber presidents to a meeting to discuss future directions for each Chamber and how Council can assist.</p>	
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5.2.2 - Support the business community to build capacity			
Action	Service	Comment	Status
5.2.2.1 Provide skill development opportunities through workshops and seminars	Business Development	<p>Council participated in Small Biz Month promotion in October 2018 with \$5,000 funding received from NSW Government. During this month seven workshops were held including:</p> <ul style="list-style-type: none"> - Social Media: tips, tricks, and trends workshop in Narooma, Moruya and Mogo; - Selling Online to the Chinese market workshop, Moruya; - Practical Business Planning workshop, Moruya; - Website Content and Optimization workshop, Batemans Bay; - Preparing for the New Tourism Brand workshop, Batemans Bay. <p>Council also partnered and promoted capacity building events on behalf of The Southern Business Enterprise Centre, such as Science of Shopping – Retail in 21st Century and a range of NDIS workshops including Adapting Your Business and Business Pitching and Social Media across Eurobodalla.</p>	
5.2.2.2 Deliver the ongoing Renew Eurobodalla project	Business Development	<p>Council provides ongoing assistance to help new businesses find appropriate office, retail or industrial space and fill commercial vacancies in our towns. Several businesses have been assisted with South Tribe / Cultivate precinct, Dive and Dry Suit Manufacturer, Art Gallery and retail receiving support. The service includes the assistance with business planning and a small contributions to assist with signage, fit out, digital marketing.</p>	
Link	Outcome	July – December 2018	
5.2.2.1	Attendance at skill development workshops and seminars	290	


5.3 – FOCUS ON THE DEVELOPMENT OF SUSTAINABLE TOURISM AND QUALITY EVENTS AND VISITOR EXPERIENCES

5.3.1 - Work in partnership to continue to develop the tourism industry



Action	Service	Comment	Status
5.3.1.1 Finalise and commence the implementation of the Eurobodalla Tourism Wayfinding and Signage Strategy	Tourism	The Eurobodalla Tourism Wayfinding and Signage Strategy was adopted by Council in December 2018. Implementation of the strategy is now underway including preparation of a request for quote for a Signage Style Guide.	
5.3.1.2 Provide support, promotion and networking opportunities to local tourism operators	Tourism	A tourism networking evening was held at Lincoln Downs, Batemans Bay in December 2018, with approximately 120 industry representatives in attendance. Monthly tourism e-newsletters were distributed to the Eurobodalla Tourism and Events database comprising over 2,000 subscribers. In addition a number of timely news bursts were sent to promote key events and initiatives. Support for a number of smaller operators was given in the form of web development advice and letters of support for grant applications. Workshops and key operator meetings were held to support the strategic work related to the Brand Review and Creative Marketing Strategy as well as the Nature Based Tourism Feasibility study.	
5.3.1.3 Manage visitor information services	Tourism	Approximately 30,000 visitors were provided information at the Visitor Information Centre (VIC) in Batemans Bay. The Montague Arts and Craft Society (MACS) continue to be subcontracted to operate the Narooma VIC in accordance with the management agreement and provided information to just under 25,000 visitors. MACS sought to exercise its option to renew its contract to operate the Narooma VIC for another two years. Regular updates to the Eurobodalla Tourism website were also made to ensure content was current and appealing. The arrival of two cruise ships to Batemans Bay during October and December 2018 saw the VIC service extend to the Batemans Bay foreshore to provide information, direction and support to well over 500 cruise passenger over the various visits.	
5.3.1.4 Position and promote Eurobodalla to key visitor markets	Tourism	Jim Jam Ideas continued to undertake key work on the Brand Review and Creative Marketing Strategy. Industry stakeholder sessions were held twice with an information launch of the new brand taking place during the networking evening in December 2018. Work commenced	

		on the development of a new tourism website as well as a review of all marketing and promotional material in line with the new brand strategy and positioning.	
5.3.1.5 Participate in the Destination NSW 2018 Unspoilt campaign	Tourism	Council continued to participate in the 2018 "Unspoilt" Campaign. This is Council's final year as part of this regional collaboration. Council entered into a new collaborative marketing arrangement with DNSW which will see a three year advertising campaign aimed at building awareness of the Eurobodalla brand in the first year and conversions in year two and three. Work has commenced on the development of the creative concepts for this campaign.	
5.3.1.6 Finalise and commence implementation of the Eurobodalla Destination Action Plan	Tourism	The Eurobodalla Destination Action Plan was adopted by Council in July 2018. High priority actions were commenced including: <ul style="list-style-type: none"> - Events Strategy; - Brand Review and Marketing Strategy; - Nature Based Tourism Product Feasibility Report; - Review of specialist research consultancy services to evaluate and analyse TRA Visitation data; - undertake consumer perceptions research; - development of a visitor survey administered by Council staff; - Integration of tourism into the consideration of Council's community and physical infrastructure and development. 	

5.3.2 - Actively seek and support the development and hosting of events			
Action	Service	Comment	Status
5.3.2.1 Implement online event funding application process	Business Development	The event funding programing is being reviewed as part of the Event Strategy due to be completed in March 2019. The strategy will provide a framework for assessing events which will help form the questions in the event funding application form. Once completed the form will be available online through Smarty Grants.	
5.3.2.2 Support event organisers in delivery of a range of new and established events	Business Development	Council assisted with the transition of the Seaside Carnivale community event from the Batemans Bay Business and Tourism Chamber to the Batemans Bay Lions Club by attending meetings, developing site plans, assisting with the event application and associated documents and providing volunteers with the support they needed. Other community events supported included the Batemans Bay Carols, Longbeach Carols, Mogo Gala Day and Batemans Bay Australia Day Celebrations. Tourism Events supported through the Event Support Program	

		included the new Wild Wombat 12 Hour Mountain Bike Event in Mogo, Mirrabooka Showjumping Cup and the Batemans Bay Paddle Challenge. In addition to financial support, Council assisted with ground preparations, attending committee meetings and assisted with event logistics.	
5.3.2.3	Develop a mountain bike strategy for Mogo and Deep Creek	Business Development	An internal working group has been established to guide and assess the project. A draft Request for Quotation has been prepared to be reviewed by the group. 
Link	Outcome	July – December 2018	
5.3.2.1	Number of event applications processed	20	
5.3.2.2	Number of events provided with support	13	

5.4 – ENSURE BUSINESSES HAVE ACCESS TO SUPPORTIVE PUBLIC AND TECHNOLOGY INFRASTRUCTURE

5.4.1 - Advocate and plan for infrastructure to support economic growth			
Action	Service	Comment	Status
5.4.1.1 Update the Employment Lands Strategy	Strategic Planning	The Employment Lands Strategy has been updated.	
5.4.1.2 Advocate for improved technology and digital services	Business Development	Round three telecommunications black spot submission was provided highlighting inadequate service areas across the Eurobodalla. A workshop organised by our federal member was attended and some follow-up with residents and businesses. On-going encouragement for businesses to embrace digital platforms continues via capacity building events.	



6. RESPONSIBLE AND BALANCED DEVELOPMENT



6.1 – PLAN FOR GROWTH AND ENCOURAGE INCREASED INVESTMENT AND DEVELOPMENT OUTCOMES

6.1.1 - Investigate and communicate planning opportunities and impacts

Action	Service	Comment	Status
6.1.1.1 Review housing and land supply	Strategic Planning	There has been no further investigation of housing and land supply.	
6.1.1.2 Publish community profile demographic information	Strategic Planning	Council has continued to provide information to queries and ensured that statistical information is publicly accessible via https://profile.id.com.au/eurobodalla	
6.1.1.3 Prepare input into policy and legislative reviews	Strategic Planning	Council have prepared policy reviews for the Outdoor Dining Fees and Affordable Housing SEPP and also actively engaged with the Department of Planning and Environment over the draft Development Control Plan standard instrument.	



6.1.2 - Review and prepare planning strategies, policies and studies

Action	Service	Comment	Status
6.1.2.1 Ongoing review and update of planning controls	Strategic Planning	The review of planning controls has had a focus on three key areas: <ul style="list-style-type: none"> – The Mogo Village Commercial Centre Development Control Plan. This was adopted by Council in November 2018. – Review of the Tree Preservation Code. Council has undertaken preliminary work to ensure consistency with the Biodiversity Reforms and the Shire's Tree preservation requirements where they relate to non-rural land. Draft changes to the Tree preservation Code are being prepared. – Council is a member of the reference group working with the NSW Department of Planning and Environment to work on a State-wide Development Control Plan (DCP) template. Staff were introduced to the proposed changes and asked to have input into the early stages of designing the template in October 2018. 	
6.1.2.2 Continue with the Batemans Bay Visioning Project	Strategic Planning	Council have applied for grant funding to prepare an integrated land use and transport plan for Batemans Bay town centre and awaiting	


		information on the success of the application. Further, the project has been divided into two sections, allowing Council to proceed with a Batemans Bay Waterfront Master Plan to ensure that planning can integrate with the Batemans Bay Bridge Alignment and Foreshore Project. The team has attended meetings and provided comment on Batemans Bay Realignment and Foreshore project and Batemans Bay Regional Aquatic, Arts and Leisure Centre project to ensure all the developments can align and not compromise future planning.	
6.1.2.3 Review Infrastructure Contributions Plans	Strategic Planning	A cross-organisational working group is preparing work schedules to best inform the plan.	
6.1.2.4 Revise Development Servicing Plans for water and sewerage	Water and Sewer Services	Scheduled to commence during February 2019.	





6.2 – ENSURE DEVELOPMENT IS SUSTAINABLE, AND REFLECTS COMMUNITY VALUES AND THE DESIRED LOCAL SETTING

6.2.1 - Engage and educate industry and community on development processes, roles and outcomes

Action	Service	Comment	Status
6.2.1.1 Share information through builder and developer forums	Development Assessment and Building Certification	No builders Forums were held. It is proposed to hold a Forum in March 2019 relating to the implementation of Planning for Bushfire Protection Guidelines 2019.	
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	There were 33 formal pre-lodgement meetings between July – December 2018. General advice provided is on average 1,800 per quarter. This includes telephone calls, correspondence and counter enquiries.	


6.2.2 - Provide receptive and responsive development assessment services

Action	Service	Comment	Status
6.2.2.1 Assess and determine development applications	Development Assessment and Building Certification	The average processing time for development applications and section 96 applications is 31 days. 667 applications received. This is down 9% on last year (720) and is similar to the five year average (669). The total number of applications determined is 623 applications. This is down 5% on last year (656) and is similar to the five year average (619).	

6.2.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	The number of Construction Certificates determined was 112.	
6.2.2.3 Assess and determine complying development applications	Development Assessment and Building Certification	The number of Complying Development Certificates determined was six.	
6.2.2.4 Provide certification inspection services	Development Assessment and Building Certification	The number of building and plumbing inspections carried out was 1,990. There were 998 plumbing inspections and 992 certification inspections and 95% of these were carried out within 24 hours of the initial request.	
6.2.2.5 Undertake pool fence inspection compliance program	Development Assessment and Building Certification	72 inspections were undertaken on 52 premises. Of the 72 inspections, 33 were defective and 39 satisfactory. The Swimming Pool Barrier Compliance Program has been temporarily reduced in its scope to deal with sales/leases and complaints whilst recruitment occurs for more building certifiers.	
Link	Outcome	July – December 2018	
6.2.2.1	Number of development assessments processed	623	
6.2.2.2	Number of construction certificates issued	112	
6.2.2.4	Percentage of inspection carried out within 24 hours of request	95%	
6.2.2.5	Percentage of complying pool fence inspections	54.2%	

6.3 – ENCOURAGE AND SUPPORT THE DEVELOPMENT OF A MORE DIVERSE, INNOVATIVE AND AFFORDABLE RANGE OF HOUSING



6.3.1 - Enable housing choice through responsive planning instruments

Action	Service	Comment	Status
6.3.1.1 Implement responsive planning instruments	Strategic Planning	Council has been involved in preparing several planning proposals and advising developers, community and internal stakeholders on the planning proposal process. Further, Council is preparing a literature review of existing strategic documents to initially inform the proposed Local Strategic Planning Statement.	


7. CONNECTED AND ACCESSIBLE PLACES





7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK

7.1.1 - Advocate for improved transport links, services and infrastructure

Action	Service	Comment	Status
7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure	Transport	<ul style="list-style-type: none"> - Letters forwarded in accord with Council resolution 18/209 2018 NSW Local Roads Congress) to various members of parliament. - Pro-actively working through SEATS to advocate transport priorities for the Eurobodalla. Key priorities included in the SEATS election package following elections priorities discussions. Strong support provided for Princes Highway/South Batemans Bay Link Road connection. - Direct advocacy to the NSW Government and Opposition seeking a new grant funding program specifically to fund footpaths in addition to the Active Transport Program for shared pathways. - Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package for major local and regional road grants and pathways. - Letter forwarded in accord with Council resolution 18/322 requesting NSW Government take ownership and responsibility for inter- and intrastate bus stops on highways. 	
7.1.1.2 Seek grant and other funding to sustain and improve the local and regional transport network	Transport	<p>Grants actively pursued working in conjunction with community and business associations, peak bodies and individual businesses.</p> <p>Successful grant submissions has resulted in \$983,908:</p> <ul style="list-style-type: none"> - Safer Roads Program (Australian Government black spots) - improvements to 340m of Dunns Creek Road \$248,800 - CPTIG grants for various bus shelters \$43,400 - Fixing Country Roads - Garlandtown Bridge widening \$691,708 <p>Several grant applications remain pending under the Fixing Country Roads, Safer Roads and Shared User Paths programs.</p>	


Link	Outcome	July – December 2018
7.1.1.2	Funding secured from sources other than rates and charges	\$983,908


7.1.2 - Provide a safe efficient and integrated transport network			
Action	Service	Comment	Status
7.1.2.1 Provide a safe efficient and integrated transport network	Transport	<p>Inspection and maintenance of the road network undertaken within limits of available budget.</p> <p>Additional projects completed to those within the Operational Plan 2018-19:</p> <p>Pavement rehabilitation</p> <ul style="list-style-type: none"> - Andrew Avenue, Tuross Head <p>Urban road reconstruction</p> <ul style="list-style-type: none"> - Wharf and Bowen Street, Narooma - Princes Highway, Bodalla <p>Rural road reconstruction</p> <ul style="list-style-type: none"> - Old Bolaro Road Nelligen - Yarragee Road safety improvements <p>Car parks</p> <ul style="list-style-type: none"> - Riverside Park Moruya <p>Regional road</p> <ul style="list-style-type: none"> - Beach Road (near Birdland) - Cullendulla Drive Long Beach <p>Bridges</p> <ul style="list-style-type: none"> - Yellow Frog Culvert replacement <p>Additional projects commenced include:</p> <p>Pavement rehabilitation</p> <ul style="list-style-type: none"> - Bluewater Drive, Narooma - Broulee Road, Broulee <p>Urban road reconstruction</p> <ul style="list-style-type: none"> - Boondi Street/Binda Street, Malua Bay - Wattle Crescent, Batehaven - Swordfish/Tuna Street, Tuross Head - Crown Street, Batemans Bay <p>Rural road reconstruction</p> <ul style="list-style-type: none"> - Ridge Road, Tilba - Congo Road (South), Congo - Wamban Road, Moruya - Tomakin Road safety improvements - River Road, Nelligen <p>Car parks</p> <ul style="list-style-type: none"> - Hanging Rock carpark - Nelligen Boatramp Carpark extension - Durras Boatramp Carpark (Stage 2) <p>Bridges</p> <ul style="list-style-type: none"> - Wimbie Creek Culvert extension <p>Regional Road</p> <ul style="list-style-type: none"> - Beach Rd (Vesper to Perry Street) 	

7.1.2.2 Build, renew and maintain the stormwater network	Stormwater	Inspections and maintenance on target. Additional projects completed to the Operational Plan 2018-19: – Beach Road, Batemans Bay renewal – George Bass Drive, Sunshine Bay renewal – Anderson Avenue, Tuross Head renewal – Annetts Parade Mossy Point renewal (in progress)	
7.1.2.3 Provide traffic management planning	Transport	– Seven significant Special Events Applications and/or Traffic Management Plans approved – 82 sites installed with traffic counts – Moruya East CBD Pedestrian and RV Friendly Infrastructure Plan – in progress and implemented in consultation with Moruya Chamber of Commerce – DA review and advice provided on two major projects: Dan Murphys, Batemans Bay and Moruya Ford Street 2 lot subdivision – Road safety plan in progress.	
7.1.2.4 Investigate technology options to monitor and manage parking compliance and demand	Transport	– Initial and follow up discussions held with providers of new technology such as in ground sensors. – Successful field range test in Batemans Bay. – Sensors installed Clyde Street, Batemans Bay and being monitored through trial period.	
7.1.2.5 Coordinate the Local Traffic Committee	Transport	Six meetings held.	
Link	Outcome	July – December 2018	
7.1.2.1	Transport capital renewal, upgrade and new works program >85% complete	50%	
7.1.2.1	Length of local and regional road maintained	57.5km	
7.1.2.2	Stormwater capital renewal, upgrade and new works program >85% complete	50%	
7.1.2.2	Length of local and regional stormwater maintained	182km	
7.1.2.3	Number of car parks maintained	146	

7.2 – IMPROVE PROVISION AND LINKAGES OF OUR PATHWAY NETWORK


7.2.1 - Provide and enhance the pathway network

Action	Service	Comment	Status
7.2.1.1 Build, renew and maintain pathway network	Transport	Inspection and maintenance program on target. Additional projects completed to those within the Operational Plan 2018-19: Capital new and renewal programs – McMillan Road Narooma	

		<ul style="list-style-type: none"> – South Head Road Moruya – Stage 1 – Annetts Parade Mossy Point – Durras Drive South Durras – Bate Street Central Tilba – design only 		
7.2.1.2	Leverage existing funding to accelerate expansion of the network	Transport	Matching grants to value of \$863,901 achieved: <ul style="list-style-type: none"> – RMS Active Transport - Beach Road Surf Beach Shared Path (845m) \$208,901 – Dept. Industry – Stronger Communities Fund - South Durras and Mossy Point \$105,000 – RMS Active Transport - South Head Road Shared Path \$450,000 	
Link	Outcome	July – December 2018		
7.2.1.1	Capital renewal, upgrade and new works program >85% complete	50%		
7.2.1.1	Length of new pathways constructed	1,200m		
7.2.1.1	Length of local and regional pathways maintained	120km		
7.2.1.2	Funding secured from sources other than rates and charges	863,901		


7.3 – EXPLORE AND DEVELOP PUBLIC TRANSPORT OPTIONS AND SYSTEMS


7.3.1 - Work in partnership to improve local and regional public transport


Action	Service	Comment	Status
7.3.1.1 Advocate for improved public transport	Transport	<ul style="list-style-type: none"> – Batemans Bay CBD Bus Stop – discussions commenced with RMS on impacts resulting from traffic changes required for proposed new Batemans Bay Bridge. – Advocacy to RMS secured improved parking for drop-off at the intersection of Princes Highway/Hector McWilliam Drive and relocation of bus stop. – Letter forwarded in accord with Council resolution 18/322 requesting NSW Government take ownership and responsibility for inter and intrastate bus stops on highways. 	


7.4 – ENHANCE CONNECTIVITY INTO AND OUT OF EUROBODALLA THROUGH IMPROVED AIR, ROAD AND MARINE TRANSPORT LINKS


7.4.1 - Provide and enhance the Regional Airport



Action	Service	Comment	Status
7.4.1.1 Operate and maintain the Moruya Airport	Commercial Entities	Passenger numbers continuing to grow for the Rex passenger service with 14.3% increase on prior year.	

7.4.1.2 Continue the implementation of the grant funded stages of the Moruya Airport Master Plan	Commercial Entities	Services to new four lot subdivision complete.	
Link	Outcome	July – December 2018	
7.4.1.1	Number of landings at the airport	4,034	
7.4.1.2	Moruya Airport Master Plan progress	36%	

7.4.2 - Advocate for improved road and freight access into and out of Eurobodalla			
Action	Service	Comment	Status
7.4.2.1 Work with key partners to advocate for the progressive upgrade of the Princes and Kings Highway	Transport	<ul style="list-style-type: none"> - Roads Maintenance Management Contract work undertaken on Kings Highway for Roads and Maritime Services (RMS). - Pro-actively working through SEATS to advocate highway and transport priorities for the Eurobodalla. Key priorities included in the SEATS election package. - Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway. - Working with the NSW Roads and Transport Directorate in accord with the NSW Roads Congress Communique 2018. <p>Advocacy work included:</p> <ul style="list-style-type: none"> - continuing advocacy to Member for Bega and Minister for Transport and Infrastructure, Department of Premier and Cabinet and RMS for the upgrade of the Princes Highway including the Princes Highway/South Batemans Bay Link Road connection. - continued advocacy to the RMS for inclusion of the northbound vehicular off-ramp and pathway connection from the Princes Highway to Clyde Street west as part of the Batemans Bay bridge project - meetings with election candidates advocating for NSW Government support for Link Road and Princes Highway priorities - letters to local Business Chambers and Community Associations seeking cooperative advocacy to Ann Sudmalis MP to fund the Princes Highway/South Batemans Bay Link Road - email to the Member for Eastern Victoria for improvements to the Princes Highway corridor within Victoria - Mayor and senior staff represented on RMS Batemans Bay Bridge Foreshore Advisory Committee with technical staff represented on the joint technical team. 	

		<ul style="list-style-type: none"> - Attended Princes Highway Corridor Strategy workshop hosted by GHD on behalf of Australian Government. Written submission forwarded to the Department of Infrastructure, Regional Development and Cities and relevant Australian and NSW Government Ministers and Opposition MPs and candidates. Submission shared with SEATS seeking their support. Direct advocacy working with the Minister for Transport and Infrastructure to lobby for Australian Government funding support. 	
7.4.2.2 Advocate to New South Wales Government to optimise outcomes from delivery of the new Batemans Bay bridge	Transport	<ul style="list-style-type: none"> - Proactively working directly with RMS and through the Foreshore Advisory Committee to advocate for the outcomes identified in Council's submission. - Weekly teleconferences held with RMS Batemans Bay Bridge Project Manager to track progress. - Mayor and senior staff represented on RMS Batemans Bay Bridge Foreshore Advisory Committee with technical staff represented on the joint technical team. - Internal working group coordinating Council's proposals to RMS, in alignment with Batemans Bay Town Centre Project, and other Council strategies. - Advocacy to the Minister for Transport and Infrastructure, requesting RMS provide northbound off-ramp to Clyde Street within bridge project, and advocating for RMS and Crown to enable Clyde Street activation through improved waterways infrastructure including T-wharf, pontoons and micromarina. 	



7.4.3 - Work in partnership to develop marine infrastructure			
Action	Service	Comment	Status
7.4.3.1 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Transport	<ul style="list-style-type: none"> - Advocacy letters for NSW Government improvements to boating infrastructure and dredging arrangements sent to the Premier, Deputy Premier, Ministers and Department Premier and Cabinet - Advocacy to Department of Premier and Cabinet supporting on-going dredging of Batemans Bay bar - Direct liaison with key Government agencies including Marine Parks, DPI, Marine Infrastructure Delivery Office (MIDO), NSW Maritime and the Ports Authority to streamline permits and approvals process, and begin preliminary discussion on NSW Government Marine Infrastructure Plan (MIP). Groundwork to establish meeting of Council 	

		<p>and agencies in early 2019 to discuss MIP impacts and opportunities for Eurobodalla.</p> <ul style="list-style-type: none"> - Liaison with representative of key local fishing club on list of marine projects for inclusion in funding applications. Further engagement proposed in 2019 with boating groups on Council owned marine infrastructure. - Meetings with Narooma maritime businesses offering assistance and support for growth. Follow up email forwarded to DPI Fisheries, Marine Parks, Crown Lands, and NSW Maritime requesting interagency support for marine and boating infrastructure to encourage economic growth in region. 	
7.4.3.2 Seek additional funding for local boating and marine infrastructure	Recreation	<p>Grant applications pursued under NSW Government Boating Now, Recreational Fishing Trust and Rescuing our Waterways (dredging) grants.</p> <p>Successful grant submissions has resulted in \$477,500:</p> <p>NSW Boating Now</p> <ul style="list-style-type: none"> - Nelligen Boat Ramp Car Park Extension - \$200,000 - South Durras Boat Ramp Car Park and Toilet - \$225,000 <p>NSW Recreational Fishing Trust</p> <ul style="list-style-type: none"> - Tuross Head fishing table \$7,500 - Mosquito Bay fishing table and boat ramp solar light \$7,500 <p>Rescuing our Waterways</p> <ul style="list-style-type: none"> - Taylors Boat Ramp dredging \$7,500 - Lavender Bay Boat Ramp dredging \$30,000 <p>Three grant applications were unsuccessful whilst five applications remain pending under the NSW Recreational Fishing Trust program.</p>	
7.4.3.3 Maintain, renew and upgrade boating and marine infrastructure	Recreation	<p>Inspection and maintenance of boating and marine infrastructure undertaken within budget. Additional project completed to those within the Operational Plan 2018-19:</p> <ul style="list-style-type: none"> - Tuross Head fishing table <p>Additional projects commenced to those within the Operational Plan 2018-19:</p> <ul style="list-style-type: none"> - Mosquito Bay fishing table and boat ramp solar light - Tuross dredging - Taylors Boat Ramp dredging 	
Link	Outcome	July – December 2018	
7.4.3.2	Funding secured from sources other than rates and charges	\$477,500	
7.4.3.3	Capital renewal, upgrade and new works program >85% complete	50%	



8. COLLABORATIVE AND ENGAGED COMMUNITY




8.1 – ENCOURAGE AN INFORMED COMMUNITY

8.1.1 - Coordinate delivery of effective media coverage across a range of channels


Action	Service	Comment	Status
8.1.1.1 Manage media relations and advice	Communication and Community Engagement	Advice was provided to staff on media and communication matters. Strong relationships with local media were maintained, resulting in a range of additional coverage for Council. Extensive collaboration was conducted with external agencies and groups on media promotion.	
8.1.1.2 Distribute media releases and respond to media enquiries	Communication and Community Engagement	Council responded to 67 formal media queries and distributed 159 media releases, resulting in a range of positive media coverage in print, online, radio and TV on Council activities and events.	
Link	Outcome	July – December 2018	
8.1.1.1	Number of media releases distributed	159	


8.1.2 - Proactively communicate information on Council services, activities and events


Action	Service	Comment	Status
8.1.2.1 Assist to develop and implement communication strategies for key projects and issues and review outputs as required	Communication and Community Engagement	Communication strategies were developed and implemented for a range of projects including Eurobodalla Raindance, water restrictions, the hard waste collection, the Batemans Bay Regional Aquatic, Arts and Leisure Centre at Mackay Park, Family Day Care, the new Tomakin roundabout, Bike Week, the Companion Animal Management Plan, Ydrive, the Bas, and a community transport volunteers drive. Council also led a major state-wide campaign on the expansion of entries for the Basil Sellers Art Prize.	
8.1.2.2 Prepare, design and publish print and electronic communications	Communication and Community Engagement	Print communications included two editions of Living in Eurobodalla, two editions of Library Link, the 2017-18 Annual Report, the 2019 Environmental Calendar, the Creative Arts Strategy, works signage and a range of brochures, advertisements, posters and other collateral for various projects and services. Council continues its major ongoing work for the new Basil Sellers Exhibition Centre, which	

		<p>includes branding, exterior signage, a new website, social media posts, electronic newsletter design and an extensive suite of printed collateral.</p> <p>Electronic communications included social media posts to Council’s Facebook and Instagram, updates to Council’s website and Council’s monthly e-newsletter Council News.</p> <p>Electronic direct marketing for a range of projects and services throughout the organisation was also checked, compiled, edited and distributed.</p>	
8.1.2.3 Manage websites	Communication and Community Engagement	Seven websites were managed in consultation with staff and web editors. Council also started work on a new website for the Basil Sellers Exhibition Centre.	
8.1.2.4 Manage social media channels	Communication and Community Engagement	Council’s social media following continued to grow on both Facebook and Instagram, which each averaged between three and five posts per week. Council also responded to 190 individual queries and comments across the two platforms. Two new videos were uploaded to YouTube and the Twitter account was monitored but not active.	
8.1.2.5 Migrate all Council websites to an alternative platform	Communication and Community Engagement	<p>Websites for Invest Eurobodalla, Mystery Bay, Dalmeny and North Head Campgrounds, the Batemans Bay Beach Resort, Eurobodalla Regional Botanic Gardens and Tourism were migrated to Wordpress.</p> <p>Council’s corporate website migration was put on hold pending a review. A one-year contract was established with Squiz Matrix to host the site in the interim.</p>	
Link	Outcome	July – December 2018	
8.1.2.2	Number of Council News subscribers	3,197	
8.1.2.4	Website traffic	194,954	
8.1.2.4	Number of social media followers	8,343	



8.2 – PROVIDE OPPORTUNITIES FOR BROAD AND MEANINGFUL ENGAGEMENT TO OCCUR

8.2.1 - Provide and promote opportunities for the community to be engaged on decisions, policies and plans through the use of the community engagement framework			
Action	Service	Comment	Status
8.2.1.1 Implement the Community Engagement Framework	Communication and Community Engagement	Work continues on promoting and assisting staff using the Framework and Planning Tool for their engagement activities.	


8.2.1.2 Develop effective engagement to support key projects	Communication and Community Engagement	<p>Engagement projects included continuing the draft Companion Animal Management Plan, draft Flying Fox Management Plan, Coastal Management Program, the Visitor Signage and Wayfinding Strategy, recreation opportunities in Mogo and Tuross Head and floodplain risk management.</p> <p>Council also began rolling out an internal engagement program to implement new organisational values.</p> <p>In late December, Council began working with the project coordinator of the Batemans Bay Regional Aquatic, Arts and Leisure Centre to plan engagement for the concept designs.</p>	
Link	Outcome	July – December 2018	
8.2.1.2	Number of engagement activities	6	

8.2.2 - Work in partnership with the community on key projects			
Action	Service	Comment	Status
8.2.2.1 Promote opportunities to join existing or new Council committees	Communication and Community Engagement	<p>Opportunities are promoted as vacancies arise. An opportunity to join the Heritage Advisory Committee was promoted in July via a media release, in Council News and on Council's Facebook page.</p>	

8.3 – WORK TOGETHER TO ENHANCE TRUST, PARTICIPATION AND COMMUNITY PRIDE

8.3.1 - Promote and support effective representation of our Mayor and Councillors			
Action	Service	Comment	Status
8.3.1.1 Publish regular Mayoral message and communications	Corporate and Community Leadership	<p>A fortnightly message from the Mayor is provided to media outlets for publication in print and online mediums and nine messages were published. The Mayor also published a statement on the Eurobodalla Hospital funding announcement.</p> <p>In addition, a Mayor's message was published in two editions of Living in Eurobodalla and the 2017-18 Annual Report.</p> <p>Digital Mayoral message on the draft Coastal Management Program and the Eurobodalla Raindance was uploaded to Council's social media platform.</p>	
8.3.1.2 Facilitate and support civic functions	Corporate and Community Leadership	<p>The following civic functions were facilitated by the Mayor:</p> <ul style="list-style-type: none"> - Three Citizenship ceremony - NAIDOC Week Flag Raising - Chamber Presidents Function 	





		<ul style="list-style-type: none"> - Mayors Writing Competition - Eurobodalla Business Awards - Little Seller's Art Prize - Launch of Environment Calendar - Eurobodalla Raindance - Drought Relief Appeal 	
Link	Outcome	July – December 2018	
8.3.1.1	Number of Mayoral messages published	9	

8.3.2 - Provide advice and public relations management in response to issues			
Action	Service	Comment	Status
8.3.2.1 Manage media issues to mitigate risk	Communication and Community Engagement	Issues were managed on an ongoing basis.	


9. INNOVATIVE AND PROACTIVE LEADERSHIP




9.1 – PROVIDE STRONG LEADERSHIP AND WORK IN PARTNERSHIP TO STRATEGICALLY PLAN FOR THE FUTURE AND PROGRESS TOWARDS THE COMMUNITY VISION

9.1.1 - Undertake sound, best practice long term community and corporate planning




Action	Service	Comment	Status
9.1.1.1 Review Council's Delivery Program and prepare the Operational Plan	Corporate and Community Leadership	The review of the 2017-21 Delivery Program and the finalisation of the 2019-20 Operational Plan and budget is currently underway with staff and councillor workshops to be undertaken early 2019.	
9.1.1.2 Report on the progress of implementing community vision	Corporate and Community Leadership	The 2017-18 Annual Report was tabled at the 28 November 2018 Council meeting. Of the 241 actions planned to be delivered, 238 (99%) were complete and three (1%) were deferred.	
9.1.1.3 Review and update the Resourcing Strategy	Corporate and Community Leadership	The Resource Strategy will be reviewed during the preparation of the 2019-20 Operational Plan and budget.	
9.1.1.4 Undertake a review of capacity and functionality upgrades in the transport asset class	Technical Services	Investigation in progress. Initial list of capacity upgrades developed in conjunction with road safety reviews. Safety review of rural road sealed network commenced.	


9.1.2 - Implement effective governance

Action	Service	Comment	Status
9.1.2.1 Facilitate the conduct of effective Council meetings	Corporate and Community Leadership	<p>Council has held nine Council meetings. Six Mayoral Minutes were presented covering the following topics:</p> <ul style="list-style-type: none"> - Public Art. - Drought Relief. - Notification oversight for the Rural Lands Strategy. - Eurobodalla Raindance (x2). - Amendment to seasonal swimming pool season for 2018-19. <p>Three Question on Notice reports were submitted by Councillors regarding</p> <ul style="list-style-type: none"> - Kyla Park. - Swift Parrott Habitat. - The Regional Hospital in Eurobodalla. <p>Four Notices of Motion:</p>	

		<ul style="list-style-type: none"> - Rural Lands Strategy. - Tuross Grazing Lands. - Logging in Corunna State Forest. - Webcast of Public Access Sessions. <p>Three Delegate Reports, highlighting Councillor’s experience at the conference were presented for the:</p> <ul style="list-style-type: none"> - 2018 Floodplain Management Conference. - Australian Regional Development Conference. - National General Assembly. <p>Five Petitions were tabled by community members for consideration of Council. These included:</p> <ul style="list-style-type: none"> - Save the last area of remnant bush on public land in Broulee village. - Protect our heritage grazing lands at Tuross Head. - Expand and upgrade the Moruya Skate Park. - Broulee Burial vaults. - Reopening of Schnieder Drive, Mystery Bay. <p>21 community members registered to speak at public access session prior to the Council meetings and 68 people registered to speak at public forum on matters listed on the Council agenda.</p> <p>Minutes were prepared and published online within one week of each meeting.</p>	
9.1.2.2 Facilitate community grants and donations	Corporate and Community Leadership	<p>Community grant applications received included:</p> <ul style="list-style-type: none"> - three Mayoral - 15 Educational and school - 17 Safety and Emergency Services - 17 Local Heritage - five Seniors Week - 16 Healthy Communities 	
9.1.2.3 Assist the Council in meeting its statutory obligations and roles	Corporate and Community Leadership	<p>Regular weekly Councillor newsletters and briefing sessions provide Councillors with assistance to undertake their civic role.</p> <p>Pecuniary Interest Forms were completed and returned on time.</p> <p>No leave of absence was requested.</p>	
9.1.2.4 Provide professional development opportunities for Councillors	Corporate and Community Leadership	<p>Councillors are provided with the opportunity to attend a number of sector specific conferences.</p> <p>Councillors represented Eurobodalla at the Regional Development Conference, Floodplain Management Australian Conference and NSW Coastal Conference.</p> <p>Councillors participated in a development day with an external provider.</p>	
Link	Outcome	July – December 2018	
9.1.2.1	Number of Council meetings	9	
9.1.2.2	Number of community grant applications	73	


9.1.3 - Advocate and collaborate to advance the region and address local issues




Action	Service	Comment	Status
9.1.3.1 Actively participate in a Joint Organisation	Corporate and Community Leadership	Council is an active member of the Canberra Region Joint Organisation (CRJO). Council attended the two Board meetings held. This Board meetings focussed on the governance processes surrounding the organisation.	
9.1.3.2 Seek sources of funding to implement community vision	Corporate and Community Leadership	<p>Council submitted grant applications under the following programs:</p> <p>Successful</p> <ul style="list-style-type: none"> - Stronger Country Communities – Bill Smyth, Captain Oldrey, Library, Sportsfield lighting, Hill Street footpath approx. \$2.2M - Public Reserve Management Fund – dump point, loading ramp and animal wash bay at Moruya Showground \$33,000 - Building Better Regions Fund - Signed deed for Masterplans \$100,000 - Infrastructure Grants – Moruya Showground stables \$160,000 - Regional Growth Environment and Tourism Fund – 23km Coastal Headland Walk and Observation Point Lookout \$5M - Regional Cultural Fund - Batemans Bay Regional Aquatic, Arts and Leisure Centre \$8M - Regional Communities Development Fund - Batemans Bay Regional Aquatic, Arts and Leisure Centre \$18M - Community Sports Infrastructure grants – Gundry Oval field resurfacing \$200,000 <p>Still waiting outcome:</p> <ul style="list-style-type: none"> - Smart Cities - \$375,000 - Regional Growth Fund – Business case submitted \$26M - Building Better Regions – Bay visioning project \$130,000 - Building Better Regions – Mogo planning project \$20,000 - Building Better Regions - Observation Point viewing Platform \$622,000 - Regional Growth Environment and Tourism Fund – 23km Coastal Headland Walk and Observation Point lookout stage two \$5M - Everyone can Play - Broulee playground \$50,000 - Everyone can Play - Long Beach Playground \$125,000 - Creative Kooris film project - \$75,000 - Better Aging Grants - \$1.4M 	
9.1.3.3 Develop and maintain strategic partnerships	Corporate and	Council is a member of Canberra Region Joint Organisation (CRJO).	

	Community Leadership	<p>Council endorsed memberships with Australian Coastal Councils Association, Australian Local Government Women's Association, Floodplain Management Australia, Country Mayors Association, South East Arts, South East Transport Strategy and South East Sports Academy.</p> <p>Councillor James Thomson continues as NSW representative on National Coastal Councils Association and member of the Floodplain Management Committee.</p> <p>Councillor Anthony Mayne is a member of South East Transport Strategy.</p>	
9.1.3.4 Advocate to improve government processes	Corporate and Community Leadership	<p>Met with local member and candidates on local issues.</p> <p>Advocacy for Regional Emergency Management Facility with Department of Premier and Cabinet.</p> <p>Advocacy for funding for the Batemans Bay Regional Aquatic, Arts and Leisure Centre to the Members of Parliament.</p> <p>Advocacy for Eurobodalla Water Supply and Sewerage Projects funding.</p>	





9.2 – ENSURE FINANCIAL SUSTAINABILITY AND SUPPORT THE ORGANISATION IN ACHIEVING EFFICIENT ONGOING OPERATIONS


9.2.1 - Provide effective, friendly, customer service and information

Action	Service	Comment	Status
9.2.1.1 Provide customer assistance in main administration building and depots	Customer Assistance and Records	<p>Council continues to provide customer assistance to the community in the main administration building and depots.</p> <p>Telephone</p> <p>Council has served 90% of the 31,937 calls made to the Council Switchboard. There were no calls to the Council Switchboard that timed out. The Council Switchboard maintained an average of 32 seconds for conversation and transfer time.</p> <p>Correspondence</p> <p>Council has responded to 84% of 5,878 registered correspondence (email and mail) within the Council's customer service standard of 10 working days.</p> <p>Customer Service Requests</p> <p>Council closed 92% of 4,739 customer service requests within allocated time frames.</p>	








9.2.1.2 Manage public access to government information and privacy (GIPA)	Corporate and Community Leadership	Seven formal GIPA applications received.	
9.2.1.3 Manage Council's intranet	Communication and Community Engagement	Council's intranet continues to be a useful staff resource as a communication tool, a repository for forms and documents as well as providing points of contact between the divisions and groups. The intranet also serves as a gateway to external services such as TechOne, GIS Maps, IT Service Desk and SkyTrust.	
9.2.1.4 Provide effective records management	Customer Assistance and Records	Council continues to provide an effective records management system. Council has received 6,102 hard copy letters and 11,852 emails to the council@esc.nsw.gov.au email address. 39,340 documents have been registered into Council's records management system.	

Link	Outcome	July – December 2018
9.2.1.2	Percentage of enquires addressed at point of contact	90%
9.2.1.2	Percentage of correspondence dealt with within timeframes	84%
9.2.1.2	Percentage of customer service requests resolved within time frames	92%
9.2.1.3	Number of GIPA applications processed	7

9.2.2 - Manage land under Council control to achieve a return for the community			
Action	Service	Comment	Status
9.2.2.1 Manage leases and licences	Property	Ongoing lease renewals and rent reviews undertaken. Development of specifications for the new corporate information system to enhance ability to monitor compliance with key lease terms.	
9.2.2.2 Facilitate property sales and development	Property	Slowing property market has resulted in reduced interest in properties on the market. New properties are continuing to be made ready for sale. This process now needs to address new Biodiversity legislation.	
9.2.2.3 Strategic management and review of Council operational land	Property	Operational land parcels reviewed on an ongoing basis to ensure current use is appropriate.	
9.2.2.4 Operate Council managed campgrounds	Commercial Entities	Campgrounds still operating above budget. Meetings also held with camping groups to address issues which arose last peak season. Documentation for tender for new contract which needs to be in place by 1 July 2019 commenced.	




9.2.2.5 Manage the Batemans Bay Beach Resort contract	Commercial Entities	Annual Action Plan agreed between Council and contractor. Internal audit successfully completed. Trading performance similar to previous year.	
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9.2.3 - Provide administrative, technical and trade services to support the organisation

Action	Service	Comment	Status
9.2.3.1 Provide information technology and geographic information systems services	Information Technology	Ongoing support provided for the organisation for Information Services, including the support of all servers, computers, mobile phones and tablets. Maintenance and replacement of hardware and software and providing support to all staff.	
9.2.3.2 Provide depots and workshops	Works and Operations	Depots and workshops operating.	
9.2.3.3 Manage fleet	Fleet and Plant	Capital program on track for full commitment. Full expenditure probably however contractor delay in relation to truck builds may lead to capital revotes.	
9.2.3.4 Provide risk and insurance services	Risk and Insurance	The following claims were received: – 17 Motor Vehicle – 10 Liability – 1 Professional Indemnity	
9.2.3.5 Provide technical services	Technical Services	Survey, investigation and design on track. Technical support, advice and trade services provided as required.	
9.2.3.6 Provide procurement and stores	Fleet and Plant	Implementation of Roadmap and priority contracts tracking well with new resources commencing.	
9.2.3.7 Undertake private works	Works and Operations	121 private works undertaken to the value of \$69,313.	


Link	Outcome	July – December 2018
9.2.3.4	Number of insurance claims processed	28

9.2.4 - Responsibly manage Council's finances and maintain Fit for the Future status

Action	Service	Comment	Status
9.2.4.1 Develop a financial strategy	Finance and Central Treasury	Scheduled to commence in 2019.	
9.2.4.2 Monitor and report on key financial results	Finance and Central Treasury	There are no concerns about meeting budgets and key financial ratios for the financial year.	
9.2.4.3 Provide financial management and reporting	Finance and Central Treasury	September quarter completed. December to be provided within timeframe.	





9.2.4.4 Collect rates and charges	Finance and Central Treasury	Rates levied and water billing on track.	
Link	Outcome	July – December 2018	
9.2.4.2	Annual Accounts lodged with Office of Local Government by statutory deadline	100%	
9.2.4.3	Quarterly budget review statements presented to Council within statutory timeframes	100%	

9.2.5 - Benchmark and review Council fees and charges







Action	Service	Comment	Status
9.2.5.1 Benchmark General Administration, Libraries and Cemeteries fees and charges	Finance and Central Treasury	To be completed in conjunction with the annual Fees and Charges review.	

9.3 – LEVERAGE OUR SKILLS, KNOWLEDGE AND SYSTEMS TO CONTINUALLY IMPROVE AND INNOVATE

9.3.1 - Identify and implement innovative and creative projects

Action	Service	Comment	Status
9.3.1.1 Pursue opportunities to acknowledge and celebrate Council's achievements and activities	Corporate and Community Leadership	The 2017-18 Annual Report includes Council's achievements for the year.	
9.3.1.2 Progress the E-connect project	Information Technology	The scope of Phase2 is currently being reviewed. It is anticipated that it will be implemented in 2019. While the scope of Phase 3 did not change consultation regarding the experience of other councils has indicated that there will be significantly more effort required to deliver the original scope which was not implemented in FY2018 as originally planned. It has been agreed that most of Phase3 will go live July 2019 with Customer Service Requests to be implemented by the end of 2019.	
9.3.1.3 Establish and maintain a savings, productivity improvement and cost containment register	Finance and Central Treasury	To be completed prior to end of financial year.	
9.3.1.4 Coordinate the internal audit program and the implementation of recommendations	Finance and Central Treasury	Internal audits continue to be undertaken per the audit plan. The audits are reported to the Audit, Risk and Improvement Committee including updates on the completion of recommendations.	

9.3.2 - Continue to be an organisation people want to work for

Action	Service	Comment	Status
9.3.2.1 Implement the workforce diversity program	Workforce Development	We are half way through the current plan and have completed 75% of the initiatives. The final items are in the development phase and progressing well.	
9.3.2.2 Develop performance and capabilities frameworks	Workforce Development	While the LG NSW Capability Framework is complete, we continue to explore opportunities for use at Council. It was successfully piloted for 2019 intake of apprentices/trainees. Council's performance feedback system has been moved to the new corporate system and performance planning is underway in preparation for feedback later this year.	
9.3.2.3 Provide employee learning and development opportunities	Workforce Development	51 training events provided 804 training places to staff. These events were across the three program areas: – 41 organisation events with a large portion of these for Key Users of the new corporate system currently being implemented – 21 professional development events, including the ongoing National Vocational Education Certificate program's Face to face TAFE sessions for staff undertaking a certificate qualification – 55 WHS courses, with five delivered by internal subject matter experts.	
9.3.2.4 Provide human resource management	Workforce Development	The recruitment for the 2019 trainee/apprentice intake was complete. Currently we are developing position profiles all roles. These will have benefits for learning and development, recruitment and employee career progression. Performance planning is also underway as new phase of our performance feedback system.	
9.3.2.5 Implement Work, Health and Safety strategy	Workforce Development	Due to resourcing issues and other project priorities the Work, Health and Safety (WHS) and Well-being Strategy 2018-19 is not on track. Three of the six programs are on track. These include WHS Training; Leadership in Mental Health; and Health and Well-being. The three programs behind schedule include the WHS Management System Implementation; Risk Management; and Incident Investigation.	
9.3.2.6 Undertake youth employment initiatives	Workforce Development	Seven new youth traineeships were advertised. Five of these new trainees will undertake a Certificate III Business Administration qualification and two will undertake a Certificate III Individual Support, whilst gaining on the job experience. The work areas that will host a trainee include:	

		<ul style="list-style-type: none"> - Customer Service and Information - Development Services - Environmental Services - Human Resources, Learning and Development - Property and Commercial Services - Community Care <p>Our 2018 Certificate III Business Administration Youth Trainees have completed the TAFE component of their traineeship and are on track to complete their traineeships by the end of January 2019.</p> <p>One trainee has secured an ongoing position with the Customer Service team post their traineeship and two of the 2018 trainees have accepted a second-year term. They will undertake a Certificate IV Business Administration over 2019.</p>	
Link	Outcome	July – December 2018	
9.3.2.3	Number of training opportunities provided	804	
9.3.2.4	Number of recruitment activities	30	
9.3.2.4	Number of successful recruitment activities	28	
9.3.2.5	Workers lost time injury incidents	10	
9.3.2.5	Number of participants in Health and Wellbeing activities	620	
9.3.2.5	Number of Work, Health and Safety inspections	9	
9.3.2.6	Retention rate of youth employment	3	