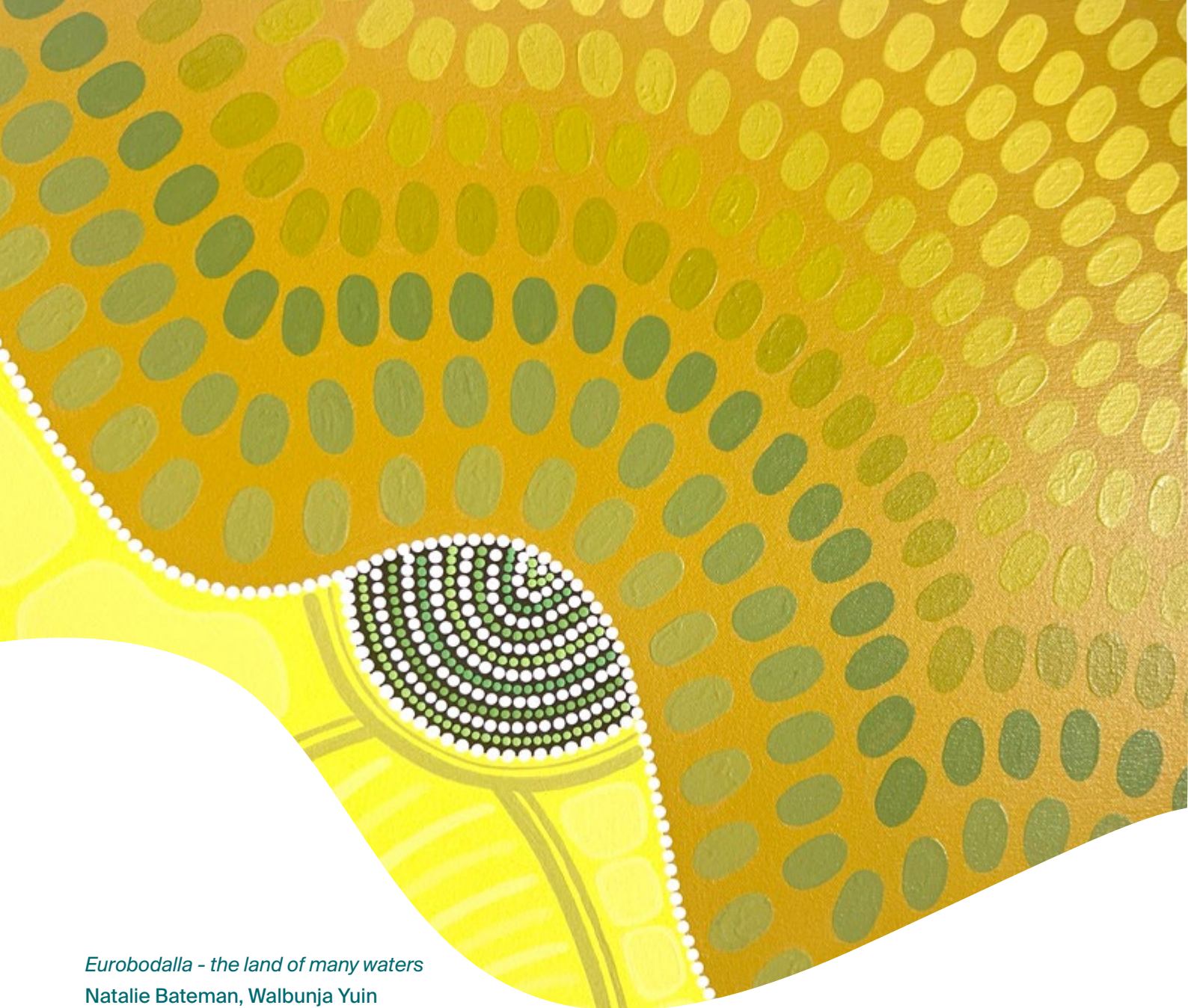


# 2026 - 2027 Operational Plan





*Eurobodalla - the land of many waters*  
Natalie Bateman, Walbunja Yuin

## Acknowledgement of Country

Eurobodalla Shire Council recognises Aboriginal people as the original inhabitants and custodians of all land and water in the Eurobodalla and respects their enduring cultural and spiritual connection to it. Eurobodalla Shire Council acknowledges the Traditional Owners of the land in which we live. Council pays respect to Elders past, present and aspiring.

We are on Yuin Country.

Cover image: Long Beach rock revetment works.

# Contents

<b>The year ahead</b>	<b>4</b>		
<b>About this plan</b>	<b>5</b>		
<b>The Integrated Planning and Reporting Framework</b>	<b>6</b>		
Planning	7		
Reporting	7		
<b>Our Eurobodalla</b>	<b>8</b>		
Who are we	9		
<b>Our Council</b>	<b>10</b>		
Our Mayor and Councillors	11		
<b>Our organisation</b>	<b>12</b>		
Our areas of operation	13		
Our values	14		
<b>Our services</b>	<b>15</b>		
<b>Our infrastructure</b>	<b>18</b>		
<b>The Operational Plan</b>	<b>20</b>		
Understanding the Operational Plan and its role in Council reporting	20		
The Operational Plan actions	21		
<b>Our vision and goals</b>	<b>22</b>		
<b>Community Strategic Plan themes</b>	<b>23</b>		
<b>● Community Strategic Plan Theme 1</b>			
Our community	25		
Operational Plan actions for our community	26		
<b>● Community Strategic Plan Theme 2</b>			
Our economy	33		
Operational Plan actions for our economy	34		
<b>● Community Strategic Plan Theme 3</b>			
Our environment	39		
Operational Plan actions for our environment	40		
<b>● Community Strategic Plan Theme 4</b>			
Our infrastructure	47		
Operational Plan actions for our infrastructure	48		
<b>● Community Strategic Plan Theme 5</b>			
Our civic leadership	57		
Operational Plan actions for our civic leadership	58		
<b>Our Budget</b>	<b>65</b>		
2026-27 Budget per fund	66		
Where does our money come from	67		
Where does our money go	67		
Budget per service	69		
Capital Works Program	70		
<b>Community grants and donations</b>	<b>75</b>		
<b>Our Revenue Policy</b>	<b>77</b>		
Rates and charges	77		
Rating structure	77		
Rating categories	77		
Annual rates and charges notice	79		
Rates and charges	80		
Usage charges	85		
Pricing methodology	86		
Fees and charges	86		
Debt recovery	86		
Borrowings	86		
Rating categorisation maps	86		

# The year ahead

## A message from general manager Mark Ferguson

At Eurobodalla Council, our people are at the heart of everything we do. From maintaining local roads and parks to delivering essential services and shaping long-term plans, our work impacts the daily lives in our community. Our staff are dedicated to supporting you.

The Operational Plan 2026–2027 is the second annual work plan under Council’s Delivery Program 2025–2029. It outlines the projects and services we will deliver over the coming year as we progress the long-term goals of the Community Strategic Plan 2042. Our focus remains on delivering results through smart planning, responsible financial management and strong community partnerships.

Aligning our operational activities with Council’s strategic priorities will strengthen service delivery and support the organisation’s long-term financial sustainability. Decisions are made so that services remain strong and future generations inherit a thriving, resilient and financially secure Eurobodalla.

This year we are changing the service delivery model for the Bay Pavilions, with Council assuming management of the Yuin Theatre and creative arts programs inhouse. We will implement the management and maintenance plan for Mogo Trails; begin a service review of waste management; investigate options and assess the feasibility of implementing Food Organics and Garden Organics (FOGO) by 2030.

Housing remains a significant regional challenge. We will progress priority actions from the Housing Strategy to support accessible, affordable, and diverse housing options. The completion of supporting infrastructure in south Moruya will enable the development of up to 1,000 new homes.

We remain committed to delivering our local and urban road capital works and restoration programs, and work will commence on the West Rosedale Housing Infrastructure project. Strong advocacy to all levels of government will play a crucial role in securing the financial support necessary to sustain the region’s essential infrastructure. These efforts support our long-term vision for a safe, reliable, and integrated transport network.

Environmental sustainability and climate change are key priorities for Council. Through the Climate Action Plan, we will implement the new Biodiversity Strategy, construct the Surfside inundation levee and stage one of the Caseys Beach seawall, and increase Council’s access to solar energy. These actions aim to protect our natural assets, reduce coastal risk, and maximise renewable energy efficiency across Council facilities.

Community infrastructure improvements will include projects such as the upgrade of Preddys Wharf in Moruya, new amenities and change rooms at Hanging Rock sports field and the replacement of the Narooma shark net. We will also continue working to replace the Eurobodalla Animal Shelter at Pollwombra Road Moruya; develop an Aboriginal Arts Strategy; and deliver road safety initiatives aligned with the Road Safety Plan.

Our community services continue to support residents in their daily lives, helping maintain a prosperous community, while iconic and major events continue across Eurobodalla, with tourism further supported through the new ‘Meet a Local’ campaign.

We remain committed to balancing priorities and providing the services that matter most, managing the needs of today while preparing for the challenges of tomorrow.

The success of Eurobodalla depends on collaboration between Council, our community, local businesses, and government partners. We will continue to listen, work together, and respond to community needs to achieve the best possible outcomes for our region.



Mark Ferguson  
General Manager



## About this plan

This Operational Plan 2026-27 provides an action plan for the financial year, running from 1 July 2026 to 30 June 2027. It is our to-do list for the year, detailing actions that Council will undertake to meet the activities in the Delivery Program 2025-29.

These documents guide Council's efforts to work towards our community's aspirations, as detailed in the Eurobodalla Community Strategic Plan – towards 2042 (revised 2025).

The Operational Plan and Council's Delivery Program are supported by Council's Resourcing Strategy 2025-35, which describes how Council's finances will be used, how our operations will be staffed, and how our assets will be utilised and maintained, to fulfil our activities.

The program has been developed to meet the requirements of the *Local Government Act 1993* and the NSW Office of Local Government's Integrated Planning and Reporting Guidelines. Ongoing feedback from the community underpins how this plan has been developed and how activities, actions and projects are prioritised.

Council will report our progress against this program to our community through a six-month progress report and an Annual Report.

Image: Scarred tree (known as a canoe tree) at Wimbie Beach.

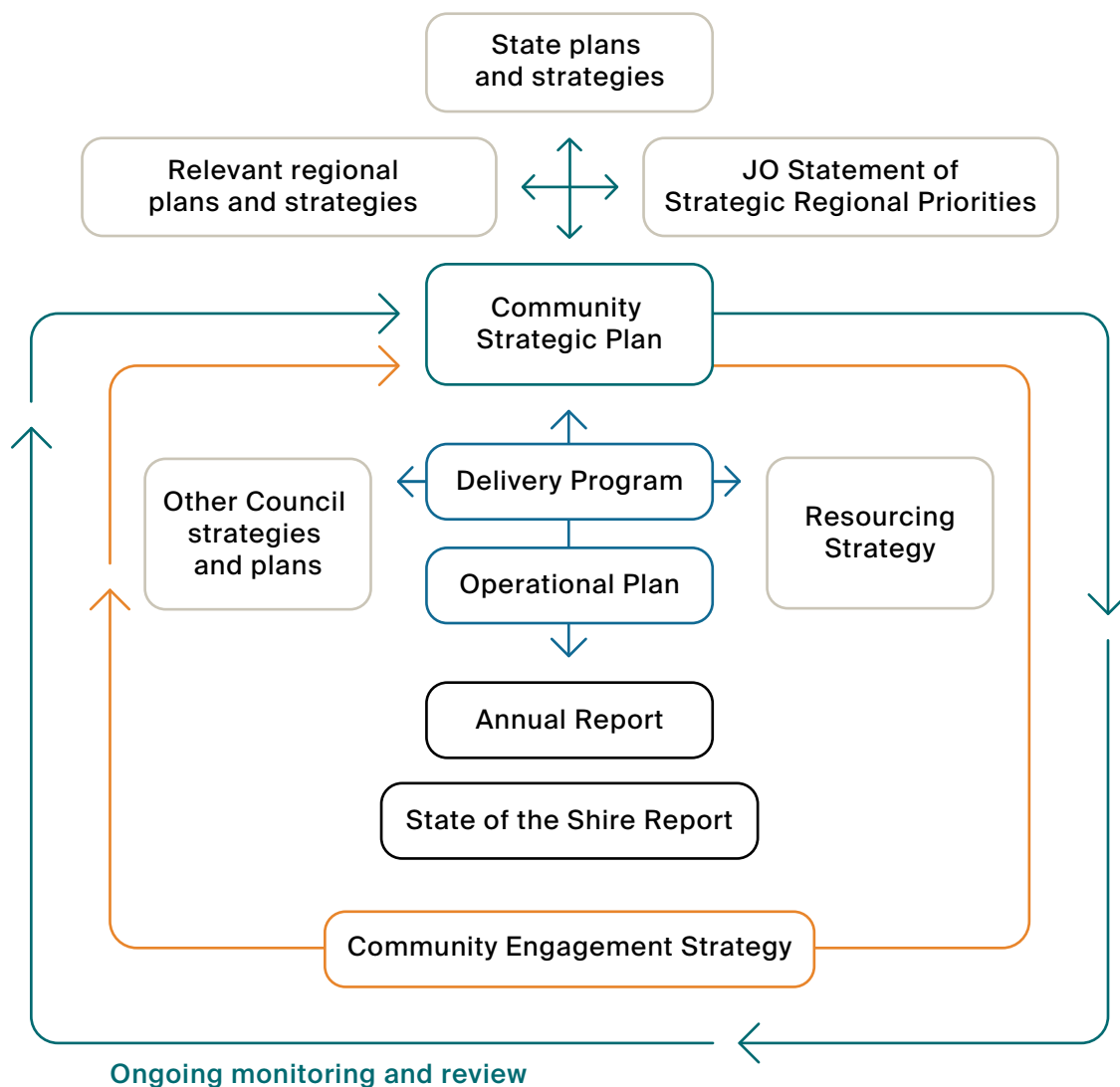
# The Integrated Planning and Reporting Framework

All councils in NSW are required to use the Integrated Planning and Reporting Framework to guide their planning and reporting activities.

Through the framework, councils work with their communities, stakeholders, and other levels of government, to prepare a suite of documents. The documents will consider and identify for the local government area:

- Where we want to go
- How we get there
- How we know when we've arrived

The suite includes documents that will either focus on forward planning to guide future actions or reporting that will describe the work achieved to enact the plans.



## Planning

### Community Strategic Plan

The Community Strategic Plan is the highest level plan that a council prepares. Councils engage, collaborate, collate, and endorse the Community Strategic Plan on behalf of their community. It identifies the community's visions and goals for the future, looking 10 to 20 years ahead, and strategies for achieving these in all aspects of community life. It guides all other council strategies and plans, and before each new council term the community is engaged to ensure the plan still accurately reflects their aspirations for the future.

### Resourcing Strategy

The Resourcing Strategy identifies the resources - money, assets and people - available to Council to support its integrated plans. It includes a Long-term Financial Plan - a rolling plan that considers how commitments will be financially resourced and funded; an Asset Management Strategy and Plan to ensure assets are managed in an efficient and sustainable way to meet service delivery needs; and a Workforce Management Strategy that guides the current and future workforce capabilities and capacity of Council.

### Delivery Program

The Delivery Program is Council's response to its community, outlining what activities it intends to deliver, within available resources, to work towards the Community Strategic Plan's goals. The program is redeveloped with the new term of councillors following local government elections and spans a four-year period.

### Operational Plan

The Operational Plan is Council's annual workplan, listing the actions it will undertake to work towards its Delivery Program and Community Strategic Plan. It incorporates budgets allocated for the year, and the Statement of Revenue Policy which states the rates, fees, charges, pricing methodologies, and borrowings for the year.

## Reporting

### Six-month performance updates

After the first six-months of a workplan year, a report is presented to councillors. It describes the efforts and progress made in the time to date implementing the plans.

### Annual Report

Each year, Council reports its performance and progress towards achieving the community's priorities and aspirations in its Annual Report. The report will describe the efforts and achievements for the year, present financial performance information, and legislative disclosures.

### State of the Shire

The State of the Shire report is prepared and presented to a newly elected council and the community for a four-year period. It reports the previous council's efforts in moving towards the Community Strategic Plan's vision and future goals. It may also cover matters that are not directly Council's responsibility but contribute to community life.

# Our Eurobodalla

Eurobodalla is a unique coastal region on the NSW south coast with rich Aboriginal heritage, a strong sense of place, and a lifestyle shaped by nature. Welcoming around 1.46 million visitors a year, tourism is one of our largest industries.

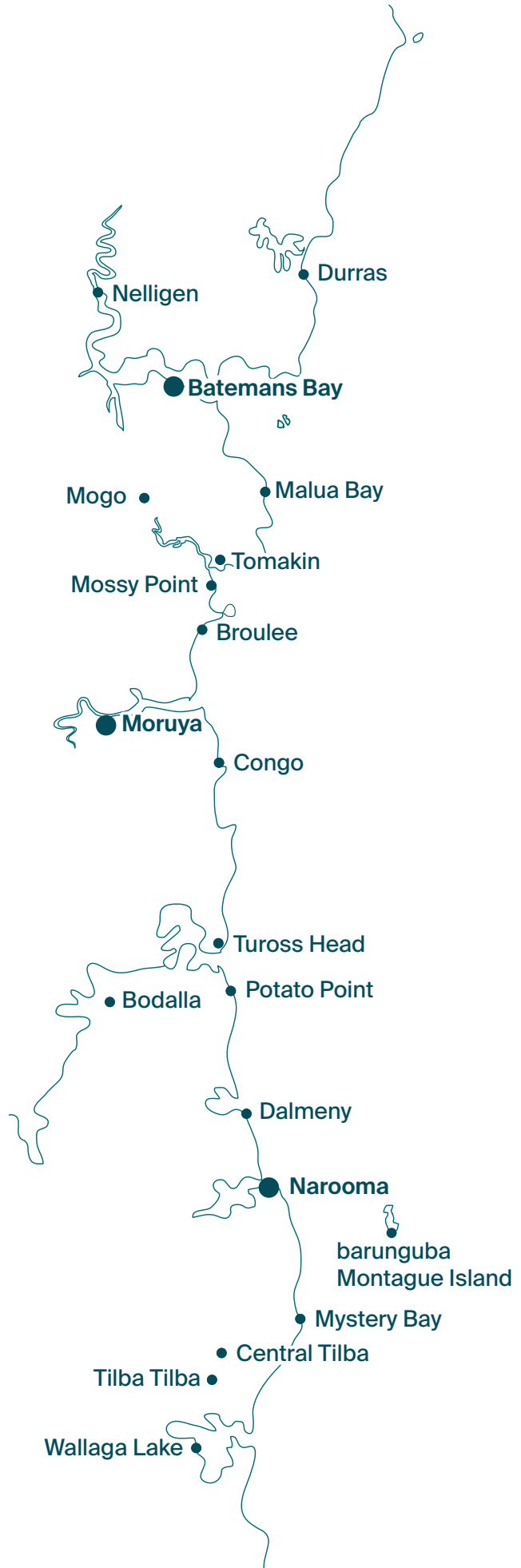
People of the Yuin Nation are the first people of the region. The Dhurga-speaking Aboriginal groups have lived across Eurobodalla for thousands of years and maintain their strong connections with its land and water. Aboriginal culture, stories, and art are deeply embedded in the region's identity.

Declared Eurobodalla Shire in 1954, the current mayor is Mathew Hatcher who is serving his second term in Council since 2021.

Over three-quarters of Eurobodalla is open space, shaped by a vast 143-kilometre coastline that reflects the region's significant natural assets. The three main towns Batemans Bay, Moruya and Narooma provide connections to a variety of pristine beaches, rivers, national parks, state forests and farmland.

Eurobodalla's visitor experience thrives on nature-based activities, a vibrant local arts and music scene, and hallmark events. Its relaxed, friendly, and community focused culture compliments the small-town charm allowing people to experience the area in a deeper and more meaningful way.

Eurobodalla has 3,310 local businesses and a gross regional product of \$2.34 billion dollars. The top industries of employment are construction, health care, and retail with 18,095 employed residents and 17,874 local jobs. The current estimated population of 42,454 is expected to reach 47,083 by 2046.



## Who are we

The following snapshot is comprised from the most recent data available from Council's Community Profile tool, Profile.id.



### If the Eurobodalla consisted of 100 people there would be:



6 Aboriginal and Torres Strait Islanders



8 need assistance with their day-to-day lives due to disability



14 born overseas



17 undertaking voluntary work



4 speaking languages other than English at home



31 with a household income less than \$800 per week



22 renting



73 own or mortgage a house



51 females

49 males

18 aged 0-17 years

12 aged 18-34 years

28 aged 35-59 years

42 aged 60+ years



42,454  
ABS estimated population 2025



47,083  
forecast 2046 population



54 years  
median age



45% of people aged 15 years and over are employed



\$2.34B  
gross regional product



3,310  
local businesses



\$1,129  
median weekly household income



Top industries of employment

1

Construction

2

Health care/  
social assistance

3

Retail trade

4

Accommodation  
and food services

5

Education and  
training

# Our Council

Eurobodalla Shire Council is a body of nine members who are elected for a four-year term to carry out duties under the provisions of the *Local Government Act 1993*.

The role of a councillor is defined in Section 232 of the Act. The Mayor is popularly elected every four years and the Deputy Mayor is elected by the members of the Council.

The elected body is supported by a team of council staff responsible for bringing their policies and direction into effect.

In NSW, Local Government Elections are held every four years and eligible voters elect councillors to their local council. Local Government Elections were held on 14 September 2024 and this term of Council runs to September 2028.



## Our Mayor and Councillors



**Mayor Mathew Hatcher**  
0482 662 708  
mayor@esc.nsw.gov.au



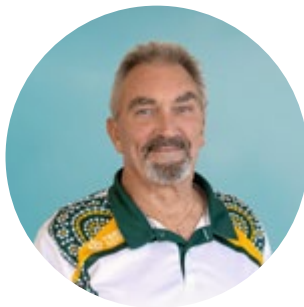
**Councillor Anthony Mayne**  
0482 496 402  
clranthony.mayne@esc.nsw.gov.au



**Councillor Laurence Babington**  
0483 146 416  
clrlaurence.babington@esc.nsw.gov.au



**Councillor Phil Constable**  
0436 930 419  
clrphil.constable@esc.nsw.gov.au



**Councillor Mick Johnson**  
0428 788 719  
clrmick.johnson@esc.nsw.gov.au



**Councillor Rob Pollock OAM**  
0427 735 375  
clrrob.pollock@esc.nsw.gov.au



**Councillor Amber Schutz**  
0482 783 020  
clramber.schutz@esc.nsw.gov.au



**Councillor Colleen Turner**  
0472 616 799  
clrcolleen.turner@esc.nsw.gov.au



**Councillor Sharon Winslade**  
0407 113 185  
clrsharon.winslade@esc.nsw.gov.au

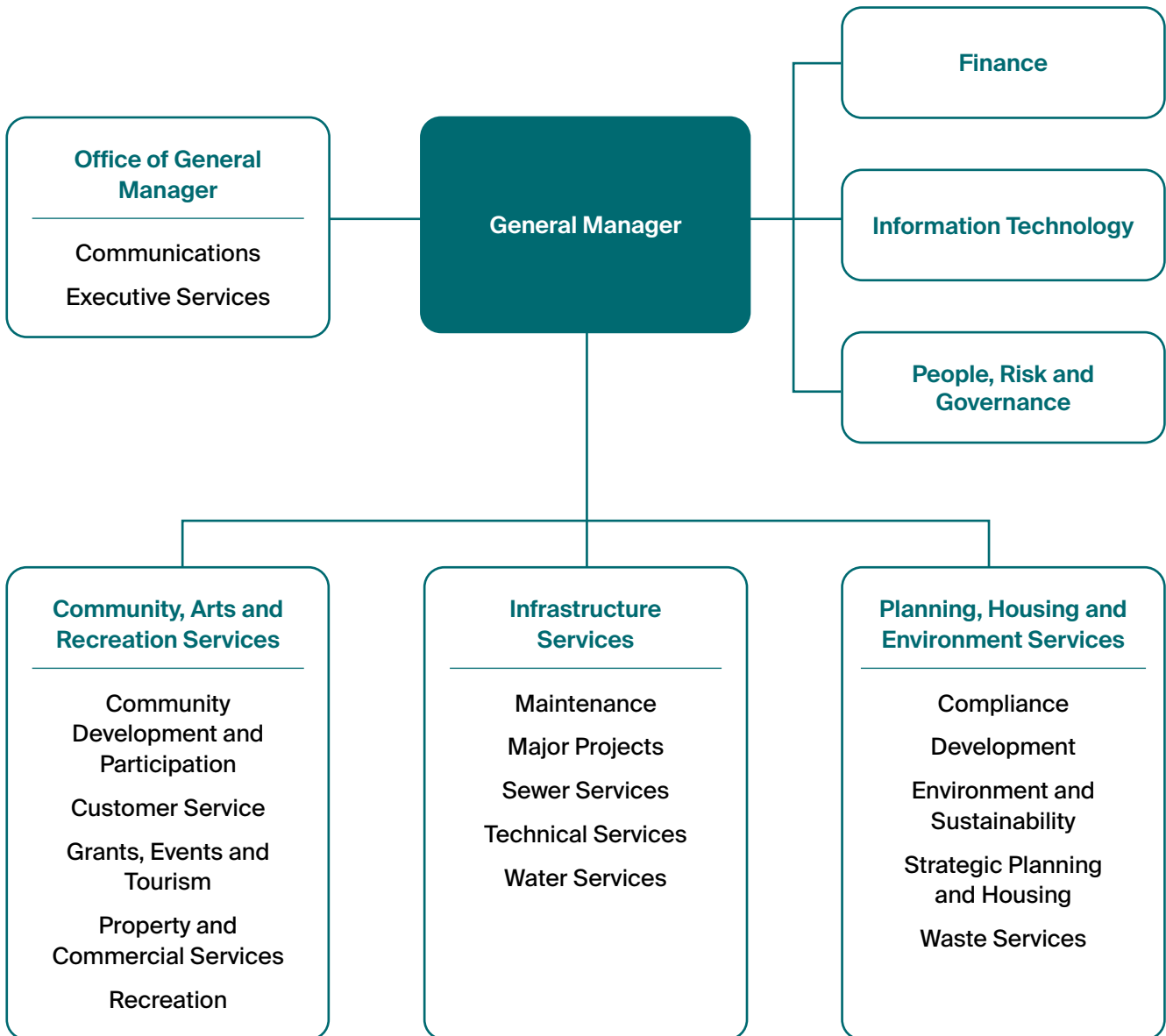
# Our organisation

Council staff are responsible for bringing the policies and direction of the elected council into effect, delivering council owned infrastructure and services necessary to support community life.

The staff are led by an executive leadership team made up of the general manager and senior staff.

The general manager has statutory and operational delegations from Council and is responsible for the day-to-day management of the organisation. Section 335 of the *Local Government Act 1993* explains the functions of the general manager.

Eurobodalla Council's organisational structure, April 2026



## Our areas of operation

Eurobodalla Shire Council operates primarily from its main administration building in Moruya.

Our operational and trade staff work from depots in each of our major towns – Batemans Bay, Narooma and Moruya – as well as on-site throughout the shire, building and servicing infrastructure including roads, water and sewer assets, and many of our recreational facilities.

Each major town has a Council-run library, and a childcare building that operates our after school and vacation care programs. Staff also interact with community members at the Eurobodalla Regional Botanic Garden, the Dr Mackay Centre (for community services), and at waste management facilities at Surf Beach, Dalmeny, and Moruya.

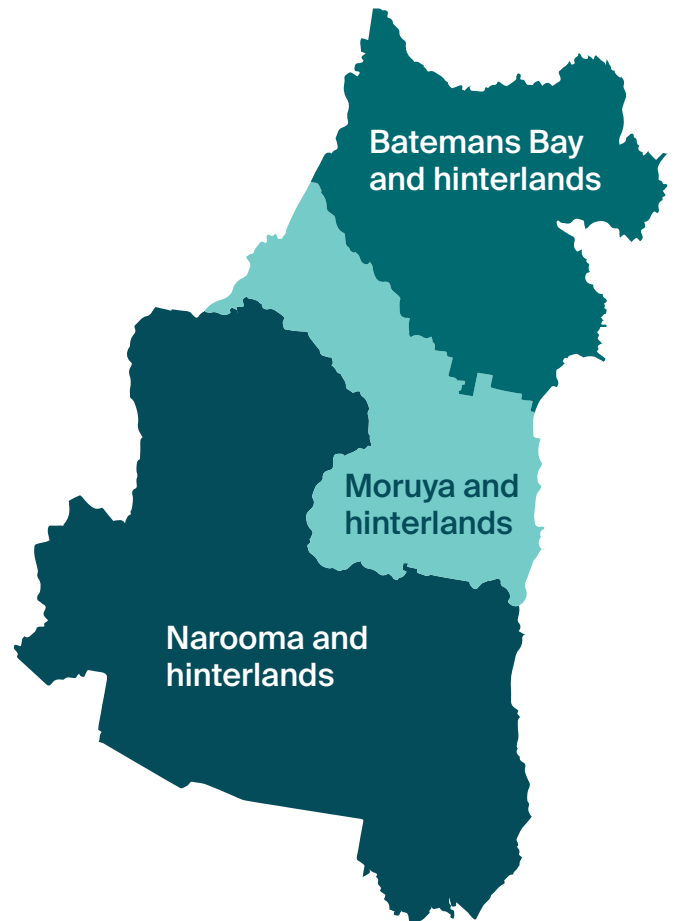


Image: The entrance to Clyde River, Batemans Bay.

## Our values

Council staff have embedded the following important values into their everyday tasks and contact with each other and the community ... it's the way we do things around here

### We are collaborative

We ask for and share ideas, insights and knowledge. We find strength and reward in working together.

### We are respectful

We show respect and compassion to each other and our community. When there are issues, we go to the source.

### We show team spirit

We nurture and value our relationships, bringing out the best in each other.

### We are professional

We act with integrity, take pride in our work and always think first of our community.

We aim for excellence in all that we do.

### We are open and trusting

We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability.

We look for the best in people and expect that in return.



Image: Staff catch up with 24-Hour Economy Commissioner Michael Rodrigues.

# Our services

The role of local councils has come a long way since the days of roads, rates, and rubbish. Today, we deliver a variety of services to meet our community's needs and expectations.

The table below identifies the services offered to our community. Each service area encompasses different sub services, and any guiding strategies or plans for these streams are also listed.

The Delivery Program activities in this plan identify the service applicable to each activity.

Service	Sub services	Supporting strategies and plans
Community participation	Aged care sector support Social support (individuals and groups) Community transport Involve	Disability Inclusion Action Plan
Business, tourism and events	Economic development support Eurobodalla Regional Botanic Garden Events Mogo Trail Munjip Trail Tourism	Eurobodalla Destination Action Plan Events Strategy Integrated Economic Growth and Development Strategy Wayfinding and Tourism Signage Strategy
Children and youth	Children and youth administration Early childhood services Out of school hours care Youth services	Children's Services Action Plan Youth Action Plan
Commercial services	Caravan parks and campgrounds Hatchery Private works Saleyards	
Community and cultural development	Community development Creative arts Heritage	Aboriginal Action Plan Creative Arts Strategy Public Art Strategy
Community facilities and spaces	Cemeteries Community buildings Parks and open space Public toilets Town centres	Recreation and Open Space Strategy Public Toilet Strategy
Corporate and community leadership	Community grants Councillors General Managers office Governance and planning Regional collaborations Risk and insurance	Community Grants Policy Community Strategic Plan Delivery Program

Service	Sub services	Supporting strategies and plans
Development assessment and building certification	Building certification and compliance Development approvals	Local Environment Plan
Finance and revenue	Financial services Revenue management	Finance Strategy Grant Strategy
Information and support services	Communications and media Customer service Information technology Procurement and stores Records Vehicles and equipment	Community Engagement Strategy
Infrastructure services	Depots Quarries Radio systems Works support Workshop	
Libraries	Public libraries	Eurobodalla Library Strategic Plan
People and safety	People development and support Training Work health and safety	Workforce Management Plan
Property	Office buildings Property development Property management	
Public and environmental health	Investigation and monitoring Public health	
Public order and safety	Animal control Beach and coastal safety Emergency services support Fire mitigation Illegal dumping Rangers Road safety	Companion Animals Management Plan Road Safety Plan
Recreation	Bay Pavilions Community halls Crown reserves Recreation developer contributions Marine facilities Management committees Playgrounds Recreation administration and planning Showgrounds Sporting complexes Swimming pools Tennis facilities	Recreation and Open Space Strategy

<b>Service</b>	<b>Sub services</b>	<b>Supporting strategies and plans</b>
Sewer services	General sewer Pump and treatment stations Sewer administration and management Sewer revenue and rates Water quality compliance	Integrated Water Cycle Management Strategy
Stormwater	Drainage Stormwater contributions	
Strategy and sustainability	Coastal and estuary management Environmental services administration Flood studies and works Flying fox management Landcare Natural resource management Strategic Planning Sustainability Weed and pest management	Climate Action Plan Eurobodalla Local Strategic Planning Statements Flood studies and plans Eurobodalla Heritage Strategy Open Coast Coastal Management Program
Transport	Airport Bridges Bus shelters Carparks Disaster recovery works Pathways Sealed roads South Moruya housing works State roads contracted works Transport developer contributions Unsealed roads	Moruya Airport Masterplan Pathway Strategy Transport Network Plan Northern Area
Waste management	General waste Disposal and recycling Waste administration Waste collection Waste revenue and rates	Waste Management and Minimisation Strategy
Water services	Dams and weirs General water Water administration Water efficiency program Water revenue and rates	Integrated Water Cycle Management Strategy

# Our infrastructure

Council's service delivery is supported by infrastructure. Council will continue to manage over \$3.4 billion worth of community infrastructure including \$1.15 billion of water and sewer infrastructure. Asset revaluations occur annually which may result in the revised gross replacement cost of assets. Council's community infrastructure includes:

- 9,030 stormwater pits
- 1,012 headwalls
- 943km water mains
- 636km sealed roads
- 623km sewer mains
- 563km kerb and gutter
- 515 park benches
- 390km unsealed roads
- 208km stormwater pipes
- 58km of shared pathways
- 98km of footpaths
- 149 carparks
- 142 sewage pumping stations
- 117 bridges
- 103 parks
- 49 stand-alone public toilets
- 9 public halls
- 66 bus shelters
- 35 playgrounds
- 31 tennis courts
- 24 sports fields
- 22 boat ramps
- 17 water pumping stations
- 13 cricket pitches
- 19 viewing platforms
- 12 netball courts
- 11 cemeteries
- 9 public halls
- 10 pontoons
- 9 jetties
- 7km rockwalls
- 6 sewage treatment plants
- 5 skate parks
- 5 fishing platforms
- 4 wharves
- 4 surf clubs
- 3 libraries
- 3 waste management facilities
- 3 indoor basketball courts
- 3 swimming centres
- 3 childcare buildings
- 2 water treatment plants
- 1 bulk water supply
- 1 exhibition centre
- 1 performing arts centre



**943km**  
water mains



**636km**  
sealed roads



**623km**  
sewer mains



**208km**  
stormwater pipes



**156km**  
pathways



**142**  
sewerage  
pumping stations




**117**  
bridges



**103**  
parks



**49**  
stand-alone  
public toilets



The new Borang Creek bridge at Potato Point has been constructed two metres higher than the old crossing.

Raising the road height reduces the risk of residents being isolated during flood events and environmental impacts on the creek.

The new bridge provides a more reliable transport route for emergency services and school buses, and supports continued operation of the Bodalla Sewage Treatment Plant during periods of extreme weather.



# The Operational Plan

## Understanding the Operational Plan and its role in Council reporting

The Operational Plan may be read as a stand-alone document but is best read alongside the Community Strategic Plan – Towards 2042 (revised 2025) and the Delivery Program 2025-29. These three documents all form part of the Integrated Planning and Reporting framework and cascade from aspirational themes and strategies, developed by the community, to a four-year Delivery Program, and into a 12-month Operational Plan.

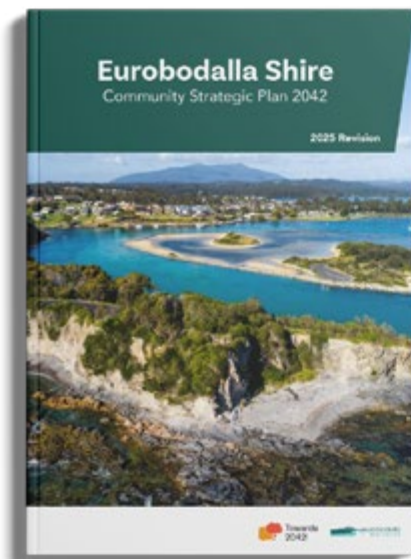
The Operational Plan includes actions that Council has committed to delivering over the next 12 months. Each action is a direct correlation to the activities identified in the Delivery Program 2025-29.

The Operational Plan includes performance indicators. Performance indicators reflect how we will measure if we have achieved what we have set out to do. They are reported back to the community in our six-month report and Annual Report.

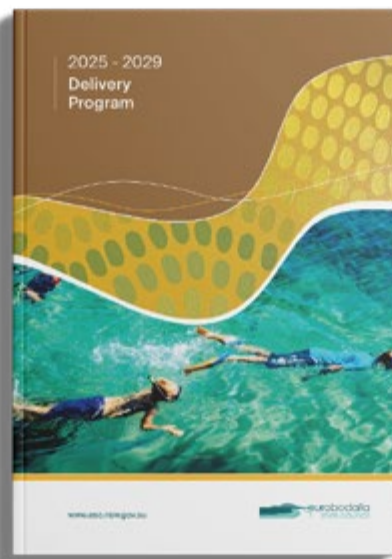
Council provides updates to the community on how we are performing against the Operational Plan and Delivery Program at six-month intervals. These reports show if Council has met its commitments to the community, if the actions are delayed or if Council has not been able to deliver the planned actions.

The six-month report and Annual Report will provide details to the community that assist the reader to understand what was achieved, or if an action was not achieved or delayed, why this is the case.

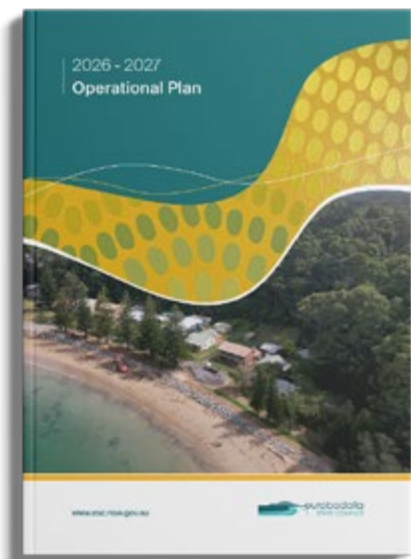
You are reading this document



Eurobodalla Shire Community Strategic Plan 2042 (2025 revision)



2025 - 2029 Delivery Program



2026 - 2027 Operational Plan

## The Operational Plan actions

In the Delivery Program 2025-29 Council has identified four key priorities, being:

- Housing diversity, affordability and liveability
- Connections between towns and villages
- Financial stewardship
- Climate action and sustainability

Where actions in this plan relate directly to these priorities, their corresponding icon will be displayed with the Delivery Program activity.



Housing diversity,  
affordability and liveability



Connections between  
towns and villages



Financial stewardship



Climate action and  
sustainability

Image: The new Broulee roundabout has significantly improved road safety at the intersection of Broulee Road and George Bass Drive.



# Our vision and goals

## What our community told us ...

The Community Strategic Plan sets out our shared community vision for the future.

### Vision

**From our beaches to our bushlands, rivers and mountains...**

- Our Eurobodalla is a place of inclusive communities embracing sustainable lifestyles.
- Our future balances our natural assets and thriving economy.
- Our community is resilient and collaborative, and this underpins all that we do.

Our vision can only be achieved if we work together.

Joint responsibility to understand and act out our goals and aspirations that we hold as a community is vital to build and sustain Eurobodalla's future.



Image: Mogo's new pump track was delivered through a collaborative effort involving the Mogo Village Business Chamber, State Government funding, Council and the local community.

# Community Strategic Plan themes

## Theme 1: Our community

Eurobodalla welcomes, celebrates and supports everyone.

## Theme 2: Our economy

We have a strong economy with learning, employment and business opportunities.

## Theme 3: Our environment

We sustain our shire by balancing growth and protecting our natural environment.

## Theme 4: Our infrastructure

Our community has reliable and safe infrastructure networks and community facilities.

## Theme 5: Our civic leadership

We are an engaged community with progressive leadership.

### Our community



### Our economy



### Our environment

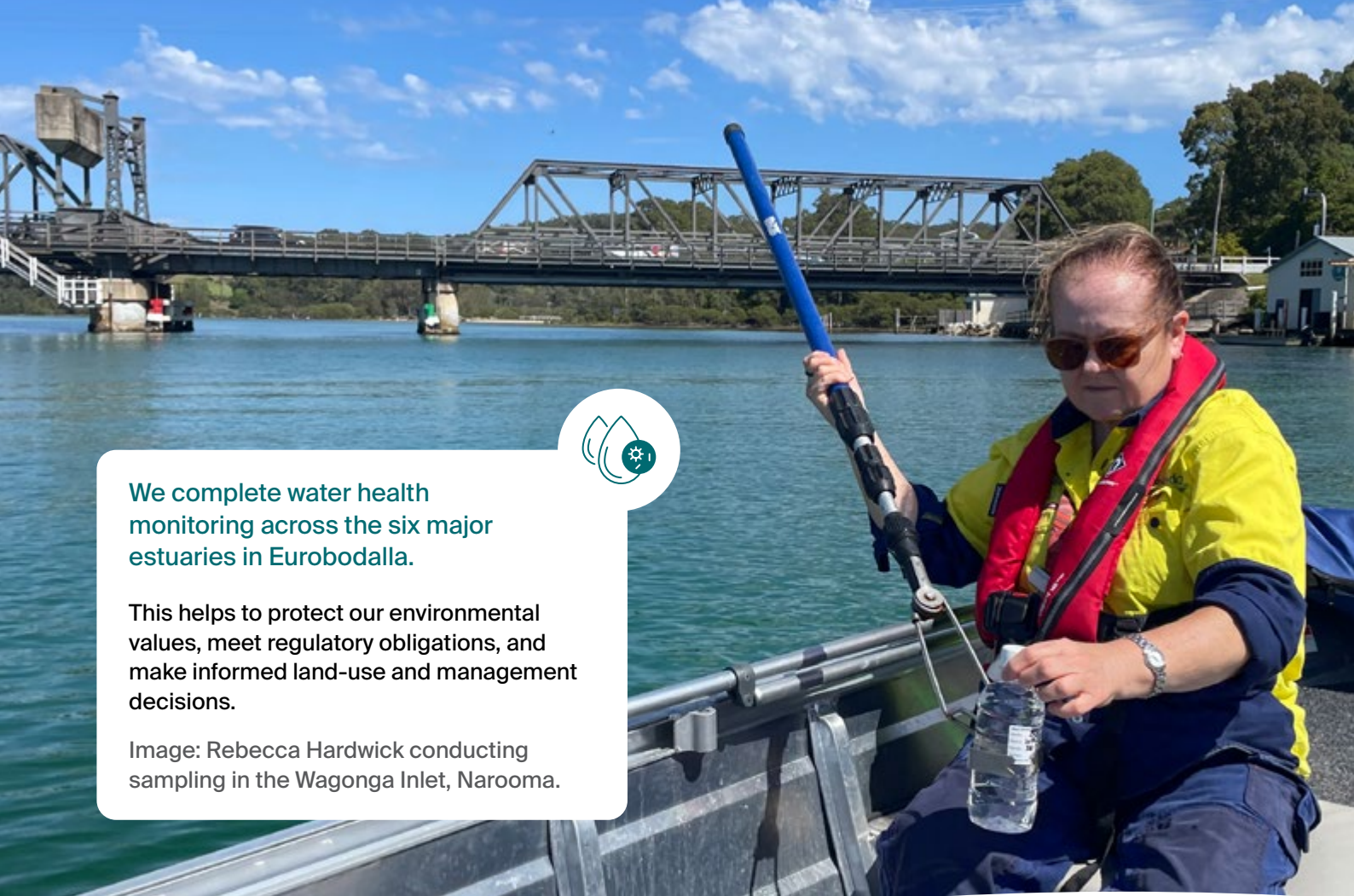


### Our infrastructure



### Our civic leadership





**We complete water health monitoring across the six major estuaries in Eurobodalla.**

This helps to protect our environmental values, meet regulatory obligations, and make informed land-use and management decisions.

Image: Rebecca Hardwick conducting sampling in the Wagonga Inlet, Narooma.



**In six-months, The Job Shop assisted in over 166 employment outcomes.**

Our dedicated staff at The Job Shop provide access to training and job opportunities to help people in Eurobodalla secure employment.

Image: Amy Kovacs, Rhonnie South, and Karen McLellan at The Job Shop in Moruya.

# Community Strategic Plan Theme 1

## Our community

### Eurobodalla welcomes, celebrates and supports everyone

In 2042, Eurobodalla continues to recognise and respect our heritage and unique culture. Our community is friendly, diverse and cares for the wellbeing and safety of each other. There is an abundance of opportunities provided to participate or volunteer in community life for all ages and abilities. We can access broad health, medical and community services.

Image: Adaptive racing featured on Mogo Trails during the Sea Otter Australia Festival.



## Operational Plan actions for our community

### Community Strategic Plan strategy

#### 1.1 Acknowledge our beginnings, embrace our culture and diversity

##### Delivery Program activity

##### 1.1.1 Acknowledge and involve the traditional custodians of Eurobodalla and deliver the outcomes of the Aboriginal Action Plan

Code	Operational Plan action	Responsible manager
1.1.1	<p>Coordinate and promote the work of the Aboriginal Advisory Committee and associated projects</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>Number of Aboriginal Advisory Committee meetings</li> </ul>	Divisional Manager Community Development and Participation
1.1.2	<p>Recognise and celebrate NAIDOC Week to promote understanding of Aboriginal history and culture</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>Number of celebratory events promoted</li> </ul>	Divisional Manager Community Development and Participation

##### Delivery Program activity

##### 1.1.2 Strengthen community spirit and value our diversity through community development initiatives

Code	Operational Plan action	Responsible manager
1.1.2.1	<p>Deliver community programs to support wellbeing and inclusion</p> <p><b>Performance indicator</b></p> <p>Number of community programs delivered</p>	Divisional Manager Community Development and Participation
1.1.2.2	<p>Provide the Y drive project to support attainment of licences for disadvantaged residents</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>Number of L licences gained</li> <li>Number of P licences gained</li> <li>Number of active driving mentors</li> <li>External funding secured for Y drive project</li> </ul>	Divisional Manager Community Development and Participation
1.1.2.3	<p>Provide opportunities for the community to volunteer across Council programs</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>Number of community volunteers</li> </ul>	Director Community Arts and Recreation



## Delivery Program activity

### 1.1.3 Develop and promote creative arts activities and industries, as guided by the Creative Arts and Public Arts strategies

Code	Operational Plan action	Responsible manager
1.1.3.1	Coordinate art in public spaces and provide information about public art best practice <ul style="list-style-type: none"> <li>Number of public art projects supported</li> </ul>	Divisional Manager Community Development and Participation
1.1.3.2	Deliver exhibitions and creative arts programs through Basil Sellers Exhibition Centre <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of exhibitions and creative arts activities delivered</li> </ul>	Divisional Manager Community Development and Participation
1.1.3.3	Coordinate planning, promotion and audience development across Council-owned arts venues <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Number of arts events and activities promoted</li> <li>Number of arts social medial posts and newsletters sent</li> <li>Number of subscribers to arts newsletter</li> </ul>	Divisional Manager Community Development and Participation
1.1.3.4	Activate the Yuin Theatre and arts spaces at the Bay Pavilion as accessible, inclusive and well-utilised creative hubs <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Number of arts activities delivered at the Yuin Theatre</li> <li>Number of visitors to the Yuin Theatre</li> </ul>	Divisional Manager Community Development and Participation
1.1.3.5	Develop the Eurobodalla Aboriginal Arts Strategy <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Aboriginal Arts Strategy developed</li> </ul>	Divisional Manager Community Development and Participation
1.1.3.6	Coordinate and promote the work of the Creative Arts Advisory Committee and associated projects <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of Creative Arts Advisory Committee meetings held</li> </ul>	Divisional Manager Community Development and Participation



Image: Yarning circle at Wimbie Beach. Artwork by Natalie Bateman.

## Community Strategic Plan strategy

### 1.2 Celebrate and support people of all ages

#### Delivery Program activity

##### 1.2.1 Develop and provide quality early education services and programs

Code	Operational Plan action	Responsible manager
1.2.1.1	<p>Coordinate and develop the Family Day Care service to support local families</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Family Daycare occasions of care</li> <li>• Number of educators providing Family Day Care services</li> <li>• Number of children enrolled in Family Day Care</li> <li>• Family Day Care service meets or exceeds National Quality Standards</li> </ul>	Divisional Manager Community Development and Participation
1.2.1.2	<p>Provide Out of School Hours (OOSH) and Vacation care services for 150 families</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Out of School Hours occasions of care</li> <li>• Number of children enrolled in Out of School Hours care</li> <li>• Vacation care occasions of care</li> <li>• Number of children enrolled in vacation care</li> <li>• Out of School Hours service meets or exceeds National Quality Standards</li> </ul>	Divisional Manager Community Development and Participation
1.2.1.3	<p>Deliver grant funded child and family programs to support early learning and development for babies and pre-school aged children</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Number of participants in 3Bs Playgroup</li> <li>• Number of participants in Embracing Babies</li> </ul>	Divisional Manager Community Development and Participation
1.2.1.4	<p>Organise and collaborate on family and children's activities for relevant national weeks of celebration</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Number of celebratory occasions and community grants supported</li> </ul>	Divisional Manager Community Development and Participation
1.2.1.5	<p>Seek opportunities to upgrade or replace the Narooma Out of School Hours (OOSH) building</p>	Divisional Manager Community Development and Participation



### Delivery Program activity

#### 1.2.2 Provide services and strengthen opportunities to retain and attract youth, supported by the Youth Action Plan

Code	Operational Plan action	Responsible manager
1.2.2.1	Celebrate Youth Week events to promote the vibrancy and contribution of young people in our community <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Two free events held in conjunction with the Youth Committee during Youth Week</li> </ul>	Divisional Manager Community Development and Participation
1.2.2.2	Coordinate Council's Youth Committee and the Eurobodalla Workers with Youth Network to actively support and promote youth service delivery <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of Youth Committee meetings held</li> </ul>	Divisional Manager Community Development and Participation
1.2.2.3	Provide a diverse range of youth programs and events to improve youth participation and wellbeing <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Number of youth focused local events promoted</li> <li>Number of youth programs delivered</li> <li>Number of stakeholders engaged via Youth Network Google Group</li> </ul>	Divisional Manager Community Development and Participation

### Delivery Program activity

#### 1.2.3 Collaborate with services that support positive ageing and assist vulnerable community members

Code	Operational Plan action	Responsible manager
1.2.3.1	Continue to work with key stakeholders to support the aged care sector locally <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of formal stakeholder engagements (eg. meetings, forums) with aged care providers</li> </ul>	Divisional Manager Community Development and Participation
1.2.3.2	Provide community transport services to transport disadvantaged and elderly residents <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of community transport trips provided</li> </ul>	Divisional Manager Community Development and Participation
1.2.3.3	Provide social support to older isolated clients in the community working alongside other stakeholders <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of social support hours provided to registered clients</li> </ul>	Divisional Manager Community Development and Participation

## Community Strategic Plan strategy

### 1.3 Foster a safe community

#### Delivery Program activity

#### 1.3.1 Collaborate with partners and other stakeholders and deliver activities to address issues of community safety

Code	Operational Plan action	Responsible manager
1.3.1.1	Investigate and manage illegal dumping incidents <b>Performance indicator</b> • Number of illegal dumping incidents	Divisional Manager Compliance
1.3.1.2	Coordinate the management of beach safety through the lifeguard contract and provision of lifeguard towers	Divisional Manager Recreation Services
1.3.1.3	Investigate safety issues raised associated with trees on Council-controlled land <b>Performance indicator</b> • Number of tree inspections	Divisional Manager Recreation Services
1.3.1.4	Provide road safety programs and projects in line with the Road Safety Plan <b>Performance indicator</b> • Number of road safety education initiatives or activations undertaken by Council's Road Safety Officer	Divisional Manager Technical Services

#### Delivery Program activity

#### 1.3.2 Work with agencies and emergency services to coordinate emergency management, disaster recovery, and improved preparedness to natural hazards and pandemics



Code	Operational Plan action	Responsible manager
1.3.2.1	Promote Council's two-week free green waste drop off period at waste management facilities in conjunction with Rural Fire Service 'Get Ready' program	Divisional Manager Waste
1.3.2.2	Conduct fire mitigation on Council controlled land <b>Performance indicators</b> • Number of sites treated • Number of hectares slashed • Number of hectares hand cleared • Number of hectares groomed	Divisional Manager Recreation Services
1.3.2.3	Continue to work with the NSW Government to deliver the Eurobodalla Regional Co-Located Emergency Services precincts in Moruya	Local Emergency Management Officer



Code	Operational Plan action	Responsible manager
1.3.2.4	Support emergency services, government agencies and supporting organisations in planning, preparing, responding, and recovering from natural disasters through the Emergency Management, Rescue and Far South Coast Bushfire Risk Management Committees	Local Emergency Management Officer
1.3.2.5	Advocate for emergency management and preparedness improvements for Eurobodalla	Local Emergency Management Officer

### Delivery Program activity

#### 1.3.3 Deliver legislated health protection and regulatory programs to protect public health and wellbeing

Code	Operational Plan action	Responsible manager
1.3.3.1	Promote and undertake the food inspection program in accordance with the Food Authority guidelines and Scores on Doors program <b>Performance indicator</b> • Number of food inspections	Divisional Manager Compliance
1.3.3.2	Undertake commercial public pool water quality inspection program	Divisional Manager Compliance
1.3.3.3	Undertake liquid trade waste inspections and/or audits <b>Performance indicator</b> • Number of liquid trade waste inspections	Divisional Manager Compliance
1.3.3.4	Monitor, inspect and respond to issues in relation to public safety <b>Performance indicator</b> • Number of public safety issues reported	Divisional Manager Compliance

Delivery Program activity

1.3.4 Provide companion animal services, guided by the Companion Animal Management Plan

Code	Operational Plan action	Responsible manager
1.3.4.1	Respond to public safety matters associated with animal control <b>Performance indicator</b> • Number of reported animal control incidents	Divisional Manager Compliance
1.3.4.2	Promote and encourage desexing, microchipping and registration of animals	Divisional Manager Compliance
1.3.4.3	Manage animal impounding and rehoming <b>Performance indicator</b> • Percentage of seized animals reunited with owner	Divisional Manager Compliance
1.3.4.4	Continue work to replace Eurobodalla's animal shelter	Divisional Manager Compliance

Community Strategic Plan strategy

1.4 Promote access to quality health and community services

Delivery Program activity

1.4.1 Advocate for improved health outcomes for Eurobodalla

Code	Operational Plan action	Responsible manager
1.4.1.1	Work with the NSW Government to maximise health outcomes for residents	General Manager

Delivery Program activity

1.4.2 Collaborate with services that support people with disability and their carers and implement the Disability Inclusion Action Plan

Code	Operational Plan action	Responsible manager
1.4.2.1	Coordinate and promote the work of the Disability Inclusion Advisory Committee and associated projects <b>Performance indicator</b> • Number of Disability Advisory Committee Meetings	Director Community Arts and Recreation

## Community Strategic Plan Theme 2

# Our economy

**We have a strong economy with learning, employment and business opportunities**

In 2042, new industries and innovations are welcomed, while our strong established economy enjoys service support. The region is recognised as a good place to live, work and visit. We have access to diverse learning and education pathways and education facilities.

Image: Eurobodalla Business Awards 2025.



## Operational Plan actions for our economy

### Community Strategic Plan strategy

#### 2.1 Support diversified industry and thriving businesses

##### Delivery Program activity

2.1.1 Collaborate with other service providers and business owners to support local businesses to thrive, invest, diversify and grow guided by the Economic Development Strategy

Code	Operational Plan action	Responsible manager
2.1.1.1	Finalise and implement the early-stage actions of the Economic Development Strategy	Manager Economic Development and Place Activation
2.1.1.2	Work in partnership with chambers of commerce and other industry leaders to improve the economic environment in Eurobodalla and support local businesses to build capacity <b>Performance indicator</b> • Number of businesses engaged	Manager Economic Development and Place Activation
2.1.1.3	Collaborate with industry groups and bodies to welcome new and emerging industry and promote Eurobodalla as a place to do business <b>Performance indicator</b> • Number of activities undertaken	Manager Economic Development and Place Activation
2.1.1.4	Work with stakeholders to activate key commercial locations to generate improved economic activity <b>Performance indicator</b> • Number of activation activities	Manager Economic Development and Place Activation



Image: The Fish Tank is a vibrant co-working space for individuals and teams, located in Narooma.



## Community Strategic Plan strategy

### 2.2 Promote vibrant events and tourism to become a top destination

#### Delivery Program activity

##### 2.2.1 Support the local tourism industry to be viable year-round and encourage development of sustainable visitor experiences as guided by the Eurobodalla Destination Action Plan

Code	Operational Plan action	Responsible manager
2.2.1.1	Facilitate genuine and effective industry engagement and continue to evaluate visitor research to enhance year-round tourism in Eurobodalla <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of resources uploaded to tourism websites</li> <li>• Industry usage (percentage)</li> </ul>	Visitor Economy Manager
2.2.1.2	Continue the development of a tourism strategy to deliver a rock oyster experience trail in Eurobodalla <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Strategy work completed</li> </ul>	Visitor Economy Manager
2.2.1.3	Coordinate and promote the work of the Visitor Economy Advisory Committee and associated projects <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Number of meetings held</li> </ul>	Visitor Economy Manager
2.2.1.4	Participate in the Eurobodalla Tourism Industry Forum <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Number of forums attended</li> </ul>	Visitor Economy Manager
2.2.1.5	Launch and implement the Meet a Local campaign <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Project works completed</li> </ul>	Visitor Economy Manager

#### Delivery Program activity

##### 2.2.2 Collaborate to sustainably plan for and manage the Mogo Adventure Trail Hub



Code	Operational Plan action	Responsible manager
2.2.2.1	Finalise and implement the mogo trails management and maintenance plan <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Mogo trails management and maintenance plan implemented</li> </ul>	Divisional Manager Public Affairs

Delivery Program activity

2.2.3 Encourage a variety of quality events to drive economic development as guided by the Events Strategy

Code	Operational Plan action	Responsible manager
2.2.3.1	Attract and support quality events that drive visitation to the shire and enhance community life <b>Performance indicator</b> • Number of external events supported	Manager Grants and Events
2.2.3.2	Support Council led events including civic functions <b>Performance indicator</b> • Number of internal events supported	Manager Grants and Events
2.2.3.3	Deliver an audit of Council-managed event venues and prepare an improvement plan to support safe, accessible and well-serviced event locations	Manager Grants and Events
2.2.3.4	Prepare a Event Waste Management Guide and template plan to assist event organisers meet Council requirements and reduce event-related waste	Manager Grants and Events
2.2.3.5	Prepare a Event Disability Inclusion Guide and template plan to support event organisers improve accessibility and inclusion at community events	Manager Grants and Events

Delivery Program activity

2.2.4 Provide a Regional Botanic Garden of Excellence

Code	Operational Plan action	Responsible manager
2.2.4.1	Provide quality visitor experiences at the Eurobodalla Regional Botanic Garden <b>Performance indicators</b> • Number of visitors to the Eurobodalla Regional Botanic Garden • Increase in visitation rates compared to same period last year	Divisional Manager Property and Commercial
2.2.4.2	Coordinate the established volunteer network to support the Eurobodalla Regional Botanic Garden <b>Performance indicator</b> • Total number of volunteer hours	Divisional Manager Property and Commercial



## Community Strategic Plan strategy

### 2.3 Support rich learning opportunities and experiences

#### Delivery Program activity

##### 2.3.1 Advocate for increased tertiary education courses to be run locally, including trade certification

Code	Operational Plan action	Responsible manager
2.3.1.1	Collaborate with stakeholders to advocate for and address local tertiary educational needs and opportunities	Manager Economic Development and Place Activation

#### Delivery Program activity

##### 2.3.2 Advocate for diverse employment opportunities and provide opportunities for apprenticeships at Council

Code	Operational Plan action	Responsible manager
2.3.2.1	Promote work opportunities and provide career and training support through the Job Shop and employment projects <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of individuals assisted in employment</li> <li>• Number of jobs promoted</li> <li>• Number of employment outcomes</li> <li>• Number of employers supported</li> <li>• Number of Job Shop or employment programs delivered</li> </ul>	Divisional Manager Community Development and Participation
2.3.2.2	Provide employment and development opportunities at Council through the apprenticeship and traineeship program <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Number of apprenticeships and trainees</li> </ul>	Manager People Capability

Delivery Program activity

2.3.3 Provide quality library services, programs and resources, as identified in the Eurobodalla Library Strategic Plan

Code	Operational Plan action	Responsible manager
2.3.3.1	<p>Develop and promote library and information services to foster lifelong learning and access to information</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Total number of library members</li> <li>• Number of new library members</li> <li>• Number of people using library computers and Wi-Fi</li> <li>• Number of library infrastructure or new services provided</li> <li>• Number of information and technology enquiries received</li> <li>• Number of people visiting libraries</li> </ul>	Divisional Manager Community Development and Participation
2.3.3.2	<p>Maintain and enhance the library’s digital collections, including eBooks, audiobooks, and online databases</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Number of e-loans</li> </ul>	Divisional Manager Community Development and Participation
2.3.3.3	<p>Maintain and enhance the library’s physical lending collections</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Number of loans</li> </ul>	Divisional Manager Community Development and Participation
2.3.3.4	<p>Deliver programs and events via libraries to support discovery, wellbeing, and learning</p>	Divisional Manager Community Development and Participation
2.3.3.5	<p>Progress development and implementation of the Eurobodalla Library Strategy</p>	Divisional Manager Community Development and Participation

## Community Strategic Plan Theme 3 Our environment

### We sustain our shire by balancing growth and protecting our natural environment

In 2042, we continue to be a community embracing sustainable practices. Eurobodalla's treasured biodiversity, featuring beaches, bushland, estuary systems, native flora and fauna, is important and protected. We work collectively to manage our environmental footprint and take steps to adapt to our changing climate. The growth of Eurobodalla is well managed, functional and considers the natural beauty of our area. There is housing for all.

Image: Landcare volunteers cleaning up Surf Beach Creek.



## Operational Plan actions for our environment

### Community Strategic Plan strategy

#### 3.1 Value, protect and enhance our natural environment

##### Delivery Program activity

##### 3.1.1 Take a collaborate approach to protecting and enhancing the natural landscape and biodiversity values of Eurobodalla



Code	Operational Plan action	Responsible manager
3.1.1.1	Assist Landcare and community groups to deliver environmental projects <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Area of bushland maintained by volunteers</li> </ul>	Divisional Manager Natural Environment and Sustainability
3.1.1.2	Provide invasive weed and pest management programs aligned to the <i>Biosecurity Act 2015</i> <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of weed inspections</li> </ul>	Divisional Manager Natural Environment and Sustainability
3.1.1.3	Undertake flying fox camp monitoring and deliver community awareness programs	Divisional Manager Natural Environment and Sustainability
3.1.1.4	Establish virtual fences within priority wildlife corridors <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Kilometres of virtual fence installed</li> <li>Kilometres of virtual fences maintained</li> </ul>	Divisional Manager Natural Environment and Sustainability
3.1.1.5	Implement the Eurobodalla Biodiversity Strategy <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of actions delivered</li> </ul>	Divisional Manager Natural Environment and Sustainability



Image: Looking south along Sunshine Bay beach.



### Delivery Program activity

#### 3.1.2 Maintain healthy waterways and catchments, guided by management plans and monitoring



Code	Operational Plan action	Responsible manager
3.1.2.1	Undertake the estuary health monitoring program <b>Performance indicator</b> • Number of estuary health inspections	Divisional Manager Compliance
3.1.2.2	Participate in the Beachwatch program <b>Performance indicator</b> • Number of Beachwatch inspections	Divisional Manager Compliance
3.1.2.3	Deliver the onsite sewage management system inspection program <b>Performance indicators</b> • Number of onsite sewer management inspections • Percentage of complying onsite sewer management system inspections	Divisional Manager Compliance
3.1.2.4	Undertake water, sewer, and waste monitoring for Council operations <b>Performance indicator</b> • Number of water, sewer, and waste inspections	Divisional Manager Compliance

### Delivery Program activity

#### 3.1.3 Manage and promote our natural, cultural and historical heritage identity guided by the Heritage Strategy

Code	Operational Plan action	Responsible manager
3.1.3.1	Review the heritage provisions in the Eurobodalla Local Environment Plan	Divisional Manager Strategic Planning and Housing
3.1.3.2	Coordinate and promote the work of the Heritage Advisory Committee and associated projects <b>Performance indicators</b> • Number of Heritage Advisory Committee meetings held • Number of heritage advice sessions provided	Divisional Manager Strategic Planning and Housing

## Community Strategic Plan strategy

### 3.2 Respond to our changing climate and natural hazards

#### Delivery Program activity

#### 3.2.1 Reduce Council's contribution to the effects of man-made climate change through the implementation of the Climate Action Plan



Code	Operational Plan action	Responsible manager
3.2.1.1	<p>Coordinate and promote the work of the Climate and Environment Advisory Committee and associated projects</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Number of Climate and Environment Advisory Group meetings held</li> <li>• Change in carbon emissions from Council operations</li> </ul>	Divisional Manager Natural Environment and Sustainability
3.2.1.2	<p>Continue to lower energy usage where feasible through solar, lighting upgrades, maintenance works and other opportunities to improve energy efficiency</p>	Divisional Manager Natural Environment and Sustainability
3.2.1.3	<p>Implement the revised Emissions Reduction Plan</p>	Divisional Manager Natural Environment and Sustainability

#### Delivery Program activity

#### 3.2.2 Collaborate with other government agencies to mitigate coastal hazards and by implementing coastal management studies and projects



Code	Operational Plan action	Responsible manager
3.2.2.1	<p>Construct Caseys Beach seawall (stage 1)</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Caseys Beach seawall (stage 1) works completed</li> </ul>	Divisional Manager Major Projects
3.2.2.2	<p>Continue to work with the NSW Government to progress the construction of a seawall at Wharf Road</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Wharf Road seawall works commenced</li> </ul>	Divisional Manager Major Projects
3.2.2.3	<p>Construct Surfside coastal protection levee</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Surfside levee works completed</li> </ul>	Divisional Manager Major Projects
3.2.2.4	<p>Respond to emergency coastal management works as required, in accordance with approved actions in Council plans and studies</p>	Divisional Manager Natural Environment and Sustainability



### Delivery Program activity

#### 3.2.3 Identify flood risk and mitigation strategies through developing and implementing floodplain risk management plans

Code	Operational Plan action	Responsible manager
3.2.3.1	Finalise the Batemans Bay and Moruya Floodplain Risk Management Plans	Divisional Manager Strategic Planning and Housing
3.2.3.2	Manage lake openings to reduce risk of flood <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of lake openings required</li> </ul>	Divisional Manager Maintenance

### Delivery Program activity

#### 3.2.4 Collaborate with other government departments and advocacy groups to increase community awareness of opportunities to live more sustainably



Code	Operational Plan action	Responsible manager
3.2.4.1	Promote sustainable practices and opportunities through education campaigns to businesses, schools and residents, to help the community to reduce energy, waste and water and build climate resilience <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Number of sustainable education events delivered</li> <li>Number of water conservation rebates issued</li> </ul>	Divisional Manager Natural Environment and Sustainability

### Community Strategic Plan strategy

#### 3.3 Balance development between the needs of people, place and productivity

### Delivery Program activity

#### 3.3.1 Plan for growth and resilient towns through master plans for Batemans Bay, Narooma and Moruya



Code	Operational Plan action	Responsible manager
3.3.1.1	Finalise the Batemans Bay Masterplan	Divisional Manager Strategic Planning and Housing
3.3.1.2	Prepare a planning proposal to implement the finalised Batemans Bay Masterplan	Divisional Manager Strategic Planning and Housing

Delivery Program activity

3.3.2 Review, prepare, and deliver planning instruments that support sustainable social, environmental and economic outcomes as guided by our Local Strategic Planning Statements



Code	Operational Plan action	Responsible manager
3.3.2.1	Maintain and amend the Eurobodalla Local Environment Plan as required	Divisional Manager Strategic Planning and Housing
3.3.2.2	Continue review of development control plans	Divisional Manager Strategic Planning and Housing

Delivery Program activity

3.3.3 Provide receptive and responsive development assessment services

Code	Operational Plan action	Responsible manager
3.3.3.1	Assess and determine development applications <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of development applications received</li> <li>• Number of development applications determined</li> <li>• Average net determination days</li> </ul>	Divisional Manager Development
3.3.3.2	Provide services that regulate caravan parks, swimming pool barrier compliance and other local approval applications <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Number of pool barrier inspections undertaken</li> </ul>	Divisional Manager Development
3.3.3.3	Assess and determine engineering related applications and Roads Act approvals <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of Section 68 approvals for water/sewer/stormwater</li> <li>• Number of Section 68 approvals to install moveable dwellings</li> <li>• Number of Section 68 approvals to operate for caravan parks</li> <li>• Number of Section 68 approvals for solid fuel heaters</li> <li>• Number of subdivision certificates determined</li> <li>• Number of Section 138 Road Act approvals</li> </ul>	Divisional Manager Development
3.3.3.4	Provide pre-lodgement advice and assistance to applicants <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of pre-lodgement applications received</li> <li>• Number of phone enquires in and out of the development helpdesk</li> <li>• Number of email enquiries received and responded to from the development helpdesk</li> </ul>	Divisional Manager Development



Delivery Program activity

3.3.4 Collaborate with other government agencies and developers to encourage and facilitate greater housing diversity and affordability



Code	Operational Plan action	Responsible manager
3.3.4.1	Advocate for housing supply, diversity and affordability in the region	Director Planning, Housing and Environment
3.3.4.2	Implement priority actions of the Housing Strategy <b>Performance indicator</b> • Number of actions delivered	Divisional Manager Strategic Planning and Housing
3.3.4.3	Coordinate and promote the work of the Housing Improvement Advisory Committee and associated projects <b>Performance indicator</b> • Number of meetings held	Divisional Manager Strategic Planning and Housing
3.3.4.4	Continue delivery of supporting infrastructure for the Moruya Housing Infrastructure project <b>Performance indicator</b> • Program of projects completed	Divisional Manager Major Projects



Image: Work has commenced on the access road to south Moruya that will support the development of new homes in the future. This project is a part of the Moruya Housing Infrastructure project.



## 1 Caseys Beach seawall

The existing seawall at Caseys Beach no longer provides adequate protection for Beach Road against coastal forces.

During high seas, waves can overtop the seawall, causing damage to the road and surrounding areas.

The new seawall at Caseys Beach will be engineered to withstand extreme coastal conditions and designed with flexibility for future modifications.

## 2 Surfside inundation levee

Due to the natural topography, the low-lying areas at the western end of Surfside are at risk of inundation during coastal storm events.

To help protect this part of the shoreline, we are building a coastal inundation levee. This is a low, raised embankment designed to reduce how much seawater reaches this vulnerable area during big storm events.

For more information about these projects, visit our [website](#) and search *Batemans Bay coastal protection works*.

1

2

## Community Strategic Plan Theme 4

# Our infrastructure

### Our community has reliable and safe infrastructure networks and community facilities

In 2042, moving around Eurobodalla is seamless via our considered and accessible transport system of local road and pathway networks. Access to and from the region is supported by effective air, road and marine transport options and our community accesses reliable water, sewer, waste, telephone, internet and power services. Our public spaces, streets and community facilities are activated and attractive all year round.

Image: Preddys Wharf at Moruya will be upgraded this year as part of our capital works program.



## Operational Plan actions for our infrastructure

### Community Strategic Plan strategy

#### 4.1 Provide integrated active transport networks to enable a connected and accessible Eurobodalla

##### Delivery Program activity

##### 4.1.1 Advocate for and provide improved, accessible and resilient transport services and infrastructure



Code	Operational Plan action	Responsible manager
4.1.1.1	Advocate for ongoing annual government funding to ensure effective management of Council’s existing infrastructure asset portfolio <b>Performance indicator</b> • Number of advocacy items	Director Infrastructure Services
4.1.1.2	Advocate for funding to prioritise the renewal of the Beach Road seawall in Batemans Bay to protect critical infrastructure <b>Performance indicator</b> • Number of advocacy items	Director Infrastructure Services
4.1.1.3	Advocate for funding to upgrade the intersection of George Bass Drive and Train Street in Broulee to improve road safety <b>Performance indicator</b> • Number of advocacy items	Director Infrastructure Services
4.1.1.4	Advocate for funding to upgrade supporting infrastructure to enable housing development in Eurobodalla <b>Performance indicator</b> • Number of advocacy items	Director Infrastructure Services
4.1.1.5	Partner with peak bodies to advocate for improved local transport services, including public transport and infrastructure	Director Infrastructure Services
4.1.1.6	Coordinate the Local Transport Forum <b>Performance indicator</b> • Number of Local Transport Forum meetings held	Division Manager Technical Services



## Delivery Program activity

## 4.1.2 Provide safe and reliable roads, guided by the Asset Management Plan



Code	Operational Plan action	Responsible manager
4.1.2.1	Deliver the annual capital works program for the local and urban road network <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Completion of local and urban road projects</li> </ul>	Divisional Manager Maintenance
4.1.2.2	Deliver annual maintenance activities for local and urban, and NSW regional roads <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Percentage of inspections scheduled versus achieved for local and urban roads</li> <li>• Percentage of inspections scheduled versus achieved for NSW regional roads</li> </ul>	Divisional Manager Maintenance
4.1.2.3	Deliver the annual road resurfacing program to increase longevity of sealed roads <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Metric (m2) of sealed road completed</li> </ul>	Divisional Manager Maintenance
4.1.2.4	Deliver the annual road re-sheeting program to increase longevity of unsealed roads <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Metric (m2) of unsealed roads completed</li> </ul>	Divisional Manager Maintenance

## Delivery Program activity

## 4.1.3 Future proof traffic precincts through successful advocacy for better networks



Code	Operational Plan action	Responsible manager
4.1.3.1	Construct a roundabout on the Princes Highway for improved access to the Moruya Emergency Services precinct and Eurobodalla Regional Hospital <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Roundabout works completed</li> </ul>	Divisional Manager Major Projects
4.1.3.2	Commence the West Rosedale Housing Infrastructure project <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Project works completed</li> </ul>	Divisional Manager Major Projects

Delivery Program activity

4.1.4 Promote active transport through providing and enhancing the connectivity of the pathway network, as guided by the Pathway Strategy and Asset Management Plan



Code	Operational Plan action	Responsible manager
4.1.4.1	Finalise the review and update of Council's Pathway Strategy <b>Performance indicator</b> • Pathway Strategy works completed	Divisional Manager Strategic Planning and Housing
4.1.4.2	Deliver the annual capital works program for footpaths, cycleways and shared pathways <b>Performance indicator</b> • Length (metres) of pathways constructed	Divisional Manager Major Projects
4.1.4.3	Deliver annual maintenance activities for pathways <b>Performance indicator</b> • Percentage of inspections scheduled versus achieved for pathway networks	Divisional Manager Maintenance
4.1.4.4	Deliver transport projects under the development contributions plans as funds become available	Divisional Manager Major Projects



## Community Strategic Plan strategy

### 4.2 Strengthen linkages through utilities, digital communications, and transport options

#### Delivery Program activity

##### 4.2.1 Advocate for improved highways and freight access in and out of Eurobodalla

Code	Operational Plan action	Responsible manager
4.2.1.1	Work with key partners to advocate to progress upgrades of the Princes and Kings Highway and to optimise outcomes of key regional upgrades such as the Moruya Bypass and Narooma Bridge	Director Infrastructure Services

#### Delivery Program activity

##### 4.2.2 Provide and enhance the Moruya Airport, guided by the revised Airport Master Plan

Code	Operational Plan action	Responsible manager
4.2.2.1	Operate and maintain Moruya Airport <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Number of landings at the airport</li> <li>• Number of passengers</li> </ul>	Divisional Manager Property and Commercial
4.2.2.2	Deliver actions in the Moruya Airport Master Plan	Divisional Manager Property and Commercial
4.2.2.3	Develop plans and funding options for the next stage of the airport subdivision	Divisional Manager Property and Commercial

#### Delivery Program activity

##### 4.2.3 Work with other levels of government and key partners to ensure resilience, consistency and improvements in our networks and regional linkages

Code	Operational Plan action	Responsible manager
4.2.3.1	Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Director Infrastructure Services
4.2.3.2	Advocate for improved resilience and connectivity of telecommunications services	Manager Economic Development and Place Activation

## Community Strategic Plan strategy

### 4.3 Service our community with resilient water, waste, sewage, and stormwater infrastructure

#### Delivery Program activity

#### 4.3.1 Facilitate waste management and minimisation services guided by the strategy and Asset Management Plan

Code	Operational Plan action	Responsible manager
4.3.1.1	Build, renew, operate and maintain landfill sites at Surf Beach and Brou, and Moruya transfer station	Divisional Manager Waste
4.3.1.2	Manage kerbside domestic collection and annual hazardous waste collection <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Percentage of kerbside collection customer requests attended to within timeframes</li> <li>• Residual waste materials generated by households and collected by Council, per capita</li> </ul>	Divisional Manager Waste
4.3.1.3	Investigate options and assess feasibility of Food Organics and Garden Organics (FOGO)	Divisional Manager Waste
4.3.1.4	Deliver a community education campaign focused on the safe and correct disposal of batteries	Divisional Manager Waste
4.3.1.5	Hold three community waste events with a focus on the correct disposal of batteries <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Battery disposal events held</li> </ul>	Divisional Manager Waste
4.3.1.6	Implement a focused community program to address illegal dumping hotspots and promote correct hard-waste disposal	Divisional Manager Waste
4.3.1.7	Co-ordinate Clean Up Australia Day activities	Divisional Manager Waste
4.3.1.8	Partner in regional collaborations and develop strategic partnerships for sustainable waste practices	Divisional Manager Waste



## Delivery Program activity

## 4.3.2 Provide safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy



Code	Operational Plan action	Responsible manager
4.3.2.1	Deliver programmed capital works (build and renewals) for the water supply network <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Percentage of completion of scheduled major water projects</li> </ul>	Divisional Manager Water and Sewer
4.3.2.2	Operate and maintain the town water supply system <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Number of connected properties</li> <li>Number of water mains breaks per 100km pipe</li> <li>Number of unplanned supply interruptions to properties per 1000 connected properties</li> <li>Percentage of water meters replaced</li> <li>Volume of water treated</li> <li>Compliance with Australian Drinking Water Guidelines water quality health criteria</li> </ul>	Divisional Manager Water and Sewer
4.3.2.3	Deliver programmed capital works (build and renewals) for the sewerage network <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Percentage of completion of scheduled major sewer projects</li> </ul>	Divisional Manager Water and Sewer
4.3.2.4	Operate and maintain sewerage system <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Length of sewer mains maintained</li> <li>Number of properties connected to sewer</li> <li>Number of sewerage pump stations and treatment plants maintained</li> <li>Percentage compliance with effluent licence limits</li> <li>Volume of wastewater treated</li> <li>Number of sewer breaks and chokes per 100km pipe</li> <li>Number of sewer spills reported to the regulator</li> </ul>	Divisional Manager Water and Sewer
4.3.2.5	Provide treated effluent for reuse in the community <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Volume of recycled water provided for re-use</li> </ul>	Divisional Manager Water and Sewer
4.3.2.6	Commence the Tomakin Sewerage Treatment Plant upgrade <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Detailed design completed</li> <li>Construction project tender awarded</li> </ul>	Divisional Manager Water and Sewer

Delivery Program activity

4.3.3 Deliver a functional stormwater network guided by the Asset Management Plan

Code	Operational Plan action	Responsible manager
4.3.3.1	Deliver the annual works program for the stormwater network <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Percentage of completion of scheduled stormwater projects</li> </ul>	Divisional Manager Major Projects

Community Strategic Plan strategy

4.4 Ensure community facilities and public spaces are clean, safe and have great amenity

Delivery Program activity

4.4.1 Provide and manage quality community facilities and public spaces to meet the needs of current and future communities

Code	Operational Plan action	Responsible manager
4.4.1.1	Develop plans of management for Council owned and managed community land	Divisional Manager Recreation Services
4.4.1.2	Service, maintain, and renew outdoor public recreation assets including Council's public BBQs, picnic sets, picnic shelters, and public seats <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of public outdoor recreational assets maintained</li> </ul>	Divisional Manager Recreation Services
4.4.1.3	Continue to implement Council's toilet strategy and maintain Council's network of public toilets	Divisional Manager Recreation Services
4.4.1.4	Manage and maintain Council's community buildings and recreational facilities <b>Performance indicators</b> <ul style="list-style-type: none"> <li>Number of community building and recreational facilities bookings</li> <li>Number of community buildings and recreational facilities maintained</li> </ul>	Divisional Manager Recreation Services
4.4.1.5	Promote and activate Council's community buildings and facilities	Divisional Manager Recreation Services
4.4.1.6	Commence work for the delivery of the new facility at Hanging Rock <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Project works completed</li> </ul>	Divisional Manager Recreation Services
4.4.1.7	Provide Council run cemeteries and services to support their operation <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of burials and inurnments</li> </ul>	Divisional Manager Maintenance



## Delivery Program activity

### 4.4.2 Plan for, and deliver safe and accessible recreation opportunities, guided by the Recreation and Open Space Strategy and Asset Management Plan

Code	Operational Plan action	Responsible manager
4.4.2.1	Progress the review and update of the Recreation and Open Space Strategy	Divisional Manager Recreation Services
4.4.2.2	Manage, operate, and promote Moruya and Narooma pools <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of visitations to Moruya pool</li> <li>• Number of visitations to Narooma pool</li> </ul>	Divisional Manager Recreation Services
4.4.2.3	Review and maintain Council's playground and outdoor fitness assets <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of playground inspections</li> <li>• Number of playgrounds and outdoor fitness assets maintained</li> </ul>	Divisional Manager Recreation Services
4.4.2.4	Manage and maintain Council's public reserves and sporting field network	Divisional Manager Recreation Services
4.4.2.5	Provide support to recreational activities and sporting groups <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of recreation facility bookings</li> <li>• Number of participants using playing surfaces</li> <li>• Number of sport and recreation groups supported</li> </ul>	Divisional Manager Recreation Services
4.4.2.6	Deliver annual maintenance activities for marine infrastructure <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Percentage of inspections scheduled versus achieved for marine infrastructure assets</li> </ul>	Divisional Manager Maintenance
4.4.2.7	Commence work on the Preddys wharf upgrade in Moruya <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Project works completed</li> </ul>	Divisional Manager Major Projects
4.4.2.8	Replace the Narooma shark net	Divisional Manager Major Projects

Delivery Program activity

4.4.3 Provide the Bay Pavilions and develop a sustainable business model for its future



Code	Operational Plan action	Responsible manager
4.4.3.1	Manage the Bay Pavilions contracted services <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of visitations to contracted services</li> </ul>	Divisional Manager Recreation Services

Image: Bay Pavilions Arts and Aquatic Centre at night.



## Community Strategic Plan Theme 5 Our civic leadership

### We are an engaged community with progressive leadership

In 2042, Eurobodalla is a collaborative and connected community that continues to recognise our mutual responsibility to work towards our goals, and actively participates and engages to improve our region. Our leaders act fairly, listen to, and represent our community. They are accountable and transparent in their decision-making process.

Image: Walking together, learning together. Thanks to Ben Cruise, Wally Stewart, Yvonne Stewart and Robert Chewying for sharing stories, knowledge and culture with staff on our recent Eurobodalla cultural tour.



## Operational Plan actions for our civic leadership

### Community Strategic Plan strategy

#### 5.1 Our community is informed and participates in decision making

##### Delivery Program activity

##### 5.1.1 Proactively provide transparent, clear, accessible, and timely information to support and inform the community

Code	Operational Plan action	Responsible manager
5.1.1.1	<p>Manage Council's digital platforms, including websites, social media and newsletters</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Website traffic</li> <li>• Number of social media followers</li> <li>• Number of Council News subscribers</li> <li>• Number of media releases distributed</li> <li>• Number of media queries</li> <li>• Number of newsletters published</li> </ul>	General Manager
5.1.1.2	Communicate Council's activities to media and the community using owned and earned media	General Manager
5.1.1.3	Design Council's communications, signage and promotional materials in line with brand and accessibility requirements	General Manager

##### Delivery Program activity

##### 5.1.2 Provide a range of opportunities for the community to be consulted and engaged, guided by the Community Engagement Strategy

Code	Operational Plan action	Responsible manager
5.1.2.1	Invite community members to participate in decision-making by providing a broad range of engagement opportunities in line with the Community Engagement Strategy	General Manager
5.1.2.2	Collaborate with Aboriginal Elders, leaders and representatives	General Manager



## Delivery Program activity

### 5.1.3 Provide a welcoming and easy to deal with Council where customers have a positive experience

Code	Operational Plan action	Responsible manager
5.1.3.1	Provide quality customer assistance to the community informed by Council's customer service charter <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Percentage of customer service requests resolved within service level agreement timeframes</li> <li>• Percentage of correspondence dealt with within timeframes</li> <li>• Percentage of calls to 4474 1000 answered in under 40 seconds</li> <li>• Number of customers served at main service centre</li> </ul>	Divisional Manager Public Affairs
5.1.3.2	Enhance the customer experience by improving our Council business platforms, ensuring seamless, efficient, and user-friendly services for our community	Divisional Manager Public Affairs
5.1.3.3	Provide an effective record management service <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Number of hard copy mail and digital mail processed through records</li> <li>• Number of requests for informal access to Council open access records</li> <li>• Number of privacy checks</li> <li>• Number of files digitised</li> </ul>	Corporate Manager Governance and Risk

## Community Strategic Plan strategy

### 5.2 Proactive, responsive and strategic leadership

## Delivery Program activity

### 5.2.1 Be proactive leaders and an effective governance body with a focus on better outcomes for our community

Code	Operational Plan action	Responsible manager
5.2.1.1	Seek grants funds to support identified priority works and services in line with the Grants Strategy <b>Performance indicators</b> <ul style="list-style-type: none"> <li>• Amount of NSW and Commonwealth grant funding applied for</li> <li>• Amount of NSW and Commonwealth grant funding received</li> </ul>	Manager Grants and Events
5.2.1.2	Administer the Community Grants and Donations Program <b>Performance indicator</b> <ul style="list-style-type: none"> <li>• Amount of community grant funding and donations provided</li> </ul>	Manager Grants and Events
5.2.1.3	Provide opportunities for Councillors to be more accessible to the community	General Manager

Delivery Program activity

5.2.2 Implement effective governance and long-term planning, including integrated planning and reporting



Code	Operational Plan action	Responsible manager
5.2.2.1	Engage across community and Council to deliver Integrated Planning and Reporting	Corporate Manager Governance and Risk
5.2.2.2	<p>Implement effective governance processes including development of a framework and policy guiding policy review across Council</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Council meetings follow agreed Code of Practice</li> <li>• Pecuniary interests and Code of Conduct lodgements met</li> <li>• Policy review framework implemented</li> </ul>	Corporate Manager Governance and Risk
5.2.2.3	Maintain effective and relevant insurance program	Corporate Manager Governance and Risk
5.2.2.4	<p>Implement an effective risk management framework, supported by a software upgrade</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Operational and Strategic risk registers loaded in Lighthouse software</li> </ul>	Corporate Manager Governance and Risk
5.2.2.5	<p>Respond to Government Information Public Access (GIPA) requests within required timeframes</p> <p><b>Performance indicators</b></p> <ul style="list-style-type: none"> <li>• Number of GIPA applications received</li> <li>• Number of GIPA applications determined</li> <li>• Percentage of GIPA responses made within statutory timelines</li> </ul>	Corporate Manager Governance and Risk
5.2.2.6	<p>Facilitate the Audit, Risk and Improvement Committee in line with guidelines issued by the Office of Local Government</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Number of ARIC meetings held</li> </ul>	Corporate Manager Governance and Risk
5.2.2.7	<p>Provide professional development opportunities for Councillors</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>• Number of development opportunities</li> </ul>	General Manager



## Delivery Program activity

### 5.2.3 Advocate and collaborate to advance the region and address local issues

Code	Operational Plan action	Responsible manager
5.2.3.1	Develop and maintain strategic partnerships to advance Eurobodalla <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of Canberra Region Joint Organisation meetings attended</li> </ul>	General Manager
5.2.3.2	Actively participate in Local Government NSW and other sector organisations	General Manager

## Community Strategic Plan strategy

### 5.3 Well managed and governed resources, systems and processes

#### Delivery Program activity

#### 5.3.1 Demonstrate future focussed corporate and financial management that is ethical, sustainable, transparent and accountable



Code	Operational Plan action	Responsible manager
5.3.1.1	Provide strategic financial management and services guided by the Finance Strategy <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Compliance with legislative timeframes for financial reporting and deliverables</li> </ul>	Chief Financial Officer
5.3.1.2	Issue rates and charges notices and issue water accounts to ratepayers and provide assistance to ratepayers regarding their accounts <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Annual rates notices issued, quarterly instalment notices issued and triannual water bills issued</li> </ul>	Chief Financial Officer

Delivery Program activity

5.3.2 Manage land and property under Council control and develop a strategy to guide future actions

Code	Operational Plan action	Responsible manager
5.3.2.1	<p>Manage leases and licences</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>Number of leases and licenses managed</li> </ul>	Divisional Manager Property and Commercial
5.3.2.2	<p>Manage the contracts for the operation of Council's campgrounds and Batemans Bay Holiday Resort</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>Increase in rental return compared to same period last year</li> </ul>	Divisional Manager Property and Commercial
5.3.2.3	<p>Progress development and implementation of the Property Strategy</p>	Divisional Manager Property and Commercial
5.3.2.4	<p>Pursue property transactions that support the Finance Strategy and Eurobodalla Housing Strategy</p>	Divisional Manager Property and Commercial

Delivery Program activity

5.3.3 Be an agile organisation that champions continuous improvement through the delivery of a planned program of service reviews



Code	Operational Plan action	Responsible manager
5.3.3.1	<p>Commence a service review of waste management and minimisation</p> <p><b>Performance indicator</b></p> <ul style="list-style-type: none"> <li>Service review works completed</li> </ul>	Divisional Manager Waste



Image: Polystyrene recycling at Surf Beach Waste Management Facility.



## Delivery Program activity

### 5.3.4 Provide effective and professional administration, technical and trade services to support the delivery of services to the community

Code	Operational Plan action	Responsible manager
5.3.4.1	Provide technical services including survey, investigation, design, asset management and other infrastructure supports <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Percentage of written correspondence customer requests relating to infrastructure services responded to within required timeframes</li> </ul>	Divisional Manager Technical Services
5.3.4.2	Provide asset management information and services	Divisional Manager Technical Services
5.3.4.3	Provide authorised customers with sustained access to relevant Council's digital systems <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Average unplanned downtime of core IT services (%)</li> </ul>	Chief Information Officer
5.3.4.4	Secure customers data held within Council's systems <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of reportable data breaches</li> </ul>	Chief Information Officer
5.3.4.5	Develop a draft Fleet, Plant and Equipment Asset Management Plan, including Electric Vehicle considerations	Chief Financial Officer

## Delivery Program activity

### 5.3.5 Build and sustain a capable, performance driven and accountable workforce and position Council as an organisation people want to work for

Code	Operational Plan action	Responsible manager
5.3.5.1	Build a workforce and drive accountability through strategic and embedded human resource best practice <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of recruitment activities</li> </ul>	Manager People Capability
5.3.5.2	Embrace a culture of diversity, inclusion, safety, wellbeing and purpose <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of wellbeing activities</li> </ul>	Manager People Capability
5.3.5.3	Position Council for success through a strong brand, efficient processes and a culture that attracts, develops and retains talent <b>Performance indicator</b> <ul style="list-style-type: none"> <li>Number of learning and development opportunities provided</li> </ul>	Manager People Capability



Over three quarters of Eurobodalla is open space, reflecting the region's significant natural assets.

Spanning a 143km coastline, Council manages community infrastructure assets exceeding \$3.4 billion, of which \$1.15 billion comprises water and sewer infrastructure.

Image: Rock hopping while walking the Munjip Trail at low tide.



# Our Budget

Council's operations are separated into three different funds, general, water and sewer. Each of these funds is operated and managed separately and have different considerations but are interrelated.

**General Fund:** includes all Council services that are funded by the General Rate, the environment and stormwater levies and waste charges. The primary sources of income for this fund includes rates and fees and charges, many of which are capped by the NSW Government.

**Water and sewer funds:** Council's water and sewer services operate as a separate business. They are required to comply with the NSW Government Best Practice Pricing and operate on a cost recovery basis. In preparing the budgets a conservative approach was taken incorporating known factors, examining prior year performance and trends and making prudent assumptions for forecasting.

The following section displays Council's proposed budget for the 2026-27 year to support this plan.

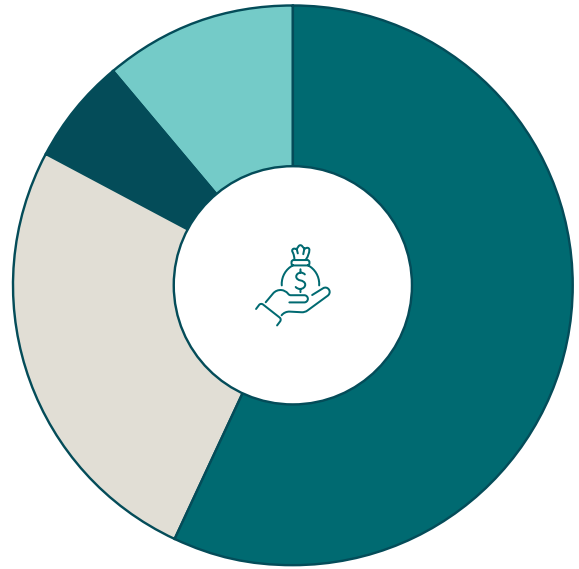
## 2026-27 Budget per fund

Income statement	Consolidated Fund (\$)	General Fund (incl. Waste and Environment Funds (\$)	Sewer Fund (\$)	Water Fund (\$)
<b>Revenue</b>				
Rates and annual charges	87,533,085	49,498,077	27,939,925	10,095,083
User charges and other	39,028,199	24,406,778	1,155,289	13,466,132
Investment revenues	8,608,012	5,223,642	1,503,151	1,881,219
Operating grants and contributions	17,098,644	17,039,470	-	59,174
<b>Total revenue</b>	<b>152,267,940</b>	<b>96,167,967</b>	<b>30,598,365</b>	<b>25,501,608</b>
<b>Less expenses</b>				
Profit/loss on disposal of assets	832,320	-	416,160	416,160
Employee costs	49,429,591	40,158,207	5,065,913	4,205,471
Interest	4,294,599	777,178	1,249,379	2,268,042
Depreciation	56,582,623	34,273,020	12,282,869	10,026,734
Other costs (incl. materials and contracts)	47,949,270	29,787,395	8,919,875	9,242,000
<b>Total expenses</b>	<b>159,088,403</b>	<b>104,995,800</b>	<b>27,934,196</b>	<b>26,158,407</b>
<b>Operating surplus/(deficit) before capital</b>	<b>(6,820,463)</b>	<b>(8,827,833)</b>	<b>2,664,169</b>	<b>(656,799)</b>
<b>Capital income</b>				
Developer contributions	3,653,921	1,273,122	1,411,854	968,945
Capital grants and contributions	11,603,283	11,603,283	-	-
<b>Capital income (non-cash contributions)</b>				
Developer contributions	6,588,932	5,143,707	824,212	621,013
Capital grants and contributions	3,009,381	3,000,432	8,949	-
<b>Operating surplus/(deficit) after capital</b>	<b>18,035,054</b>	<b>12,192,711</b>	<b>4,909,184</b>	<b>933,159</b>
<b>Operations</b>				
Net surplus/(deficit) from above	18,035,054	12,192,711	4,909,184	933,159
Adjust for non cash fund flows	47,816,630	26,128,881	11,865,868	9,821,882
<b>Total operations</b>	<b>65,851,684</b>	<b>38,321,592</b>	<b>16,775,052</b>	<b>10,755,041</b>
<b>Investing fund flows</b>				
Asset sales	544,078	486,738	-	57,340
Deferred debtor repayments	-	-	-	-
Purchase of assets	(86,546,082)	(38,106,338)	(20,206,628)	(28,233,116)
Capitalised interest	-	-	-	-
Gifted assets (non cash)	(9,598,313)	(8,144,139)	(833,161)	(621,013)
<b>Total investing fund flows</b>	<b>(95,600,317)</b>	<b>(45,763,739)</b>	<b>(21,039,789)</b>	<b>(28,796,789)</b>
Adjust for non cash investing fund flows	9,598,313	8,144,139	833,161	621,013
<b>Total investing fund flows excluding non cash</b>	<b>(86,002,004)</b>	<b>(37,619,600)</b>	<b>(20,206,628)</b>	<b>(28,175,776)</b>
<b>Financing fund flows</b>				
Proceeds from borrowings	-	-	-	-
Repayments of borrowings	(7,702,103)	(3,612,520)	(2,019,889)	(2,069,694)
<b>Total financing fund flows</b>	<b>(7,702,103)</b>	<b>(3,612,520)</b>	<b>(2,019,889)</b>	<b>(2,069,694)</b>
<b>Net inc/(Dec) in funds before transfers</b>	<b>(27,852,423)</b>	<b>(2,910,528)</b>	<b>(5,451,465)</b>	<b>(19,490,429)</b>
<b>Reserve movements</b>				
Transfers from (to) restricted investments	25,715,930	3,206,053	1,829,783	20,680,094
<b>Net inc/(Dec) in unrestricted funds</b>	<b>(2,136,493)</b>	<b>295,525</b>	<b>(3,621,682)</b>	<b>1,189,665</b>

## Where does our money come from

In 2026-27, Council anticipates collecting \$152 million of operating income from the following sources:

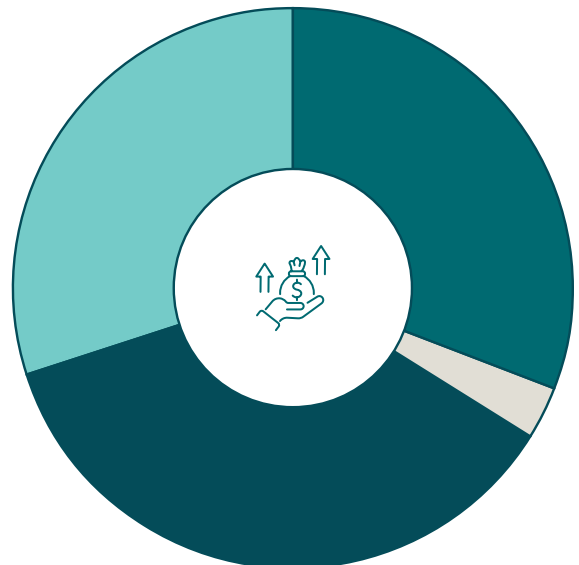
- Rates and annual charges 57%
- User charges and other 26%
- Investment revenues 6%
- Operating grants and contributions 11%



## Where does our money go

Council anticipates incurring \$159 million of operating expenses during 2026-27, in the following categories:

- Employee costs 31%
- Interest 3%
- Depreciation 36%
- Other costs 30%  
(including materials and contracts)



## What my rates pay for

Council collects 57% of its income from rates and annual changes. This includes rates and charges for our water, sewer and waste operations, as well as an environmental levy and a general rate. These rates and charges are explained in the Revenue Policy section of this plan.

Every dollar collected for water, sewer and waste goes towards the provision of services for each of those funds.

The information below shows how \$100 of general rate and environmental levy will be spent across council services for 2026-27, based on the operating statement.

## For every \$100 of general rates and environmental levy we are spending:



## Budget per service

This table shows the income, expenditure and net spend per service, as well as the capital spend planned for each 2026-27:

Service	Income (\$)	Operating expense (\$)	Net result (\$)	Capital spend (\$)
Community participation	1,231,934	1,133,800	98,134	-
Children and youth services	2,454,509	3,301,108	(846,599)	-
Community and cultural development	619,447	2,068,726	(1,449,279)	34,391
Public order and safety	809,085	5,672,188	(4,863,103)	7,460,000
Business, tourism and attractions	280,300	3,438,775	(3,158,475)	-
Libraries	190,353	2,290,986	(2,100,633)	190,290
Development assessment and building certification	2,221,817	4,419,236	(2,197,419)	-
Public and environmental health	495,345	1,117,998	(622,653)	-
Strategy and sustainability	515,474	4,411,172	(3,895,698)	4,768,810
Community facilities and spaces	451,307	6,878,931	(6,427,624)	1,159,141
Infrastructure services	489,261	3,601,097	(3,111,836)	90,984
Recreation	4,756,894	15,464,478	(10,707,584)	3,801,891
Sewer services	30,598,364	27,934,196	2,664,168	20,177,988
Stormwater	504,790	2,380,790	(1,876,000)	517,424
Transport	6,787,778	27,981,784	(21,194,006)	15,228,283
Waste management	18,123,404	16,986,332	1,137,072	150,000
Water services	25,501,609	26,158,407	(656,798)	27,754,944
Commercial services	3,848,438	1,982,540	1,865,898	57,075
Corporate and community leadership	-	4,711,987	(4,711,987)	-
Finance and revenue	50,865,607	5,249,970	45,615,637	-
Information and support services	339,322	10,339,018	(9,999,696)	5,154,860
Overheads	-	(23,112,645)	23,112,645	-
People and safety	143,000	2,697,776	(2,554,776)	-
Property	1,039,901	1,979,755	(939,854)	-
<b>Total</b>	<b>152,267,939</b>	<b>159,088,405</b>	<b>(6,820,466)</b>	<b>86,546,081</b>

- Corporate overheads are the amount support services charge to other areas of council for providing operational support functions to the business. These include services such as corporate and community leadership, finance and revenue, information and support services and people and safety.

## Capital Works Program

Council is planning to spend \$86.5 million on capital projects in 2026-27.

The following tables show the projects to be delivered for each service.

Projects marked with an \* are partially or fully funded by grant funds Council has successfully received.

### Community and cultural development

Project	2026-27 (\$)
Art Acquisition Program	4,973
Sculpture Installation	29,418
<b>Total community and cultural development</b>	<b>34,391</b>

### Public order and safety

Project	2026-27 (\$)
*Regional Co-located Emergency Services Precinct - Moruya SES	4,000,000
Eurobodalla Animal Shelter replacement	2,500,000
RFS Deua River Extension	860,000
Narooma Shark Net Replacement (26-27 LTFP)	100,000
<b>Total public order and safety</b>	<b>7,460,000</b>

### Libraries

Project	2026-27 (\$)
*Library Collection	190,290
<b>Total libraries</b>	<b>190,290</b>

### Strategy and sustainability

Project	2026-27 (\$)
*Beach Road (Caseys Beach) Rockwall Stage 1	2,747,797
*Coastal Management Plan - Construction Works	2,000,000
Virtual Fence Program	21,013
<b>Total strategy and sustainability</b>	<b>4,768,810</b>

## Community facilities and spaces

Project	2026-27 (\$)
Cemetery Improvement Program	51,467
Disability Access Works	34,380
Parks Facilities Renewals - Seats/Tables	200,476
Public Halls, Libraries, Centres, Stadiums - Improvements	365,991
Parks and Reserves Improvements	31,316
Public Toilets	307,991
Halls General	117,521
Maloney's Beach Reserve Amenities Upgrade	50,000
<b>Total community facilities and spaces</b>	<b>1,159,141</b>

## Infrastructure services

Project	2026-27 (\$)
Depot Renewals	30,984
Moruya Depot Retaining Wall (LTFP 26-27)	60,000
<b>Total infrastructure services</b>	<b>90,984</b>

## Recreation

Project	2026-27 (\$)
Playground Renewals	153,297
Sporting Amenities - Minor Renewal	499,559
Sporting Fields - Topdressing and Renovation	273,664
Aquatic Facilities General - Minor Renewals	30,378
Bay Pavilions Recurrent Capital	404,609
*Preddys Wharf Facility Upgrade	428,000
Purchase of litter bins and surrounds	12,385
*Hanging Rock Sports Precinct Facility	2,000,000
<b>Total recreation</b>	<b>3,801,891</b>

## Sewer services

Project	2026-27 (\$)
Sewer Asset Manhole Renewal	105,063
Renewal Mains and Service Connections	630,375
Telemetry Upgrades - Sewer	52,531
Tomakin STP Augmentation	7,728,125
Batemans Bay Sewerage Upgrades	925,000
Moruya Sewer Upgrades	157,594
Tuross Sewer Upgrades	189,113
Narooma Sewer Upgrades	598,856
Narooma STP Augmentation	512,500
Sewage Treatment Plants Asset Renewal	262,656
Sewer Pump Stations and Transport Systems Upgrades	2,476,848
Tuross Effluent Reuse Scheme	500,000
*Moruya Sewer - New Hospital	3,322,133
Tuross Sewage Pump Station Upgrades	2,216,437
Project Management Services - Capital Works	500,756
<b>Total sewer services</b>	<b>20,177,988</b>

## Stormwater

Project	2026-27 (\$)
Drainage Construction Program	301,329
Drainage Renewals - Shirewide	216,095
<b>Total stormwater</b>	<b>517,424</b>

## Transport

Project	2026-27 (\$)
Airport - Recurrent	30,531
Footpath Renewals	428,268
Gravel Resheet - Unsealed Roads Resheeting	1,379,805
Guardrail - Local Rural Roads	85,962
Local Rural - Drainage Culvert Improvements	57,784
Local Urban - Road Reserves Acquisition	35,325
Local Urban - Roads Reconstruction Program	1,212,104
Pavement Rehabilitation - Rural Sealed Roads	1,351,838
*Regional Roads - Renewals/Widening	320,878
Reseal - Local Urban Sealed	1,927,634
Rural Road Reconstruction	1,004,114
Composite Bridge Renewals	550,264
Bus Shelters	25,845
*Moruya Housing Precinct - Transport Works	3,000,000
*Moruya TAFE Roundabout	2,000,000
*Moruya Airport Pavement & Lighting Works	189,290
Airport Subdivision Sewer Pods	28,640
*Rosedale Development Transport Works	1,600,000
<b>Total transport</b>	<b>15,228,283</b>

## Waste management

Project	2026-27 (\$)
Surf Beach Resource Recovery Construction	150,000
<b>Total waste management</b>	<b>150,000</b>

## Water services

Project	2026-27 (\$)
Water Meter Replacement	273,000
Water Pump Refurbishments	86,000
Replacement Telemetry Parts	53,000
*Southern Water Storage Facility	22,639,188
Water Services Asset Renewal	273,000
Water Mains Asset Renewal	1,471,000
Water Reservoirs Asset Renewal	323,000
New Water Connections	110,000
Water Treatment Asset Renewal	263,000
Southern Water Treatment Plant	1,500,000
Distribution Systems Upgrades	263,000
Project Management Services - Capital Works	500,756
<b>Total water services</b>	<b>27,754,944</b>

## Commercial services

Project	2026-27 (\$)
Batemans Bay Beach Resort	57,075
<b>Total commercial services</b>	<b>57,075</b>

## Information and support services

Project	2026-27 (\$)
Computer Purchases	204,839
Hardware - Mobile Smart Phones	58,435
Hardware - Server/Network	26,487
General Fund Plant and Fleet	2,477,956
Water Fund Plant and Fleet	478,172
TechOne Upgrade to Software as a Service	315,000
Technical and Project Management Services- Capital Works	1,593,971
<b>Total information and support services</b>	<b>5,154,860</b>
<b>Total Capital Program</b>	<b>86,546,082</b>

# Community grants and donations

Section 356 of the *Local Government Act 1993* allows Council to grant financial assistance for the purpose of exercising its functions.

Council’s Community Grants and Donations Policy provides a framework for delivering grants and donations to the community with clear priorities to achieve the Community Strategic Plan vision and goals.

The proposed community grants and donations to be made by Council for 2026–27 are listed below and categorised as per the Community Grants and Donations Policy.

Category	Amount (\$)
<b>Donations</b>	
Schools and education	2,870
Rates assistance	16,625
<b>Grants</b>	
Community wellbeing	30,750
Local heritage	29,289
Iconic events	66,625
Major events	46,125
Community events	20,500
<b>Total</b>	<b>212,784</b>



Image: Eurobodalla is characterised by a 143-kilometre coastline of pristine beaches that underpins the region’s coastal ecosystems and natural values.



**Council supports 27 Landcare groups and over 300 volunteers across the Shire.**

The majority of groups coordinate and deliver a monthly working bee in their local suburb, primarily focusing on weed control, litter collection, erosion control and native plant revegetation.

Image: Congo Landcare group and Ted.



# Our Revenue Policy

Our Revenue Policy is prepared annually in accordance with Section 405 of the *Local Government Act 1993*.

The Revenue Policy includes the following statements for the year 2026-27:

- rating structure
- levies and charges
- pricing methodology
- borrowings.

## Rates and charges

The revenue Council can generate from General Rates and the Environmental Levy is limited by Rate Pegging approved by the Independent Pricing and Regulatory Tribunal (IPART). This year Council will increase the General Rates and the Environmental Levy in accordance with the approved rate peg.

The core rate peg amount for 2026-27 has been set at 3.1%. No population growth factor has been included for Eurobodalla this year making the total rate peg increase 3.1%.

Council will also make changes to other annual charges and usage charges as outlined in the table below.

Charge	Increase (%)
Waste Collection	5
Water Access	5.19
Water Usage	4.05
Sewer Access	4.24
Sewer Usage	4.26
Liquid Trade Waste Annual	4.8
Liquid Trade Waste Usage	3.33

## Rating structure

The rating structure for General Rates and Environmental Levy is based on a combination of a base charge for all properties with the remainder calculated on a rate in the dollar based on the land value assigned by the Valuer General. Eurobodalla land values were reviewed in 2025. These revised valuations come into effect for rating purposes from 1 July 2026.

This rating structure is used to provide the fairest and most equitable distribution of the rate levy across the Local Government area.

The approved rate peg percentage increase is applied to the residential, business and farmland General Rates and the Environmental Levy.

## Rating categories

Each parcel of land in the Eurobodalla has been categorised for rating purposes in accordance with Sections 515 to 519 of the *Local Government Act 1993*.

### Residential

Applies uniformly to all properties where the dominant use is residential, including rural residential properties, or in the case of vacant land, where it is zoned or used for residential purposes.

### Farmland

Applies to all properties in the Eurobodalla that satisfy the farmland criteria in the *Local Government Act 1993*.

## Business

Applies to all properties that are not identified as residential or farmland. The business category includes properties that are used for commercial and/or industrial purposes. Properties deemed “inactive” are excepted.

A differential loading is applied to commercial and industrial properties which contribute a greater share of the costs relating to:

- tourism and economic development
- CBD amenities enhancing retail and tourism
- additional cleaning, maintenance and construction treatments required for road, traffic, drainage, toilet and street cleaning.

## Business (subcategory: inactive)

Council places any properties that cannot be categorised as residential, business or farmland into the business inactive subcategory. Generally, they are lands which have a restriction on their use. This land will be rated at the same rate in the dollar as residential land.



Image: Whale tail sculpture (Whale Returns to the Ocean - Muriyira Gadu Wali, by Daryl Harbrow) at McKenzies Beach.



## Rates and charges

### Environmental Levy

The Environmental Levy was introduced in 1996-97 to provide funds to assist with the preservation and protection of the environment.

The Environmental Levy applies to all rating categories and is based on a combination of a base charge for all ratepayers and a variable 'rate in the dollar' amount based on your land value.

Rate	Base charge (\$)	Rate (cents in \$)	% of total income from base properties	Estimated yield (\$)
Environmental Levy	25.25	0.004895	49.76	1,342,235

### Residential (or business or farmland)

The General Rate is applied based on the Rating Category of your property. Council has three general rating categories being Residential, Business or Farmland.

The rates are calculated using a combination of a variable 'rate in the dollar' amount multiplied by your land value plus a base charge for all ratepayers.

Category	Base charge (\$)	Rate (cents in \$)	% of total income from base properties	Estimated yield (\$)
Residential	640	0.1291	49.76	32,052,831
Business	640	0.5729	13.95	5,755,748
Farmland	640	0.0839	32.07	540,728
Business Inactive		0.1291		1,304
<b>Total</b>				<b>38,350,611</b>

## Sewerage charge

Council is responsible for sewerage services within the Eurobodalla. To pay for the provision of this service, Council collects revenue from the people who benefit from access to and the use of Council's sewerage system.

Section 552 of the *Local Government Act 1993* authorises Council to levy sewer access charges to all land except:

- Land which is more than 75 metres from a sewer of the Council and is not connected to the sewer.
- Land from which sewerage could not be discharged into any sewer of the Council.

### Residential properties

The residential sewer access charge applies to:

- all single residential properties
- each Strata Title unit
- each Torrens Title unit
- each Community Title unit
- other residential accommodation types
- vacant land where sewer is available in accordance with Section 552 of the Act.

Connection type	Charge (\$)
Single residential	1,230
Vacant unmetered	1,230
Secondary dwelling	1,230
Dual occupancy	1,968
Turlinjah (85%)	1,045.50

- Residential properties with multiple 20mm water meters will be charged a sewer access charge for each meter.
- The sewer access charge for properties with dual occupancy developments is higher, reflecting an increased demand on Council's sewer system.
- The Turlinjah sewer access charge is reduced as effluent is processed by a reed bed system which results in decreased demand on Council's sewer system.

## Business and multi-residential properties

Council levies the following sewerage charges:

- A sewer access charge relative to the customer's capacity requirements.
- A sewerage usage charge.
- A liquid trade waste usage charge (for wastes other than domestic sewage).

The sewer access charges for business and multi-residential properties are based on the customer's capacity requirements. Sewer access charges are proportional to the size of the water meter based on a capacity factor.

Sewer access charges for business and multi-residential properties are determined by the water meter size as set out in the charges table below.

Properties with multiple water meters will be charged a sewer access charge for each meter by size.

Sewer access charges are included on the annual rates notice, sewerage usage and liquid trade waste usage charges for business properties are issued separately on the triannual water account.

Water meter size (mm)	Capacity factor	Charge (\$)
20	1	1,230
25	1.6	1,968
32	2.6	3,198
40	4	4,920
50	6.3	7,749
65	10.6	13,038
80	16	19,680
100	25	30,750
Vacant unmetered	1	1,230
Business strata unit	1	1,230

### Sewer access charges estimated income

Category	Estimated yield (\$)
Residential	25,360,140
Non-Residential	2,539,782
<b>Total</b>	<b>27,899,922</b>

## Stormwater charge

Stormwater charges are levied on the annual rate notice in accordance with Section 496(a) of the *Local Government Act 1993*. The charge applies to all developed urban properties. Residential properties are charged a flat rate and business charges are based on the land area of the property as shown below:

Category	Land area (m <sup>2</sup> )	Charge (\$)	Estimated yield (\$)
Residential	NA	25	429,300
Residential Strata	NA	12.50	36,500
Business	Up to 1,050	25	7,980
Business	1,050 to 2,100	50	10,327
Business	2,101 to 3,150	75	6,074
Business	Greater than 3,150	100	13,599
<b>Total</b>			<b>503,780</b>

- The charge for business strata units is as for business, divided by the number of units, subject to a minimum charge of \$5.

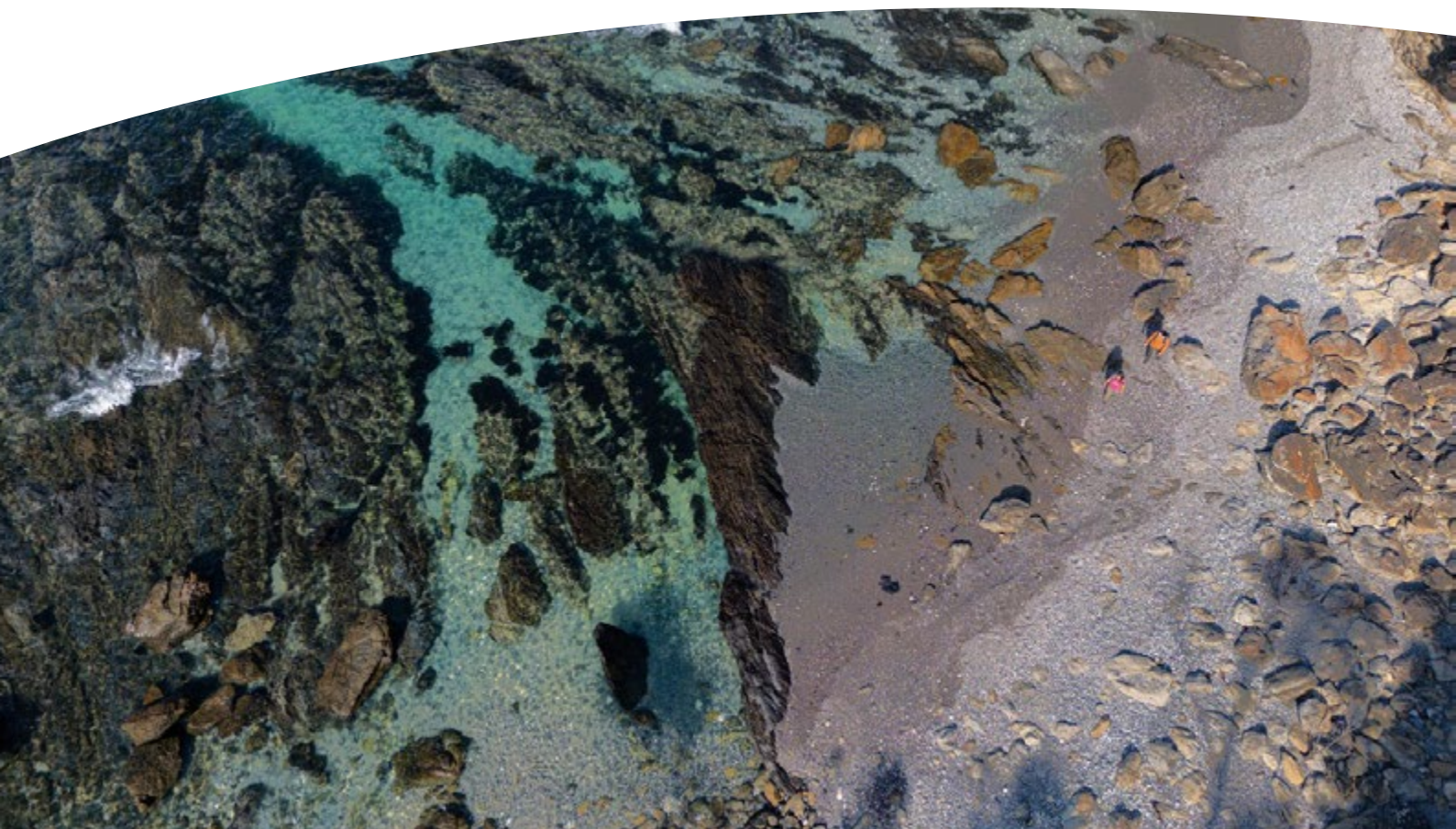


Image: The Eurobodalla coastline is abundant with hidden coves and beaches to explore.

## Water charge

Supplying water to the community is one of the major activities of Council. To pay for the provision of this service, Council collects revenue from the people who benefit from access to and use of the water supply.

Section 552 of the *Local Government Act 1993* authorises Council to levy water access charges to:

- Land that is supplied with water from a water pipe of the Council.
- Land that is situated within 225 metres of a water pipe of the Council whether the land has a frontage or not to the public road (if any) in which the water pipe is laid, and although the land is not actually supplied with water from any water pipe of the Council.

The minimum residential water access charge applies to:

- all single residential properties
- each Strata Title unit
- each Torrens Title unit
- each Community Title unit
- other residential accommodation types
- vacant land where water is available in accordance with Section 552 of the Act.

Water access charges are included on the annual rates notice and water usage charges are issued separately on the triannual water account.

### Residential properties

The minimum water access charge for single residential properties is based on a standard 20mm water meter connection.

Connection type	Charge (\$)
Minimum single residential	426
Vacant unmetered	426
Minimum secondary dwelling	426
Minimum dual occupancy	681

- Residential properties with multiple 20mm water meters (including dual occupancy and secondary dwelling) will be charged a water access charge for each meter.
- The water access charge for dual occupancy developments on properties with a single 20mm water meter is higher, reflecting an increased demand on Council's water system.

## Business and multi-residential properties

The water access charges for business and multi-residential properties are based on the customer's capacity requirements. Water access charges are proportional to the size of the water meter based on a capacity factor.

Water access charges for business and multi-residential properties are determined by the water meter size as set out in the charges table below.

Properties with multiple water meters will be charged a water access charge for each meter by size.

Water meter size (mm)	Capacity factor	Charge (\$)
20	1	426
25	1.6	681
32	2.6	1,107
40	4	1,704
50	6.3	2,683
65	10.6	4,515
80	16	6,816
100	25	10,650
Vacant unmetered	1	426

### Water access charges estimated income

Category	Estimated yield (\$)
Residential	9,290,736
Non-Residential	915,961
<b>Total</b>	<b>10,206,697</b>

## Garbage availability

The garbage availability charge applies to all properties (including vacant land) in the domestic collection area. The annual charge is levied whether the collection service is used or not. The charges are levied under Section 496 of the *Local Government Act 1993*.

Category	Charge (\$)	Estimated yield (\$)
Domestic waste availability	23.85	557,327

## Garbage Collection Service

The garbage collection service covers the cost of domestic waste collection services. These services include weekly kerb-side collection of an 80-litre garbage bin, fortnightly collection of a 240-litre recycling bin and a 240-litre garden organics bin, and an annual hardwaste collection. This charge applies to properties that are supplied with garbage bins by Council. The charges are levied under Section 496 of the *Local Government Act 1993*.

Service	Charge (\$)	Estimated yield (\$)
Domestic waste collection charge	298	7,267,624
<b>Optional</b>		
Additional 240-litre recycling bin	85.75	9,518
Additional 240-litre garden organics bin	85.75	61,568
<b>Total</b>		<b>7,338,710</b>

## Waste management charge

All rateable properties in Eurobodalla pay this charge to cover the cost of waste management including tip operations and waste minimisation programs. The charges are levied under Section 501 of the *Local Government Act 1993*.

Category	Charge (\$)	Estimated yield (\$)
Waste management charge	67.70	1,795,539

## Liquid trade waste annual charge

Council applies an annual charge to all business (commercial/industrial) properties capable of discharging liquid trade waste into the sewer. This fee covers the cost of annual inspection or audit. A re-inspection fee may apply.

Council levies the liquid trade waste annual charge on the rates notice, usage charges are issued separately on the triannual water bill.

Category	Charge (\$)	Estimated yield (\$)
Liquid trade waste (annual)	131	62,618

## Payment by instalments

Ratepayers may pay their rates and charges in four quarterly instalments each year as follows:

Instalment	Issued by date	Due date
First	31 July	31 August
Second	30 October	30 November
Third	31 January	28 February
Fourth	30 April	31 May

## Pensioner rebates

Holders of a pensioner concession card who own and occupy a rateable property are eligible for a pensioner concession. The *Local Government Act 1993* provides for a pensioner rebate of up to 50% of the aggregated ordinary rates and domestic waste management service charges, to a maximum of \$250.

Eligible pensioners are also entitled to a maximum rebate of \$87.50, for both water and sewer access charges, a total of \$175 per annum, where applicable.

Under the State's existing mandatory Pensioner Concession Scheme, the State Government reimburses the Council 55% (up to \$233.75 per property) of the pensioner concession. Council funds the remaining 45% (up to \$191.25 per property).

Upon application, pensioner rebates will only take effect from the current rating year and will not be backdated to rating years prior to the application date. Where eligibility commences within the current rating year, the pension concession will apply on a pro rata basis from the eligibility date shown on the pension concession card.

## Charges on overdue accounts

In accordance with Section 566(3) of the *Local Government Act 1993*, the Minister for Local Government determines the maximum rate of interest payable on overdue rates and charges each year.

The Minister has advised the maximum rate of interest payable on overdue rates and charges for 2026-27 will be 9.5% per annum.

## Usage charges

### Water usage charge

- All water consumed will be charged for by volume per kilolitre (kL) from the July water meter reading.
- A minimum charge of \$10 will apply to all accounts with usage between 0 and 2 kilolitres.
- Water usage is charged three times each year based on water meter readings undertaken in July/August, November/December and March/April and accounts are issued in the following month.
- The owner of the property is responsible and liable for all water usage that is recorded on the water meter(s) servicing the property.
- Water usage charges may be adjusted for approved concessions in accordance with Council's Water Usage Charging Policy.

Category	Charge (\$)	Estimated yield (\$)
Residential usage	4.37/kL	9,931,611
Non-Residential	4.37/kL	3,045,632
<b>Total</b>		<b>12,977,243</b>

## Sewerage usage charge

Business properties are charged a sewerage usage charge based on the estimated volume of sewerage discharged into the sewerage system.

The volume of sewerage discharged into the sewerage system is estimated as a proportion of the total water usage and is applied as a sewer discharge factor which is dependent on the type of business activity at the premises.

Sewerage usage is charged three times each year following water meter readings on the same account as the water usage and liquid trade waste usage charges.

Category	Charge (\$)	Estimated yield (\$)
Sewerage usage	2.45/kL	892,783

### Liquid Trade Waste usage charge

Trade wastes typically have greater concentrations of nutrients and contaminants and therefore have a greater impact on the sewerage system and treatment plant design.

The volume of trade waste discharged into the sewerage system is estimated as a proportion of the total water consumption and is applied as a liquid trade waste discharge factor which is dependent on the type of business activity at the premises.

Liquid Trade Waste usage is charged three times each year following water meter readings on the same account as the water usage and sewerage usage charges.

Category	Charge (\$)	Estimated yield (\$)
Business Liquid Trade Waste usage - compliant discharge	1.86/kL	167,948
Business Liquid Trade Waste usage - non-compliant discharge (failure to comply with Council's conditions of approval)	18.50/kL	-

## Pricing methodology

All of Council's fees and charges that are not subject to statutory control are reviewed on an annual basis prior to finalisation of Council's annual operating budget.

In determining which pricing methodology is appropriate for each type of service, Council is guided by principles of 'fair imposition' and 'user pays'. Council may raise funds for local purposes by fair imposition of rates, charges, and fees, by income earned from investments, and when appropriate by borrowings and grants.

Council's Pricing Policy generally supports the cost recovery philosophy. It recognises people's ability to pay and balances an expectation that some services will be cross subsidised from rates for the common good of the community.

Pricing will:

- Explore cost recovery opportunities.
- Ensure value for money by providing effective and efficient service.
- Balance fees against rates, grants and other funding sources.
- Manage financial risk.
- Develop transparent pricing structures that can be administered simply and efficiently and be understood by the public.
- Develop pricing structures that reflect real lifecycle and environmental costs.
- Recognise pricing encourages or discourages consumer use and behaviours.

## Fees and charges

For information about our Pricing Policy or Annual Fees and Charges, visit Council's [website](#) and search *current fees and charges*.

## Debt recovery

Commercial debt recovery procedures will be pursued in order to minimise the impact of outstanding debts on Council's financial position.

Council will adhere to ethical guidelines in respect of debt recovery procedures. Debtors will be advised of the likely additional legal costs prior to the issue of any summons.

Land may be sold, with Council approval, where rates or other property debt arrears are greater than the land value of the property or rates are in arrears for five years.

## Borrowings

Loans are borrowed for major projects for a term equivalent to the life of the asset (usually not greater than 30 years). Loans allow Council to spread the cost of the asset over the life of the asset, ensuring that the payment for the benefit is made by those receiving the benefit of the asset. This is in accordance with the inter-generational equity principle.

All loans are financed from an approved financial institution in line with Council's borrowing policy.

For more information visit Council's [website](#) and search *Borrowing Management Policy*.

Council currently has no proposed borrowings for the 2026-27 year.

## Accounting policies and notes

1. Policies are generally as stated in the audited financial statements and Office of Local Government's Accounting Code of Practice.
2. Sale of assets; the gross value of sales is disclosed in the statement of fund flows. The "carrying value" of assets sold (excluding land) is assumed to be equal to the sale value.
3. Depreciation is forecast based on existing assets, works in progress and proposed purchases/ construction.
4. Capital grants and contributions exclude the estimated value of non-cash assets contributed by developers.
5. Costs exclude net present value of future remediation of landfills and the like.
6. A conservative approach is taken when preparing budget forecasts. Council recognises capital income and expenditure supported by external funding when funding is secured and timing of projects can be reliably determined.
7. Figures in this plan may be subject to rounding.

## Rating categorisation maps

Council is required to have available for inspection, maps showing those parts of Eurobodalla to which each category and sub-category of the ordinary rate and each special rate applies.

These maps are available by request at Council's Customer Service Centre in Moruya.



## Access to information

The best way to find out information about Council is to visit Council's website, read the meeting agenda papers, read the Living in Eurobodalla residents' newsletter, follow us on Facebook or Instagram, subscribe to Council News e-newsletter, drop into a library in Narooma, Moruya or Batemans Bay, attend a Councillor Catch Up, or visit the Customer Service Centre in Moruya.

## How to contact us

- In person** Customer Service Centre  
Corner Vulcan and Campbell Streets, Moruya  
Monday to Friday, 8.30am to 4.30pm
- Phone** 02 4474 1000  
For after-hours emergencies call 1800 755 760
- Mail** PO Box 99, Moruya NSW 2537
- Email** [council@esc.nsw.gov.au](mailto:council@esc.nsw.gov.au)
- Web** [www.esc.nsw.gov.au](http://www.esc.nsw.gov.au)
- Councillors** See contact details on our website

