

# Annual Report 2017-18

Eurobodalla Shire Council

## Access to information

The best way to find out information about Council is to read the meeting agenda papers, read the Living in Eurobodalla residents newsletter, follow us on Facebook, subscribe to Council News and read Council Noticeboard in the local papers, visit the website, drop into a library in Narooma, Moruya and Batemans Bay, or visit the Customer Service Centre in Moruya. Community information is also made freely available at the Dr Mackay and Batemans Bay community centres.

## 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

**Fax** 02 4474 1234

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**Web** [www.esc.nsw.gov.au](http://www.esc.nsw.gov.au) and click *Have Your Say*

Councillors: See contact details on our website  
and on Council's Noticeboard page in local papers.



# WELCOME

Welcome to Eurobodalla Shire Council's Annual Report for 2017–18. This report has been developed to provide our community, Councillors and staff with a comprehensive account of Council's achievements and challenges during the year.

The report provides an overview of Council's financial position and details performance against commitments as set out in our Delivery Program 2017–21 and Operational Plan 2017–18.

It demonstrates the diversity and breadth of services and operations delivered on a daily basis to our community and provides an insight into our financial position and decision making processes.

Council acknowledges the hard work and commitment of our staff and volunteers who deliver services and facilities to the Eurobodalla. This year's Annual Report serves to highlight the incredible range of skills and expertise that our staff bring in the delivery of our services to our diverse community.

The report is prepared in compliance with the *Local Government Act 1993*.

The financial accounts in this report are unaudited and will be finalised in February 2019.

We hope that you enjoy reading about our 2017-18 year.



*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.



# CONTENTS

Welcome .....	2
Message from Mayor and General Manager .....	6
Our Eurobodalla.....	8
Our year in review.....	9
Managing the money.....	15
Our organisation.....	29
Our people .....	38
Our achievements.....	42
Statutory and other information.....	43
Disability Inclusion Action Plan .....	54
Glossary.....	55





## MESSAGE FROM MAYOR AND GENERAL MANAGER

Welcome to the Eurobodalla Shire Council Annual Report for 2017-18.

We are proud to present this report to the community, which provides the results of this Council's first year of its four year program, as we work on realising the community's vision of friendly, responsible, thriving and proud.

Council's relationship with its local members and other levels of government has strengthened to the benefit of our community. Positive advocacy on the Rural Lands Strategy Planning Proposal, Eurobodalla Emergency Services Precinct, Southern Water Storage Facility, Princes Highway Corridor Strategy, Kings Highway upgrades and preferred options for Batemans Bay Bridge are some of the issues Council and our local members have worked together on this year.

To celebrate Local Government week, Council hosted Council Life, a festival that promoted the important role of Council in our community. With over 800 people attending, the event provided the community with an opportunity to engage one on one with Council and its staff.

In the past year, Council has been successful in receiving \$21 million in grants with applications being submitted under 20 different funds. Council advocated for the Batemans Bay Regional Aquatic, Arts and Leisure Centre resulting in \$26 million from the NSW Government. This will enable Council to undertake the detailed design and staging of this exciting development. Council will continue to advocate to the Australian Government for the remainder of the funding.

Development continues to thrive in Eurobodalla with 979 development applications submitted during 2017-18. This is a 15% increase on the five year average which shows confidence in Eurobodalla's economy.

We've reached our goal for reducing emissions - and done it two years ahead of schedule. In 2012 we set the target to reduce carbon emissions across Council's operations by 25 per cent by 2020. As a result of a focussed approach emissions are down about 36 percent, saving more than 23,000 tonnes of CO2 per year and significant costs to ratepayers.

We are full steam ahead with construction at Moruya Airport, Bodalla Sewerage Scheme and Moruya Showground upgrades. Works progressed on the Link Road in Batemans Bay, Shellfish Hatchery and Tyrone Bridge. We also completed a number of community and transport infrastructure works including new footpaths, bridges, local and urban road reconstructions and sports field upgrades.

We continue to enhance our Create Arts Services, with 83 creative arts events and programs held in Eurobodalla. These included the Mayors Writing Competition, the Revive Art Prize, Shakespeare in the Garden, Yuin Country Art and Land Revealed and Open Studios 2018. We are excited to have commenced construction of the new Basil Sellers Exhibition Centre at Moruya Library.

From arts to playing fields, Council endorsed the Recreation and Open Space Strategy. This Strategy sets out the direction for recreation and open space planning and provision for Eurobodalla over the next ten years. We have also commenced a review of the Companion Animal Management Plan, which aims to balance community amenity, animal welfare and environmental management, while promoting the benefits of responsible pet ownership.

Council developed the Invest Eurobodalla website which provides a platform for interested investors to view Eurobodalla as a place to live, work, invest and visit. A draft Destination Action Management Plan was also developed and the team are working on a Tourism Wayfinding and Signage Strategy to enhance the experience of visitors to Eurobodalla.

The community's involvement in the decision forming process is always increasing. 117 people addressed the Council during public access and public forum sessions. Council continues to publish four print newsletters along with online news. Council's social media platforms attracted 8,525 followers and provides another avenue for outgoing and incoming communications between Council and our community.

We were honoured to award Mr Lindsay Boyton as the inaugural Eurobodalla Local Hero at the award ceremony held at the Botanic Gardens during Volunteers week. Finally, thank you to our Councillors, community and staff for a successful year.

*Councillor Liz Innes Mayor (above right)*  
*Dr Catherine Dale General Manager (above left)*





# OUR EUROBODALLA

Eurobodalla is a vibrant community with strong rural and coastal heritage and indigenous culture. Our local industry, once based primarily on dairying, forestry and fishing, is now a diverse economy built around tourism, agriculture, aquaculture, retail, property and health services.

The Aboriginal peoples of the Yuin nation are acknowledged as the original inhabitants and custodians of all land and water in the Eurobodalla, with an enduring cultural and spiritual connection to it.

With 143km of coastline, 83 beaches and 4 major river systems, Eurobodalla is known as the land of many waters. Eurobodalla is also known for its beauty, wilderness and wildlife. Over three-quarters of our land area is open space, consisting of 10 national parks and 15 state forests. This natural environment is cared for by our community, who are passionate advocates when it comes to protecting and enhancing our beautiful landscape.

In 2017, Eurobodalla's estimated resident population was 38,117 and based on current projections is expected to reach more than 44,000 by 2036. Our demographic profile and rate base are not aligned, with 34% of property owners having their principal address outside Eurobodalla and 31% of dwellings not permanently occupied.

In addition, Eurobodalla attracts around 1.3 million visitors annually with higher visitation during the holiday peak seasons. Based on these estimates, Eurobodalla can expect an average daily population of 55,000 and a peak population of more than 100,000. The high seasonal variation in population due to tourism creates both opportunities and challenges for Council and local businesses. This results in a need to provide infrastructure capable of handling peak demands, supported by our community, and a lower ability to collect fees and charges relative to the scale of the infrastructure we require. These characteristics need to be planned for and considered by Council.

Located close to Canberra and Sydney, Eurobodalla offers an affordable alternative to city living. On offer is a growing local economy, access to education and health services, a relaxing outdoor lifestyle and a strong sense of community. All of these elements make Eurobodalla an exciting place to live, work and do business.

We confidently look towards the future as one community.

**38,117**  
EUROBODALLA'S  
ESTIMATED RESIDENT  
POPULATION IN 2017







1.3m  
VISITORS  
ANNUALLY

10  
NATIONAL  
PARKS  
15 STATE  
FORESTS



143km  
OF COASTLINE  
83  
BEACHES



# OUR YEAR IN REVIEW

Over the past year Council has delivered a range of events, projects and capital works that contribute to delivering on our community's vision to be friendly, responsible, thriving and proud.

This section provides a high level summary of information on our community, key projects and capital works, events and awards, grants received and a summary of financial performance.



**July –**  
Hardwaste Collection;  
Mayor's Writing  
Competition 2017

**August –**  
Council Life, Business  
Awards, Opening of  
the new pavilion at the  
Eurobodalla Regional  
Botanic Gardens

**September –**  
2017 Household Chemical  
Cleanout, Little Sellers Art  
Prize 2017

**October –**  
Tourism Networking  
Evening at The Original  
Gold Rush Colony Mogo

**November –**  
ReVive exhibition;  
Member for Bega Andrew  
Constance welcomed the  
official opening of the new  
Eurobodalla Community  
Recycling Centre

**December –**  
Family Fishing Day, Safety  
Sea-dye Demonstrations

**January –**  
Art on the Path,  
Free Surf Safety Schools

**February –**  
Queens Baton Relay, Red  
Hot Summer Tour

**March –**  
Clean Up Australia  
Day, Be Ready Starting  
School Expo, Community  
reception for NSW Premier

**April –**  
Youth Week, Seniors  
Festival – Come and  
Try Week

**May –**  
Mini Vivid, Local Heroes  
Ceremony, National  
Volunteer Week,  
Narooma Oyster Festival

**June –**  
Free Microchipping,  
Official Opening of  
Tyron Bridge



# AWARDS AND RECOGNITION

Throughout the year, Council has been recognised for its positive contributions to the community. Council also celebrates, via civic receptions and award ceremonies, the numerous achievements of our community members and local organisations who are dedicated to helping make Eurobodalla a great place to live.

## Council Awards

The following awards were won by Council during 2017-18:

*Institute of Public Works Engineering Australasia NSW 2017 Engineering Excellence Awards for:*

- Council's Rosedale and Guerilla Bay sewer scheme won the Innovation in Water Supply and Wastewater category.
- A road safety partnership that halved serious crashes on the Kings Highway took out the Local Government Excellence in Road Safety award.

*Australasian Reporting Award*

- Silver award for distinguished achievement in reporting.

## Community Awards

The following awards were won by Eurobodalla community members and or businesses during 2017-18:

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### Eurobodalla Business Awards

Eurobodalla's five Chambers of Commerce partnered with Council to present the 2017 Eurobodalla Business Awards. Linking into the annual program of the NSW Business Awards, The Eurobodalla Business Awards program celebrates excellence in the Eurobodalla region and recognise success in the areas of business leadership, business entrepreneurship, outstanding young employees, start-ups and all round business.

#### **Young Entrepreneur –**

Isabel Darling of  
Torchlight Media

#### **Business Leader –**

Tracy Innes of Onelife Gym

#### **Excellence in Accessibility –**

The Batemans Bay  
Soldiers Club

#### **Excellence in Export –**

Skydive Oz

#### **Excellence in Innovation –**

Moruya Waterfront  
Hotel Motel

#### **Excellence in Sustainability –**

Southlands Fruit  
and Vegetables

#### **Start Up Superstar –**

South Tribe

#### **Excellence in Small Business (1-4 employees) –**

Badgelink

#### **Excellence in Small Business (5-10 employees) –**

South Coast Electrical Solutions  
Pty Ltd

#### **Excellence in Small Business (11-19 employees) –**

Southlands  
Fruit and Vegetables

#### **Excellence in Small Business (overall) –**

Surety Property







**Excellence in Business  
(20+ employees) –**

Katungul Aboriginal  
Corporation Community  
and Medical Service

**Local Chamber of  
Commerce Award –**

Narooma Chamber of  
Commerce and Tourism Inc

**Batemans Bay People's  
Choice Award – Perry**

Street Cinemas

**Mogo People's Choice  
Award – Juela Mogo**

**Moruya People's Choice  
Award –**

Moruya Waterfront  
Hotel Motel

**Narooma People's  
Choice Award –**

Katungul Aboriginal  
Corporation Community  
and Medical Services

**Tilba People's  
Choice Award –**

Tilba Lake Camp



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## ReVive Art Prize

Held to coincide with National Recycling Week, the biannual Revive Art Prize offers creative people the opportunity to reduce, reuse and recycle their way to a \$4,000 prize. The prize was open to all artists, craftspeople and creative makers who live in the Bega Valley, Bombala, Boorowa, Cooma Monaro, Eurobodalla, Goulburn Mulwaree, Harden, Palerang, Queanbeyan, Snowy River Shire, Upper Lachlan, Yass and Young Shire Council areas.

The 2017 artworks ranged from paintings to found objects, jewellery to large sculptural 3D works, with the artists highlighting the need to reduce waste and preserve our beautiful natural environment and the animals it supports. All 48 artworks in the exhibition were constructed from 80 per cent reclaimed or recycled materials.

The winning entry, announced on the opening night of the exhibition held at Mechanics Institute Moruya, was Moruya's Susan Bomball Sculpture "Bill" (pictured above). Made from reclaimed tools, chains, metal drill bits and materials from the Council hardwaste clean up, Susan's piece is a memorial to a favourite horse.



# AWARDS AND RECOGNITION



## Mayor's Writing Competition

In its tenth year, the 2017 Mayor's Writing Competition received over 250 imaginative and thoughtful entries from Eurobodalla writers aged between age five and 18. This competition provides our youth the freedom and confidence to creatively express themselves through writing and illustrating.

This year a 'Window' theme was introduced with all submissions incorporating the word in the text. All finalists received a professionally-bound anthology that includes their own story and illustrations.

*The 2017 Mayor's Writing Competition Anthology is available for loan from Eurobodalla's three libraries at Moruya, Narooma and Batemans Bay.*

### Mayor's Writing Competition 2017 winners and finalists

#### Age group 5-6

*Winner:*  
Leila Elliott-Swallow

*Runner-up:*  
Xavier Elliott-Swallow

*Encouragement award:*  
Tara Padman

#### Age group 7-9

*Winners:*  
Lotus Turner and  
Kaeleigh Peard

*Runner-up:*  
Chelsea Wood

*Encouragement award:*  
Charlie Hough

#### Age group 10-12

*Winner:*  
Holly Kinnane

*Runner-up:*  
Isla Jeffery

*Encouragement award:*  
Ruby Efraemson

#### Age group 13-15

*Winner:*  
Lucy Jones

*Runner-up:*  
Matthew Tuckwell

*Encouragement award:*  
Shayla Ta

#### Age group 16-18

*Winner:*  
Sophie Brown

*Runner-up:*  
Matthew Klarica

*Encouragement award:*  
Briony Floreani

### Syd Hayes Creative Writing

*Award Winner:*  
Holly Kinnane





## Little Sellers Art Prize

In its second year, the Little Sellers Art Prize received over 200 entries from Eurobodalla young people. The Prize aims to showcase the artistic talents of Eurobodalla's youth and is run as an addition to the biennial Basil Sellers Art Prize. Artists aged between five and 18 were encouraged to interpret the 'I am...' theme in a creatively and meaningful way.

Finalists in each of the four age categories were recognised for their efforts in a special exhibition opening held at the Council Chambers, with their works exhibited in the three libraries during school holidays.

### Little Sellers Art Prize 2017 winners and finalists

#### *Overall winner:*

Emily (Millie) Jones –  
The Pieces of Me  
(pictured above)

#### *Environment Award:*

Adam Strahlendorf –  
I Am in Moruya

#### *Children's Services Award:*

Tarlay Nye - Aboriginal  
Artist

#### *Youth Award:*

Ella Burke - Life in Water

### **Five–eight age group**

#### *Winner:*

Madeleine Mae Powis - I  
Am Shocked

#### *Runner-up:*

Jeremy Scully – I Am Painting

#### *Finalists:*

Sahara Brown – I Am,  
Te Hira Hawke – Fruit  
Man, Lincoln Horwood –  
I Am Playing NRL, Selby  
Johnston – I Am,

Maddison Maguire – I  
Am, Adam Strahlendorf – I  
Am in Moruya and Logan  
Wood – I Am.

### **Nine-12 age group**

#### *Winner:*

Emily (Millie) Jones –  
The Pieces of Me

#### *Runner-up:*

Nina Thorne –  
I Am Wondering

#### *Finalists:*

Callan Buck – I Am a  
Timmy, Amy Crick – I  
Am... Always Thinking of  
the Sea, Xian Fernandez –  
I Am Me!, Lexy Hunter –  
With Flowers in her Hair,  
Tarlay Nye – Aboriginal  
Artist, Oscar Sharman –  
I Am So Lucky to Live  
Here, Anton Thorne –  
The Sea makes Me Feel  
Free, Jasper Ziino – I Am  
Soaring High and Milly  
Shanahan – The Pieces  
of Me.

### **13-15 age group**

#### *Winner:*

Leah Sethi – Jelly Fish

#### *Runner-up:*

Ava Weymans –  
The Bare Necessities

### **16-18 age group**

#### *Winner:*

Chelsi-Lee Dorn –  
I Am a Proud Aboriginal

#### *Runner-up:*

Sarah Giddy –  
I Am a Child of Light

*Finalists:* Ella Burke –  
Life in Water and Peta  
Morris – Anything I Want  
to Be.





## Environment Calendar

Celebrating its 20th year, the 2018 calendar features 15 student artworks under the theme 'Land and sea matter to me'. Each year all Eurobodalla primary schools create artwork for the calendar under a different theme and shortlisted entries from each school are featured on the following year's calendar.

### The 2018 calendar artists are:

Sari Jenkins  
(*Broulee Public School*),  
Jayda Tighe  
(*Mogo Public School*),  
Imelda Parlett  
(*Bodalla Public School*),  
Milly Shanahan  
(*St Peter's Anglican College*),  
Riley Beby  
(*St Bernard's Primary School*),  
Jade Wilson  
(*Narooma Public School*),  
Ella Matthew  
(*Batemans Bay Public School*),  
Chelsey Crawford  
(*Batemans Bay Public School*),

Rex Lane  
(*Moruya Primary School*),  
Phoebe Coxon  
(*Central Tilba Public School*),  
Te'a Hartl  
(*Sunshine Bay Public School*),  
Jesse Coppin  
(*Moruya Public School*),  
Elliot Quinn  
(*St Bernard's Primary School*),  
Lauren Wade  
(*St Mary's Primary School*)  
and title artwork is by  
Serenity Woodham  
(*Batemans Bay Public School*).  
(*Pictured page 17*)

## Local Heroes

During National Volunteer Week 2018 Council held the inaugural Local Hero Award ceremony. This award recognises the contribution of volunteers to the community and or outstanding achievements.

A total of 24 nominations were received for local heroes or volunteers who had gone above and beyond in any field - from sports and community service to health, education, arts or the environment - or they might simply be someone who has made an extraordinary act of compassion, generosity, bravery, ingenuity, or achieved a professional accomplishment.

The 2018 Local Hero Award was won by Lindsay Boyton of Eurobodalla Show Society fame (*pictured above*). Fellow finalists for the award were Jacki Harding, for her years of active community involvement and fundraising, and Sue Barford for her work with the River of Art Festival.





# GRANTS RECEIVED

Council advocates for funding from Australian and NSW governments to assist Council to build infrastructure and provide services for our community. During 2017-18, Council was successful in receiving over \$21 million in grant funds. This demonstrates that Council has the necessary structures, systems, resources and capability to deliver key initiatives and infrastructure projects for the community.

Council submitted grant applications under the following programs:

- Regional Jobs and Investment Package
- Building Better Regions - Infrastructure
- Building Better Regions - Community Involvement
- Regional Growth Fund
- Stronger Communities Program
- SmartCities
- Bridges Renewal Program
- Community Building Partnerships
- NSW Boating Now
- Fixing Country Roads

SERVICE AREA	CAPITAL GRANT (\$)	OPERATING GRANT (\$)	TOTAL (\$)
Business Development	-	5,000	5,000
Children's Services	-	316,143	316,143
Community and Cultural Development	-	99,859	99,859
Community Care	-	1,378,634	1,378,634
Community Facilities	79,625	18,651	98,276
Environmental Management	-	584,997	584,997
Finance and Central Treasury*	-	5,899,852	5,899,852
Libraries	56,000	204,785	260,785
Public and Environmental Health	-	8,000	8,000
Public Order and Safety	20,000	415,436	435,436
Recreation	413,857	172,763	586,620
Sewer Service	1,755,000	191,079	1,946,079
Strategic Planning	-	121,200	121,200
Transport	5,868,460	3,200,441	9,068,901
Waste Management	23,743	137,286	161,029
Water Services	-	201,401	201,401
Works and Operations	14,750	-	14,750
Youth Services	-	132,695	132,695
<b>Total</b>	<b>8,231,434</b>	<b>13,088,221</b>	<b>21,319,656</b>

\* The Finance and Central Treasury operating grants includes the Financial Assistance Grants received from the Australian Government, incorporating the advance payment of the 2018-19 Financial Assistance Grant.

- Fish Habitat Action Grant
- Regional Growth Tourism Environment Fund
- Infrastructure Grants
- Public Reserves Management Fund
- Recreation Fishing Trust
- Shark Observation Grants
- Community Safety Fund
- Regional Growth Fund
- Infrastructure (Clubs Grant)

*The table left identifies the capital and operating grants received during 2017-18 that assisted in the funding of projects and services for the year. In addition, some of these grants will continue to be utilised in following years to fund ongoing and future projects.*





# MANAGING THE MONEY

Council is responsible for managing finances on behalf of our community, and is committed to continuous improvement and responsible financial management.

During 2017-18, Council managed an income of \$113.1 million\* collected from rates, fees and charges, grants and contributions, and investments. Our expenditure was \$109.7 million\* and paid for service delivery, maintenance, grants to the community and employee costs. There were a number of important considerations in managing Council funds this year including: the continuation of the implementation of the Fit for the Future improvement proposal action plan (detailed on page 24-30); implementation of the third year of our Community and Transport Infrastructure Program funded by the rate variation (detailed on page 40-43); as well as Council's ongoing efforts to increase efficiencies in service delivery and maintain financial sustainability.

Council 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 storm water 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. Council's Fit for the Future performance relates to this fund.

**Water Fund and Sewer Fund:** Council's water and sewer services operate as separate businesses. They are required to comply with the NSW Government's Best Practice Pricing and operate on a cost recovery basis. If the businesses deliver a surplus they can pay a dividend to Council's General Fund.

For the purpose of this annual report we consolidate these three funds into one to show Council's overall performance. The following information presents a summary of consolidated financial results for 2017-18. Full details of Council's financial statements will be available on Council's website after February 2019.

*\*Consolidated entity (before capital grants and contributions)*

# 2017-18 BUDGET RESULTS

**Budget:** \$3.992 million surplus

**Result:** \$3.355 million surplus  
(Net operating result before capital revenue)

## How does our performance compare with previous years?

The past three years have seen a significant operating surplus for the consolidated entity. This is primarily due to the timing of the receipt of grant funds which were received by Council during one financial year but not to be spent until the following year and beyond. The surplus result is also an outcome of the successful implementation of Council's Fit for the Future Improvement proposal, in particular ongoing efficiency gains.

## Net result (before capital grants and contributions)

2014–2015	\$1.6 million surplus
2015–2016	\$9.7 million surplus
2016–2017	\$7.0 million surplus
2017–2018	\$3.4 million surplus







\$113.1m<sup>\*</sup>  
INCOME

\$109.7m<sup>\*</sup>  
EXPENDITURE

\$21.3m  
GRANTS

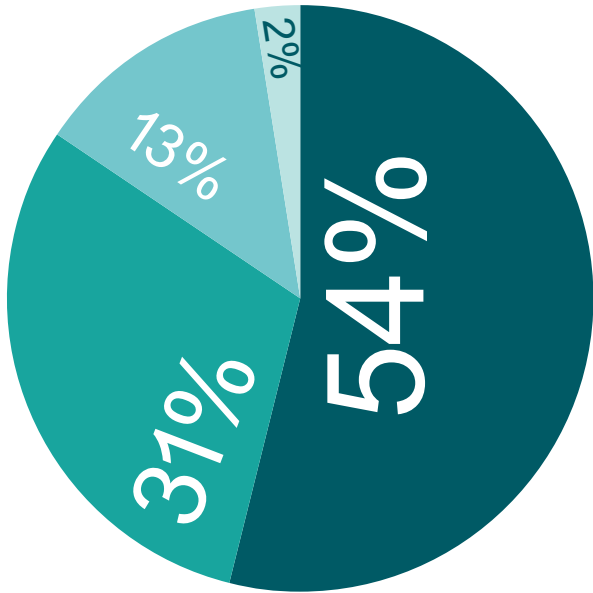
### Where did our money come from?

**Budget:** \$107.3 million

**Result:** \$113.1 million

The result was \$5.8 million higher due to:

- Increased user fees and charges and other revenue including increased water usage revenue and National Disability Insurance Scheme.
- Significant grants and contributions received including the advance payment of half of the 2018-19 Financial Assistance Grant allocation.



- 2% Investment revenue
- 13% Operating grants and contributions
- 31% User charges and fees and other
- 54% Rates and annual charges

### Income 2017-18

Income source	Amount (\$'000)	% of total income
Rates and annual charges	61,059	54%
User charges and fees and other	34,532	31%
Operating grants and contributions	14,726	13%
Investment revenue	2,753	2%
<b>Total</b>	<b>113,070</b>	<b>100%</b>

### Income (\$'000)

2014–2015	\$98,998
2015–2016	\$111,508
2016–2017	\$112,853
2017–2018	\$113,070



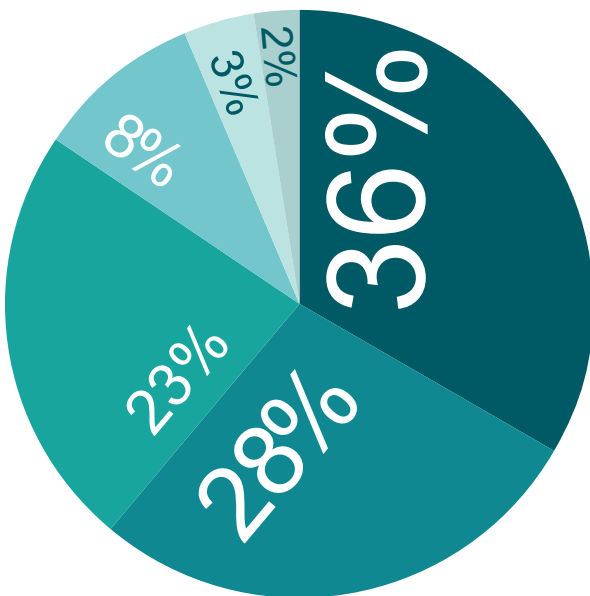
### Where did our money go?

**Budget:** \$103.4 million

**Result:** \$109.7 million

The result was \$4.5 million higher due to:

- Additional staff to facilitate programs including National Disability Insurance Scheme (NDIS) and grant funded infrastructure projects.
- Depreciation variation as a result of the Infrastructure renewal program and plant replacement plan.
- Unbudgeted losses from disposal of assets as a result of Renewal Program and Plant Replacement Plan.



- 2% Borrowing costs
- 3% Net losses from disposal of assets
- 8% Other expenses
- 23% Materials and contracts
- 28% Depreciation
- 36% Employee costs

### Expenditure 2017-18

Expenditure type	Amount (\$'000)	% of total expenditure
Employee costs	38,976	36%
Depreciation	31,026	28%
Materials and contracts	25,009	23%
Other expenses	8,289	8%
Borrowing Costs	2,737	2%
Net losses from disposal of assets	3,675	3%
<b>Total</b>	<b>109,712</b>	<b>100%</b>

### Expenditure (\$'000)

2014–2015	\$97,422
2015–2016	\$101,765
2016–2017	\$105,839
2017–2018	\$109,712





# FIT FOR THE FUTURE PERFORMANCE

In October 2015, Eurobodalla was assessed as being fit as a standalone Council under the NSW Government's Fit for the Future program. Eurobodalla was one of only 52 (37%) councils to be declared fit. To ensure Council remains fit, its performance is measured against indicators relating to financial sustainability, infrastructure and services management and efficiency. To ensure Council maintains its financial sustainability and is able to meet the benchmarks set for these indicators we continue to implement our Improvement Action Plan. Our progress is detailed on pages 27-30.

Overall we have performed well against our forecast Fit for the Future Ratios. The implementation of our Action Plan has assisted Council to maintain projected performance against all seven ratios.

Variances to note between forecast and actual performance for 2017-18 relate to the Operating Performance, Building and Infrastructure Renewal and Efficiency Ratios.

We have achieved a significant improvement in the Operating Performance Ratio result due to increased income from user fees and charges and other revenue including water usage. This is complemented by savings in expenditure relating to materials and contracts.

The early receipt of half of Council's 2018-19 Financial Assistance Grant in June 2018 from the Federal Government (\$3.5 million) is required to be recognised in 2017-18 and has had a significant effect on this ratio.

The Building and Infrastructure Renewal Ratio has been impacted by the timing of infrastructure works including bridge renewals. The completion of these works in 2018-19 will see a positive impact in future years on this ratio.

There has been some movement on the Efficiency Ratio as a result of increased employee costs, depreciation and losses from disposal of assets.

2017-18  
RATIOS  
ON TRACK

Eurobodalla was one of only 52 (37%) councils to be declared fit under the NSW Government's Fit for the Future program







Hello, we're making  
some changes to  
our Development  
Application process.

Save time, save paper

From 1 July we're going electronic.  
This means we'll only need one copy  
of each document and one set of plans  
when you submit a DA.  
And you can email your applications to  
development@esc.nsw.gov.au

eurabodalla  
For more information, contact  
Development Services Unit  
4874 222 or visit our website  
www.esc.nsw.gov.au

# 2017-18 RATIOS

RATIOS	2017-18 FORECAST	2017-18 ACTUAL	ON TRACK *
<b>Sustainability</b>			
<b>Operating Performance</b>			✓
Indicates Council's capacity to meet ongoing operating expenditure requirements (greater than or equal to breakeven average over 3 years).	0.02	0.11	meet
<b>Own Source Revenue</b>			✓
Indicates Council's ability to control their own operating performance and financial sustainability (greater than 60% average over 3 years).	66.86%	66.68%	meet
<b>Building and Infrastructure Renewal</b>			✓
Measures whether council's assets are deteriorating faster than they are being renewed (greater than 100% average over 3 years).	124.46%	116.50%	meet
<b>Infrastructure and Service Management</b>			
<b>Infrastructure Backlog</b>			✓
Measures how effectively Council is managing its infrastructure (less than 2%).	7.98%	7.37%	improving
<b>Asset Maintenance</b>			✓
Measures whether Council is spending enough on maintaining its assets to avoid increasing its infrastructure backlog (greater than 100% average over 3 years).	100%	100%	improving
<b>Debt Service</b>			✓
Indicates whether Council is using debt wisely to share the life-long costs of assets and avoid excessive rate increases (greater than 0% and less than or equal to 20% average over 3 years).	7.93%	7.65%	meet
<b>Efficiency</b>			
<b>Real Operating Expenditure per Capita</b>			✓
Indicates how well Council is utilising economies of scale and managing service levels to achieve efficiencies (decrease over time).	1.39	1.49	meet

\*Ratio performance is measured from Fit for the Future baseline calculated in 2013-14.



# 2017-18 IMPROVEMENT ACTION PLAN

ID	ACTION	STATUS	COMMENTS
1.3.2.2	Review the Recreation and Open Space Strategy	Complete	The Recreation and Open Space Strategy 2018 was adopted by Council at its meeting in February 2018. The actions that have been prioritised as high will be implemented within the next two financial years subject to Council and external grant funding.
4.4.1.1	Implement the Emissions Reduction Plan	Complete	The energy and water efficiency measures in the Energy Performance Contract have largely been implemented resulting in Council reaching its carbon emissions target two years ahead of schedule. Savings from the LED street lighting upgrade and methane flaring projects have started to be realised. Investigations are underway exploring pathways to 100% renewable energy.
5.1.1.2	Promote Eurobodalla at business and industry expos	Complete	Eurobodalla activities promoted at Canberra Region Joint Organisation meetings, business functions and Chamber of Commerce meetings.
5.1.1.6	Finalise the Integrated Economic Growth and Development Strategy	Substantially complete	A draft Integrated Economic Growth and Development Strategy was placed on public exhibition for community input. The public exhibition process was completed and submissions were reviewed. The draft Strategy is currently being finalised having regard to submissions, updated 2016 census data and analysis undertaken as part of NSW Government's Regional Economic Development Plan for the Eurobodalla and Bega Valley region.
5.3.1.5	Position and promote Eurobodalla to key visitor markets	Complete	In addition to the Unspoilt campaign, further digital campaigns that encouraged local industry buy-in have been developed and includes regular Facebook and Instagram posts and a new weekly radio segment with 2CA Canberra providing an opportunity to showcase weekly events and other things to do in Eurobodalla. Editorial from former famils as part of the 2017-18 Visiting Journalist Program, appeared in Canberra Times, Sunday Telegraph, Broadsheet Melbourne, Wanderer, Australian, Fishing Monthly, South Coast Style and Go 55s. Jim Jam Ideas were appointed in May 2018 to lead a Tourism Brand and Creative Marketing Strategy for Eurobodalla.
6.1.2.4	Revise Infrastructure Contributions Plans	Complete	Review of the draft Infrastructure Contributions Plan 2018 will now be able to proceed due to: <ul style="list-style-type: none"> <li>- the adoption of an amended Recreation and Open Space Strategy in February 2018</li> <li>- the amendment of the Environmental Planning and Assessment Act 1979 in April 2018</li> <li>- final works schedule resulting from review of the Recreation and Open Space Strategy.</li> </ul>



ID	ACTION	STATUS	COMMENTS
6.1.2.5	Revise Development Servicing Plans for water and sewerage	Deferred	Deferred due to new Development Servicing Plan Guidelines being prepared by NSW Department of Industry Water.
7.4.1.2	Commence implementation of stage 1 and 3 of the Moruya Airport Master Plan	Complete	Implementation commenced with essential infrastructure being delivered by Council. First new lease approved and construction commenced.
8.2.1.1	Implement the Community Engagement Framework	Complete	Work continues on promoting and assisting staff using the Framework and Planning Tool for their engagement activities. Briefings were held to inform staff about the Framework and the staff toolkit. A first draft of the community engagement staff toolkit was subsequently completed. A calendar for Council's intranet was also developed to list engagement activities, including advisory committee meeting dates. The calendar serves as a resource for staff to find out what engagement projects are being undertaken in the organisation, as well as opportunities for collaboration.
8.2.1.2	Develop effective engagement plans to support key projects	Complete	Council was involved in assisting and providing advice on community engagement for a range of projects including the Aboriginal Action Plan, review of the Companion Animal Management Plan, the Coastal Management Program, Moruya Showground Masterplan, the Batemans Bay Arts, Aquatic and Leisure Centre, Beach Road works and preliminary work for the We Care campaign.  Council's new Household Waste and Recycling Guide was also implemented.
9.1.1.3	Develop Asset Management Plan for Waste services	Complete	Waste Asset Management Plan has been developed and endorsed.



ID	ACTION	STATUS	COMMENTS
9.1.3.3	Develop and maintain strategic partnerships	Complete	<p>Council formally endorsed membership with the newly formed entity, Canberra Region Joint Organisation (CRJO). Memberships with other sector memberships including Floodplain Management Association, South East Arts, South East Area Sports, South East Area Transport Strategy and Memorandum of Understanding with Bega Valley Shire Council.</p> <p>Councillor James Thomson was elected as NSW representatives on National Coastal Councils Committee.</p> <p>Councillor Lindsay Brown was elected Vice President Rural/Regional Local Government Board (July 2017-February 2018).</p> <p>Dr Catherine Dale is a board member of Local Government Professionals.</p> <p>Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia.</p> <p>Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel.</p>
9.2.2.3	Finalise implementation plan for property strategy	Complete	Implementation plan for property strategy approved and now being integrated into business operations.
9.2.2.4	Undertake audit of Council operational land	Complete	Audit of operational land parcels has been integrated into the ongoing strategy and action plan. Individual parcels are currently being reviewed in Moruya and Batemans Bay and the property information system has been enhanced to include details of current use of each parcel.
9.2.2.5	Develop a code of practice for the renewal of commercial leases	Substantially complete	A draft code has been developed.
9.2.2.6	Review saleyard operations	Complete	Following consultation with Rural Producers Advisory Committee and internal review, the saleyards will continue operating and Council will look for additional complementary uses for the site.
9.2.2.7	Operate Council managed campgrounds	Complete	Operations on track and financial performance ahead of budget.
9.2.2.8	Manage the Batemans Bay Beach Resort contract	Complete	Business performed ahead of budget and the previous year.



ID	ACTION	STATUS	COMMENTS
9.2.4.1	Develop a financial strategy	Substantially complete	This multi-year task is at a preliminary draft stage. The final is on track to be completed in 2018–19.
9.2.5.1	Benchmark Public Buildings fees and charges	Complete	Benchmarking of public building fees and charges and GST analysis of all fees was undertaken during the review of the fees and charges for 2018-19 and any recommended changes incorporated.
9.2.5.2	Review General Administration, Libraries and Cemeteries fees and charges	Complete	A review of the structure of general administration, libraries and cemeteries fees and charges has been completed in readiness for a benchmarking process in next financial year.
9.3.1.3	Progress the E-connect project	Complete	<p>Phase 1 and elements of Phase 2 (Works system, Geographic Information System) went live in October 2017.</p> <p>The scope of Phase 2 was reviewed and is anticipated to be implemented in July 2019.</p> <p>While the scope of Phase 3 did not change, consultation regarding the experience of other councils indicated that there will be significantly more effort required to deliver the original scope which was not implemented in 2018 as originally planned. It was agreed that most of Phase 3 will go live July 2019 with Customer Service Requests to be implemented by the end of 2019.</p>
9.3.1.4	Establish and maintain a savings, productivity improvement and cost containment register	Substantially complete	Development process in progress. Waiting for Phase 2 and 3 of the E-connect project to come on line to leverage complete data.
9.3.1.5	Coordinate the internal audit of water, sewer and development services	Complete	All relevant internal audits completed.



**36%**  
REDUCTION  
IN COUNCIL'S  
EMISSIONS  
SINCE  
2005-06



# SERVICE RESULTS

Our operating results for Council's 31 services are outlined below. The table on pages 34-35 shows the original adopted budget as well as any amendments to programming, income or expenditure as adopted by Council through the quarterly review process during the year. The net result is the income minus the expenditure and shows the cost to Council to provide each service to the community in 2017-18. Further details on major variances between the original budget and actual net result are provided in the Our Achievements section of this report.



149,352  
VISITORS AT  
OUR LIBRARIES



916km  
WATER MAINS  
MAINTAINED







**9,834**  
VOLUNTEER  
HOURS IN  
NATURAL  
RESOURCE  
MANAGEMENT



SERVICE	INCOME (\$'000)		
	Original Budget	Actual	Variance
Business Development	13	39	26
Children's Services	1,430	1,462	32
Commercial Entities	5,177	5,419	242
Communications and Community Engagement	-	-	-
Community and Corporate Leadership	9	2	(7)
Community and Cultural Development	68	435	367
Community Care	5,075	5,914	839
Community Facilities	339	349	10
Customer Service and Records	10	18	8
Development Assessment and Building Certification	1,639	2,048	409
Environmental Management	135	598	463
Finance and Central Treasury	408	304	(104)
Fleet and Plant	70	51	(19)
Information Technology	4	4	0
Libraries	161	256	95
Property	317	481	164
Public and Environmental Health	385	404	19
Public Order and Safety	383	713	330
Recreation	637	824	187
Risk and Insurance	5	5	0
Sewer Services	20,329	20,179	(150)
Stormwater	455	456	1
Strategic Planning	238	148	(90)
Technical Services	24	20	(4)
Tourism	46	69	23
Transport	5,135	5,479	344
Waste Management	11,187	12,297	1,110
Water Services	17,149	17,900	751
Workforce Development	69	246	177
Works and Operations	106	122	16
Youth Services	4	152	148
Corporate Overheads *	-	-	-
Rates and General Revenues **	36,425	36,678	253
<b>Total</b>	<b>107,432</b>	<b>113,070</b>	<b>5,638</b>

\* Corporate Overheads include services that provide operational support functions for other services.

\*\* Rates and General Revenues include rates income and financial assistance grants that cannot be directly attributed to a particular service.

Service Results show operating income only (does not include income from capital grants and contributions)

EXPENDITURE (\$'000)			NET RESULT (\$'000)		
Original Budget	Actual	Variance	Original Budget	Actual	Variance
756	637	119	(743)	(597)	146
1,496	1,694	(198)	(66)	(233)	(167)
4,773	4,885	(112)	404	533	129
598	666	(68)	(598)	(666)	(68)
2,194	2,291	(97)	(2,185)	(2,289)	(104)
780	599	181	(712)	(165)	547
5,640	6,873	(1,233)	(565)	(959)	(394)
2,633	2,831	(198)	(2,294)	(2,481)	(187)
1,000	1,059	(59)	(990)	(1,041)	(51)
3,646	3,324	322	(2,007)	(1,276)	731
849	1,381	(532)	(714)	(784)	(70)
4,530	3,050	1,480	(4,122)	(2,746)	1,376
158	677	(519)	(88)	(626)	(538)
2,440	3,438	(998)	(2,436)	(3,433)	(997)
1,789	1,805	(16)	(1,628)	(1,549)	79
865	1,647	(782)	(548)	(1,166)	(618)
951	857	94	(566)	(454)	112
2,916	3,060	(144)	(2,533)	(2,347)	186
7,191	7,936	(745)	(6,554)	(7,113)	(559)
1,357	936	421	(1,352)	(930)	422
18,266	19,703	(1,437)	2,063	475	(1,588)
1,433	1,658	(225)	(978)	(1,202)	(224)
1,687	1,194	493	(1,449)	(1,046)	403
1,735	1,559	176	(1,711)	(1,539)	172
1,381	1,304	77	(1,335)	(1,235)	100
17,369	19,515	(2,146)	(12,234)	(14,036)	(1,802)
10,244	9,746	498	943	2,551	1,608
15,732	15,964	(232)	1,417	1,936	519
1,541	1,303	238	(1,472)	(1,057)	415
3,580	3,905	(325)	(3,474)	(3,783)	(309)
326	471	(145)	(322)	(319)	3
(16,301)	(16,301)	0	16,301	16,301	0
(114)	49	(163)	36,539	36,629	90
<b>103,441</b>	<b>109,715</b>	<b>(6,274)</b>	<b>3,991</b>	<b>3,355</b>	<b>(636)</b>

A positive number in the income variance column shows actual income exceeded original budget.

A negative number in the expenditure variance column shows actual expenditure exceeded original budget.

In the Net result columns: a number in brackets represents a cost to Council; a positive number in the variance column represents a favourable result compared to original budget.

# CAPITAL WORKS

**Budget:** \$54.9 million

**Result:** \$53.4 million

The total capital expenditure was \$1.6 million lower than budgeted due to the revised timing of Transport projects, including bridge renewals and the deferral of capital works relating to the Moruya Airport Redevelopment and construction of the Basil Sellers Exhibition Centre.



## How did we spend the budget?

Our capital budget can be spent on renewing existing or building new infrastructure. This year we spent more of our budget on new works than we did on renewal works.

## Notes:

Further detail on capital works undertaken during 2017-18 is available in each individual service area in the Our Achievements section of this report.

Numbers in brackets represent an actual expenditure less than the original budget.





Service	Capital Expenditure (\$'000)		
	Original Budget	Actual	Variance
Business Development	-	5	5
Commercial Entities	3,783	1,389	(2,394)
Community and Cultural Development	1,300	130	(1,170)
Community Facilities	684	1,052	368
Finance and Central Treasury	-	28	28
Fleet and Plant	2,415	3,016	601
Information Technology	2,504	4,711	2,207
Libraries	303	197	(106)
Property	-	-	-
Public Order and Safety	-	57	57
Recreation	4,061	2,302	(1,759)
Stormwater	707	521	(186)
Strategic Planning	250	237	(13)
Technical Services	737	-	(737)
Transport	16,602	20,259	3,657
Waste Management	3,770	3,186	(584)
Works and Operations	414	287	(127)
Sewer Services	13,140	11,982	(1,158)
Water Services	4,268	4,004	(264)
<b>Total</b>	<b>54,938</b>	<b>53,363</b>	<b>(1,581)</b>

### Capital expenditure by type

Type of Expenditure	2015-16		2016-17		2017-18	
	(\$'000)	(%)	(\$'000)	(%)	(\$'000)	(%)
Renewal of assets	22,809	55	24,839	45	21,440	40
New assets	18,503	45	30,008	55	31,923	60
<b>Total</b>	<b>41,312</b>		<b>54,847</b>		<b>53,363</b>	



# DONATIONS

Council contributes funds to a wide range of organisations and community groups under section 356 of the *Local Government Act 1993*.

Grants and donations totalling \$147,765 were distributed as per the table below:

RECIPIENTS	AMOUNT (\$)*
<b>Schools and Education</b>	
Environmental Education Program	500
Mayor's Writing Competition	100
School Speech Night Award	100
Schools Education Grant	6,350
Shakespeare in the Park	166
<b>Total Schools and Education</b>	<b>7,216</b>
<b>Sports and Recreation</b>	
Thelmore Range - Rates	824
<b>Total Sports and Recreation</b>	<b>824</b>
<b>Community and Health</b>	
Australia Day Celebrations	2,684
Citizenship Ceremonies	235
Civic Receptions	830
CWA Hall - Narooma - Rates	1,929
CWA Hall - Batemans Bay - Rates	2,608
CWA Hall - Moruya - Rates	1,598
Healthy Communities Grants	13,065
Local Government Week Activities	6,503
Local Heritage Fund	25,500
Mayoral Donations	6,520
Moruya Historical Society - Rates	1,674
Narooma District Chamber of Commerce - Oyster Festival Stall	200
Rural Financial Counselling	964
Waste Disposal - Tipping Fees - Community Groups and Organisations	28,347
Wreaths	2,596
<b>Total Community and Health</b>	<b>95,253</b>



RECIPIENTS	AMOUNT (\$)*
<b>Cultural</b>	
2EarFM - Rates	1,448
Basil Seller's Art Prize	1,423
Bay Theatre Players - Rates	1,842
Eurobodalla Arts Council - Rates	1,965
NAIDOC Week	4,500
Narooma District Woodies - Rates	247
Other Art and Cultural	864
Regional Arts Development Board	12,130
ReVive	6,618
School of Arts - Central Tilba - Rates	1,885
School of Arts - Narooma - Rates	4,099
Youth Events	7,450
<b>Total Cultural</b>	<b>44,472</b>
<b>DONATIONS - GRAND TOTAL</b>	<b>147,765</b>

\*Subject to rounding

# COMMUNITY AND TRANSPORT INFRASTRUCTURE PROGRAM

This year Council delivered the third year of the Community and Transport Infrastructure Program funded by the rate variation. The Community and Transport Infrastructure Fund raised an additional \$2.8 million in revenue, and delivered \$4.0 million of capital and renewal works for our community. The 2017-18 program delivered upgrades to sporting facilities, community halls and playgrounds, parks, roads and bridges and pathways and is detailed on the following page.

2017-18	Application (\$'000)	Actual (\$'000)
Income from rate variation	2,802	2,747
Transfers from reserves	0	71
<b>Total income</b>	<b>2,802</b>	<b>2,818</b>
Increased operating expenditure	432	382
Capital expenditure	5,915	4,040
Other uses *	(3,545)	(1,604)
<b>Total expenditure</b>	<b>2,802</b>	<b>2,818</b>

*The table above gives a high level summary of performance against our adopted program.*

The delivery of year three of the Community and Transport Infrastructure Program has helped our community work towards social, environmental, economic and governance outcomes necessary to achieve our vision to be friendly, responsible, thriving and proud including:

- supporting economic growth and productivity
- enabling our community to lead a more active and healthy life through provision of supporting infrastructure
- providing for increased tourism outcomes through improved, upgraded and new infrastructure
- assisting in funding infrastructure renewal and maintenance works
- contributing to ongoing financial sustainability
- increased public safety and accessibility through upgrades to playgrounds, viewing platforms and toilets and improved road network management
- providing for intergenerational equity by spreading the costs of infrastructure over a number of years and through prudent use of loan funding
- pro-actively addressing the infrastructure funding gap and high risk backlog issues.

\* Other uses of the income from rate variation includes repayment of loan principal amounts, loan proceeds, Federal Assistance Grants, and transfers to and from the Rate Reserves.

\*\* Amounts subject to rounding.



Description	Original Budget (\$)	Original Funding (\$)	Total Project Actuals (\$)	Funding Actual (\$)	Progress Update
<b>Facilities Management</b>					
Sporting amenities - minor renewal activities	39,967	3,967	17,731	1,435	Complete
Malua Bay Community Centre Building Extension	119,302	119,302	140,658	119,302	Complete
Gundry Oval Amenities - Kitchen upgrade and BBQ	25,000	25,000	-	-	Project carried forward to 2018-19
Narooma Library - Replace Doors with Electric Doors	10,000	10,000	20,132	20,132	Complete
Moruya Library - Renewals	120,000	30,000	-	-	Project carried forward to 2018-19
Halls, Library and Community Centres - Asbestos Removal	30,000	30,000	14,874	-	Works in progress
Moruya Pool - Epoxy Finishes	76,000	76,000	63,312	63,312	Complete
Captain Oldrey Amenities Disabled Toilet and Security	88,088	88,088	78,059	78,059	Works in progress
Gundry Oval Amenities Extension with extra Changerooms	310,897	310,897	-	-	Project carried forward to 2018-19
Moruya Showground - Pavillion Renewals	30,000	30,000	13,004	13,000	Works in progress
<b>Total Facilities Management</b>	<b>849,254</b>	<b>723,254</b>	<b>347,771</b>	<b>295,240</b>	
<b>Transport</b>					
Box Culvert Widening - Cullendulla Drive, Long Beach	385,400	385,400	269,409	56,656	Grant funded work in progress over multiple years
Car Park - Extend Road and Parking, Riverside Park Moruya	207,265	207,265	29,565	29,565	Work in progress
Corrugated Pipe Culverts - various locations	305,400	305,400	17,750	17,750	Complete - Remainder utilised to fund Runnyford bridge renewal
Gravel Resheet - Unsealed Roads Resheeting	79,791	113,812	51,296	51,296	Complete
Gravel Resheet - Reedy Creek Rd (Eurobodalla Road South)	-	-	62,866	62,516	Complete
Hanging Rock - New Library Car Park	356,000	-	350,177	24,618	Works in progress - additional funding received
Low Cost Reconstruction - Wamban Road	808,333	808,333	661,939	661,938	Works substantially complete
Piped Culverts - Durras Drive, South Durras	25,450	25,450	14,305	14,305	Complete



Description	Original Budget (\$)	Original Funding (\$)	Total Project Actuals (\$)	Funding Actual (\$)	Progress Update
Reseal - Local Urban Sealed	1,770,170	428,058	309,062	309,062	Program complete
South Durras Bridge Repairs and Guardrail Durras	279,950	279,950	7,569	7,476	Works in progress
Tuross Head Boat Ramp - Dredging	31,090	31,090	14,354	14,354	Complete
Cycleways	190,940	51,816	180,471	-	Complete
Bridge Renewal - Runnyford Bridge	-	-	1,278,480	287,650	Complete
Bridge Renewal - Silo Farm Bridge	-	-	44,766	-	Complete
New Bridge - Cadgee	-	-	59,202	59,202	Complete
Low Cost Reconstruction - Old South Coast Road	-	-	90,559	90,472	Complete
Shared Pathway - Beach Road, Surf Beach	85,000	-	82,481	46,073	Works in progress
Asphalt Renewal - Local Urban Road	-	-	309,789	130,274	Program complete
<b>Total Transport</b>	<b>4,524,789</b>	<b>2,636,574</b>	<b>3,834,040</b>	<b>1,863,207</b>	
<b>Recreation</b>					
Corrigans Beach Reserve Batehaven Car Park Upgrade	390,000	280,815	375,593	267,864	Works in progress - substantially complete
Observation Point, Batehaven Viewing Platform	129,541	129,541	3,090	-	Project deferred pending design
Parks Facilities Renewals - Seats/Tables	165,000	62,190	178,117	67,133	Complete
Sporting Fields - Topdressing/Renovation	13,175	13,175	5,952	5,952	Complete
Carters Headland, Kianga - Viewing Platform	-	-	-	-	
Gundry Oval, Moruya - Expansion of Playground	-	-	67,803	67,803	Complete
Mackay Park- Field Expansion and Rebuilding	201,179	49,004	209,954	56,450	Complete
Moruya Showground - Construct Parking	414,530	414,530	384,721	303,683	Works in progress - substantially complete
Quota Park Narooma - Playground Renewals	75,000	33,000	71,530	31,440	Complete
North Broulee Park - Playground Renewals	20,000	9,000	15,888	7,150	Complete

Description	Original Budget (\$)	Original Funding (\$)	Total Project Actuals (\$)	Funding Actual (\$)	Progress Update
Congo - Playground Renewals	45,000	20,000	19,125	8,500	Works in progress
<b>Total Recreation</b>	<b>1,453,425</b>	<b>1,011,255</b>	<b>1,331,773</b>	<b>815,975</b>	
<b>Public Conveniences</b>					
Drainage Renewals - Shirewide	448,495	398,495	39,991	39,991	In Progress - Pipes delivered in July
Stormwater Piping - Bay Lane Narooma	-	-	124,547	124,547	Complete
Batemans Bay CBD Works - North Street to Beach Road	-	-	588,347	588,347	Complete
Drainage - Hanging Rock Place	-	-	10,911	10,911	Complete
Stormwater Piping - Renewals Andrew Ave, Tuross	-	-	156,216	134,632	Complete
Stormwater Piping - South St Batemans Bay	-	-	17,586	12,811	Works in progress
<b>Total Public Conveniences</b>	<b>448,495</b>	<b>398,495</b>	<b>937,598</b>	<b>911,239</b>	
<b>Corporate Administration</b>					
Public Toilets - Durras Lake Boatramp New Toilet	77,749	77,749	600	-	Project carried forward to 2018-19
Public Toilets - Ken Rose Park Narooma Disabled Toilet	250,000	52,000	205,663	42,419	Complete
<b>Total Corporate Administration</b>	<b>327,749</b>	<b>129,749</b>	<b>206,263</b>	<b>42,419</b>	
<b>Environment Works</b>					
Beach Road (Caseys Beach) Rockwall Stage 1	1,036,324	1,036,324	493	-	Project carried forward to 2018-19
<b>Total Environment Works</b>	<b>1,036,324</b>	<b>1,036,324</b>	<b>493</b>	<b>-</b>	
<b>Other Works</b>					
Project Management costs	254,500	-	1,128	112,024	
<b>Total Other Works</b>	<b>254,500</b>	<b>0</b>	<b>1,128</b>	<b>112,024</b>	
<b>Total Program</b>	<b>8,894,536</b>	<b>5,935,651</b>	<b>6,659,066</b>	<b>4,040,104</b>	



# OUR ORGANISATION

This section outlines how we operate, the major decisions made during the year and how the community were involved in this decision making.

## **How council operates**

Our Council is made up of the Mayor and eight councillors, the General Manager and staff, all working together to implement our community's vision to be friendly, responsible, thriving and proud.

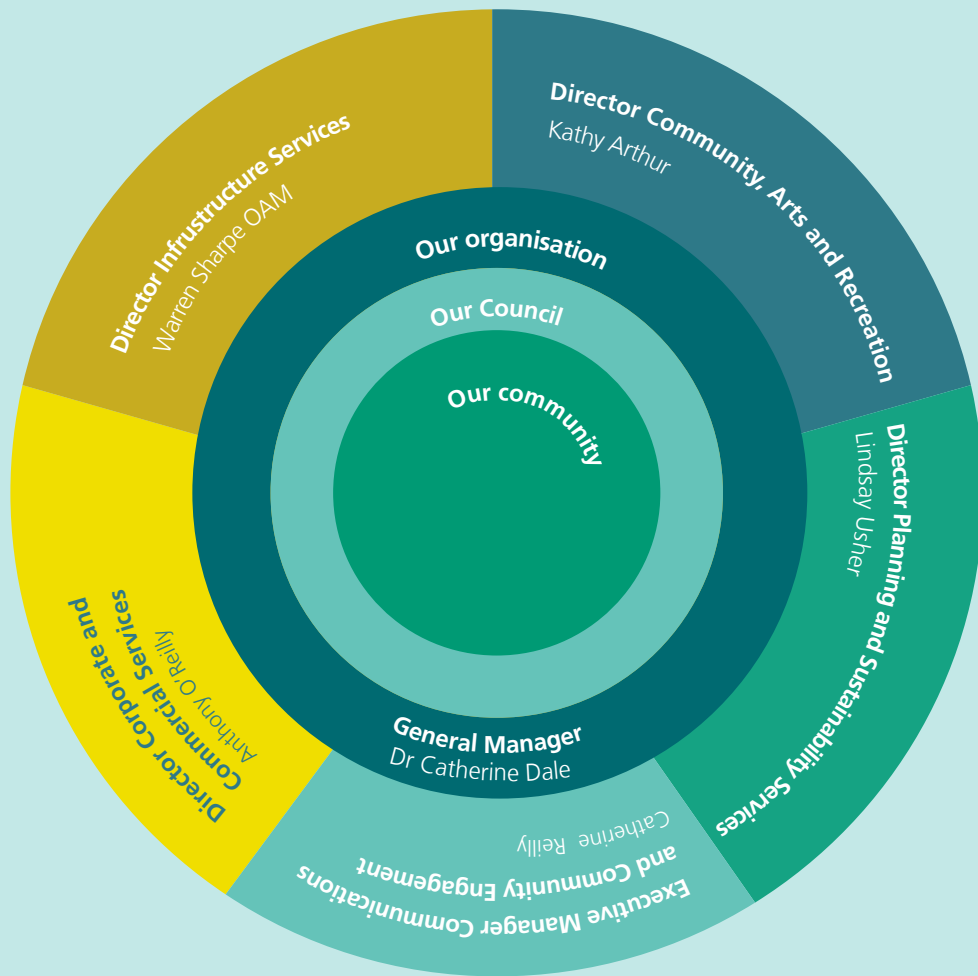
Our community sets the vision for the future through the Community Strategic Plan – One Community. In response, the elected Council adopts a four year Delivery Program and one year Operational Plan which outlines our commitment to implementing this vision.

Each year the General Manager, supported by staff, implements the program of services, capital works and projects set out in the annual Operational Plan.

Progress in implementing both the Delivery Program and Operational Plan is monitored and reported to the community every six months in the Six Monthly Performance Report and the Annual Report.







# OUR COUNCIL

The nine elected councillors, which includes the popularly elected Mayor, represent the interests of residents and ratepayers. They provide community leadership and guidance, channel communication between the community and Council, and consider the issues facing Eurobodalla, ensuring that ratepayers' money is allocated in the most effective way. This means balancing the needs of the community and the needs of individuals, taking into account the long and short term implications of decisions.

While individual councillors are able to consult with their constituents and advocate on their behalf, it is only as a collective that they can make decisions affecting Eurobodalla. A decision of Council, which requires a majority vote, is known as a resolution.

Nine  
COUNCILLORS  
INCLUDING THE  
POPULARLY  
ELECTED MAYOR,  
REPRESENT THE  
INTERESTS OF THE  
COMMUNITY



## Our Council

**Councillor Liz Innes**  
(Mayor)



**Steering/Sunset Committee**

Batemans Bay Mackay Park Precinct Sunset Committee,  
Batemans Bay Streetscape Sunset Advisory Committee  
Tourism Destination Management Plan – Review Steering Committee

**Advisory Committee**

Eurobodalla and Bega Valley Shire MOU  
Eurobodalla Coastal and Environmental Management Advisory Committee  
Rural Producers Advisory Committee

**External Committee**

Canberra Joint Regional Organisation

**Councillor Anthony Mayne**  
(Deputy Mayor)



**Steering/Sunset Committee**

Batemans Bay Mackay Park Precinct Sunset Committee

**Advisory Committee**

Audit, Risk and Improvement Committee  
Disability Inclusion Advisory Committee (Alternate)  
Eurobodalla and Bega Valley Shire MOU  
Eurobodalla Coastal and Environmental Management Advisory Committee

**External Committee**

Eurobodalla Local Traffic Committee (Chair)  
South East Australian Transport Strategy (SEATS)

**Councillor Lindsay Brown**



**Advisory Committee**

Eurobodalla and Bega Valley Shire MOU  
Public Art Advisory Committee (Chair)

**External Committee**

South East Arts

**Elected Appointments**

Local Government NSW Board – Director Regional/Rural  
(July 2017-February 2018)

**Councillor Phil Constable**



**Advisory Committee**

Audit, Risk and Improvement Committee  
Eurobodalla Aboriginal Advisory Committee (Alternate)  
Rural Producers Advisory Committee

**External Committee**

Eurobodalla Bushfire Management Committee



## Our Council

**Councillor Pat McGinlay**



**Steering/Sunset Committee**

Eurobodalla Pathways Strategy Sunset Advisory Committee

**Advisory Committee**

Eurobodalla Aboriginal Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee

**External Committee**

Floodplain Management Association of NSW (Alternate)

**Councillor Maureen Nathan**



**Steering/Sunset Committee**

Batemans Bay Streetscape Sunset Advisory Committee

**Advisory Committee**

Eurobodalla Heritage Advisory Committee (Chair)

**Councillor Rob Pollock OAM**



**Section 355 Committee**

Moruya Racecourse Management Committee (Chair)

**Steering/Sunset Committee**

Batemans Bay Mackay Park Precinct Sunset Committee

**Ministerial Appointment**

Batemans Marine Park Advisory Committee

Regional Development Australia (Far South Coast)

**Councillor Jack Tait**



**Section 355 Committee**

Moruya Racecourse Management Committee

**Advisory Committee**

Eurobodalla Coastal and Environmental Management Advisory Committee

**Councillor James Thomson**



**Advisory Committee**

Disability Inclusion Advisory Committee (Chair)

Eurobodalla Heritage Advisory Committee

Public Art Advisory Committee (Alternative)

**External Committee**

Floodplain Management Association of NSW

Southern Tablelands and South Coast Noxious Weeds Plant Committee

**Ministerial Appointment (not confirmed)**

Gulaga National Park Board of Management

**Elected Appointments**

NSW representative on Coastal Councils Committee



# COUNCIL MEETINGS AND DECISION MAKING

Our formal decision making processes are conducted through Council meetings. Council meetings provide an opportunity to address issues and consider community feedback.

All Council meetings are carried out in accordance with Council's Code of Meeting Practice. Council's meeting schedule, agendas and minutes are available on our website [www.esc.nsw.gov.au](http://www.esc.nsw.gov.au).

The General Manager has statutory and operational delegations and is responsible for the day to day management of the organisation.

## Community involvement

Meetings are open to the public, and community members are actively encouraged to attend.

Our meetings offer the public an opportunity to address the councillors on agenda and non-agenda issues. The Public Forum, held at the start of each meeting, enables community members to address agenda items. Prior to Council meetings community members are also able to speak on non-agenda items during the Public Access session.

During 2017-18:

- 45 community members addressed Council during Public Access sessions, and
- 72 community members spoke in Public Forum on agenda items.

In the alternate weeks to Council meetings, councillors attend briefing sessions with the General Manager and Executive Leadership Team. These briefings are an opportunity for councillors to receive further information to assist them in performing their role and achieving the best outcomes for the community.

## Live streaming of Council meetings

Council meetings are live streamed via our website. With around a third of ratepayers living outside Eurobodalla and geographic barriers that may impact attendance, this initiative has successfully allowed the wider community to view Council proceedings, decisions and debates.

The views of both live and archived sessions to date is listed below:

Month	Live views	Archived views	Total views
<b>2017</b>			
July	34	143	177
August	124	132	256
September	75	128	204
October	46	158	204
November	79	117	196
December	-	196	196
<b>2018</b>			
January	-	-	-
February	323	413	736
March	125	203	328
April	132	181	313
May	-	95	95
June	90	98	188
<b>Total</b>	<b>1,028</b>	<b>1,865</b>	<b>2,893</b>



# SPEAKING ON BEHALF OF OUR COMMUNITY

Council has shown strong leadership and resolve in its continued advocacy on behalf of our community. To achieve positive outcomes for our community we have actively worked with the NSW and Australian Governments, neighboring councils and participated in a variety of committees and campaigns. Councillors have represented Council at conferences and have raised, considered and discussed the way forward on pressing community issues. We have made numerous submissions and collaborated with external bodies to ensure our community's unique interests are well represented.

Some of the significant issues councillors were involved in on behalf of the community include:

- Airline Services in Country NSW
- Batemans Bay Mackay Park redevelopment funding
- Eurobodalla Emergency Service Precinct
- Kings Highway upgrades
- Marine and boating facilities and funding
- NSW Local Roads Congress
- Oyster Coast
- Princes Highway Corridor Strategy
- Rural Lands Planning Proposal
- Southern Fish Trawl Arrangements

Council made submissions to the following issues:

- Aboriginal Heritage Reforms
- EPA Agreement on Waste Management
- Model Code of Conduct
- Model Code of Meeting Practice
- NSW Freight and Ports Strategy
- NSW Future Transport Strategy 2056
- NSW Road Safety Plan
- Proposed Primary Production and Rural Development SEPP
- Preferred option for the Batemans Bay bridge

Councillors attended a range of conferences throughout the year, including:

- Australian Coastal Councils Conference
- Floodplain Management Conference
- National General Assembly of Local Government
- NSW Coastal Conference
- NSW Local Government Conference
- NSW Local Roads Congress



# COUNCILLOR ALLOWANCES AND EXPENSES

## Allowances

The NSW Local Government Remuneration Tribunal is responsible for categorising councils and determining the amounts of allowances to be paid to councillors and mayors in each category. There is normally a rise in the recommended allowance amount each year. Eurobodalla's Mayor receives \$61,430 per year and the councillors receive \$19,310 per year.

## Expenses

In addition to the annual allowance, Council also covers some of the expenses incurred by councillors in the performance of their official duties. These expenses include the provision of iPads and mobile telephones, travel and accommodation, catering and other items and activities directly related to Council business. The adopted policy for the payment of mayoral and councillor allowances and expenses can be found on Council's website.

*Mayoral and councillor allowances and expenses  
Local Government Act 1993 217 (1) (a1)*

Councillor	Allowance	Professional Development	Conference/ Seminar*	Phone/ Internet	Other (incl Travel)	TOTAL
Clr Lindsay Brown	19,310	3,460	2,214	1,087	6,687	32,758
Clr Phil Constable	19,310	0	1,548	950	5,553	27,360
Clr Liz Innes	61,430	0	2,265	2,504	14,653	80,852
Clr Anthony Mayne	19,310	0	3,322	1,743	6,930	31,304
Clr Pat McGinlay	19,310	0	0	3,182	4,157	26,650
Clr Maureen Nathan	19,310	0	2,802	828	3,371	26,311
Clr Rob Pollock OAM	19,310	0	4,069	2,396	5,288	31,063
Clr Jack Tait	19,310	0	3,663	778	5,273	29,025
Clr James Thomson	19,310	0	6,495	864	14,104	40,773
<b>Total</b>	<b>215,910</b>	<b>3,460</b>	<b>26,377</b>	<b>14,333</b>	<b>55,993</b>	<b>326,096</b>

\*Conference/ Seminar costs includes delegate expenses reimbursed by peak bodies and the annual LGNSW conference.





# CONNECTING WITH OUR COMMUNITY

Council's communications continued to reach more members of our community throughout the year to inform them about our range of services, projects, events and decisions.

We recognise communication is a two-way street and continue to try and make it easier for community members to connect. Whether a preference for printed news, social media, email or the web – one of Council's diverse communications platforms is bound to suit.

## Communications by numbers

### In 2017-18

- **200,035** visitors to Council's website, viewing **1,000,596 pages**
- **26,000** homes and businesses received four editions of Living in Eurobodalla residents' print newsletter in their mailbox
- **6,536** people liked our Facebook page, while we grew to **975** followers on Instagram and **741** followers on Twitter
- **3,205** subscribers received our monthly email newsletter Council News, with an open rate of above **40 per cent** – much higher than the industry standard
- **518** queries and comments were responded to on our Facebook and Instagram pages in collaboration with staff from across the organisation
- **255** media releases were distributed to regional news outlets
- **109** media queries on specific issues were responded to
- **85+** radio and television interviews were organised
- Plus corporate brochures, reports and posters, marketing campaigns and more.

**255**  
MEDIA  
RELEASES  
DISTRIBUTED

**200,035**  
VISITORS TO  
OUR WEBSITE

**26,000**  
HOMES AND  
BUSINESSES  
RECEIVED FOUR  
EDITIONS OF LIVING  
IN EUROBODALLA



## Community and stakeholder engagement

In February 2017 Council adopted a new Community Engagement Framework with a view to:

- build a culture of effective engagement across the organisation
- understand the roles and responsibilities of internal stakeholders (and the broader community)
- build a relationship of trust with external stakeholders
- deliver a consistent approach to engagement
- deliver change within the current available resources.

In August 2017 an organisational restructure placed an increased focus on community engagement with the creation of the Communications and Engagement Team. Members of the team gained their Certificate in Engagement from the International Association of Public Participation during the year and built their capacity to provide expert advice to staff on all aspects of community engagement and communications.

Using a variety of Council's communication platforms, Council keeps the community informed and up-to-date about important projects and how they can be involved.

## Highlights for the year included:

### Companion Animal Management Plan review

We sought the community's views on proposed new arrangements for council-managed beaches and dog exercise areas as part of the review.

We worked with a roundtable group of community representatives, who helped guide the engagement process. A range of drop-in sessions were then held throughout the shire where residents could see proposed maps and provide their feedback. Almost 2,500 surveys were completed and we also received 140 letters and emails.

In response to feedback from the community, significant changes were made to the draft plan, including changing timeshare on-leash to timeshare off-leash, and revisiting proposed arrangements in several areas. Council acknowledged throughout the process that while it was impossible to please everybody at every location, the review was about finding a balance that was acceptable to dog owners and non-dog owners, with consideration of the environment.

### Eurobodalla Flying Fox Management Plan

Consultants Ecosure were engaged to assist Council to prepare a draft Eurobodalla Flying Fox Management Plan to help residents who may be impacted by flying foxes in the future, while conserving the threatened species.

An online survey attracted almost 500 responses, and we gained further in-depth insight from interviews and workshops with key

stakeholders, and workshops with residents.

The feedback received was reflected in the draft plan to ensure impacts experienced most intensely by the community were the priority for Council's management responses.

### Recreation and Open Space Strategy

Council's Recreation and Open Space Strategy was developed in 2016-17 by consultants, with input from more than 400 individuals and 20 sporting and community groups.

The strategy details 85 actions for improvement for local sportsgrounds, playgrounds and reserves throughout the shire, with the vast majority prioritised for completion within the next five years subject to funding.

The public exhibition period of the strategy was extended due to a high level of community interest. We received 173 submissions from residents, and as a result we added 24 new actions and modified a further 41. More than half of the 85 actions also stipulate further community engagement to better understand and meet community needs.



# ADVISORY AND SUNSET COMMITTEES

## Advisory and sunset committees

Council has a number of Advisory Committees which generally meet quarterly to share ideas, gather feedback and provide advice to Council on broad areas of interest. Committees that operated in 2017-18 include:

- Audit, Risk and Improvement Committee
- Disability Inclusion Advisory Committee
- Eurobodalla Aboriginal Advisory Committee
- Eurobodalla Coastal and Environmental Management Advisory Committee
- Eurobodalla Heritage Advisory Committee
- Public Art Advisory Panel
- Rural Producers Advisory Committee

From time to time we also establish sunset committees which are similar to advisory committees but are formed for a defined period of time to address a specific issue. In 2017-18 Council had the following sunset committees in operation:

- Batemans Bay Mackay Park Precinct Sunset Committee
- Batemans Bay Streetscape Sunset Advisory Committee
- Tourism Destination Management Plan – Review Steering Committee

Both advisory and sunset committees have councillor representation. To see which Councillors were members of each committee during 2017-18 see page 48-49 of this report.

# AUDIT, RISK AND IMPROVEMENT COMMITTEE

## Audit, Risk and Improvement Committee

Excellence in governance relies on continuous and comprehensive accountability. During 2017-18, the Audit, Risk and Improvement Committee (ARIC) comprised three independent members and two councillors. This committee provided independent assurance and assistance to Council in relation to risk, control and compliance framework, financial management and external accountability, and reporting responsibilities. The ARIC met on four occasions throughout the year and addressed a range of issues including:

- Appointment of Internal Auditor services
- Audit Office – Client Service Plans
- Batemans Bay Beach Resort
- Corporate Business System implementation
- Delivery Program and Operational Plan
- Draft 2016 -17 Financial Statements referred for audit
- Fit for the Future
- Independent Commission Against Corruption and other external bodies reports/matter
- Internal Audit progress reports
- Investment Reports
- Monitoring of the Community and Transport Infrastructure Program



# OUR PEOPLE

Council is one of the region’s largest employers. We have many skilled and professional people who value Eurobodalla, its future and the delivery of quality services to our community.

The knowledge, skills, innovation and commitment of Council staff have been the driving force behind many of our achievements in the past 12 months.

Our staff are led by the General Manager and Executive Leadership Team. They were supported by a team of Divisional Managers who were responsible for the delivery of a range of services across our community.

## Staff profile

### Council Structure

Council’s organisational structure consists of the positions that make up Council’s permanent workforce arranged into functional business units. At the end of June 2018 Council had an established permanent workforce of 485 positions equating to 448.27 Fulltime Equivalent (FTE).

### Staff numbers

On 30 June 2018 Council employed 449 people in permanent roles and 88 people in temporary roles. Temporary roles are additional to the organisation structure and are in place to achieve a short term outcome such as the Community and Transport Infrastructure projects.

In addition to special projects these temporary roles include:

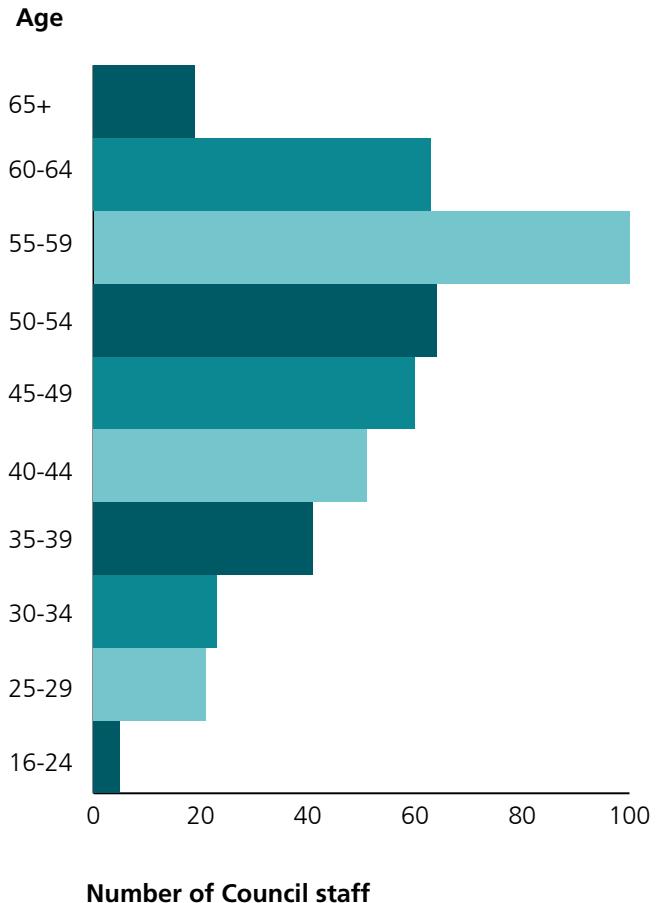
- 22 Trainees,
- 5 Cadets, and
- 8 Apprentices.

### Staff turnover

Staff turnover for 2017-18 of permanent staff was 8.1% and remains significantly less than the median turnover for group 4 NSW councils at 14.1%.

### Staff age

The age spread of our staff is generally consistent with Australia’s ageing workforce trend. This presents challenges in recruiting and retaining younger staff, as increasing numbers of our employees move towards retirement. Council continues to address this issue through initiatives such as traineeship programs, succession planning, flexible working arrangements, family friendly policies, and learning and development programs. The following graph shows the age profile of staff employed in permanent roles as of 30 June 2018.



### Staff gender and diversity

Gender split for our Council as a whole is at 61.7% male and 38.3% female. This is consistent with last year (62%/38%) and more balanced than the Rural Large median of 66.7% male and 33.3% female split.

Reflecting the experience in comparable local government entities state wide our female employees predominantly occupy clerical, administrative and community focused roles while our male employees predominantly occupy the operational roles within council. As a result of Council's efforts over the past few years the number of female employees in our traditionally male dominated operational workforce has increased.

3.2% of Council employees self-identify as Aboriginal /Torres Strait Islander people. Less than 1% of Council staff are of non-English speaking background and less than 1% report as having a disability.

*\*Data from the 2015-16 LG Management HR Benchmarking report and Organisational records.*

### Equal employment opportunities

*Local Government (General) Regulation 2005 217 (1)(a9)*

Eurobodalla Shire Council is working to develop a diverse and inclusive workplace that values and utilises the contribution of its employees from various backgrounds and experiences, to enhance overall performance, attract and retain talent and provide more effective service delivery.

Council offers opportunities through targeted recruitment and appointed another two female staff in operational areas and two people with a disability to administrative roles.

To maintain the momentum Council has designated that the 2019 intake of traineeship, apprenticeship and cadetship recruitment will see seven Business Administration Traineeships, six Water Industry Operations Traineeships, one Water and Sewer Technical Officer Traineeships, one Bridge Carpentry Apprenticeship, two Horticulture Apprenticeships and one Civil Construction Apprenticeship.

Our Business Administration Traineeships are being offered under the Special Youth Employment Training Scheme (YETS) and are for young people under 21 years of age. This program is covered by Section 49ZYI of the *Anti-Discrimination Act 1977 (NSW)* which gives exemptions to certain requirements of Section 49ZYB of the Act relating to discrimination based on the grounds of age for employment of persons or employees under 21 years of age.

Our ongoing investment in trainee, apprentice and cadet programs, along with a strong culture of learning and development has already paid dividends. High skill levels, an increasingly multigenerational workforce and increased use of technology allows us to deliver quality and timely services. Policies which support flexibility and a focus on work health safety have helped encourage workforce participation across generations. Despite skill shortages in some areas of Council we have been able to attract and successfully recruit quality candidates to vacant roles. Contributing to staff retention, ongoing skill development programs provide a level of challenge and career growth.

### Recruitment

In 2017-18 we received more than 40,000 internet hits in regard to positions advertised on our webpage and other internet sites. From these, the Organisation Development team processed 2,047 job applications for 145 recruitment events.

As a result of the change in corporate software, Council has now moved to a new e-recruitment platform that has improved access to applications for interview panels and further enhanced recruitment process management.

### Learning and Development

Council provides a Learning and Development program which contributes to corporate objectives by assisting employees to:

- formulate career development plans which reflect the individual's goals and the needs of Council,
- achieve personal excellence in work performance in a satisfying, non-discriminatory, safe and healthy work environment, and
- develop appropriate skills.

Each year we deliver training to meet all relevant legislative requirements of the *NSW Work Health and Safety (WHS) Act 2011*; Australian Standards; NSW WorkCover Codes of Practice; Environmental Protection Authority; requirements of other regulatory bodies; other organisations "Best Practice" procedures as well as our own various work procedures.

Each year learning and development activity is guided by Council's Learning and Development Strategy. An annual Learning and Development Plan is developed to identify and prioritise a range of targeted development activities in accordance with this Strategy.





*The following training, inductions and information session opportunities were recorded in 2017-18:*

Course Type	Number of Training places
Leadership and Management	190
Organisational/Corporate systems	889
Professional Development	138
Vocational Educational Training	38
Workplace Health and Safety	1,240

### **Providing a safe workplace**

Council has an obligation under legislation to minimise risk to its employees but also recognises that it has a moral duty to provide a safe and healthy work place. Health programs conducted through 2017-18 include provision of Flu shots for employees and immediate family. Council also provides the required vaccinations and health checks for at risk workers. Council maintains an employee assistance program for its employees.

Whilst these initiatives are in place to assist our employees we do experience work related injuries from time to time. Over the past year, 28 workers compensation claims were lodged. Of these, there were 18 lost time injuries, a reduction of 43% from last year. The balance of claims did not result in lost time and were swiftly resolved.

Council conducts regular reviews and audits of its work practices, procedures and provisions to ensure that we have all possible measures in place to minimise the risk and incidence of injury to our employees.



2,047 JOB  
APPLICATIONS  
145  
RECRUITMENT  
EVENTS



# OUR ACHIEVEMENTS

This section provides a detailed performance report on the status of actions and measures committed in our Delivery Program 2017-21 and Operational Plan 2017-18.

Under the nine objectives in the Community Strategic Plan 2017 – One Community, the Delivery Program 2017-21 identifies 71 activities Council aims to deliver in its four year term. The Operational Plan 2017-18 breaks down these activities into 241 actions that Council committed to delivering during the year.

## Summary

In the Operational Plan 2017-18 Council committed to delivering 241 actions across 31 services, with 92 services outputs in place to assess performance. The performance against these one year actions and service outputs demonstrates Council's progress in implementing the Delivery Program 2017-21.

Each year Council achieves a significant amount of additional projects and programs compared to the original plan and budget. These additional works are largely a result of successful grant fund applications. These works are identified in pages 62-128.

Objective	Complete (✓)	Deferred (-)
1. Strong Communities, Desirable Lifestyle	34	
2. Celebrated Creativity, Culture and Learning	28	
3. Protected and Values Natural Environment	27	
4. Sustainable Living	23	
5. Vibrant and Diverse Economy	31	1
6. Responsible and Balanced Development	16	1
7. Connected and Accessible Places	16	
8. Collaborative and Engaged Community	14	
9. Innovative and Proactive Leadership	49	1
<b>Total</b>	<b>238</b>	<b>3</b>





CHEESE MILKING  
CAFE  
ACCOMMODATION  
*Bottle Feeding*  
**DAIRY  
SHED**

**OPEN**

*Bottle Feeding*  
Calves

**THE BAR  
CAFE**



# 1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE

Our community is strong, safe and connected with equal access to services and facilities that enable a great quality of life for all ages. We have access to a diverse range of high quality health care services and are supported in living a healthy and active life and maintaining our enviable lifestyle.

1.1 – WORK IN PARTNERSHIP TO ENSURE SAFETY AT HOME AND WITHIN THE COMMUNITY			
1.1.1 - Collaborate with key partners to address issues of community safety			
Action	Service	Comment	Status
1.1.1.1 Coordinate the Police Liaison committee and associated projects	Community and Cultural Development	Meetings were held in August, March and June. During the year the group discussed arrangements for traffic management over the Christmas/New Year holiday period; traffic movement after the Red Hot Summer Tour; alcohol zones and NAIDOC week events. Police advised the area in the vicinity of McDonalds at Batemans Bay had been improved with the installation of additional street and flood lights. Funding opportunities were discussed to ascertain which ones may be suitable for the installation of Closed Circuit TV (CCTV) in Batemans Bay CBD.	✓
1.1.1.2 Provide road safety programs and activities	Transport	<p>Kings Highway Safety Initiative (Road Safety Partnership) was awarded the winner for Local Government Excellence in Road Safety at the IPWEA NSW 2017 Engineering Excellence Awards. Road safety education programs conducted included:</p> <ul style="list-style-type: none"> <li>– Child Restraint Checks at the Aboriginal and Torres Strait Islander Children’s Day and the Baby Expo.</li> <li>– Kings Highway Safety Initiative (Road Safety Partnership) for the Christmas holiday period and Easter.</li> <li>– Bike Week at Broulee with 49 riders plus Bike User Group supporters.</li> <li>– Granite Town Festival support program - 187 breath tests at the event.</li> <li>– Red Hot Summer Tour - 318 breathe test at the event.</li> <li>– Three Stepping On presentation to older road users.</li> <li>– Motor Cycle Awareness Campaign.</li> <li>– Three Graduated Licence Scheme workshops.</li> <li>– Secured additional funding for 30 Look Out before You Step Out stencils in Batemans Bay.</li> <li>– Participation in the RYDA program at Moruya Racecourse.</li> </ul>	✓





Action	Service	Comment	Status
<b>1.1.1.3</b> Coordinate the management of beach safety	Public Order and Safety	Contracted surf patrol season started in December and operated successfully during the Christmas holiday period without any major incidents. Over and above normal weekday surf patrols were undertaken at eight beaches. Surf Safety Awareness programs were also conducted by contracted staff during January and April.	✓
<b>1.1.1.4</b> Undertake school zone road safety review in consultation with Roads and Maritime Service and schools	Public Order and Safety	<ul style="list-style-type: none"> <li>- Contacted all schools within Eurobodalla offering assistance for road safety.</li> <li>- Safety review of all school zones complete.</li> <li>- Funds being pursued from the RMS for new 40km/hr patches and linemarking.</li> <li>- Bodalla school bus zone corner Eurobodalla Road and Princes Highway investigated by Local Traffic Committee and traffic direction and parking zone changes implemented to improve safety for school children using buses.</li> <li>- Broulee Public School crossing flags replaced.</li> <li>- Batemans Bay Public School crossing signs updated from standard yellow to fluoro on pedestrians crossing.</li> </ul>	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
1.1.1.2	Number of road safety programs		16

#### 1.1.2 - Deliver legislated health protection and regulatory programs

Action	Service	Comment	Status
<b>1.1.2.1</b> Undertake the food inspection program	Public and Environmental Health	<p>375 inspections were conducted as part of the Food Inspection Program with a compliance rate of 97%.</p> <p>A Food Inspection Policy was adopted in February 2018 which will commence 1 July 2018 which introduces the ability for the reduction of inspections for high compliant food premises.</p>	✓
<b>1.1.2.2</b> Provide companion animal management services	Public Order and Safety	<p>320 animals entered the animal pound and 75% were rehomed. Of the animals euthanised almost half were assessed as feral cats or dogs unsuitable for rehoming.</p> <p>Strategic use of social media and increased communication with animal welfare agencies has resulted in an improvement in the rehoming of unwanted animals.</p>	✓
<b>1.1.2.3</b> Commence the review of the Companion Animal Management Plan	Public Order and Safety	<p>Community consultation undertaken consisting of 12 drop-in sessions conducted, 2,500 online survey responses and received 153 other forms of written feedback.</p> <p>Review and consideration of community feedback underway with focus on dog exercise areas.</p>	✓
<b>1.1.2.4</b> Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	96% of all customer service requests attended to within time-frames.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
1.1.2.1	Percentage of complying food inspections		97%

1.3 – ENCOURAGE AND ENABLE HEALTHY LIFESTYLE CHOICES			
1.3.1 - Activate and motivate our community to embrace healthy lifestyles			
Action	Service	Comment	Status
1.3.1.1 Develop a Healthy Community Action Plan	Community and Cultural Development	The Healthy Community Action Plan has been completed. This plan is the framework for the Community Development team for the next three years, and focuses on physical activities, social engagement and general wellbeing programs for a healthier community.	✓
1.3.1.2 Support community and recreation groups to manage and develop their clubs	Recreation	<ul style="list-style-type: none"> <li>- Four Recreation Matters newsletters have been distributed throughout the year.</li> <li>- Regular meetings held with Kyla Park Hall and Moruya Showgrounds Management Committees, Eurobodalla District Tennis Association, Batemans Bay Tennis Club, Batemans Bay BMX Club and all Eurobodalla based swimming clubs.</li> <li>- Ongoing support of new badminton opportunities.</li> <li>- Finalised 2017-18 Batemans Bay Tennis Club court hire agreement.</li> <li>- Provided letters of support to multiple clubs for grant applications.</li> <li>- Met with Athletics NSW and local interested parties to help launch the formation of the Euro-Coast Athletics Club.</li> <li>- Met with Tennis NSW and local tennis clubs to discuss a collaborative project that would address participation growth and long term facility sustainability across the Eurobodalla.</li> <li>- Designed and distributed a sport and recreation club survey to assist Council in more effectively servicing club needs, and developing strategies that lead to increased sport and recreation participation across Eurobodalla.</li> </ul>	✓
1.3.1.3 Coordinate Healthy Communities and Seniors Week grants	Community and Cultural Development	Council awarded Healthy Communities and Seniors Week grants to the value of \$12,641 to 25 local groups and community organisations. Grant recipients included groups such as WIRES, Dalmeny Board Riders, Creative Arts Batemans Bay, Narooma Tennis Club, Deep River Choir, Meals on Wheels, Red Door Cafe and the Narooma District Woodcrafters.	✓
Link	Operational Plan Service Outputs		2017-18
1.3.1.1	Healthy Community Action Plan adopted		100%



1.3.2 - Plan for and provide a safe and accessible network of recreation and community facilities			
Action	Service	Comment	Status
<b>1.3.2.1</b> Provide a booking service for recreation and community facilities and promote use of the facilities	Recreation	Council's Booking Office continues to operate out of the Batemans Bay Community Centre averaging 210 bookings a week across all Council's facilities. An upgrade to the booking system is completed. This upgrade will allow multiple staff to work in the system simultaneously. Council's website continues to provide detailed information and photos relating to each site a facility is available for booking. Work continues with two management committees to support them to advertise the halls and ensure the spaces can adequately cater for user groups.	✓
<b>1.3.2.2</b> Review the Recreation and Open Space Strategy	Recreation	The Recreation and Open Space Strategy 2018 was adopted by Council at its meeting in February 2018. The actions that have been prioritised as high will be implemented within the next two financial years subject to Council and external grant funding.	✓
<b>1.3.2.3</b> Build, renew, operate and maintain recreation and community facilities	Recreation	Works program 95% complete. Projects completed include: <ul style="list-style-type: none"> <li>- Bodalla Hall restumping</li> <li>- Malua Bay Hall extension</li> <li>- Ken Rose Toilet Block construction</li> <li>- Narooma Library electronic doors</li> <li>- Gundry Old depot demolition</li> <li>- Asbestos re-roofing at Narooma Pool</li> <li>- Refencing Tuross Tennis Courts</li> <li>- Resurfacing Batemans Bay Tennis Courts</li> <li>- Construction of new accessible toilet at Captain Oldrey Reserve</li> </ul> Several projects were moved to 2018-19 including: <ul style="list-style-type: none"> <li>- Durras Lake Toilet Block – awaiting aboriginal heritage permit</li> <li>- Gundry Oval Amenities – grant funding contribution received</li> </ul>	✓
<b>1.3.2.4</b> Manage public swimming pools	Recreation	Narooma Pool operated 12 months a year (with scheduled maintenance closures). Batemans Bay and Moruya Pools opened for seven months of the year, October 2017 – April 2018. The annual attendance at all pools was 100,700.	✓
<b>1.3.2.5</b> Undertake park user surveys	Recreation	This action was identified in the 2018 Recreation and Open Space Strategy to be undertaken in 2018-19.	✓
<b>1.3.2.6</b> Investigate provision of dog recreation facilities	Recreation	Council has developed a new draft Companion Animal Management Plan (CAMP). This Plan will assist in informing a preferred location for a major dog recreation facility in the North of the Shire. Community consultation and engagement was completed with dog recreation opportunities being investigated and options included in the draft CAMP.	✓



Action	Service	Comment	Status
1.3.2.7 Provide, maintain and upgrade Council's cemeteries	Community Facilities	Routine maintenance provided for eight operational cemeteries. 60 burials and 21 inurnments. Batemans Bay lawn cemetery and the Narooma inurnment wall complete.	✓
Link	Operational Plan Service Outputs		2017-18
1.3.2.2	Revised Recreation and Open Space Strategy adopted		100%
1.3.2.3	Number of bookings for recreation and community facilities		15,670
1.3.2.3	Recreation and community facilities capital renewal, upgrade and new works program >85% complete		95%
1.3.2.4	Visitation numbers at swimming pools		100,700

### 1.3.3 - Develop and manage the Eurobodalla Regional Botanic Gardens

Action	Service	Comment	Status
1.3.3.1 Seek funding to provide quality visitors facilities, services and programs at the Eurobodalla Botanic Gardens	Commercial Entities	Additional grant funding of \$2.1 million has been obtained in partnership with the Friends of the Gardens to enhance the visitor centre facilities.	✓
1.3.3.2 Actively seek events and promote the Eurobodalla Botanic Gardens	Commercial Entities	Shakespeare in the Gardens was a huge successful event. This performance will be expanded to two nights in 2019. Easter Plant sale was another success.	✓
1.3.3.3 Support and grow the Friends of the Gardens volunteer network	Commercial Entities	Ongoing volunteer inductions continue every two months with new volunteers coming on board each quarter.	✓
Link	Operational Plan Service Outputs		2017-18
1.3.3.1	Funding secured from sources other than rates and charges		\$2.1 million
1.3.3.2	Visitation numbers at the Eurobodalla Regional Botanical Gardens		69,203

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

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

Action	Service	Comment	Status
1.4.1.1 Provide and manage Youth cafés	Youth Services	The Youth Cafes operated in Batemans Bay and Narooma every Friday evening from 3:30-8:30pm. This year there have been over 350 activities organised which 2,766 young people were engaged in. Highlights for the year included young people from the cafes participating in the Yuin Country exhibition, River of Art, Tae Kwon Do, behaviour management programs, the all ages music concert at Moruya racecourse and ongoing visits from the sexual health worker continue at both cafes.	✓

Action	Service	Comment	Status
1.4.1.2 Coordinate the Youth Committee and associated projects	Youth Services	Nine youth committee meetings were held this year. At these meetings young people facilitate and organise events and activities for the youth in Eurobodalla. Some of the highlights of this year included a pop up drive in, five skate events across the Shire, two all age music events, the finalisation of the Back 2 Bush youth tourism project, running the 'Bullying: No Way' forum and hosting the winter carnival with activities for young people to do in winter school holidays. This year also saw the Governor of NSW attending one of our meetings and four young people attended the formal reception with him in Batemans Bay. We also had the opportunity to assist young people to participate in state wide events such as the NSW Youth Council Conference, NSW Youth Parliament and the Youth Week 2018 forum. Two members of the youth committee have also been accepted to be part of the Youth Advisory Committee to assist with the development of a Head Space service in Narooma.	✓
1.4.1.3 Deliver the youth learner driver project	Youth Services	The Y-drive learner driver program has been very successful with interest from around NSW looking to pilot this project as a potential model to be adopted by other councils. The project aims to work with disadvantaged youth to assist them to obtain their P plates by pairing with a volunteer who mentors the participant through their required 120 driving hours. Additional project funding of \$125,000 was sourced to enable the project to continue for an additional 18 months.	✓
1.4.1.4 Facilitate youth networks	Youth Services	Three Workers with Youth Network meetings were held this year. The fourth meeting was substituted for the whole of community 'Bullying: No Way' forum which was well attended and provided workers in the industry with some good strategies to deal with bullying issues. The electronic mailing list includes over 100 contacts, and is being used to effectively distribute information through youth networks.	✓
Link	Operational Plan Service Outputs		2017-18
1.4.1.1	Youth café attendance		1,242





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

Action	Service	Comment	Status
<b>1.4.2.1</b> Provide support services for people with a disability	Community Care	Transition to National Disability Insurance Scheme (NDIS) completed for 100% of participants with a disability. 135 participants registered, 118 receiving Direct Support services, 81 receiving Support Coordination/Plan Management services. Value of current service bookings is \$5.5 million. The claiming process much improved. Family and Community Services (FACS) funded grants for disability support provision prior to clients receiving their NDIS packages completed and acquitted in May.	✓
<b>1.4.2.2</b> Provide community transport service	Community Care	A total of 17,064 trips were provided by our volunteers to Community Transport clients this year. A total of 80 volunteers provided support through regular recruitment. Point to Point application accepted by NSW Transport Commissioner: Council's Community Transport has become an accredited booking service in preparation for the future when block funding is likely to be heavily reduced.	✓
<b>1.4.2.3</b> Provide in-home health related care	Community Care	A total of 295 ComPacks hospital to home support packages for patients being discharged from hospital and Healthy at Home support packages to prevent hospital admission provided this year. A new contract has been agreed and signed with lead agency Community Options Australia to continue to provide NSW Health funded ComPacks services as a subcontractor for a further two years. Contract includes Community Care being registered as a direct support provider for ComPacks as a brokered agency.	✓
<b>1.4.2.4</b> Provide support services for older people	Community Care	Commonwealth Home Support Program (CHSP) services provided to eligible seniors including individual and group social support and respite services for carers, with clients taking advantage of a wide range of services to suit all interests. Currently 150 clients registered across all services. Grant income \$1.6 million per annum. A new grant agreement received for 2018-20 commencing 1 July will continue current levels of service.	✓

Action	Service	Comment	Status
1.4.2.5 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	Committee meetings were held in July, September, November, February and May. Various strategies were referred to the committee, including Signage, Draft Recreation and Open Space, Adaptable Housing and Draft Advancing Eurobodalla. Other items discussed this year were the inclusive playground at Corrigan's Beach, access to beach wheelchairs, the community directory, redevelopment of the old Batemans Bay Bowling Club site and the Companion Animal Management Plan. Committee members were invited to comment on the style and colours used in Council publications to ensure members of the community with a vision impairment found the documents easy to read. Actions contained in the Disability Inclusion Action Plan were discussed at each meeting, including disability access works.	✓
Link	Operational Plan Service Outputs		2017-18
1.4.2.1	Number of people with a disability provided with support		135
1.4.2.2	Number of community transport trips/clients		17,064
1.4.2.3	Number of clients provided in-home care		295



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

### 1.5.1 - Strengthen community connections through community development initiatives

Action	Service	Comment	Status
1.5.1.1 Implement volunteer programs and initiatives	Community and Cultural Development	<p>The Y Drive Learner Driver Mentor Program is nearing completion. The pilot program which commenced 12 months ago engaged 12 young people from the community and partnered them with volunteer mentor drivers who worked with them to supervise their 120 hours of required driving. Three learners have received their P1 licence with another two ready to undergo their test. The remainder are progressing well and will continue to reach their goal.</p> <p>In the next 18 months the Y Drive program will continue after successfully receiving almost \$125,000 in government funding. With this funding from the NSW Department Justice Y Drive will be expanded to help 30 more learners achieve their licence. The funding will pay for professional driving lessons before the learners start their journey with their mentors, mentor training, new courses on budgeting and car maintenance, car running costs and a part-time project officer.</p> <p>Nine volunteers have worked at the Youth Cafes in Batemans Bay and Narooma and have undertaken over 900 hours of service and prepared over 1,200 meals for young people.</p> <p>Weekly exercise classes continue to run in Batemans Bay and Bridge classes are also popular. The Community Care volunteer recruitment continues with eight volunteer inductions and cover on local media and social platforms attracting new volunteers to the programs. This year volunteers attended nine training sessions and three information sessions as part of their development. Social outings at Christmas and during National Volunteer week brought over 108 volunteers together to say thank you and recognise their valuable contribution. Also five Community Care volunteers were nominated at Council's Local Hero awards acknowledging the hundreds of hours they give to their community. The total number of volunteers across the programs is now at 127.</p>	✓



Action	Service	Comment	Status
1.5.1.2 Participate in interagency collaboration and projects	Community and Cultural Development	Staff have participated in and coordinated a range of interagency forums and projects including Workers With Youth Network, NSW Families, Network of Out Of School Hours (OOSH), Healthy Communities groups, Police Liaison, PCYC, Eurobodalla Koori Employees Network (EKEN), Aboriginal Advisory Committee, South East Regional Libraries and South East Arts. Notable collaborations with other services on projects include Y Drive, Starting School Expo, River of Art, South East Library consortium for e-books, and Yuin Country art project.	✓
Link	Operational Plan Service Outputs		2017-18
1.5.1.1	Number of volunteers		148



## 2. CELEBRATED CREATIVITY, CULTURE AND LEARNING

Our community is strong, safe and connected with equal access to services and facilities that enable a great quality of life for all ages. We have access to a diverse range of high quality health care services and are supported in living a healthy and active life and maintaining our enviable lifestyle.

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

#### 2.1.1 - Develop and promote creative arts activities and industries

Action	Service	Comment	Status
2.1.1.1 Collaborate with strategic partners for creative arts infrastructure and sector development	Community and Cultural Development	<p>Council has forged new and strengthened existing networks and partners across the shire, state and country for creative arts infrastructure and sector development.</p> <p>These include:</p> <ul style="list-style-type: none"> <li>– The Mackay Park performing arts development. Staff expertise in the performing arts sector and an extensive network in the Australian theatre industry.</li> <li>– The Basil Sellers Exhibition Centre. An annual program for 2019 has been developed along with the operational documents that will govern the daily management of the facility.</li> <li>– The Regional Arts NSW Artstate conference. Attendance at this event has provided many contacts and opportunities for future collaborations across regional NSW.</li> <li>– Cultural Infrastructure Workshop. This workshop, run by the Cultural Infrastructure Program Management Office, allowed Eurobodalla to contribute to a sector-wide coordinated response to cultural infrastructure in NSW.</li> <li>– South East Arts (SEA). Council continues to work with SEA, supporting its regional initiatives and collaborating to increase local access to regional networks.</li> </ul> <p>In addition, ongoing relationships with community groups across Eurobodalla, including Montague Arts and Craft Society, South Coast Pastel Society, Creative Arts Batemans Bay, Eurobodalla Federation of Writers, River of Art, South Tribe, Batemans Bay Business and Tourism Chamber and Moruya Business Chamber. The distribution of 47 arts newsletters provided a valuable marketing tool for community events as has the monthly arts updates on ABC radio.</p>	✓





Action	Service	Comment	Status
<p><b>2.1.1.2</b> Provide opportunities for the community to participate in creative arts</p>	<p>Community and Cultural Development</p>	<p>A comprehensive range of creative arts opportunities provided to the community across a variety of creative arts practices including music, literature, performance and visual arts. The annual program of events is designed to promote community accessibility to the creative arts, both as participants and consumers.</p> <p>Council presented 83 creative arts events and programs in 2017-18 including exhibitions, performances and presentations, workshops, floor talks, open studios and interactive art activities. The highlights of the creative arts programs include:</p> <ul style="list-style-type: none"> <li>- The Mayors Writing Competition. In its tenth year this popular competition supports literacy in young people through creative writing.</li> <li>- The ReVive Art Prize. This biennial competition is a community favourite. The 2017 exhibition and workshops saw an increase in active participation as well as visitor numbers.</li> <li>- Shakespeare in the Garden. A sold out presentation of Twelfth Night in the Eurobodalla Regional Botanic Gardens by Melbourne based Theatre Company, Essential Theatre.</li> <li>- Open Studios 2018. Including 28 participant studios, this event is a major contribution from Eurobodalla Shire Council to the River of Art festival program. Open Studios attracted well over 1,000 overall visits to local artist studios across Eurobodalla.</li> <li>- Yuin Country Art and Land Revealed. An exhibition and digital animation of local Aboriginal artworks, presented in collaboration between the Guluga Board of Management, Community Development, CAS and Eurobodalla Library Services.</li> <li>- The Little Sellers Art Prize. A visual art award for young people aged 5-18, the Little Sellers Art Prize is a satellite event of the prestigious biennial Basil Sellers Art Prize.</li> <li>- Library Programs. Through the three Libraries 33 exhibitions and presentations, 22 floor talks, eight workshops and 12 Imaginative arts activities were undertaken.</li> </ul>	<p>✓</p>



Action	Service	Comment	Status
2.1.1.3 Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	<p>The Public Art Advisory Committee provides expert cultural and artistic advice and guidance to Council on planning public art and related matters.</p> <p>The Public Art Advisory Committee has met four times during 2017-18 and has provided ongoing consultation and advice on the following:</p> <ul style="list-style-type: none"> <li>- Sculpture on Clyde. Public art acquisition, placement and installation.</li> <li>- The Eurobodalla Shire Council's Signage Strategy. The place of public art in way-finding and signage.</li> <li>- The Eurobodalla Regional Botanic Gardens. Advice on a design brief and the commissioning process for inclusion of public art in the upcoming developments at the Garden.</li> <li>- Corrigans Beach Reserve Inclusive Playground. Advice and feedback provided to the playground designer regarding the entrance signage.</li> <li>- Batemans Bay Street Scaping Project and the Batemans Bay Bridge.</li> <li>- Basil Sellers Exhibition Centre and Mackay Park Precinct. The committee has kept up to date with the progress of these projects and the inclusion of public art.</li> <li>- Public Art Policy. Feedback provided for the artwork commissioning process, Loan of Artwork Agreement, Art Acquisition Policy and Code of Practice and the Public Art Code of Practice.</li> </ul>	✓

Action	Service	Comment	Status
<b>2.1.1.4</b> Investigate opportunities to further grow the Basil Seller's art prize	Community and Cultural Development	<p>Council has successfully negotiated with Mr Basil Sellers AM to increase the prize pool and geographic reach of the Basil Sellers Art Prize. The next prize will include artists from across NSW and the ACT and offer a prize pool worth over \$25,000.</p> <p>The following innovations have been incorporated into the management of the prize to accommodate the expected increase in entries:</p> <ul style="list-style-type: none"> <li>- online entry</li> <li>- online payments</li> <li>- communications plan</li> <li>- extended marketing</li> </ul> <p>The Basil Sellers Art Prize will be the opening event in the Basil Sellers Exhibition Centre in 2019 and will be housed in the centre thereafter. It is important that the Eurobodalla artists who have been the backbone of the competition to date are well represented in the new format of the competition. The art prize will now include a \$5,000 acquisitive prize exclusively for Eurobodalla artists. Acquired works of this prize will form part of Council's permanent art collection and be housed in Council's public buildings.</p>	✓
<b>2.1.1.5</b> Implement the Creative Arts Action Plan	Community and Cultural Development	The draft Creative Arts Action Plan is currently being edited in preparation for presentation to Council for adoption and implementation in 2018-19.	✓



### 2.1.2 - Develop and promote the Moruya Library and Arts Centre Project

Action	Service	Comment	Status
<b>2.1.2.1</b> Seek additional funding to implement remaining stages of the Moruya Library and Arts Centre Project	Community and Cultural Development	Grants applied for include \$1 million for stages 2 and 3 under the Stronger Country Communities Grant program. Awaiting outcome of two submissions for \$200,000 each via separate rounds of Cultural Infrastructure grants via the NSW Office of Liquor and Gaming.	✓
<b>2.1.2.2</b> Develop a plan for ongoing operations of the Moruya Arts and Exhibition Space	Community and Cultural Development	Plans have been developed to revamp the Moruya Library with an additional Arts Centre. Changes to service delivery, library layout, functions and staffing have been investigated and operational plans developed to deliver a vibrant and exciting library and arts service in the new centre in 2018-19.	✓

## 2.2 – IMPROVE LOCAL ACCESS TO HIGHER EDUCATION AND LIFELONG LEARNING OPPORTUNITIES, FACILITIES AND SERVICES

### 2.2.1 - Develop and provide early education services and programs

Action	Service	Comment	Status
<b>2.2.1.1</b> Coordinate, support and expand Family Day Care Educators network	Children's Services	<p>Family Day Care celebrated Family Day Care week with a superstar and superhero day, hosted the teddy bears picnic, National Torres Strait Islander Children's Day, children's week fun day, talk like a pirate day and end of year family Christmas celebration as well as participating in NAIDOC week, Relay For Life, Baby and Toddler Expo and the Seaside Carnival.</p> <p>The service provided three workshops from the Children's Guardian to the community and early childhood educators.</p> <p>This year Family Day Care have had two educators retire. One of these educators had been working with the service for almost 20 years. Staff have attended compliance forums to ensure that all educators and the service is ready to transition into the new Child Care Subsidy system. The service has had six new enquiries for new educators, with two educators actively working towards starting.</p> <p>There is a small wait list for families in Batemans Bay and Moruya and a significant wait list for Narooma.</p>	✓



Action	Service	Comment	Status
<b>2.2.1.2</b> Provide and manage Out Of School Hours and Vacation Care centres and activities	Children's Services	The Out Of School Hours and Vacation Care (OOSH) services continue to provide service to local children. Attendance numbers continue to be lower than previous years. All compliance visits by the Department of Education have been positive. The school holiday programs have included activities such as discos, technology, art and craft, dress up, science and invention days. Excursions have included beach and bush discovery, fishing, Kinema and Play Maze.  The service has provided information and support to families regarding the changes to the Child Care Benefit and has ensured that operating systems were also ready for the transition to the Child Care Subsidy.	✓
<b>2.2.1.3</b> Deliver the Three B's supported playgroup	Children's Services	The Supported Playgroup continues to have good participation numbers at all locations. Community activities such as the Be Ready Expo, Beach to Bush activity and Rescue Helicopter Discovery Day were very popular. There were over 200 attendees this year at the Westpac Rescue Helicopter which demonstrates the broad reach of this program. The playgroups are also providing more nature based play experiences that are taking advantage of our beautiful beaches and bush areas and providing learning opportunities for children. The playgroups have strong positive relationships with local schools and services and we are operating at Batemans Bay, Sunshine Bay and Moruya Public schools. Red Cross work with us at Wallaga Lake playgroups. In addition there are a number of community and health services that visit the playgroups to work with children and families.	✓
<b>2.2.1.4</b> Review Children's Services business model	Children's Services	A detailed review of the Children's Services business model, via an Expression of Interest (EOI) process, has been undertaken using grant funding.	✓
Link	Operational Plan Service Outputs		2017-18
2.2.1.1	Number of Family Day Care educators		19
2.2.1.2	Number of Out of School attendees		5,925
2.2.1.2	Number of Vacation Care attendees		1,995
2.2.1.1	Number of Family Day Care attendees		168





## 2.2.2 - Provide quality library services, programs and resources

Action	Service	Comment	Status
<b>2.2.2.1</b> Provide lending collections, reference, information and online services	Libraries	Novels remain the most popular area of the library's collections and library members are increasingly turning to ebook and eaudio for their reading material. Keeping the print and online collections relevant, dynamic and accessible has been a critical task for the library staff this year. This involves working with suppliers as well as ensuring that the library's catalogue is kept up to date and easy to use. Questions around accessing and understanding technology continue to be a growing area for our community and form a significant part of the information services offered.	✓
<b>2.2.2.2</b> Provide access to information via a range of technologies and formats	Libraries	The libraries have increased the number of e-book and e-audio titles available to the community through joining a consortia with other libraries in the South East zone. This also represents significant savings for the library with the sharing of platform fees. In addition, significant in-house improvements that have been made to the library's statistical reporting for e-resources, and figures for loans can now be more accurately reported. E-resource loans for the year were 70,330.	✓
<b>2.2.2.3</b> Maintain and improve library buildings and collections	Libraries	Following on from the successful refurbishment of Narooma Library, significant restructure and refurbishment to both Moruya and Batemans Bay Library has now commenced. Moruya will have some new areas added and have the interior completely redesigned as part of the grant funded construction of the Moruya Arts and Exhibition space. Batemans Bay Library will also be redesigned through a State Library of NSW grant. As part of this process collections will be rearranged to a more contemporary and accessible layout. All three libraries offer comfortable, accessible and welcoming spaces for the community.	✓
<b>2.2.2.4</b> Review the Library Strategic Plan	Libraries	The 2014-18 Library Strategic Plan has been reviewed and planning is under way for the 2019-22 Plan. Actions that were unable to be achieved in 2017-18 will be incorporated into the new Plan. Plans for community engagement and input are currently being developed to assist in informing the new Plan.	✓
<b>2.2.2.5</b> Investigate viability of a mobile, pop-up or home library service	Libraries	Innovative options for the delivery of library services, including pop up and mobile options have been investigated, with a number of pop up library kiosk provided during the year.	✓



Action	Service	Comment	Status
<b>2.2.2.6</b> Investigate establishment of volunteer support for libraries and creative arts	Libraries	A framework has been established and rolled out for the implementation of membership for the Basil Sellers Exhibition Centre with 160 members already registered in 2017-18. The development of a volunteers program for the libraries will commence in 2018-19.	✓
Link	Operational Plan Service Outputs		2017-18
2.2.2.1	Visitation numbers at the Libraries		149,352
2.2.2.2	Number of library borrowings		271,275

### 2.2.3 - Work in partnership to improve educational opportunities

Action	Service	Comment	Status
<b>2.2.3.1</b> Advocate for improved education services	Community and Cultural Development	Council has been investigating the potential for a tertiary online education centre to support youth and adults seeking to continue their education such as a Country Universities Centre (CUC). Council is looking at setting up a working group to investigate the potential for a CUC in Eurobodalla. There are both strong social and economic benefits to having a university centre located in Eurobodalla. This project will investigate potential demand, support from business and education and identify the most appropriate location and funding avenues.	✓
<b>2.2.3.2</b> Provide information, opportunities and experience to assist young people to develop skills	Youth Services	This year there have been some very exciting leadership opportunities for young people. Firstly there was the Governor of NSW visit where there was a formal reception and the Governor and his wife attended the youth committee meeting to hear about projects being run in Eurobodalla. We also had the opportunity to assist young people to participate in state wide events such as the NSW Youth Council Conference, NSW Youth Parliament and Youth Week 2018 forum in Canberra. Two members of the youth committee have also been accepted to be part of the youth advisory committee to assist with the development of a Head Space service in Narooma. Approximately 40 young women attended an International Women's day in the Council Chambers with guest speakers presenting their stories about how they have become strong independent women. This year's theme was 'Press for Parity'.  Four youth activity newsletters were published through a youth mailing list to approximately 200 subscribers.  Five skate clinics were held across Eurobodalla. Two all age music events were hosted and five young people attended an event management skills program to present the 2018 Music NSW Indent Tour.	✓



## 2.3 – EMBRACE AND CELEBRATE LOCAL HISTORY, CULTURAL HERITAGE AND DIVERSITY

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

Action	Service	Project Status Comment	Status
<b>2.3.1.1</b> Coordinate the Aboriginal Advisory committee and associated projects	Community and Cultural Development	Four meetings held this year. During these meetings the committee discuss issues and projects for the Aboriginal community. Some topics covered include the heritage strategy, flying fox issues, companion animal management plan, tourism signage strategy, the 2018-20 Aboriginal Action Plan and the Mackay Park redevelopment. The highlight project of the year was the Yuin Country: Art and Land revealed project for Reconciliation week. The event included the exhibiting of local Aboriginal artworks that saw original artworks displayed in the Chambers and digitised images of those artworks projected onto the Council Chamber building at night. This was a very successful project and built strong relationships with a broad range of Aboriginal people and organisations across the Eurobodalla.	✓
<b>2.3.1.2</b> Develop and implement the Aboriginal Action Plan	Community and Cultural Development	The draft Aboriginal Action Plan has been written. The draft will placed on public exhibition for further consultation before it is presented to Council in 2018-19.	✓
<b>2.3.1.3</b> Coordinate NAIDOC week activities and grants	Community and Cultural Development	The 2018 NAIDOC grants program awarded nine grants of \$500 to a variety of community groups and not-for-profit organisations to run activities during NAIDOC week. Some of the projects funded include guided tours of significant local areas, development of a short film celebrating local Aboriginal women along with this year's theme 'Because of her, we can', development of bookmarks promoting local Aboriginal artists and the creation of a mural at a local primary school.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
2.3.1.2	Revised Aboriginal Action Plan adopted		75%

### 2.3.2 - Manage and promote our Heritage

Action	Service	Comment	Status
<b>2.3.2.1</b> Coordinate the Heritage Advisory Committee and associated projects	Strategic Planning	One workshop and three Heritage Advisory Committee meeting were held in which: <ul style="list-style-type: none"> <li>- The draft 2017-21 Heritage Strategy was recommended for adoption. Council adopted the 2017-21 Heritage Strategy in December 2017.</li> <li>- Commenced planning for the 250th anniversary of the exploration of the east coast of Australia by Lt. James Cook in 2020.</li> <li>- A Museum Adviser was appointed and has commenced in the role.</li> <li>- Council won a grant of \$33,200 for a Historic Cemeteries Conservation Management Study.</li> </ul>	✓



Action	Service	Comment	Status
<b>2.3.2.2</b> Conduct the Local Heritage Places Grant program	Strategic Planning	Eight projects were approved for funding and successfully completed.	✓
<b>2.3.2.3</b> Coordinate the Heritage Advisory Service	Strategic Planning	41 heritage advices provided to Council and owners of heritage properties.	✓
<b>2.3.2.4</b> Implement Heritage Strategy actions	Strategic Planning	Heritage Strategy being implemented through: <ul style="list-style-type: none"> <li>- Heritage Advisory Committee meetings.</li> <li>- Local Heritage Places Grants Program.</li> <li>- Heritage Advisory Service.</li> <li>- Four new items and places of heritage significance have been listed in LEP 2012.</li> <li>- New Heritage Strategy 2017-21 adopted.</li> <li>- Planning for Cook250 commenced.</li> <li>- Museum Adviser commenced working to improve the visitor experience in and the viability of our community museums.</li> <li>- Expressions of Interest called for the supply of the Fergus Thomson Heritage Awards trophy.</li> </ul>	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
2.3.2.1	Number of Heritage advice sessions		41

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

### 2.4.1 - Support and promote opportunities for people to be engaged in an active, vibrant and inclusive lifestyle

Action	Service	Comment	Status
<b>2.4.1.1</b> Coordinate program of events for Youth week	Youth Services	In 2017-18 the youth week team set up and ran the drive in movie night, ran the pop-up youth café, set up and ran the games and activities at the Beach Doof and hosted two skate clinics in Moruya and Narooma. There was also an art exhibition which provided a forum for youth to represent their issues in an artistic format.  The youth grants program was a very successful initiative which was offered for the first time this year and provided young people with the chance to apply for funding to support projects to develop skills and activities. Some examples of the types of programs supported include a teenage parenting group, safer driver programs, media training, development of more sporting initiatives, develop market gardens, mental health fitness programs, boosting self-esteem and self-confidence and scholarship opportunities for martial arts programs.	✓



Action	Service	Comment	Status
2.4.1.2 Deliver community programs and events through the libraries	Libraries	Events and programs brought 3,674 people to the library, catering for all age groups and covering a wide range of subject areas. From lifestyle information through to health and well-being talks, technology classes, history talks and talks from local and other authors. Stories and storytelling remains a central part of the library's programs for children and adults, together with the encouragement of creativity through the monthly Imaginative activities and creative workshops.	✓
Link	Operational Plan Service Outputs		2017-18
2.4.1.1	Youth week program attendance		500
2.4.1.2	Number of community events and programs at libraries		336





# 3. PROTECTED AND VALUED NATURAL ENVIRONMENT

Our natural environment is valued and respected for the lifestyle and economic benefits it provides.

We make wise environmental management decisions that enable us to support growth and change, retain balance and address impacts and issues in a measured way.

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

### 3.1.1 - Manage coastal use and hazards

Action	Service	Comment	Status
<b>3.1.1.1</b> Prepare the Eurobodalla Coastal Management Program	Strategic Planning	The Coastal Management Program has commenced stage three of a five stage process. Stage three includes investigating: <ul style="list-style-type: none"> <li>– Opportunities to improve the resilience and ability of the natural coastal environment to provide the amenity and lifestyle advantages enjoyed by local communities and visitors.</li> <li>– Opportunities and options to improve the resilience of public infrastructure and private homes against the impacts of coastal hazards.</li> </ul> The community was invited to be involved at the commencement of stage three. This initial consultation included three separate mail outs (approximately 2,000 letters each mail out), letter box drops, media, web and social media presence. Detailed information pamphlets were prepared to support the planned activities.	✓
<b>3.1.1.2</b> Manage lake openings	Stormwater	Joes Creek was opened in February 2018 in accordance with standard protocols.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
3.1.1.1	Adoption of the Eurobodalla Coastal Management Plan		60%

### 3.1.2 - Minimise the impact of flooding on development and people

Action	Service	Comment	Status
<b>3.1.2.1</b> Prepare the Narooma Coastal Flood Management Plan	Strategic Planning	Grant funding obtained from the NSW Government enabling the project to be undertaken. Tender process completed in accordance with Council's Procurement Policy and the <i>Local Government Act 1993</i> . Consultants appointed following endorsement by Council in June 2018.	✓



Action	Service	Comment	Status
<b>3.1.2.2</b> Prepare the Batemans Bay Urban Creek Flood Study	Strategic Planning	Grant funding obtained from the NSW Government enabling the project to be undertaken. Tender process completed in accordance with Council's Procurement Policy and the <i>Local Government Act 1993</i> . Consultants appointed following endorsement by Council in June 2018.	✓

### 3.1.3 - Collaborate with agencies and emergency services to support coordinated emergency management

Action	Service	Comment	Status
<b>3.1.3.1</b> Advocate for the strategic review of emergency services	Public Order and Safety	<p>Eurobodalla remains without a satisfactory Emergency Operations Centre to support coordinated emergency response. Issue raised and support gained at Local Emergency Management Committee and Regional Emergency Management Committee.</p> <p>Department Premier and Cabinet Sydney engaged to facilitate a review across NSW Government agencies.</p> <p>Advocacy direct with agencies to undertake a strategic review and co-locate facilities in future expansion plans. Preferred site identified.</p> <p>Letter written to the Premier seeking support for a new integrated joint facility for Moruya and acquisition of the preferred site. Site visit held with the Minister for Police and Minister for Emergency Services with Minister for Transport and Infrastructure. Site visit held with Department of Premier and Cabinet.</p> <p>Department of Premier and Cabinet now leading coordination of NSW Government agencies.</p>	✓
<b>3.1.3.2</b> Undertake fire mitigation program on Council controlled land	Public Order and Safety	<p>The fire mitigation program on Council controlled land completed during 2017-18 included:</p> <ul style="list-style-type: none"> <li>- 140ha asset protection zone slashing,</li> <li>- 13ha asset protection zone hand clearing,</li> <li>- 1.6ha asset protection zone grooming, and</li> <li>- 33.5ha fire mitigation burns.</li> </ul>	✓
<b>3.1.3.3</b> Support emergency services agencies in planning and responding to natural and manmade disasters	Public Order and Safety	The Local Emergency Management Plan (EMPLAN) up to date and current. Review of EMPLAN and standard operating procedure for emergency operations centre commenced. No declared natural disasters during 2017-18.	✓
<b>3.1.3.4</b> Provide funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation	Public Order and Safety	Contributions provided as per legislative requirements.	✓

Action	Service	Comment	Status
<b>3.1.3.5</b> Participate in Local Emergency Management, Local Rescue, Regional Emergency Management and Eurobodalla Bushfire Risk Management Committees	Public Order and Safety	<p>Meetings attended included:</p> <ul style="list-style-type: none"> <li>- Three Local Emergency Management Committee meetings.</li> <li>- Three Local Rescue Committee meetings.</li> <li>- Three Regional Emergency Management Committee meetings.</li> <li>- Three Eurobodalla Bushfire Risk Management Committee meetings.</li> <li>- Eurobodalla Service Level Agreement Liaison Committee meetings.</li> </ul> <p>Advocated for a Regional Integrated Emergency Services precinct within Eurobodalla with a state of the art Emergency Operations Centre for Eurobodalla.</p>	✓

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

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

Action	Service	Comment	Status
<b>3.2.1.1</b> Undertake noxious weed program	Environmental Management	<p>1,256 inspections conducted with 99% compliance.</p> <p>Inspections of properties in various localities have been undertaken. Targeted inspections have been conducted in other areas. No serious weeds were found, with most landholders complying with their general bio-security duty in this area.</p> <p>Inspections for Serrated Tussock in the Bingie area has been completed, the majority of landholders are complying with their general bio-security duty in this area.</p> <p>Transition to the <i>Bio-security Act 2015</i> is being finalised.</p> <p>Funding was secured to continue the Lantana Push Back program between Dalmeny and Wallaga Lake and for Bitou Bush control on coastal cliffs.</p> <p>Council's roadside and reserve program largely concentrated on the following plants: Blackberry, Serrated Tussock, African Love Grass, Fireweed, St John's Wort, Salvinia, Lantana, Bitou Bush, Boneseed.</p> <p>All Council and RMS roads were subject to varying levels of blackberry control while lantana control has been a focus in reserves in the north and roadsides and reserves in the south of the shire.</p> <p>Bitou bush has been controlled by hand on headlands and reserves and by abseil on cliffs.</p> <p>Serrated tussock has been chipped out in Kyla Park and adjacent roadside at Tuross Head and on roadsides at Bingie. African Love Grass has been subjected to a single sweep across the Princes and Kings Highways, while monthly maintenance has been conducted on Council roads and reserves, with the Moruya saleyards also receiving regular attention.</p>	✓



Action	Service	Comment	Status
<b>3.2.1.2</b> Undertake pest management program	Environmental Management	Rabbit control conducted in South Durras, Tuross Head, Dalmeny, Kianga and Narooma. Fox control has been carried out mainly in the Batemans Bay and South Durras areas to reduce impacts on threatened shorebirds. This work was carried out strategically with the National Parks and Wildlife Service.	✓
<b>3.2.1.3</b> Provide the plant swap program	Environmental Management	Six plant swap events were conducted.	✓
<b>3.2.1.4</b> Implement the Batemans Bay Water Garden's Flying Fox Management and Dispersal Plans	Environmental Management	Monitoring of Flying Foxes undertaken throughout the year and across the Eurobodalla. Ongoing works at the Batemans Bay Water Gardens.	✓
<b>3.2.1.5</b> Commence preparation of the Eurobodalla Flying Fox Management Plan	Environmental Management	Community engagement completed and included: 492 respondents to the community survey, 12 drop-in sessions conducted and targeted workshops. Information being collated for usage in the draft Plan.	✓
<b>3.2.1.6</b> Investigate domestic and feral cat management	Environmental Management	Programs undertaken throughout Australia have been investigated.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
3.2.1.1	Percentage of complying noxious weed inspections		99%

### 3.2.2 - Work in partnership to provide natural resource management

Action	Service	Comment	Status
<b>3.2.2.1</b> Assist Landcare and community groups and projects	Environmental Management	24 groups were supported with coordination, guidance and financial management provided.	✓
<b>3.2.2.2</b> Plan and implement environmental protection and restoration program	Environmental Management	Grant funded projects were implemented, further funding applications were submitted.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
3.2.2.1	Number of volunteer hours in natural resource management		9,834

### 3.2.3 - Plan to improve the quality of the Natural Environment

Action	Service	Project Status Comment	Status
<b>3.2.3.1</b> Commence preparation of the Biodiversity Strategy	Strategic Planning	The first stage of preparing the Biodiversity Strategy, to undertake research and review of available information to identify risks and opportunities, has been completed.	✓
<b>3.2.3.2</b> Coordinate the Coastal and Environmental Management and Advisory Committee (CEMAC) and associated projects	Strategic Planning	The Coastal and Environmental Management and Advisory Committee met on two occasions during the year. The meeting in September included a presentation from consultants assisting Council in preparing the Coastal Management Program and provided opportunity for the committee to have input.	✓

### 3.3.1 - Undertake estuary planning and management

Action	Service	Project Status Comment	Status
<b>3.3.1.1</b> Review the Tuross Coila Estuary Management Plan	Strategic Planning	The review of the Tuross Coila Estuary Management Plan is complete and is currently with Office of Environment and Heritage seeking comments prior to forwarding to Minister for Certification under the <i>Coastal Management Act 2016</i> .	✓
<b>3.3.1.2</b> Undertake estuary management projects	Environmental Management	Major estuary projects were completed. A grant application was submitted for three years of funding to continue estuary management projects.	✓

### 3.3.2 - Monitor and manage impacts on our waterways

Action	Service	Comment	Status
<b>3.3.2.1</b> Participate in the Beachwatch program	Public and Environmental Health	Program has been completed with 100% compliance achieved in the Office of Environment and Health Beachwatch audit. All of Council's beaches were rated as excellent.	✓
<b>3.3.2.2</b> Undertake estuary health monitoring	Public and Environmental Health	Estuary monitoring completed. Macrophyte mapping and estuary health report cards have been completed and are available on Council's website.	✓
<b>3.3.2.3</b> Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	1,384 inspections conducted with 92% compliance.	✓
<b>3.3.2.4</b> Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with Environmental Protection Authority and NSW Health requirements.	✓
Link	Operational Plan Service Outputs		2017-18
3.3.2.2	Estuary report cards		100%
3.3.2.3	Percentage of complying onsite sewerage management system inspections		92%

## 3.4 – DEVELOP COMMUNITY AWARENESS OF ENVIRONMENTAL OPPORTUNITIES, ISSUES AND IMPACTS

### 3.4.1 - Monitor and manage public and environmental health

Action	Service	Comment	Status
<b>3.4.1.1</b> Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	93% of all customer service requests attended to within timeframes.	✓
<b>3.4.1.2</b> Undertake the public pool water quality inspection program	Public and Environmental Health	54 public pools inspected with 96% compliance.	✓
Link	Operational Plan Service Outputs		2017-18
3.4.1.1	Number of public and environmental health matters		Nil



# 4. SUSTAINABLE LIVING

Our community choose to lead sustainable lifestyles in harmony with our natural environment. We take responsibility for the management and consumption of our valuable resources and recognise the impact that our actions have both today and for future generations.

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

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

Action	Service	Comment	Status
4.1.1.1 Build, renew, operate and maintain water supply systems	Water Service	<p>Council continues to provide drinking water that meets Australian Drinking Water Quality via:</p> <ul style="list-style-type: none"> <li>- 613km of reticulated water mains</li> <li>- 303km of trunk water mains</li> <li>- 3 river offtakes (Moruya River, Buckenboursa River and Tuross River bores)</li> <li>- 1 water storage (Deep Creek Dam)</li> <li>- 2 water treatment plants (Northern and Southern)</li> <li>- 11 water pump stations (Deep Creek, Lilli Pilli, Malua Bay, Mossy Point, Moruya River, Narooma Booster, Surf Beach Booster, South Narooma Booster, Moruya Town 2 Booster, Tuross Bore Field and Tuross Booster).</li> </ul> <p>Water supply operations and maintenance:</p> <ul style="list-style-type: none"> <li>- Water supply system operated in accordance with legislative requirements and industry standards.</li> <li>- Asset location verification for Roads and Maritime Service design of Batemans Bay Bridge</li> </ul> <p>Water main renewals:</p> <ul style="list-style-type: none"> <li>- Upgrading of road crossings Glenella Road, Batehaven and Beach Road, Catalina</li> <li>- Bronte Crescent, Batehaven</li> <li>- Parker Avenue, Surf Beach</li> <li>- Riverside Drive, Lynch Street, Barker Parade, Hyland Avenue, McMillan Road and Field Street, Narooma</li> <li>- Park Lane, Vulcan Street, Bergalia Street and The Anchorage, Moruya</li> <li>- Anderson Avenue and Bream Street, Tuross Head</li> <li>- Isabel Street and Wharf Street, Narooma</li> </ul> <p>Water refill drinking stations installed at:</p> <ul style="list-style-type: none"> <li>- Broulee Surf Life Saving Club, Broulee</li> <li>- Tuross Boulevard, Tuross Head at One Tree Point</li> <li>- Mort Avenue, Dalmeny at Rotary Park</li> <li>- Riverside Drive, Narooma at Quota Park</li> </ul> <p>Compliance with NSW Best Practise Management - Best Practice Management met, confirmed by Compliance Audit in June 2018.</p>	✓



		<p>Funding achieved from sources other than rates and charges - Grant funding secured for Potato Point sewerage scheme (\$3.22 million).</p> <p>Number of water customers - 21,330 customers.</p> <p>Percentage of water meters replaced - 102% of annual target (1,840 meters replaced).</p> <p>Volume of water treated (ML) – 3,677 ML.</p>	
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Service	<p>Sewerage systems operated in accordance with license conditions.</p> <p>Sewage services continue to be provided in an efficient manner to 20,778 sewer customers through:</p> <ul style="list-style-type: none"> <li>- 542 km of sewer pipes and rising mains</li> <li>- 134 sewage pumping stations, transporting sewage to five sewage treatment plants for tertiary treatment.</li> </ul> <p>The plants and transport system operate to achieve compliance with Environmental Protection Authority (EPA) Licences. The resulting treated product is used as effluent to three golf courses, various parks and Moruya High School. Sludge is transported off site to a contracted processor, converting the product to garden fertiliser. The remaining unused quality effluent is passed via outfall pipelines to the ocean under the EPA licence.</p> <p>Rosedale/Guerilla Bay Pressure Sewerage Scheme was the winner for Innovation in Water Supply and Wastewater at the Institute of Public Works Engineering Australasia (IPWEA) NSW 2017 Engineering Excellence Awards.</p> <p>Bodalla Sewerage Scheme delayed to ensure rectification of defects by contractor and a quality product for the community. Scheduled for completion in late 2018.</p> <p>Designs underway for Bingie, Tomakin and Batemans Bay Sewage Treatment Plant upgrades, Potato Point sewerage scheme, Broulee regional pumping station and rising main, and sewage pump station upgrades at BB01, BB02 and BB03.</p> <p>Manhole Renewal Contract 100% delivered resulting in 36 manholes renewed.</p> <p>Sewer Relining Contract 100% delivered with 5,298m of sewer pipe relined and 173 junctions relined.</p> <p>Six new sewer pods in Bay Ridge Estate have been installed for infill development.</p> <p>New submersible pumps have been installed (renewals) at sewage pump stations (two stations in Batemans Bay, two stations in Tomakin, two stations in Moruya, four stations in Tuross and two stations in Narooma).</p>	✓



		<p>The deodorisation unit at one Batemans Bay sewage pump station renewed to full performance.</p> <p>Asset locations and preliminary concepts developed to assist the RMS Batemans Bay bridge design across the Clyde River.</p> <p>Works on Batemans Bay, Bingie and Tomakin Sewage Treatment Plant augmentations deferred to future years due to resources diverted to Bodalla sewerage scheme.</p> <p>34 surcharges with 18 reported as major and 16 minor. All major incidents occurred during significant rainfall events and managed as per normal operational activity.</p>		
<b>4.1.1.3</b>	Undertake liquid trade waste inspections	Public and Environmental Health	405 inspections carried out with compliance rate of 93%.	✓
Link	Operational Plan Service Outputs		2017-18	
4.1.1.1	Water capital renewal, upgrade and new works program >85% complete		90%	
4.1.1.1	Length of water mains maintained		916km	
4.1.1.1	Number of pump stations maintained		11	
4.1.1.2	Sewer capital renewal, upgrade and new works program >85% complete		85%	
4.1.1.2	Length of sewer mains maintained		542km	
4.1.1.2	Number of pump stations maintained		134	
4.1.1.2	Number of sewer spills		34	

4.1.2 - Promote and implement programs for the efficient use of water resources			
Action	Service	Comment	Status
<b>4.1.2.1</b> Provide treated effluent for reuse in the community	Sewer Service	Treated effluent supplied for re-use at: <ul style="list-style-type: none"> <li>- Catalina Golf Course</li> <li>- Hanging Rock sporting fields</li> <li>- Moruya Golf Course</li> <li>- Moruya Showground</li> <li>- Moruya High School sports ground</li> <li>- Tuross Golf Course.</li> </ul>	✓
<b>4.1.2.2</b> Provide incentives to encourage use of water saving devices in homes	Water Service	Rebates provided: <ul style="list-style-type: none"> <li>- 262 washing machine rebates</li> <li>- 54 toilet rebates</li> </ul>	✓
Link	Operational Plan Service Outputs		2017-18
4.1.2.1	Number of customers on reticulated sewer		20,778
4.1.2.2	Number of water rebates issued		316

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

Action	Service	Comment	Status
4.1.3.1 Undertake phase 2 pre-construction activity for the proposed Southern Water Supply Storage	Water Service	Concept design complete, environmental and geotechnical investigations complete. Concept design endorsed by Council and publicly exhibited. Draft Environmental Impact Statement prepared. 60% detailed design under technical review. Design project across multiple financial years.	✓

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

### 4.2.1 - Provide sustainable waste services and infrastructure

Action	Service	Comment	Status
4.2.1.1 Build, renew, operate and maintain waste landfill sites and transfer stations	Waste Management	The waste facilities at Surf Beach, Moruya and Brou have operated without any major incidents with maintenance carried out as required. The construction of a new waste disposal cell at Surf Beach is substantially complete.	✓
4.2.1.2 Manage kerbside collection	Waste Management	Kerbside collection services increased from 22,043 to 22,295 over the year. Up to approximately 44,000 bins serviced weekly. Of the 1,478 customer service requests received only one was not actioned within the required time frame.	✓
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	A total of 18.97 tonnes was collected. This is a 24% reduction on the 2016-17 collection. This reduction is in line with the opening of the Community Recycling Centre at Surf Beach which is giving the community the option of disposing of materials year round.	✓
Link	Operational Plan Service Outputs		2017-18
4.2.1.1	Waste capital renewal, upgrade and new works program >85% complete		95%
4.2.1.2	Kerbside collection customer requests attended to within timeframe		99%

### 4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives

Action	Service	Comment	Status
4.2.2.1 Review the Waste Strategy	Waste Management	The existing Waste Strategy has been reviewed and a revised strategy is currently being prepared.	✓
4.2.2.2 Participate in regional collaboration and develop strategic partnerships	Waste Management	Attended five meetings of the Resource Recovery Waste Group of the Canberra Region Joint Organisation. The Regional Waste Strategy 2018-23 was adopted with the associated action plan to be implemented over the next five years.	✓



Action	Service	Comment	Status
4.2.2.3 Deliver community education on waste minimisation	Waste Management	Local and regional media including print, radio, cinema advertising and online platforms such as Facebook, Instagram and other social networking platforms were used to reach a wide audience on various waste minimisation topics. Further to this, over 60 waste related education activities were delivered to an audience of over 4,000. Topics covered included waste minimisation, recycling, reducing single use packaging, plastic pollution, marine debris, litter prevention, home composting and worm farming.	✓
4.2.2.4 Utilisation of glass sand product in Council operations	Works Operations	Of the 1,242 tonnes of glass sand produced at the Moruya Recovery Facility 223 tonnes or 17.92% was obtained for Council projects. For example: <ul style="list-style-type: none"> <li>– 57 tonnes used for the pipe extension corner George Bass Drive and Link Road, Malua Bay.</li> <li>– 33 tonnes used at Wamban road upgrade, Moruya.</li> <li>– 66 tonnes used for various locations, Narooma.</li> </ul> Further options for the use of recycled glass sand under consideration, including underground service trench backfilling and sub-base material for some footpaths.	✓

#### 4.2.3 - Minimise illegal dumping

Action	Service	Comment	Status
4.2.3.1 Coordinate Clean Up Australia day activities	Waste Management	More than 200 volunteers attended 40 sites for Clean Up Australia Day on 4 March 2018 and 1,800 students from 12 schools participated in Clean-Up Friday. Volunteers removed 180 hessian bags and 20 cubic metres of illegally dumped rubbish from local streets, reserves, beaches and waterways.	✓
4.2.3.2 Investigate and manage illegal dumping incidents	Waste Management	98 customer service requests attended to within allocated timeframes and compliance actions taken as required	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
4.2.3.2	Number of illegal dumping incidents		98

### 4.3 – SUPPORT AND ENCOURAGE SUSTAINABLE CHOICES AND LIFESTYLES

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

Action	Service	Comment	Status
4.3.1.1 Coordinate the environmental educational calendar	Environmental Management	The 2018 calendar was successfully published and distributed. School art works for the 2019 calendar have been submitted and judged.	✓



Action	Service	Comment	Status
<b>4.3.1.2</b> Facilitate Marine Debris working group	Environmental Management	The working group has continued to undertake regular clean up events and education. 58 clean ups equating to just over 600kg of marine debris was removed from Eurobodalla beaches and estuaries. Litter such as plastics and cigarette butts was predominately collected.	✓
<b>4.3.1.3</b> Provide sustainability education programs	Environmental Management	120 educational activities were held with approximately 8,000 participants. These included, visits to schools on waste minimisation or water conservation, plant swap stalls, solar for business workshops and excursions to treatment plants, the Regional Botanic Gardens or nature reserves.	✓
<b>4.3.1.4</b> Plan to ban single use plastic bags	Environmental Management	Council advocated to other levels of government and other local governments for a ban on single use plastic bags. Council provided support to Eurobodalla Boomerang Bags, the Moruya Farmers market and the Moruya Chamber of Commerce in going plastic bag free. Eight film screenings of 'A Plastic Ocean' were held at schools and community events. Council is preparing a Sustainable Purchasing Code of Practice that would help to minimise single use plastic bags internally and among some suppliers.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
4.3.1.3	Participation in sustainability education programs		8,000

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

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

Action	Service	Comment	Status
<b>4.4.1.1</b> Implement the Emissions Reduction Plan	Environmental Management	The energy and water efficiency measures in the Energy Performance Contract have largely been implemented resulting in Council reaching its carbon emissions target two years ahead of schedule. Savings from the LED street lighting upgrade and methane flaring projects have started to be realised. Investigations are underway exploring pathways to 100% renewable energy.	✓
<b>4.4.1.2</b> Coordinate Sustainability Matrix Group	Environmental Management	Regular quarterly meetings have been convened of the Sustainability Matrix Group. Input from the group has been sought on a number of matters outside the meeting process.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
4.4.1.1	Reduction in the amount of Council's emissions since 2005-06		36%



4.4.2 - Work in partnership to explore clean energy opportunities			
Action	Service	Comment	Status
<b>4.4.2.1</b> Explore clean energy options	Environmental Management	Investigations have commenced into achieving a 100% renewable energy target for Council operations. Independent, specialist expertise has been sought to provide advice on this matter and external grant funding has been secured to further this investigation. Developers have been supported in their investigations into building a solar farm in the Eurobodalla.	✓
<b>4.4.2.2</b> Work with stakeholders to facilitate electric car charging stations	Environmental Management	Council has advocated with all levels of government and neighbouring councils for a south-east 'Electric highway' and has received numerous letters of support for the concept. Council furthered discussions with other stakeholders about building fast chargers in the Eurobodalla and has identified suitable locations. The NRMA has started investigations into building a charger in Batemans Bay in 2018.	✓



## 5. VIBRANT AND DIVERSE ECONOMY

Our business and industry sector is smart, innovative, and resilient and is supported and prepared for future growth and challenges. Our workforce is skilled and has access to local job opportunities. We recognise and leverage our unique competitive advantages to ensure Eurobodalla is the choice to live, visit and invest.

5.1 – DIVERSIFY THE REGION'S ECONOMY, ATTRACT INVESTMENT AND TARGET NEW AND EMERGING EMPLOYMENT SECTORS			
5.1.1 - Encourage and attract new business industry, investment and employment opportunities			
Action	Service	Comment	Status
5.1.1.1 Develop the Invest Eurobodalla website	Business Development	Invest Eurobodalla website complete and will be launched in September 2018 at the Eurobodalla Business Awards supported by promotional material.	✓
5.1.1.2 Promote Eurobodalla at business and industry expos	Business Development	Eurobodalla activities promoted at Canberra Region Joint Organisation meetings, business functions and Chamber of Commerce meetings.	✓
5.1.1.3 Investigate the feasibility of providing new businesses with incentives to establish in Eurobodalla	Business Development	Invest Eurobodalla website is a key instrument to promote and encourage businesses to move to the shire. Small incentives via Renew Eurobodalla program are ongoing along with business planning assistance. Easy to do Business contract entered into with NSW Government to assist with the development application process.	✓
5.1.1.4 Assist small business start-ups	Business Development	Ongoing and continual assistance given to business start-ups in areas of grant funding, development applications, business planning, market research and industry links.	✓
5.1.1.5 Capitalise on visitor and freight opportunities resulting from Canberra International Airport	Business Development	Work continued with freight operators to assist with movement of produce from Eurobodalla including export. Content on Invest Eurobodalla promotes freight options.	✓
5.1.1.6 Finalise the Integrated Economic Growth and Development Strategy	Strategic Planning	A draft Integrated Economic Growth and Development Strategy was placed on public exhibition for community input. The public exhibition process was completed and submissions were reviewed. The draft Strategy is currently being finalised having regard to submissions, updated data from 2016 census releases and analysis undertaken as part of NSW Government's Regional Economic Development Plan for the Eurobodalla and Bega Valley region.	✓



Action	Service	Comment	Status
5.1.1.7 Facilitate a forum to connect partners in business, education and employment	Business Development	Plan developed for the Health/Human Services Jobs and Training Coordinator. Consultant appointed and project commenced to connect a cohort of disengaged and engaged job seekers with disability services, aged care and domestic care. Investigations commenced on reinvigorating the Youth Engagement Strategy program for two years, helping 15-24 year olds with training and employment.	✓
Link	Operational Plan Service Outputs		2017-18
5.1.1.1	Invest Eurobodalla website visits/sessions		0
5.1.1.4	Number of small businesses assisted in start-up		30
5.1.1.7	Attendance at skill development workshops and seminars		318

### 5.1.2 - Support the growth of a sustainable rural industry

Action	Service	Comment	Status
5.1.2.1 Develop a local food production policy and webpage	Strategic Planning	Work commenced with Rural Producers Advisory Committee. Committee agreed to develop policy as a part of the new Invest Eurobodalla website. Funding for this website was secured, consultants engaged to develop website format and draft website completed for Council review. An Invest in Food page has been incorporated into the Invest In Eurobodalla website.	✓
5.1.2.2 Facilitate the Rural Producers Advisory Committee	Strategic Planning	Three meetings of the Rural Producers Advisory Committee were held during the financial year. The committee focussed on issues relating to fruit fly control, mobile abattoirs and future of the Moruya Saleyards. The committee had input into the food producers section of the Invest Eurobodalla website.	✓
5.1.2.3 Undertake planning proposal for rural lands	Strategic Planning	The Rural Lands Planning Proposal was with the Department of Planning for a Gateway Determination. A Gateway Determination was issued in October 2017, requiring some updates to the planning proposal prior to public exhibition. Updates to the planning proposal were provided to the Department of Planning in February 2018. The Planning Proposal was placed on Public Exhibition from May to June 2018. Council extended the necessary 28 days exhibition period at the request of a number of community organisations Council commenced an assessment of the responses to the submissions.	✓

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

Action	Responsible	Comment	Status
<b>5.1.3.1</b> Finalise the master plan for Batemans Bay Mackay Park Precinct	Strategic Planning	Council resolved to proceed with a concept plan and business case for the southern part of the Mackay Park Precinct to develop a regional aquatic, art and leisure centre to take advantage of NSW Government funding announced in August 2017. Council undertook an EOI evaluation process for consultants to prepare detailed design and construct drawings for the southern site facility. This was completed in May 2018. NSW Public Works Authority commenced work under contract to Council as the project managers for the design and build of the facility.	✓
<b>5.1.3.2</b> Identify financing options for Batemans Bay Mackay Park Precinct	Strategic Planning	Council's grant applications achieved \$26 million from NSW Government towards funding of project. Council submitted and continued to pursue grant funding opportunity with NSW and Australian Governments.	✓

## 5.2 – SUPPORT OUR BUSINESS COMMUNITY AND ASSIST IN BUILDING CAPACITY

### 5.2.1 - Strengthen partnerships with the business community

Action	Service	Project Status Comment	Status
<b>5.2.1.1</b> Facilitate the Business Advisory Committee and associated projects	Business Development	Review of the Business Advisory Committee (BAC) was undertaken at the commencement of 2018. This involved one-on-one interviews with members of the committee as well as feedback given as part of the exhibition phase of the Advancing Eurobodalla - Draft Integrated Economic and Growth Strategy. An outline of the review was presented to Council at a briefing in June together with a presentation to BAC members. The review will be finalised early in 2018-19.	✓
<b>5.2.1.2</b> Work collaboratively with the Chambers of Commerce	Business Development	Council continues to have a close working relationship with all five Chambers. The Business Advisory Committee review process, together with the feedback from the exhibition of Advancing Eurobodalla - A draft Integrated Economic Growth and Development Strategy, identified the need for stronger working relationships with the Chambers. The review revealed a desire for annual/biennial economic and growth summits involving the Chambers and Council. This will be actioned into the future.	✓



5.2.2 - Support the business community to build capacity			
Action	Service	Comment	Status
<b>5.2.2.1</b> Provide skill development opportunities through workshops and seminars	Business Development	A range of capacity building events were successfully delivered throughout the year to over 100 members of the business community including solar power workshops, digital marketing, improving customer service and comparing business loans. Workshops were run in partnership with key business support agencies including the Business Enterprise Centre and Chambers.	✓
<b>5.2.2.2</b> Prepare and distribute marketing material	Business Development	Continual distribution of information requested through Council's website. Sent out information packs to each. All workshops have material prepared on subject matter.  Most Chambers of Commerce meetings have material distributed on Council services and activities. Invest Eurobodalla material being prepared including prospectus and fact sheets.	✓
<b>5.2.2.3</b> Deliver the ongoing Renew Eurobodalla project	Business Development	Renew Eurobodalla to be promoted on Invest Eurobodalla.  Emphasis has continued on Batemans Bay and Narooma co-working spaces and new cultivate space. Over 16 businesses impacted by the activation of the spaces. New enquiries ongoing.	✓
<b>5.2.2.4</b> Review the Business Advisory Committee Terms of Reference	Business Development	Review of the Business Advisory Committee (BAC) was undertaken at the commencement of 2018. This involved one-on-one interviews with members of the committee as well as feedback given as part of the exhibition phase of the Advancing Eurobodalla - Draft Integrated Economic Growth and Development Strategy. An outline of the review was presented to Council at a briefing in June together with a presentation to BAC members. The review will be finalised early in 2018-19.	✓

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

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

Action	Service	Comment	Status
<b>5.3.1.1</b> Facilitate the Tourism Advisory Committee and associated projects	Tourism	Review of Tourism Advisory Committee was undertaken at the commencement of 2018. This involved, one-on-one interviews with members, as well as an assessment of examples of models from other destinations. An outline of the review was presented to Council at a briefing in June together with a presentation to key tourism industry stakeholders. Review to be finalised early in 2018-19.	✓



Action	Service	Comment	Status
<b>5.3.1.2</b> Develop the Eurobodalla Tourism signage strategy	Tourism	Building Better Regions funding agreement signed in November. Consultants awarded contract, phase 1 audit and site analyses ongoing. Stakeholder Engagement Strategy for phase 2 completed. Commenced developing draft Strategy.	✓
<b>5.3.1.3</b> Provide support, promotion and networking opportunities to local tourism operators	Tourism	Two tourism networking evenings were hosted by Council during 2017-18 at The Original Goldrush Colony Mogo and Tilba Winery, with 80 to 100 industry representatives in attendance. Monthly tourism e-newsletters were distributed to the Eurobodalla Tourism and Events database comprising 2,068 subscribers. Support for Beachcomber Resort and Tilba Lake Camp submissions to the Destination New South Wales Regional Tourism Product and Experience Development fund were provided. An Information Forum about the Tourism and Event Unit strategic work was hosted for previous Tourism and Business Advisory Committee members and Chamber of Commerce Presidents in June 2018 that included a presentation by Destination Southern NSW on the key strategic directions of the Regional Destination Management Plan. Workshops were also facilitated with event organising committees in May 2018 including the River of Art, Bay Paddle Challenge and Narooma Oyster Festival to inform the development of a new Events Strategy.	✓
<b>5.3.1.4</b> Manage visitor information services	Tourism	34,007 visitors were provided information at the Batemans Bay Visitor Information Centre. The Narooma Visitor Information Centre continued to be subcontracted to the Montague Arts and Craft Society and maintains accreditation in accordance with the management agreement and provided information to 24,326 visitors. Regular updates to the Eurobodalla Tourism website were also made to ensure content was current and appealing. Advertising collateral including brochures and Holiday Planners were distributed at the Visitor Information Centres, key locations in Eurobodalla and at Visitor Information Centres external to Eurobodalla.	✓



Action	Service	Comment	Status
<b>5.3.1.5</b> Position and promote Eurobodalla to key visitor markets	Tourism	<p>In addition to the Unspoilt campaign, further digital campaigns that encouraged local industry buy-in have been developed and includes regular Facebook and Instagram posts and a new weekly radio segment with 2CA Canberra providing an opportunity to showcase weekly events and other things to do in Eurobodalla.</p> <p>Editorial from former famils as part of the 2017-18 Visiting Journalist Program, appeared in Canberra Times, Sunday Telegraph, Broadsheet Melbourne, Wanderer, Australian, Fishing Monthly, South Coast Style and Go 55s.</p> <p>Jim Jam Ideas were appointed in May 2018 to lead a Tourism Brand and Creative Marketing Strategy for Eurobodalla.</p>	✓
<b>5.3.1.6</b> Participate in the Destination NSW 2017 Unspoilt campaign	Tourism	<p>Eurobodalla participated in the 2017-18 Unspoilt South Coast NSW campaign in cooperation with the five South Coast Local Government Areas (LGAs) and Destination NSW. Campaigns were launched to target Sydney and Canberra visitor markets with adverts appearing in social media, print and outdoor media including videos of the five LGA regions at railway stations in Sydney, on YouTube and Facebook and in the western suburbs of Sydney on PumpTV at fuel stations. Famils and PR were also leveraged for the campaign including Sydney Weekender and Better Homes and Gardens TV features. The 2018 campaign also included additional matched funding for a commissioned content shoot that began in June 2018 across all partner regions aimed at adding high quality video, drone and digital photography assets for use in future local, regional and or state marketing campaigns.</p>	✓
<b>5.3.1.7</b> Review the Tourism Advisory Committee Terms of Reference	Tourism	<p>Review of Tourism Advisory Committee was undertaken at the commencement of 2018. This involved, one-on-one interviews with members, as well as an assessment of examples of models from other destinations. An outline of the review was presented to Council at a briefing in June together with a presentation to key tourism industry stakeholders. Review to be finalised early in 2018-19.</p>	✓
<b>5.3.1.8</b> Develop options for the management of recreational vehicles	Business Development	<p>Briefing paper prepared and options presented to Council.</p> <p>Further work requested to liaise with Port Macquarie on its approach to recreational vehicle management.</p> <p>A Tourism Policy Officer has recently been employed to progress this policy matter.</p>	✓



Action	Service	Comment	Status
<b>5.3.1.9</b> Implement the Eurobodalla Destination Management Plan	Tourism	A draft Eurobodalla Destination Action Plan (EDAP) was developed following a review of the Eurobodalla Destination Management Plan 2011-20. Work commenced on key action areas including undertaking consumer perceptions research to inform a Tourism Brand Review and Creative Marketing Strategy, Nature Based Tourism Feasibility Study, update of research framework and Summer Visitor Survey (January 2018). A Destination Southern NSW Regional Destination Management Plan was finalised and key recommendations were integrated to a final version of the EDAP 2018-21.	✓

### 5.3.2 - Actively seek and support the development and hosting of events

Action	Service	Comment	Status
<b>5.3.2.1</b> Implement online event application process	Business Development	The online event application process will be finalised and implemented upon completion of the Event Strategy.	—
<b>5.3.2.2</b> Support event organisers in delivery of a range of new and established events	Business Development	Support for events included site selection, promotion, survey collation, financial support and assistance with applications.	✓
<b>5.3.2.3</b> Conduct an audit of existing Mountain Bike tracks in Eurobodalla	Business Development	Audit of existing Mountain Bike network has been commenced as a desktop review. Final audit to be completed as part of Adventure Trail Strategy.	✓
Link	Operational Plan Service Outputs		2017-18
5.3.2.1	Number of event applications processed		45
5.3.2.2	Number of events provided with support		53

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

### 5.4.1 - Advocate and plan for infrastructure to support economic growth

Action	Service	Comment	Status
<b>5.4.1.1</b> Review the Employment Lands Strategy	Strategic Planning	The Employment Lands Strategy was reviewed early in 2018 following completion of the Employment Lands Feasibility Study by Hill PDA Consulting. The Feasibility Study investigated the economic viability of developing some of the potential employment lands identified in the Strategy and a possible alternative area for future employment lands.	✓
<b>5.4.1.2</b> Advocate for improved technology and digital services	Business Development	Continued to liaise with NBN on connections, roll-out and technology issues on behalf of business and community. Planning has begun for a Digital Expo to be run during Small Business month in October.	✓



# 5. RESPONSIBLE AND BALANCED DEVELOPMENT

Our community develops sustainably to support growth while retaining balance between economic, development and environmental outcomes. Our housing options are varied and affordable. The important aspects our community value are not lost and we retain our unique sense of place.

6.1 – PLAN FOR GROWTH AND ENCOURAGE INCREASED INVESTMENT AND DEVELOPMENT OUTCOMES			
6.1.1 - Investigate and communicate planning opportunities and impacts			
Action	Service	Project Status Comment	Status
6.1.1.1 Review housing and land supply	Strategic Planning	2016-17 Land Supply Report for Eurobodalla was presented to Council and published in October 2017. The report identified the change in number of dwellings (occupancy certificates issued) as being 200 and 95 new lots were created. The 2017-2018 report will be prepared 2018-19.	✓
6.1.1.2 Publish community profile demographic information	Strategic Planning	Updates to Community Profile and Community Atlas from 2016 Census published to Council’s website in accordance with the first and second releases of data by the Australian Bureau of Statistics. The population forecast website was also updated. Additional updates to the website made by i.d. consulting.	✓
6.1.1.3 Prepare input into policy and legislative reviews	Strategic Planning	Council provided input to the NSW and Australian Governments on a number of policy and other matters, including: <ul style="list-style-type: none"> <li>– Preparation of a Regional Economic Development Strategy for the Eurobodalla and Bega Valley LGAs by the NSW Government.</li> <li>– Submission to the Commonwealth Government Select Committee into Regional Development and Decentralisation.</li> <li>– Preparation of a Regional Economic Development Strategy for the Eurobodalla and Bega Valley LGAs by the NSW Government.</li> <li>– Submission to the NSW Government on Short-term Holiday Letting Options Paper.</li> <li>– - Submission to NSW Government on review of Environmental Planning and Assessment Regulation 2000.</li> </ul>	✓



### 6.1.2 - Review and prepare planning strategies, policies and studies

Action	Service	Comment	Status
6.1.2.1 Review Mystery Bay planning controls	Strategic Planning	Planning controls reviewed. Planning proposal on hold pending submission of planning report by landowners.	✓
6.1.2.2 Review Mogo planning controls	Strategic Planning	Planning controls reviewed. Draft Development Control Plan developed.	✓
6.1.2.3 Review Congo planning controls	Strategic Planning	Planning controls reviewed. No changes to Development Control Plan required.	✓
6.1.2.4 Revise Infrastructure Contributions Plans	Strategic Planning	Review of the draft Infrastructure Contributions Plan 2018 will now be able to proceed due to: <ul style="list-style-type: none"> <li>- the adoption of an amended Recreation and Open Space Strategy in February 2018</li> <li>- the amendment of the <i>Environmental Planning and Assessment Act 1979</i> in April 2018</li> <li>- final works schedule resulting from review of the Recreation and Open Space Strategy.</li> </ul>	✓
6.1.2.5 Revise Development Servicing Plans for water and sewerage	Sewer and Water Services	Deferred due to new Development Servicing Plan Guidelines being prepared by NSW Department of Industry Water.	—

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

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

Action	Service	Comment	Status
6.2.1.1 Share information through builder and developer forums	Development Approval and building Certification	A Builders and Developers Forum was held in February 2018 and it is proposed to hold a Forum later in 2018-19 once the new Planning for Bushfire Protection guidelines are released by the NSW Rural Fire Service.	✓
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Approval and building Certification	There were 97 formal pre-lodgement meetings held during 2017-18. General advice to the public and developers is on average 1,800 enquiries per quarter. This includes telephone calls, correspondence and counter enquiries.	✓
6.2.1.3 Report on development activity and performance	Development Approval and building Certification	The average processing time for development applications and section 96 applications is 37 days. The number of applications received was 979 applications. This is up 5% on last year (932) and up 15% on the five year average (845). The number of applications determined is 903 applications. This is up 12% on last year (803) and up 16% on the five year average (778).	✓



6.2.2 - Provide receptive and responsive development assessment services			
Action	Service	Comment	Status
6.2.2.1 Assess and determine development applications	Development Approval and building Certification	The average processing time for development applications and section 96 applications is 37 days. The number of development applications and section 96 applications received was 979 and the number determined in the same period was 903.	✓
6.2.2.2 Assess and determine construction certificates	Development Approval and building Certification	255 Construction Certificates determined.	✓
6.2.2.3 Assess and determine complying development applications	Development Approval and building Certification	Four Complying Development Certificates determined.	✓
6.2.2.4 Provide certification inspection services	Development Approval and building Certification	3,738 building and plumbing inspections carried out. There were 1,600 plumbing inspections and 2,138 certification inspections and 95% of these were carried out within 24 hours of request.	✓
6.2.2.5 Undertake pool fence inspection compliance program	Development Approval and building Certification	A total of 312 inspections were undertaken including 217 premises.	✓
Link	Operational Plan Service Outputs		2017-18
6.2.2.1	Number of development assessments processed		903
6.2.2.2	Number of construction certificates issued		255
6.2.2.4	Number of inspection carried out within 24 hours of request		3,551
6.2.2.5	Percentage of complying pool fence inspections		53%

6.3 – ENCOURAGE AND SUPPORT THE DEVELOPMENT OF A MORE DIVERSE, INNOVATIVE AND AFFORDABLE RANGE OF HOUSING			
6.3.1 - Enable housing choice through responsive planning instruments			
Action	Service	Comment	Status
6.3.1.1 Plan for a range of housing types	Strategic Planning	Progress demonstrated through a range of actions, including: <ul style="list-style-type: none"> <li>– amendments to LEP 2012 to implement the Broulee Planning Proposal</li> <li>– review of Mystery Bay, Mogo and Congo planning controls</li> <li>– advocating for the issue of a Gateway Determination for the Rural Lands Planning Proposal, issued in October 2017, allowing public exhibition of changes to LEP 2012 that will facilitate additional rural housing opportunities.</li> </ul>	✓



# 7. CONNECTED AND ACCESSIBLE PLACES

Our integrated accessible transport system grows to ensure social and economic needs are met now and into the future.

## 7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK

### 7.1.1 - Advocate for improved transport links, services and infrastructure

Action	Service	Comment	Status
7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure	Transport	<p>Advocacy work included:</p> <ul style="list-style-type: none"> <li>– Representation on NSW Roads and Transport Directorate Executive Management Committee.</li> <li>– Four South East Australian Transport Strategy Inc (SEATS) meetings attended.</li> <li>– Direct and ongoing liaison with Roads and Maritime Services and Transport for NSW.</li> <li>– Meetings with Members of Parliament.</li> <li>– Grant applications made with support of community and businesses.</li> <li>– Provided presentation to the RMS and Council Regional Forum and NSW Local Roads Congress.</li> <li>– Transport for NSW briefing on Future Transport Strategy 2056.</li> <li>– IPWEA State Conference - Panel Member for Managing Infrastructure and Community Safety.</li> <li>– Meetings and liaison with Canberra Region Joint Organisation to promote infrastructure development, capacity building and advocacy on infrastructure funding to Local Government</li> <li>– Ministerial and agency meetings on behalf of IPWEA NSW promoting the NSW Road Congress Communique for improved outcomes NSW communities; and meetings with Department of Premier and Cabinet on infrastructure development in regional NSW.</li> <li>– Attended the National Local Roads Congress in Western Australia in support of Australian Local Government Association (ALGA).</li> </ul> <p>Council submissions made to Transport for NSW to:</p> <ul style="list-style-type: none"> <li>– Draft Road Safety Plan 2021</li> <li>– Draft Future Transport Strategy 2056</li> <li>– Draft Regional NSW – Services and Infrastructure Plan</li> <li>– Draft Tourism and Transport Plan – Supporting the Visitor Economy October 2017</li> <li>– Draft Freight and Ports Plan</li> </ul> <p>Advocacy via South East Australian Transport Strategy Inc (SEATS) for transport improvements including support for 'Fix It Now Campaign' by Fairfax Media; Council Resolution supporting the</p>	✓



		<p>campaign and calling for further meetings with NSW Government Members of Parliament.          Submissions made to Roads and Maritime Services following Council adoption:</p> <ul style="list-style-type: none"> <li>- Batemans Bay Bridge Preferred Option.</li> <li>- Batemans Bay Bridge Review of Environmental Factors.</li> </ul> <p>Council employee represented Local Government across Australia as the ALGA representative on the Austroads Road Design Task Force meeting.</p>	
<p><b>7.1.1.2</b> Seek grant and other funding to sustain and improve the local and regional transport network</p>	<p>Transport</p>	<p>Grant applications are as follows:</p> <p>NSW Government Fixing Country Roads Program:</p> <ul style="list-style-type: none"> <li>- Cullendulla Drive culvert extension and road widening \$668,204 (secured)</li> <li>- Broulee Road widening \$1million (unsuccessful)</li> <li>- Eurobodalla Road Blue Tongue Creek replacement \$299,807 (unsuccessful)</li> <li>- Eurobodalla Road pavement widening \$668,204 (unsuccessful)</li> <li>- North Head Drive Garlandtown bridge widening \$866,848 (unsuccessful)</li> <li>- Surf Beach employment lands transport infrastructure \$3.22 million (unsuccessful)</li> </ul> <p>Australian and NSW Government Safer Roads (Blackspot) Program:</p> <ul style="list-style-type: none"> <li>- Dunns Creek Road \$248,800 (secured)</li> </ul> <p>Australian Government Bridges Renewal Program Round 3:</p> <ul style="list-style-type: none"> <li>- Cullendulla Drive culvert widening \$202,021 (secured)</li> </ul> <p>Australian Government Safer Roads (Blackspot) Program:</p> <ul style="list-style-type: none"> <li>- Eurobodalla Road \$357,000 (secured)</li> <li>- Yarragee Road \$277,500 (secured)</li> </ul> <p>NSW Government Safer Local Government Roads Program:</p> <ul style="list-style-type: none"> <li>- Tomakin Road, Mogo \$231,000 (secured)</li> </ul> <p>NSW Government Road Safety Infrastructure for Aboriginal Communities Program 2018-19:</p> <ul style="list-style-type: none"> <li>- Bermagui Road, Wallaga Lake \$188,000 (secured)</li> </ul> <p>Roads to Recovery:</p> <ul style="list-style-type: none"> <li>- extra \$741,510 for 2017-18 for road renewals (reseals, resheeting and rehabilitation works) (secured)</li> </ul> <p>Australian Government Federal Election Commitment Program:</p> <ul style="list-style-type: none"> <li>- Beach Road, Batemans Bay upgrade \$3 million (secured)</li> <li>- George Bass Drive, Tomakin roundabout \$3.5 million (secured)</li> <li>- Princes Highway/Hector McWilliam Drive \$1.4 million (secured - RMS to deliver)</li> </ul>	<p style="text-align: center;">✓</p>



Link	Operational Plan Service Outputs	2017-18
7.1.1.2	Funding secured from sources other than rates and charges	\$9,182,735

### 7.1.2 - Provide a safe efficient and integrated transport network

Action	Service	Comment	Status
<b>7.1.2.1</b> Provide a safe efficient and integrated transport network	Transport	<p>Maintenance program complete.</p> <p>Capital renewal program substantially complete with works in progress to be finalised in the first quarter of 2018-19. Some capital works deferred to enable additional grant funded works to be prioritised.</p> <p>Additional projects to those within the Operational Plan in 2017-18 included:</p> <p>Pavement rehabilitation</p> <ul style="list-style-type: none"> <li>- Campbell Street, Moruya (complete)</li> <li>- Orient Street, Batemans Bay (complete)</li> </ul> <p>Urban Road Reconstruction</p> <ul style="list-style-type: none"> <li>- Hanging Rock Place (complete)</li> <li>- Streetlighting upgrade Batemans Bay (complete)</li> </ul> <p>Rural Road Reconstruction</p> <ul style="list-style-type: none"> <li>- Old South Coast Road, Narooma (complete)</li> <li>- Yarragee Road, Moruya (complete)</li> <li>- Eurobodalla Road, Bodalla (complete)</li> <li>- Tomakin Road (in progress)</li> </ul> <p>Car Park</p> <ul style="list-style-type: none"> <li>- Central Tilba (complete)</li> </ul> <p>Bridges</p> <ul style="list-style-type: none"> <li>- Silo Farm Bridge (complete)</li> <li>- Cadgee Bridge (complete)</li> <li>- Runnyford Bridge (complete)</li> <li>- Tyrone Bridge (complete)</li> </ul> <p>Regional Road</p> <ul style="list-style-type: none"> <li>- Cullendulla Drive, Long Beach (in progress)</li> <li>- Beach Road Batemans Bay upgrade (in progress)</li> <li>- George Bass Drive Tomakin (in progress)</li> </ul>	✓
<b>7.1.2.2</b> Build, renew and maintain the stormwater network	Stormwater	Maintenance, capital and renewal program complete. Council maintains 176km of stormwater including 7,273 pits.	✓



Action	Service	Comment	Status
7.1.2.3 Provide traffic management planning	Transport	<p>Batemans Bay CBD timed parking review – complete.</p> <p>Review of mobility parking scheme – complete.</p> <p>Local Area Traffic Management Scheme Heron Road Batemans Bay - complete.</p> <p>Significant Special Events Applications and/or Traffic Management Plans approved:</p> <ul style="list-style-type: none"> <li>– Narooma Forest Rally July 2017</li> <li>– Rally of the Bay August 2017</li> <li>– Mogo Christmas Special Event December 2017</li> <li>– Queens Baton Relay February 2018</li> <li>– ANZAC Day 2018</li> <li>– Narooma Oyster Festival May 2018</li> <li>– Capital Coast Triathlon Tomakin 2018</li> </ul> <p>Heavy Vehicle over size/mass road manager approvals complete in accord with National Heavy Vehicle Regulator requirements.</p> <p>Matters raised through customer requests investigated and responded to as matters arising.</p>	✓
7.1.2.4 Investigate technology options to monitor parking compliance	Public Order and Safety	Council is researching available options. Smart Cities Working Group formed.	✓
7.1.2.5 Coordinate the Local Traffic Committee	Transport	Nine meetings held.	✓
Link	Operational Plan Service Outputs		2017-18
7.1.2.1	Transport capital renewal, upgrade and new works program >85% complete		95%
7.1.2.1	Length of local and regional road maintained		1,014.5km
7.1.2.2	Stormwater capital renewal, upgrade and new works program >85% complete		95%
7.1.2.2	Length of local and regional stormwater maintained		179.2km
7.1.2.3	Number of car parks maintained		141



## 7.2 – IMPROVE PROVISION AND LINKAGES OF OUR PATHWAY NETWORK

### 7.2.1 - Provide and enhance the pathway network

Action	Service	Comment	Status
<b>7.2.1.1</b> Build, renew and maintain pathway network	Transport	<p>Maintenance program complete.</p> <p>Capital new and renewal programs substantially complete. Significant additional funding secured through grants and community contributions.</p> <p>Additional projects to Operational Plan 2017-18 including:</p> <p>Pathways</p> <ul style="list-style-type: none"> <li>- George Bass Drive, Malua Bay (complete)</li> <li>- McMillan Road, Narooma (substantially complete)</li> <li>- Bergalia Street, Moruya (complete )</li> <li>- South Head Drive Shared Pathway, Moruya (in progress)</li> <li>- South Durras pathway (design complete)</li> <li>- Annetts Parade pathway (design in progress)</li> </ul>	✓
<b>7.2.1.2</b> Leverage existing funding to accelerate expansion of the network	Transport	<p>Grants successfully pursued working in conjunction with community and business associations and peak bodies:</p> <p>NSW Active Transport (Walking and Cycling) Program</p> <ul style="list-style-type: none"> <li>- McMillan Road shared path \$105,000</li> <li>- Bergalia Street shared path \$115,500</li> <li>- South Head Road shared pathway \$750,000</li> </ul> <p>Stronger Countries Community Program and Community Contribution</p> <ul style="list-style-type: none"> <li>- Annetts Parade footpath, Mossy Point \$50,000 (plus \$15,000 from Broulee Mossy Point Community Association)</li> <li>- Durras Drive footpath, South Durras \$65,000 (plus \$15,000 from the Durras Community Association)</li> </ul> <p>NSW Government Active Transport (Walking and Cycling) Program 2018-19 - grant applications lodged</p> <ul style="list-style-type: none"> <li>- George Bass Drive, Malua Bay construct shared pathway \$135,000</li> <li>- Sunshine Bay Road, Sunshine Bay construct shared pathway \$70,000</li> <li>- George Bass Drive, Lilli Pilli design shared pathway \$40,000</li> <li>- Riverside Drive, Narooma construct pedestrian refuge \$17,000</li> <li>- Beach Road, Surf Beach construct shared pathway \$235,000</li> <li>- McMillan Road construct shared pathway \$35,000 additional funding.</li> </ul>	✓



Link	Operational Plan Service Outputs	2017-18
7.2.1.1	Pathway capital renewal, upgrade and new works program >85% complete	100%
7.2.1.1	Length of new pathways constructed	2,333m
7.2.1.1	Length of local and regional pathways maintained	115km
7.2.1.2	Funding secured from sources other than rates and charges	\$1,105,500

### 7.3 – EXPLORE AND DEVELOP PUBLIC TRANSPORT OPTIONS AND SYSTEMS

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

Action	Service	Comment	Status
<b>7.3.1.1</b> Advocate for improved public transport	Transport	NSW Country Passenger Transport Infrastructure Grants Scheme (CPTIGS) 2015-17 - grant of \$62,000 secured for six new/replacement bus shelters and one bus shelter upgrade over two years. Grant of \$28,000 secured for 2018-19 for new bus shelter for Nelligen township (submitted to RMS in association with the Nelligen bridge project).	✓

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

#### 7.4.1 - Provide and enhance the Regional Airport

Action	Service	Comment	Status
<b>7.4.1.1</b> Operate and maintain the Moruya Airport	Commercial Entities	Airport operations on track. Air passenger numbers up by 17.3% for the year following improvements in capacity and pricing from Rex Airlines. Total number of landings down on prior year as major users have upgraded planes to carry more passengers per flight.	✓
<b>7.4.1.2</b> Commence implementation of stage 1 and 3 of the Moruya Airport Master Plan	Commercial Entities	Implementation commenced with essential infrastructure being delivered by Council. First new lease approved and construction commenced.	✓

Link	Operational Plan Service Outputs	2017-18
7.4.1.1	Number of landings at the airport	21,473
7.4.1.2	Moruya Airport Master Plan progress	15%



## 7.4.2 - Advocate for improved road and freight access into and out of Eurobodalla

Action	Service	Comment	Status
7.4.2.1 Work with key partners to advocate for the progressive upgrade of the Princes and Kings Highway	Transport	<p>Roads Maintenance Management Contract work undertaken on Kings Highway for Roads and Maritime Services (RMS).</p> <p>Submissions made to Roads and Maritime Services following Council adoption:</p> <ul style="list-style-type: none"> <li>- Submission to Batemans Bay Bridge Preferred Option</li> <li>- Submission to Batemans Bay Bridge Review of Environmental Factors</li> </ul> <p>Council submissions made to Transport for NSW:</p> <ul style="list-style-type: none"> <li>- Draft Road Safety Plan 2021</li> <li>- Draft Future Transport Strategy 2056</li> <li>- Draft Regional NSW – Services and Infrastructure Plan</li> <li>- Draft Tourism and Transport Plan – Supporting the Visitor Economy October 2017</li> <li>- Draft Freight and Ports Plan.</li> </ul> <p>Four South East Australian Transport Strategy Inc (SEATS) meetings attended. Advocacy by South East Australian Transport Strategy Inc (SEATS) supported including ‘Fix It Now Campaign’ by Fairfax Media. SEATS agreement to the Princes Highway, Kings Highway and South Batemans Bay Link being priority projects.</p> <p>Attended the Canberra Region Joint Organisation (CRJO).</p> <p>Correspondence to Bega Cheese supporting the company and associates to advocate to transport companies such as Reeves Transport and Bobbins Transport to seek the support of the Australian Government and Opposition candidates in Gilmore, and in Eden Monaro, for improvements to the Princes Highway.</p> <p>Correspondence with Marshalls Bus Company, King Bros transport company encouraging their support in advocating to the NSW Government for improvements to the Kings Highway.</p> <p>Meetings with numerous members of Parliament.</p> <p>Fairfax media engaged to support improvements to the Princes Highway (‘Mad Mile’ including the intersection with the South Batemans Bay Link Road) May 2018. Series of articles on technical aspects of the Princes Highway improvements provided for the information of the community.</p>	✓



7.4.3 - Work in partnership to develop marine infrastructure			
Action	Service	Project Status Comment	Status
7.4.3.1 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Transport	<p>Council submission to RMS for Batemans Bay Bridge advocating for marine infrastructure upgrade to NSW Government T-wharf and existing Council ramps.</p> <p>Grant applications pursued under NSW Government Boating Now, Recreational Fishing Trust and Rescuing our Waterways (dredging) grants.</p> <p>Letters advocating for improved funding and structural arrangements by the NSW Government for boating and marine infrastructure.</p> <p>Successfully advocated for:</p> <ul style="list-style-type: none"> <li>- implementation of a 4 knot limit on Wagonga Inlet near Lewis Island</li> <li>- sewer pump-out facility on the Clyde River (funded by the RMS and privately operated)</li> <li>- 100% funding for the construction component of Nelligen boat parking stage one</li> </ul> <p>Advocacy meetings held with:</p> <ul style="list-style-type: none"> <li>- NSW Marine Infrastructure team</li> <li>- NSW Maritime and NSW Fisheries</li> <li>- Department of Premier and Cabinet Sydney</li> <li>- Recreational fishers representatives</li> <li>- Southern NSW Marine Tourism workshop</li> </ul> <p>Led formation of an advocacy alliance with coastal councils on south and mid-north coast.</p>	✓





Action	Service	Comment	Status
<b>7.4.3.2</b> Seek additional funding for local boating and marine infrastructure	Recreation	<p>Grant successfully achieved for Nelligen and South Durras boating upgrades.</p> <p>Two successful Recreational Fishing Trust grants for 2018-19 for Tuross Head fishing table and Mosquito Bay fishing table and boat ramp solar light.</p> <p>NSW Boating Now:</p> <ul style="list-style-type: none"> <li>- Nelligen Boat Ramp Car Park \$160,000 (secured)</li> <li>- South Durras Boat Ramp Car Park and Toilet \$225,000 (secured)</li> </ul> <p>NSW Recreational Fishing Trust:</p> <ul style="list-style-type: none"> <li>- Ringlands Point Jetty Replacement \$210,000 (unsuccessful)</li> <li>- Mossy Point Jetty Accessibility \$7,500 (secured)</li> <li>- Rosedale Beach Access Steps and Stairs \$38,043 (unsuccessful)</li> <li>- Tuross Head fishing table \$7,500 (secured)</li> <li>- Moruya Quarry Wharf accessible path \$16,000 (unsuccessful)</li> <li>- Mosquito Bay fishing table and boat ramp solar light \$7,500 (secured)</li> </ul> <p>Support for NSW Recreational Fishing Trust for grant proposed by Malua Bay Fishing Club for improvements at Mosquito Bay Boat Ramp</p> <p>Rescuing our Waterways:</p> <ul style="list-style-type: none"> <li>- Taylors Boat Ramp dredging (\$7,500)</li> <li>- Lavender Bay Boat Ramp dredging (\$30,000)</li> </ul>	✓
<b>7.4.3.3</b> Maintain, renew and upgrade boating and marine infrastructure	Recreation	<p>Maintenance program complete.</p> <p>Capital renewal and capital new programs on track.</p> <p>Additional projects completed in 2017-18 including:</p> <ul style="list-style-type: none"> <li>- Durras Lake boat ramp renewal</li> <li>- Durras Lake fishing platform</li> <li>- Russ Martin Park, Moruya fishing platform</li> <li>- Murra Murra Mia jetty cleaning and minor renewals prior to Sculpture on Clyde</li> <li>- Minor improvements to Apex Park Boat Ramp Narooma</li> <li>- Nelligen land for stage one acquired.</li> </ul>	✓
Link	Operational Plan Service Outputs		2017-18
7.4.3.2	Funding secured from sources other than rates and charges		\$400,000
7.4.3.3	Marine capital renewal, upgrade and new works program >85% complete		100%



# 8. COLLABORATIVE AND ENGAGED COMMUNITY

Our community works together and is actively involved. Our thoughts and ideas are valued, we are empowered with knowledge and have the opportunity to participate in decision making.

8.1 – ENCOURAGE AN INFORMED COMMUNITY			
8.1.1 - Coordinate delivery of effective media coverage across a range of channels			
Action	Service	Project Status Comment	Status
8.1.1.1 Manage media relations and advice	Communication and Community Engagement	Advice was provided to staff on media and communication matters. Strong relationships with local media were maintained, resulting in a range of additional coverage for Council. Extensive collaboration was conducted with external agencies and groups on media promotion, including the Mackay Park Sunset Committee, the Moruya District Historical Society and the NSW and Australian Government.	✓
8.1.1.2 Distribute media releases and respond to media enquiries	Communication and Community Engagement	109 formal media queries were responded to and 254 media releases have were distributed during the year, resulting in a range of positive media coverage in print, online, radio and TV on Council activities and events.	✓
Link	Operational Plan Service Outputs		2017-18
8.1.1.1	Number of media releases distributed		254

8.1.2 - Proactively communicate information on Council services, activities and events			
Action	Service	Project Status Comment	Status
8.1.2.1 Assist to develop and implement communication strategies for key projects and issues	Communication and Community Engagement	Communication strategies have been developed and implemented for a range of projects, including events, Companion Animals Management Plan (CAMP) review, Moruya Showground Masterplan, Flying Fox Management Plan, Basil Sellers Exhibition Centre, the Queen's Baton Relay, the Moruya Airport redevelopment and the Batemans Bay Regional Aquatic, Arts and Leisure Centre at Mackay Park.	✓



Action	Service	Comment	Status
<b>8.1.2.2</b> Prepare and publish print and electronic communications	Communication and Community Engagement	<p>Print communications prepared included the Living in Eurobodalla, Library Link magazine, the Household Waste and Recycling Guide, the Delivery Program and Operational Plan, Moruya Airport terminal artwork, and brochures for tourism, the Batemans Bay Regional Aquatic, Arts and Leisure Centre, the Narooma Oyster Festival, signage strategy, water bill brochure, Companion Animal Management Plan review handouts, and a rates brochure. We also worked to digitise the official Council Seal and worked on branding and artwork for the Basil Sellers Exhibition Centre and We Care campaign.</p> <p>Electronic communications included social media posts to Council's Facebook and Instagram as well as updates to Council website content and Council's monthly e-newsletter Council News.</p> <p>Newsletters prepared throughout the organisation have been reviewed and distributed, including Arts Information Exchange, Euro-ecology for Schools, Involve Eurobodalla, Live Life, Volunteers, What's Buzzn and Recreation Matters.</p>	✓
<b>8.1.2.3</b> Develop and implement promotional campaign on Council's current communication channels	Communication and Community Engagement	The Connect with Us project was put on hold. Collateral has been developed and the campaign is ready to launch in 2018-19.	✓
<b>8.1.2.4</b> Manage website and social media channels	Communication and Community Engagement	<p>Seven websites were managed in consultation with staff and web editors. Each website has or is in the process of being migrated to a central web hosting platform. All sites have or are being rebuilt in the Wordpress content management system format. All sites have, or will have, enhanced functionality and be mobile friendly in their display.</p> <p>Council's Facebook page averaged three to five posts and Instagram two posts per week. The team responded to 518 queries and comments during the year. Followers continued to increase, as did post reach and engagement. Council's well-managed social media platforms continue to be a powerful communication channel.</p>	✓
<b>8.1.2.5</b> Investigate online integration of key council documents	Communication and Community Engagement	This was investigated in the first half of the year. The concept is sound but not practicable at this time.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
8.1.2.2	Number of on-line news subscribers		3,205
8.1.2.4	Website traffic		192,062
8.1.2.4	Number of social media followers		8,252



**8.2 – PROVIDE OPPORTUNITIES FOR BROAD AND MEANINGFUL ENGAGEMENT TO OCCUR**

**8.2.1 - Provide and promote opportunities for the community to be engaged on decisions, policies and plans through the use of the community engagement framework**

Action	Service	Comment	Status
<b>8.2.1.1</b> Implement the Community Engagement Framework	Communication and Community Engagement	Work continues on promoting and assisting staff using the Framework and Planning Tool for their engagement activities. Briefings were held to inform staff about the Framework and the staff toolkit. A first draft of the community engagement staff toolkit was subsequently completed. A calendar for Council’s intranet was also developed to list engagement activities, including advisory committee meeting dates. The calendar serves as a resource for staff to find out what engagement projects are being undertaken in the organisation, as well as opportunities for collaboration.	✓
<b>8.2.1.2</b> Develop effective engagement plans to support key projects	Communication and Community Engagement	Council was involved in assisting and providing advice on community engagement for a range of projects including the Aboriginal Action Plan, review of the Companion Animal Management Plan, the Coastal Management Program, Moruya Showground Masterplan, the Batemans Bay Arts, Aquatic and Leisure Centre, Beach Road works and preliminary work for the We Care campaign. Council's new Household Waste and Recycling Guide was also implemented.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
8.2.1.2	Number of engagement activities		12

**8.2.2 - Work in partnership with the community on key projects**

Action	Service	Comment	Status
<b>8.2.2.1</b> Promote opportunities to join existing or new Council committees	Communication and Community Engagement	An opportunity to join the Coastal Management Advisory Committee was promoted via media release and Council’s website in September. Vacancies on the Disability Inclusion and Public Art Advisory Committees were promoted in May via a media release and in the May edition of Council News.	✓

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

#### 8.3.1 - Promote and support effective representation of our Mayor and Councillors

Action	Service	Comment	Status
<b>8.3.1.1</b> Publish regular Mayoral message and communications	Community and Corporate Leadership	A fortnightly message from the Mayor is provided to media outlets for publication in print and online mediums. The Mayoral messages have been provided in a number of Council's documents including the Annual Report, Advancing Eurobodalla and Living in Eurobodalla newsletters. In addition, the Mayor undertakes regular fortnightly radio interview with ABC South East and 2EAR FM.  Four digital Mayoral messages were uploaded to Council social media platforms. These covered the topics of the Mackay Park Precinct development, Council Life festival and event promotion.	✓
<b>8.3.1.2</b> Facilitate and support civic functions	Community and Corporate Leadership	The following civic functions were facilitated by the Mayor: <ul style="list-style-type: none"> <li>- Governor General of NSW Reception</li> <li>- Centenary of ANZAC soil collection event</li> <li>- Celebration of Green Army</li> <li>- Citizenship ceremony</li> <li>- Destination Southern NSW</li> <li>- Little Sellars Art Prize</li> <li>- Association of Spouses of the Heads of Mission</li> <li>- Launch of 2018 Environment Calendar</li> <li>- Queens Baton Relay</li> <li>- Community Reception with Premier and Member for Bega</li> <li>- Citizenship ceremony</li> <li>- Local Hero Awards Presentation</li> <li>- Yuin Country Art Exhibition</li> <li>- Official Opening of the Tyrone Bridge</li> </ul>	✓
<b>8.3.1.3</b> Prepare and distribute 'Your Council' information flyer	Communication and Community Engagement	The Your Council information flyer has been developed and is ready for distribution in 2018-19.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
8.3.1.1	Number of Mayoral messages published		9

#### 8.3.2 - Provide advice and public relations management in response to issues

Action	Service	Comment	Status
<b>8.3.2.1</b> Manage media issues to mitigate risk	Communication and Community Engagement	Media issues to mitigate risk are managed on an ongoing basis.	✓



# 9. INNOVATIVE AND PROACTIVE LEADERSHIP

Our community leaders listen to and act on our behalf, we value our community’s knowledge, experience and ideas and work together to plan for and implement our vision for the future. Our Council is open, accountable and represents its constituents.

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

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

Action	Service	Comment	Status
<b>9.1.1.1</b> Review Council’s Delivery Program and prepare the Operational Plan	Corporate and Community Leadership	A new software solution was successfully implemented to undertake the review and preparation of Council's Integrated Planning and Reporting documents. Councillor and staff workshops were held to revise the Delivery Program and Operational Plan document. The 2017-21 Delivery Program and 2018-19 Operational Plan was adopted by Council in June 2018.	✓
<b>9.1.1.2</b> Report on the progress of implementing community vision	Corporate and Community Leadership	The 2016-17 Annual Report was presented to Council in November 2017. The 2017-18 Six Monthly Report was tabled at the February 2018 Council meeting. The Delivery Plan 2017-21 and Operational Plan 2017-18 consists of 79 activities and 240 operational actions. As of 31 December 2017 97.6% of the actions were on track, 2% on hold and 0.4% required attention.	✓
<b>9.1.1.3</b> Develop Asset Management Plan for Waste services	Technical Services	Waste Asset Management Plan has been developed and endorsed.	✓
<b>9.1.1.4</b> Update Asset Management Strategy	Technical Services	Complete and available on Council’s website.	✓

### 9.1.2 - Implement effective governance

Action	Service	Comment	Status
<b>9.1.2.1</b> Facilitate the conduct of effective Council meetings	Corporate and Community Leadership	Council held 18 ordinary Council meetings during 2017-18. 45 community members registered to speak at the public access session prior to Council meetings and 72 people registered to speak at public forum on matters listed on the Council agenda. Minutes were prepared and published online within one week of each meeting.	✓





Action	Service	Comment	Status
<b>9.1.2.2</b> Facilitate community grants and donations	Corporate and Community Leadership	During 2017-18 Council approved the following grant applications: <ul style="list-style-type: none"> <li>- 14 Local Heritage Places Grants</li> <li>- 2 Historical Societies Support</li> <li>- 13 Rate Subsidy Grants</li> <li>- 15 Education and School Grants</li> <li>- 19 Healthy Community Grants</li> <li>- 8 Seniors Week Grants</li> <li>- 15 Mayoral Grants</li> <li>- 9 NAIDOC Week</li> <li>- 10 Youth Grants</li> </ul>	✓
<b>9.1.2.3</b> Assist the Councillors in meeting their statutory obligations and roles	Corporate and Community Leadership	Regular weekly Councillor newsletters and briefing sessions provide Councillors with assistance to undertake their civic roles. Pecuniary Interest Forms completed and returned on time. On three occasions, Councillors have been granted a leave of absence at certain Council meetings. Two Councillor workshops were delivered to assist with the review of the Delivery Program and preparation of the Operational Plan 2018-19.	✓
<b>9.1.2.4</b> Provide professional development opportunities for Councillors	Corporate and Community Leadership	Councillors are provided with the opportunity to attend a number of sector specific conferences. Councillors represented Eurobodalla at the NSW Coastal Conference, NSW Local Government Conference and Australian Coastals Councils Conference, Floodplain Management Conference, National General Assembly of Local Government and NSW Local Roads Congress. A northern and southern tour of Council's facilities was undertaken which enabled Councillors to visit Council owned facilities and discuss future plans.	✓
Link	Operational Plan Service Outputs		2017-18
9.1.2.1	Number of Council meetings		18
9.1.2.2	Number of community grant applications		105



9.1.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Comment	Status
9.1.3.1 Advocate for local needs to be reflected in State and Regional plans	Corporate and Community Leadership	<p>Council has met with NSW Infrastructure on priority plans, regional leaders and Department of Premier and Cabinet on aligning Community Strategic Plans with current State Plan, the Office of Regional Development and NSW Department of Premier and Cabinet to progress the Regional Plan.</p> <p>Continued advocacy for improvements to Princes Highway Corridor Strategy and Kings Highway upgrades, Batemans Bay Mackay Park redevelopment funding, approval of Rural Lands Planning Proposal, Oyster Coast, Southern Fish Trawl Arrangements and outcomes of 2017 and 2018 NSW Local Roads Congress.</p> <p>Advocated through Country Mayors on Airline Services in Country NSW and to the Office of Local Government for Model Code of Meeting Practice.</p> <p>Council sent formal submissions to the NSW Future Transport Strategy 2056, the Proposed Primary Production and Rural Development SEPP, the preferred option for the Batemans Bay Bridge and Aboriginal Cultural Heritage Reforms.</p>	✓
9.1.3.2 Seek sources of funding to implement community vision	Corporate and Community Leadership	<p>Council submitted grant applications under the following programs:</p> <ul style="list-style-type: none"> <li>- BlackSpot Program</li> <li>- Bridges Renewal Program</li> <li>- Building Better Regions - Community Involvement</li> <li>- Building Better Regions - Infrastructure</li> <li>- Community Building Partnerships</li> <li>- Community Development Grant</li> <li>- Community Safety Fund</li> <li>- Country Passenger Transport Infrastructure Grants Scheme</li> <li>- Fish Habitat Action Grant</li> <li>- Fixing Country Roads</li> <li>- Infrastructure (Clubs Grant)</li> <li>- Infrastructure Grants</li> <li>- NSW Boating Now</li> <li>- Public Reserves Management Fund</li> <li>- Recreation Fishing Trust</li> <li>- Regional Growth Fund</li> <li>- Regional Growth Tourism Environment Fund</li> <li>- Regional Jobs and Investment Package</li> <li>- RMS Active Transport</li> <li>- Road Safety Infrastructure for NSW Aboriginal Communities 2018-19</li> <li>- Safer Local Government Road Program - Tomakin Road</li> <li>- Shark Observation Grants</li> <li>- SmartCities</li> <li>- Stronger Communities Program</li> <li>- Stronger Country Communities</li> </ul>	✓



		<p>Successful grants received include:</p> <ul style="list-style-type: none"> <li>- \$26 million for Mackay Park redevelopment</li> <li>- BlackSpot Program - Eurobodalla and Yarragee Roads</li> <li>- Bridges Renewals Program - Cullendulla Drive culvert upgrade</li> <li>- Building Better Regions – Master planning</li> <li>- Community Development Grant - Corrigans Playground Stage 2</li> <li>- Community Building Partnerships - Bill Smyth Oval seating and Gundry Oval AFL goals</li> <li>- Country Passenger Transport Infrastructure Grants Scheme - update bus stop and six new shelters</li> <li>- Fixing Country Roads - Cullendulla Drive culvert and road widening</li> <li>- Infrastructure Grants (Club Grants) - Gundry oval contribution to amenities</li> <li>- NSW Boating Now - Durras and Nelligen</li> <li>- Regional Jobs and Investment Package - jobs and training coordinator, Hatchery and nature based tourism</li> <li>- Recreational Fishing Trust</li> <li>- RMS Active Transport - McMillian Road shared pathway, Bergalia Street shared pathway, South Head shared pathway</li> <li>- Road Safety Infrastructure for NSW Aboriginal Communities 2018-19 - Wallaga Lake intersection upgrade</li> <li>- Safer Local Government Road Program - Tomakin Road - Mogo widening</li> <li>- Shark Observation Grants Program – Malua Bay, Moruya, Tuross, Narooma - lifeguard towers</li> <li>- Stronger Communities Program - Dalmeny Oval seating</li> <li>- Stronger Country Communities - Central Tilba toilet, Corrigans changing places/Observation Point viewing platform, halls, pathways at Mossy Point and Durras, Moruya Showground.</li> </ul>	
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Action	Service	Comment	Status
<b>9.1.3.3</b> Develop and maintain strategic partnerships	Corporate and Community Leadership	<p>Council formally endorsed membership with the newly formed entity, Canberra Region Joint Organisation (CRJO). Memberships with other sector memberships including Local Government NSW, Floodplain Management Association, South East Arts, South East Area Sports, South East Area Transport Strategy and Memorandum of Understanding with Bega Valley Shire Council.</p> <p>Councillor James Thomson was elected as NSW representatives on National Coastal Councils Committee.</p> <p>Councillor Lindsay Brown was elected Vice President Rural/Regional Local Government NSW Board (July 2017 – February 2018).</p> <p>Dr Catherine Dale is a board member of Local Government Professionals.</p> <p>Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia.</p> <p>Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel.</p>	✓
<b>9.1.3.4</b> Advocate to streamline government processes	Corporate and Community Leadership	<p>Advocated through Canberra Region Joint Organisation on Environment Protection Authority Agreement on Waste Management.</p> <p>Formal submissions completed for the Proposed Primary Production and Rural Development SEPP.</p> <p>Formal submissions completed for the Model Code of Meeting Practice and Aboriginal Heritage Reforms.</p>	✓

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

### 9.2.1 - Provide effective, friendly, customer service and information

Action	Service	Comment	Status
<b>9.2.1.1</b> Investigate the digitalisation of records	Customer Assistance and Records	<p>Job size has been calculated and pricing quotations from two external providers obtained. An estimate of the cost for Council to undertake this project has also been calculated and it is recommended that this project commence after the full implementation of the E-connect project. This would assure data quality and not add further data migration costs and effort.</p>	✓



Action	Service	Comment	Status
<b>9.2.1.2</b> Provide customer assistance in main administration building and depots	Customer Assistance and Records and Works Operations	Telephone - Council has served 93% of the 63,929 calls made to Council Switchboard. There were no calls to the Council Switchboard that timed out. 6.61% of calls were abandoned and 3.01% of the range for under ten seconds. Correspondence - Council has responded to 85% of 8,531 registered correspondence (email and mail) within the Council's customer service standard of ten working days. Customer Service Requests - Council closed 91% of 10,268 Customer Service Requests with the required timeframe.	✓
<b>9.2.1.3</b> Manage public access to government information (GIPA) and Privacy	Corporate and Community Leadership	14 formal GIPA applications received. All applications were responded to in the statutory time frame.	✓
<b>9.2.1.4</b> Improve internal sharing of information through the development of the intranet	Communication and Community Engagement	Internal information sharing through management of the intranet has been maintained. New content has been added to the intranet for information sharing as it arises.	✓
Link	Operational Plan Service Outputs		2017-18
9.2.1.2	Percentage of enquires addressed at point of contact		93%
9.2.1.2	Percentage of correspondence dealt with within timeframes		85%
9.2.1.2	Percentage of customer service requests resolved within time frames		91%
9.2.1.3	Number of GIPA applications processed		14



### 9.2.2 - Manage land under Council control to achieve a return for the community

Action	Service	Comment	Status
9.2.2.1 Manage leases and licences	Property	Over 140 leases and licences managed during 2017-18. New leases continue to be negotiated and reported to Council for approval including for major sites such as the northern Mackay Park site (former Batemans Bay Bowling Club site).	✓
9.2.2.2 Facilitate property sales and development	Property	Five properties sold with other properties progressed ready for sale.	✓
9.2.2.3 Finalise implementation plan for property strategy	Property	Implementation plan for property strategy approved and now being integrated into business operations.	✓
9.2.2.4 Undertake audit of Council operational land	Property	Audit of operational land parcels has been integrated into ongoing strategy and action plan. Individual parcels are currently being reviewed in Moruya and Batemans Bay and property information system has been enhanced to include details of current use of each parcel.	✓
9.2.2.5 Develop a code of practice for the renewal of commercial leases	Property	A draft code has been developed.	✓
9.2.2.6 Review saleyard operations	Commercial Entities	Following consultation with Rural Producers Advisory Committee and internal review, the saleyards will continue operating and Council will look for additional complementary uses for the site.	✓
9.2.2.7 Operate Council managed campgrounds	Commercial Entities	Operations on track and financial performance ahead of budget.	✓
9.2.2.8 Manage the Batemans Bay Beach Resort contract	Commercial Entities	Business performed ahead of budget and the previous year.	✓
9.2.2.9 Finalise racecourse management model	Commercial Entities	Long term lease and management committee now in place.	✓

### 9.2.3 - Provide administrative, technical and trade services to support the organisation

Action	Service	Comment	Status
9.2.3.1 Provide information technology and geographic information systems services	Information Technology	Continuation of information technology and geographic information systems services to the organisation. Continuing to support the E-connect project and the phased releases.	✓
9.2.3.2 Provide depots and workshops	Works Operations	The three depots and workshop continued to operate. The Moruya Depot office extension is currently in progress.	✓





Action	Service	Comment	Status
9.2.3.3 Manage fleet	Fleet and Plant	All fleet procurement activities were undertaken as planned and assets have been transitioned to the new software platform (Technology One). In terms of notable outcomes, fleet introduced performance based terms in its truck contracts to mitigate the risk of delivery delay. This work saw custom bodied trucks delivered within three months rather than up to two or more years.	✓
9.2.3.4 Provide risk and insurance services	Risk and Insurance	All claims processed within appropriate timeframes.	✓
9.2.3.5 Provide technical services	Works Operations	Survey, investigation and design projects undertaken as required. Significant additional works due to successful grants diverting design resources to grant funded works. Technical advice and trade services provided as needed.	✓
9.2.3.6 Provide procurement and stores	Works Operations	Service delivered to stakeholders and an annual stocktake undertaken.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
9.2.3.4	Number of insurance claims processed		47

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

Action	Service	Comment	Status
9.2.4.1 Develop a financial strategy	Finance and Central Treasury	This multi-year task is at a preliminary draft stage. The final is on track to be completed in 2018-19.	✓
9.2.4.2 Monitor and report on key financial results	Finance and Central Treasury	All quarterly budget reviews reported to Council within statutory time frames. The 2016-17 audited Financial Statements were lodged within statutory time frames.	✓
9.2.4.3 Provide financial management and reporting	Finance and Central Treasury	All quarterly budgets reviews completed and presented to Council within agreed time frames.	✓
9.2.4.4 Collect rates and charges	Finance and Central Treasury	Instalment notices issued and rates levied within statutory time frames.	✓
<b>Link</b>	<b>Operational Plan Service Outputs</b>		<b>2017-18</b>
9.2.4.2	Annual Accounts lodged with Office of Local Government by statutory deadline		100%
9.2.4.3	Quarterly budget review statements presented to Council within statutory timeframes		100%



### 9.2.5 - Benchmark and review Council fees and charges

Action	Service	Comment	Status
<b>9.2.5.1</b> Benchmark Public Buildings fees and charges	Finance and Central Treasury	Benchmarking of public building fees and charges and GST analysis of all fees was undertaken during the review of the fees and charges for 2018-19 and any recommended changes incorporated.	✓
<b>9.2.5.2</b> Review General Administration, Libraries and Cemeteries fees and charges	Finance and Central Treasury	A review of the structure of general administration, libraries and cemeteries fees and charges has been completed in readiness for a benchmarking process in 2018-19.	✓

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

### 9.3.1 - Identify and implement innovative and creative projects

Action	Service	Comment	Status
<b>9.3.1.1</b> Reprioritise the service review schedule to reflect engagement and planning outcomes	Corporate and Community Leadership	With the implementation of a new Corporate Software solution (Technology One) the re-prioritisation of the service review program has been put on hold.	✓
<b>9.3.1.2</b> Work with Councillors to deliver Local Government Week activities	Corporate and Community Leadership	The inaugural Local Government Week 'Council Life' festival was successfully delivered in collaboration with Councillors. Using the Local Government Week theme of "Discovery, Diversity, Democracy" the festival included a range of demonstrations and stalls, meet your Councillors sessions, machinery displays, Mayor's story time, kids play area and performances by local schools.	✓
<b>9.3.1.3</b> Progress the E-connect project	Information Technology	Phase 1 and elements of Phase 2 (Works system, Geographic Information System) went live in October 2017.  While the scope of Phase 3 did not change, consultation regarding the experience of other councils has indicated that there will be significantly more effort required to deliver the original scope which was not implemented in 2018 as originally planned. It has been agreed that a majority of Phase3 will go live July 2019 with Customer Service Requests to be implemented by the end of 2019.	✓
<b>9.3.1.4</b> Establish and maintain a savings, productivity improvement and cost containment register	Finance and Central Treasury	Development process in progress. Waiting for phase 2 and 3 of the E-connect project to come on line to leverage complete data.	—
<b>9.3.1.5</b> Coordinate the internal audit of water, sewer and development services	Finance and Central Treasury	All relevant internal audits completed.	✓
<b>9.3.1.6</b> Coordinate implementation of internal audit recommendations	Finance and Central Treasury	Some recommendations are to be incorporated into Phase 3 of the E-connect project. All other recommendations have either been completed on time or in progress and travelling satisfactorily.	✓



9.3.2 - Continue to be an organisation people want to work for			
Action	Service	Comment	Status
9.3.2.1 Develop a workforce diversity program	Workforce Development	The workforce diversity program has been developed to ensure we continue to create a climate of collaboration, flexibility and fairness that benefits the community through the attraction and retention of a representative group of employees.	✓
9.3.2.2 Develop performance and capabilities frameworks	Workforce Development	Council continues to place value on a flexible and adaptable workforce to meet program and technology changes. Focus on performance and capability are strong contributors to achieving our community outcomes efficiently and to a high standard.	✓
9.3.2.3 Provide employee learning and development opportunities	Workforce Development	<p>The Learning and Development program provided over 1000 places across:</p> <ul style="list-style-type: none"> <li>- 70 Work Health and Safety courses</li> <li>- 15 Organisational courses</li> <li>- 9 Vocational Education Training (VET) certificate courses</li> <li>- 2 Professional development courses</li> <li>- 1 Leadership course</li> </ul> <p>All staff were provided training in preparation for the implementation of the first phase of the E-connect project. Since January 2018, additional E-connect sessions were also delivered to new staff and staff needing to refresh their skills and knowledge on an as needs basis.</p> <p>To support of the objectives of Council's Equal Employment Opportunity and Diversity Management Plan, awareness sessions were delivered across the organisation to over 300 staff. IT Security Awareness sessions were delivered to 216 administration staff.</p> <p>Council's Vocational Education Training program had 25 staff graduate with a nationally recognised certificate. Council welcomed 22 new trainees and apprentices who were enrolled in a VET course relevant to their work area. These staff have commenced their training that will run between 1 to 4 years depending on the qualification requirements. These trainees and apprentices will learn on the job alongside 14 of Council's operational staff who were also enrolled in 2018 in a VET course.</p> <p>81 staff were approved to attend an external learning and development opportunity.</p>	✓
9.3.2.4 Provide human resource management	Workforce Development	High demand has been met with quality recruitment outcomes across the organisation.	✓
9.3.2.5 Implement Work, Health and Safety strategy	Workforce Development	New strategy and action plan is on track.	✓



Action	Service	Comment	Status
9.3.2.6 Undertake youth employment initiatives	Workforce Development	<p>Youth employment has been maintained.</p> <p>2017 Youth Employment Trainee Scheme participants successfully completed a nationally recognised qualification while gaining valuable workplace experience. A trainee from this group has gained permanent employment with our Council.</p> <p>Recruitment activities for seven new places under the 2018 Youth Employment Trainee Scheme was completed. This year Council received special approval to designate two positions for people with a disability and two positions for Aboriginal and Torres Strait Islander peoples.</p> <p>All places were successfully filled and the trainees are now working across a number of administrative teams. These trainees are enrolled in a nationally recognised certificate in Business Administration with TAFE NSW and are progressing well against their training plans.</p>	✓
Link	Operational Plan Service Outputs		2017-18
9.3.2.3	Number of training opportunities provided		2,495
9.3.2.4	Number of recruitment activities		145
9.3.2.4	Number of successful recruitment activities		119
9.3.2.5	Workers lost time injury incidents		19
9.3.2.5	Number of participants in Health and Wellbeing activities		250
9.3.2.5	Number of Work, Health and Safety inspections		35
9.3.2.6	Retention rate of youth employment		1

# STATUTORY AND OTHER INFORMATION

This section of the Annual Report provides additional detailed supporting information and addresses statutory requirements. Council's general reporting requirements are in section 428 of the *Local Government Act 1993* and section 217 of the *Local Government (General) Regulation 2005* (Part 9 Division 7).

## Code of Conduct

Section 440 of the *Local Government Act 1993* requires every council to adopt a Code of Conduct. Councillors and staff are bound by this Code of Conduct, which sets a high standard for ethical behaviour and decision making. The code defines roles and responsibilities and outlines the steps to be followed when making and investigating allegations of breaches of the code.

During 2017-18 there were 14 Code of Conduct complaints received. 13 of these were referred to an external Conduct Reviewer and one was referred to the Office of Local Government. 13 complaints were found to have no action required, with one complaint resolved through alternative and appropriate strategies. Code of Conduct complaints cost Council \$12,780 this year.

## Public access to information

Responding to requests made under the *Government Information (Public Access) Act 2009* (GIPA Act), is an essential component of transparent and accountable governance. Under the GIPA Act, we encourage the proactive public release of government information where possible. The public have an enforceable right to access government information by way of open access information, informal requests, and formal access applications. Access to information is only restricted when there is an overriding public interest consideration against disclosure, as clearly defined within the GIPA Act. Council must decide valid formal access applications made under GIPA Act within the decision period of 20 working days from receipt, except where an extension of time is provided by the GIPA Act.

During 2017-18 Council received a total of 14 formal access applications under the GIPA Act with all applications decided within the required statutory decision period.

## Legal Proceedings

*Local Government (General) Regulation 2005 - 217(1) (a3)*

There were no significant (> \$20,000) legal proceedings by or against Council during 2017-18.

## Private works

*Local Government Act 1993 - 67 (3) and Local Government (General) Regulation 2005 - 217 (1) (a4)*

Council undertook private works in 2017-18 to the value of \$317,000 (2016-17 \$366,036) resulting in an \$82,252 profit (2016-17 \$82,252). The profit margin represents a return of 22.47% (last year 22.47%) compared to the target return of 15%. No subsidies were provided and all work was intended to be carried out on a full cost recovery basis in accordance with Council's policy. Overhead allocation /activity base costing methodology assumes that an appropriate and reliable share of overheads is approximately 10-15% of revenue turnover.

## Written off rates and charges

*Local Government (General) Regulation 2005 - 132*

During 2017-18, \$165,641 was written off rates and charges and \$1,897,713 was written off pensioner rebates.

## Financial Assistance

*Local Government (General) Regulation 2005 - 217 (1) (a5)*

In 2017-18 Council provided \$147,765 in grants and subsidies to a wide range of community groups. Refer to pages 38-39 of this report for details on the grants and subsidies provided during 2017-18.

## Details of external bodies, companies and partnerships

*Local Government (General) Regulation 2005 - 217 (1) (a6-8)*

## Committees of Council

A range of committees conduct functions on behalf of Council. There are different types of committees including advisory, external and management as listed below. Management committees have authority delegated by Council to undertake the day to day management of the relevant facilities and services.

### Advisory Committees

- Audit, Risk and Improvement Committee
- Disability Inclusion Advisory Committee
- Eurobodalla Aboriginal Advisory Committee
- Eurobodalla Coastal and Environmental Management Advisory Committee
- Eurobodalla Heritage Advisory Committee
- Public Art Advisory Panel
- Rural Producers Advisory Committee

### External Committees

- Canberra Region Joint Organisation of Councils
- Eurobodalla Bushfire Management Committee
- Eurobodalla Local Traffic Committee
- Floodplain Management Association of NSW
- South East Arts
- South East Australian Transport Strategy Inc. (SEATS)
- Southern Tablelands and South Coast Noxious Plants Committee

### External Committees – Ministerial Appointments

- Batemans Marine Park Advisory Committee
- Gulaga National Park Board of Management
- Regional Development Australia, Far South Coast

### External Committees – Sector Appointments

- Local Government NSW Board

### Management Committees – without Councillor representation

- Broulee Tennis Management Committee
- Kyla Hall Management Committee
- Malua Bay Community Centre and Tennis Court
- Moruya Showground Management Committee
- Tuross Head Memorial Gardens Management Committee

### Management Committee

- Moruya Racecourse Management Committee

### Sunset / Steering Committees

- Batemans Bay Mackay Park Precinct Sunset Committee
- Batemans Bay Streetscape Sunset Advisory Committee
- Tourism Destination Management Plan – Review Steering Committee

### Delegation to external bodies

In 2017-18 Council delegated none of its functions to external bodies.

### Interests in companies, partnerships, joint ventures and co operatives

In 2017-18 Council did not hold a controlling interest in any company, joint venture or partnership. A listing and description of significant agreements, cooperatives and partnerships are as follows:

- Southern Phone Company
- Batemans Bay Library and Education Centre
- Narooma Library / Greater Southern Area Health Service.

### Mayoral and Councillor's fees

*Local Government (General) Regulation 2005 - 217 (1) (a1)*

In accordance with the Council Policy for the payment of allowances, reimbursement of expenses and provision of facilities for Councillors and the Mayor, total payments to Councillors in 2017-18 were \$326,096 as itemised in the table on page 52. A further amount of \$26,504 was paid for catering of meetings and civic functions plus \$1,349 for phone / internet cost associated with the Councillor's room within Council's administration building. The Mayor is provided with a Mayoral car with a total cost in 2017-18 of \$12,610.

### Overseas visits

*Local Government (General) Regulation 2005 - 217 (1) (a)*

No overseas visits were undertaken during the year by Councillors or staff.



## Senior Staff Salaries

*Local Government (General) Regulation 2005 - 217 (1) (b) and (c)*

Council had five senior staff positions during 2017-18. The General Manager during this period had a remuneration package of \$315,000. Four Directors were employed for 2017-18. Their combined total remuneration for the financial year was \$948,882.

## Companion Animals

*Local Government (General) Regulation 2005 - 217(1) (f)*

Council is required to report its activities in enforcement and compliance with the *Companion Animals Act 1998 and Companion Animals Regulation 2008*.

In 2017-18 Council spent \$244,020 on the management and control of companion animals, excluding administrative support or additional support provided by regulatory officers.

Council retained a commission on the collection of 852 new Companion Animal Registration fees totalling \$53,393 for 2017-18. This is used to partially offset the costs of companion animal management. During 2017-18, animal control officers managed 320 companion animals in Council's pound. Some of the main statistics include:

- 59 returned to owners prior to impounding
- 128 required microchipping prior to release
- 36 sold
- 26 released to animal welfare organisations
- 36 surrendered
- 115 returned to owners post impounding
- 89 euthanised.

In addition to 1,348 companion animal control customer service requests, staff also prepare and maintain information to support community education programs to promote and assist the desexing of dogs and cats. Procedures are also in place with animal welfare organisations to promote and provide financial assistance for desexing of animals purchased from Council's pound. Regular press releases and articles are prepared for the local media.

Council is proactive in seeking alternatives to euthanasia for unclaimed animals and the pound has an active and successful rehoming program for surrendered and unclaimed animals.

Rangers have been proactive with media releases focusing intently on responsible dog control, microchipping and lifetime registration of companion animals. Social media has been utilised to generate public interest in the pound and rehoming.

COUNCIL  
RESPONDED TO  
**1,348**  
COMPANION  
ANIMAL CONTROL  
REQUESTS



# MAJOR CONTRACTS AWARDED

*Local Government (General) Regulation 2005 217 (1)(a2)*

Council seeks tenders for major contracts including major works, projects and supply panels including the supply of materials for construction works such as topsoil, fine sand, coarse sand, road base, road sub base, ready mix concrete and hire of plant. Council selects preferred suppliers from the submitted tenders. Purchase decisions may vary for particular works depending upon availability and location. Council undertakes procurement in a variety of ways that promote the principles of value for money, equity and fair dealing. This includes:

- purchasing of passenger vehicles under NSW State Government Purchasing Arrangements,
- utilising Local Government Procurement pre existing contracts /panels for plant items and trucks,
- obtaining competitive quotations with the level of competition determined by both Council financial thresholds, administrative cost of procurement and size and suitability of the market, and
- inviting public offers /quotations /tenders where the total value is estimated to encroach or exceed \$150,000.



Successful tender	Commencement Date	Duration of contract	Description of goods/ services/consultancy	Estimated contract value (\$)
<b>Community Aquatics Pty Ltd</b>	Jul-17	3 years + 3 years	Management of Batemans Bay, Moruya and Narooma swimming pools.	\$1,010,724 cumulative cost inclusive of all provisional items over 3 years
<b>KDH Management</b>	Jul-17	3 years	<i>Management of Batemans Bay Beach Resort.</i>	% of profit with estimated value of \$1,840,000 over 3 years
<b>Panel arrangements: Various suppliers for Provision of tree management services on Council controlled and managed land</b>	Aug-17	4 years + optional 1 year extension	<i>Deed of Standing Offer for the provision of tree management services on Council controlled and managed land.</i>	\$2,000,000
<b>Various local suppliers of bulk materials</b>	Sep-17	2 years	Deed of Standing Offer for bulk materials (aggregate, pavements, sand and soil).	N/A
<b>Various local suppliers of concrete</b>	Sep-17	2 years	Deed of Standing Offer for concrete.	N/A
<b>Interflow Pty Ltd; GMA Environmental Services Pty Ltd; Toxfree Australia Pty Ltd Fitt Resources Pty Ltd</b>	Sep-17	2 years + 2 years extension	<i>Sewer rehabilitation and maintenance.</i>	\$1,500,000
<b>Panel arrangements: Various suppliers of trade services</b>	Oct-17	2 years + 2 optional 1 year extensions	<i>Deed of Standing Offer for the provision of trade services.</i>	Over \$500,000
<b>Various Suppliers</b>	Nov-17	3 years	<i>Provision of legal services.</i>	\$500,000
<b>Hartwigs Pty Ltd; Canberra Isuzu Pty Ltd; Southern Truck Centre Pty Ltd</b>	Mar-18	Up to 2 years	<i>Supply of various trucks, bodies and cranes.</i>	\$1,300,000
<b>Downer EDI</b>	Apr-18	6 weeks	<i>Supply and lay asphalt at various locations.</i>	\$300,000
<b>RD Miller Pty Ltd</b>	May-18	12 weeks	<i>Construction of pressure sewer, water trunk mains and associated infrastructure at Preddeys Wharf, Moruya.</i>	\$717,330
<b>Cumnock Construction Sustainability Pty Ltd</b>	May-18	28 weeks	<i>Construction of the Basil Sellers Exhibition Centre at Moruya Library.</i>	\$1,687,935



# STORMWATER LEVY

*Local Government (General) Regulation 2005 - 217 (1) (e)*

During 2017-18 the stormwater management service charge raised approximately \$0.45 million from residential and business properties not including vacant land or land owned by the Crown or land held under lease for private purposes under the *Housing Act 2001* or the *Aboriginal Housing Act 1998*. The funds raised are separately accounted for and are used to assist to provide stormwater management services across the Eurobodalla.

			2017-18 (\$*)
Funds brought forward from 2017-16			50,178
2017-18 Stormwater charge funds			455,656
Council funds			462,009
<b>Expenditure (detailed below)</b>	<b>Capital</b>	<b>Operational</b>	<b>(940,648)</b>
Beach Rd Drainage - Birdland	28,066	-	
Drainage - Hanging Rock Place	10,911	-	
Drainage Construction Program	52,459	-	
Drainage Construction - Miller Street, Stage One	109	-	
Drainage Renewals - Shirewide	39,991	-	
Stormwater Piping - Andrew Avenue, Tuross	58,330	-	
Stormwater Piping - Bay Lane, Narooma	124,547	-	
Stormwater Piping - George Bass Drive, Sunshine Bay	182	-	
Stormwater Piping - Montague Hillcrest, Kianga	9,604	-	
Stormwater Piping - Renewals Andrew Ave, Tuross	156,216	-	
Stormwater Piping - Runnyford Road, Nelligen	23,360	-	
Stormwater Piping - South Street, Batemans Bay	17,586	-	
Stormwater/Drainage Management	-	198,829	
Drainage - Gross Pollutant Trap Maintenance	-	120,897	
Urban Water Quality	-	74,560	
Dam Break Analysis - Surf Beach Detention Basin	-	25,000	
<b>Closing balance</b>			<b>27,194</b>

\* Amounts do not include depreciation or internal corporate overheads.



# ENVIRONMENT LEVY

In 1996–97 Council introduced an Environment Levy to provide funds to assist with the reservation and protection of the environment including estuary management, weeds and pest control, environmental monitoring and research, erosion works and environmental compliance, and placed raised funds in an Environment Fund. These activities are supported by grants and volunteer activities. Projects delivered are

detailed below. As with General rates, the Environment Levy is based on a combination of a base amount for all properties with the remainder calculated on a rate in the dollar based on land value assigned by the Valuer General. The Environment Levy is applied to all rating categories.

Income	Original budget (\$)	Actual (\$)
Rates	933,376	944,787
Other Revenue	244,945	258,539
<b>Grants &amp; Contributions - operating</b>	<b>147,834</b>	552,770
<b>Total Income</b>	<b>1,326,155</b>	1,756,096
<b>Expenditure (details below)</b>		
Employees	704,020	921,257
Depreciation	2,177	1,554
Other	652,099	898,600
<b>Total Expenditure</b>	<b>1,358,296</b>	<b>1,821,411</b>
<b>Net Operating Result - profit/(loss)</b>	<b>(32,141)</b>	<b>(65,315)</b>

Coastal and Estuary Management	Actual (\$)
Eurobodalla Estuaries	122,420
Compliance	1,013
<b>Subtotal</b>	123,433
<b>Environmental Protection Projects</b>	
Flying Fox Program	207,718
Asset Protection	42,626
Weed Control	40,630
Dune Protection	32,541
Eurobodalla Dunes	27,782



# ENVIRONMENT LEVY

	Actual (\$)
Wetlands Projects	11,994
Environment Protection Program	10,835
Lewis Island Erosion	8,931
Control Environment Weed Threats	7,338
Long Beach Coastal Wattle Management	892
<b>Subtotal</b>	<b>391,287</b>
<b>Invasive Species</b>	
Widespread Weeds	126,499
Manage New Incursions	88,027
Lanata Works	32,959
Other	28,950
Coastal Weeds	16,917
<b>Subtotal</b>	<b>293,352</b>
<b>Landcare Projects</b>	
Landcare Program	91,180
Protect Enhance Endangered Ecological Communities	53,339
Deua River Restoration and Revegetation	41,528
Other	2,139
<b>Subtotal</b>	<b>188,185</b>
<b>Sustainability Projects</b>	
Sustainability Education	17,403
Environmental Education	7,946
<b>Subtotal</b>	<b>25,349</b>
<b>Other Projects, Overheads and Depreciation</b>	
Septic Tank Compliance	232,863
Compliance	188,893
Environmental Program Management	178,636
Environmental Management	169,694
Depreciation and Other	29,720
<b>Total</b>	<b>799,806</b>



# SPECIAL RATE - INFRASTRUCTURE MAINTENANCE AND RENEWAL

There have been three rate variations approved on a permanent basis, raising funds for the purpose of infrastructure maintenance and renewal (10% from 2003–04, 5% from 2005–06 and 5% from 2006–07). The special rate has been increased by the rate pegging limit each year and in 2017-18, \$3.8 million was raised for the purpose of infrastructure maintenance and renewal. The funds were spent across a range of activities as set out in the Operational Plan 2017-18 with \$991,913 remaining at year end; \$129,391 of this to be used on completing projects underway at the end of 2017-18.

Asset Type	Budget (\$)			Actual (\$)	
	Infrastructure Fund	Budget Variations	Total	2017-18	Revoted to 2018-19
Resurfacing sealed roads (reseals)	624,312		624,312	624,312	
Resurfacing dirt roads (resheets)	632,348		632,348	632,348	
Bridge Replacement	1,144,501	(284,690)	859,811	825,528	
Sealed roads rehabilitation and defeat repairs (roads and paths)	727,264	179,212	906,476	574,806	331,670
Building and structures maintenance	609,703	17,866	627,569	529,182	78,905
Sports fields	298,827	(1,505)	297,322	236,993	29,163
Footpaths	76,952	(7,285)	69,667	49,952	33,226
Wharves, jetties and boat ramps	89,220	64,609	153,829	93,477	59,991
Asset management implementation	88,627		88,627	88,627	
<b>Total</b>	<b>4,291,754</b>	<b>(31,793)</b>	<b>4,259,961</b>	<b>3,655,225</b>	<b>532,955</b>
Funds raised from rate variation			4,003,161		
Available/uncommitted funds from previous year			991,913		
<b>Total available funds</b>			<b>4,995,074</b>		



# SPECIAL RATE - COMMUNITY AND TRANSPORT INFRASTRUCTURE

In 2015-16 the Community and Transport Infrastructure rate variation was approved to increase general income over a three year period with the increase remaining permanently in the rate base. Council will use the rate variation revenue above the rate peg of \$27.7 million, \$2.0 million from its reserves and \$10.4 million in loans, over 10 years to fund: \$26.7 million of capital expenditure, \$6.4 million in borrowing costs and additional operational costs associated with new or upgraded facilities, and \$4.9 million to fund losses related to pausing the indexation of the Federal

Assistance Grants. Detail on expenditure is reported on pages 40-43 of this report.

*Projected revenue, expenses and operating balance*

Revenues and operating results in the annual accounts are reported both inclusive and exclusive of capitals and contributions. In order to isolate ongoing trends in operating revenues and expenses, our analysis of Council's operating account in the body of this report excludes capital grants and contributions. The operating statement summary is provided below:

Operating Statement Summary	Forecast (\$'000)	Actual (\$'000)
Total revenue (including capital grants and contributions)	79,192	86,480
Total expenses	69,443	74,036
<b>Operating result from continuing operations</b>	<b>9,749</b>	<b>12,444</b>
Net operating result before capital grants and contributions	512	956





# REPORTING REQUIREMENTS UNDER OTHER ACTS

## Planning Agreements

*Environmental Planning and Assessment Act 1979 - 93G (5)*

There were no planning agreements in place during the 2017-18 financial year.

## Compliance with the NSW Carers (Recognition) Act 2010

### Educational Strategies

Council will undertake actions to increase awareness of the *NSW Carers (Recognition) Act 2010* in the next year to ensure that its obligations are met.

### Consultation and liaison with carers

Council provides a wide range of services for people with a disability, frail older people, and their carers. In delivering those services Council:

- Ensures home visits are done when carers are available
- Provides carers with respite to attend events/info sessions
- Provides client handbooks
- Regularly renews care plans as directed by the client
- Meets with families/care recipients and carers to develop a work/care plan that includes goals and aspirations that will help sustain the carer in their caring role
- Attaches the 'Charter of Rights and Responsibilities for Community Care' to client hand books.

### Staff who are carers

The policies and codes of practice that guide the way that Council staff work, have been developed to optimise flexibility of working hours while ensuring services to the community are of appropriate timeliness and quality.

Council has a formal Flexible Work Agreement ratified by relevant unions, which allows greater flexibility in terms of starting and finishing times as well as allowing for the accrual of credits due to extra hours worked above standard hours. Staff, including those with carer responsibilities, can then access these credits throughout the year further enhancing flexibility.

## Bushfire Risk Management

*Rural Fires Act 1997 - Division 2 Section 74*

### Managing Bushfire Risk

Council is represented on the Eurobodalla Bushfire Management Committee (BFMC) which comprises of the major land managers and emergency response agencies across the Eurobodalla. This Committee prepares and implements a Bushfire Risk Management Plan (BFRMP) for the area. The current Eurobodalla BFRMP was endorsed by the Eurobodalla BFMC in 2010 and approved by the NSW Bushfire Coordinating Committee in September 2011. This Plan identifies and assesses bushfire risk of the Eurobodalla BFMC area and sets out priorities to address the risk and agencies that are responsible for implementing the Plan.

Annual bushfire risk management programs are developed by the responsible land managers and coordinated through the Eurobodalla Bushfire Management Committee.

### Implementation of the Bushfire Risk Management Plan

For land under Council control and care Council uses methods such as mechanical hand work, slashing, trittering and selective tree management to maintain Asset Protection Zones (APZ) and hazard reduction burning to manage bushfire fuel loads in Strategic Fire Advantage Zones (SFAZ). The Rural Fire Service undertakes this on behalf of Council.

### Activity Report 2017-18

Activities undertaken on land under care and control of Council in accordance with the Bush Fire Risk Management Plan Management Zones and Treatments Register are reported below.

247 hazard reduction sites were treated in accordance with BFRMP Treatment No.4 Mechanical Hazard Reduction maintenance of Asset Protection Zones consisting of:

- 140ha asset protection zone slashing
- 13ha asset protection zone hand clearing
- 1.6ha asset protection zone grooming
- 33.5ha fire mitigation burns.



36  
DIAP ACTIONS  
COMPLETE  
OR ONGOING

Four hazard reduction activities totalling 5.3ha were undertaken using prescribed burning in accordance with the BFRMP Treatment No.8 Monitor and Maintain Strategic Fire Advantage Zones. Hazard reduction burning activities are undertaken by the NSW Rural Fire Service on behalf of Council.

**Avoiding the risk**

Bushfire protection measures are contained in the NSW Rural Fire Service publication "Planning for Bushfire Protection 2006".

Planning for Bushfire Protection is categorised in to several parts to reflect different types of development. Development that is subdivision or a special fire protection purpose (aged care, child care centres, tourist accommodation) is required to obtain approval not just from Council but from the NSW Rural Fire Service. These types of development are reviewed to ensure that there is sufficient separation from the threat, construction standards are adequate and that there is adequate evacuation measures.

Infill development such as new houses or extensions to existing houses is assessed by Council but is also required to provide a bushfire hazard response. This type of development is assessed on the basis of an adequate asset protection zone (APZ or buffer) and construction standards.

All development proposed in a bushfire prone area must comply with the Planning for Bushfire Protection guidelines. Where an alternate solution is proposed, the application must be referred to the NSW Rural Fire Service. Assessment of bushfire risk is in compliance with the Rural Fires Act 1997 and the Environmental Planning and Assessment Act 1979.

247  
HAZARD  
REDUCTION  
SITES TREATED



Liveable communities

# DISABILITY INCLUSION ACTION PLAN

Council's Disability Inclusion Action Plan (DIAP) was adopted by Council in 2017-18 and demonstrates our commitment to people with a disability on improving access to services, facilities and jobs and is also designed to change perceptions about people with a disability.

The table on the next page reports the progress on the implementation of our DIAP.

The Eurobodalla Disability Inclusion Action Plan 2017-21 (the Plan) is Council's guide to meet its requirements under the *NSW Disability Inclusion Act 2014* and continue to improve access and inclusion for people with disability living in our community.

The Plan has four focus areas:

- Attitudes and behaviours
- Liveable communities
- Employment
- Systems and processes

The 2017-21 Plan builds on the achievements of the Disability Action Plan 2006-11 and Disability Action Plan 2012-17. During the past ten years Council has worked hard to achieve more accessible buildings, amenities and access routes, increased awareness and information sharing and greater participation by people with disability through the Disability Advisory Committee and various sunset committees.

The development of the current Plan involved significant community engagement, with detailed surveys sent to Eurobodalla businesses, community groups and people with disability, resulting in 159 completed surveys. From this five focus groups were held with families with children under 14, young people aged 15 to 25, older people aged over 65, members of the Disability Inclusion Advisory Committee and Council staff. A total of 44 people participated in the focus groups, providing a depth of information and ideas to the process.

Council's Plan is incorporated into its Integrated Planning and Reporting process, with all activities recorded quarterly and collated annually.

## Highlights for 2017-18

### Attitudes and behaviours

In 2017-18 Council set out to address 13 actions under the focus area of Attitudes and behaviours. The following is a summary of activities and actions achieved:

- Council's Youth committee currently has a student member with a disability. He is supported to participate fully.
- Council's Creative Arts Services (CAS) worked across the community with services that support people with a disability as well as with individual artists with a disability. These include the Disability Trust, the Dr Mackay Centre's School of Possibilities and South East Arts through the Swell program. In the last 12 months CAS has presented four exhibitions of artwork by artists with a disability, showcasing work from seven individual artists. All creative arts programs are assessed for accessibility and inclusion for audience and participants. This includes sightlines, wheelchair and toilet access as well as the provision of assistance for artists with a disability wishing to enter art prizes and exhibitions. Council has purchased three works by artists with a disability for the permanent art collection.
- Council's Creative Arts Services is working to deliver disability and mental health awareness training to the creative arts industry through their partnership with South East Arts.



## Progress summary

Focus Area	Complete	Ongoing*	On hold	Total
Attitudes and behaviours	3	9	1	13
Liveable communities	6	14	2	22
Employment	-	2	-	2
Systems and processes	2	-	-	2
<b>Total</b>	<b>11</b>	<b>25</b>	<b>3</b>	<b>39</b>

\* Ongoing actions are actions to be completed over multiple years of the Plan.

- Council’s Business Services has provided the five Chambers of Commerce with Good Access means Good Business training and resources, and incorporated inclusion and access as key principles in the Terms of Reference for the Business, Education and Employment forum conducted this year.
- The Disability Inclusion Advisory Committee were briefed on Council’s Community Engagement toolkit and communication resources.
- More images of people with disability have featured in Living in Eurobodalla and Council News during the year and distributed to media for promotions on International Day of People with Disability, volunteering opportunities and the photographic exhibition celebrating the work of a person with a disability.
- Council’s Facebook and Instagram pages have featured an increased number of images of people with disability throughout the year, including promotions for the Queen’s Baton Relay, volunteering opportunities and a feature video about the School of Possibilities Art Group.
- The sections ‘Tips for inclusive engagement’ and ‘Communicating with people with disability’ have been included in the Community Engagement staff toolkit, which is promoted to staff, after consultation with Council’s Disability Inclusion Advisory Committee.
- Council showcased the services of Council’s Community Care and Community Development teams at the Council Life festival held during Local Government Week. In particular, Council’s social enterprise ‘Involve, Revolve, Evolve’ a food, art and craft business. This service employs people with disability, and supplied freshly made morning tea to all visitors to the showcase festival. As part of Council’s commitment to accessibility, event organisers considered accessibility as an important part of this plan, including wheelchair access, disability parking, accessible facilities, and inclusive stalls and activities. These measures ensured the festival was accessible to everyone in our community.
- Council’s online grant application forms and criteria have been updated to address access and inclusion outcomes for all community members including seniors.



## Liveable communities

In 2017-18 Council set out to address 22 actions under the focus area of Liveable communities. The following is a summary of activities and actions achieved:

- Council has undertaken a number of infrastructure projects to improve access and inclusion for people with disability. In addition to ongoing accessibility improvements to amenities, such as picnic tables, bus shelters and toilets, a key highlight this year has been the construction of an accessible outdoor pavilion at the Eurobodalla Regional Botanic Gardens, with an accessible car space adjacent to the new building.
- A hierarchy of standards of parks was developed and is described in the Recreation and Open Space Strategy adopted by Council in February 2018.
- Council undertook access improvements at Captain Oldrey Park, Tomakin toilet block, Malua Bay Community Centre, Ken Rose Park and Corrigans Beach playground. These upgrades are based around the Australian Standard series 1428 "Design for access and Mobility". All new works and designs incorporate accessibility as a mandatory criteria for the designers.
- Hearing loops provided at key locations. The availability of hearing loops in community facilities and halls is currently promoted by signage in Council's facilities where hearing loops exist and are also identified in Council's website page relating to community halls.
- Transition to the National Disability Insurance Scheme (NDIS) was completed for 100% of participants with a disability who use Council's disability services. 135 participants registered, 118 receiving Direct Support services, 81 receiving Support Coordination/Plan Management services.
- Networking with employment agencies who specialise in people with disability resulted in the recruitment of four additional people with disability. Also people who were on disability pensions who have been deemed as no longer having a disability for Centrelink purposes, but who are in fact unable to work in the industries they were once able such as construction and maintenance and who still suffer some level of disability have joined as volunteers. Additionally, two rehabilitation centres have been contacted and are looking to refer people who have been injured and need work experience to enable re-entry to the workforce. The number of people with disability who volunteer increased by six.
- Policies and procedures have been updated to ensure access compliance for our Out-of-School-Hours and vacation care facilities. Discussions with stakeholders has started to investigate the merits of establishing volunteer support for children with disabilities attending outside school hours care.
- All youth week activities were inclusive and one of Council's youth committee members who has a hearing impairment was strongly involved in the running of one of the activities.
- An access audit has been undertaken of Council's Customer Assistance front counter. Of note, there are two disabled car parks on flat ground close to the entrance, with automatic doors for easy access into the building. The front counter area is well lit, contains minimal trips hazards and adequate signage. Counter one of three is at lowered height to accommodate customers who use a wheel chair or who needs to be seated. An accessible toilet is also available in the foyer.

## Employment

In 2017-18 Council set out to address two actions under the focus area of Employment. The following is a summary of activities and actions achieved:

- An audit of inclusive tourism product has been undertaken. A further program is being developed to engage with industry to assist in meeting accessibility criteria for Australian Tourism Data Warehouse listing for accessible tourism. Key outcomes include consultation with the Disability Inclusion Advisory committee to identify key issues. Council is to improve website as part of a Creative Marketing Strategy review, including promotion of inclusive tourism product which will have a dedicated webpage.





- Youth disability employment initiatives in place. Council is currently hosting seven Youth trainees and has commenced recruitment for a further seven to commence in early 2019. One traineeship has been designated for a person with a disability and two of these trainees recruited have identified as being persons with a disability.

### **System and processes**

In 2017-18 Council set out to address two actions under the focus area of System and processes. The following is a summary of activities and actions achieved:

- The Collection Development policy of the library includes sections outlining the acquisition, scope, formats and purposes and management of library materials designed to assist and be used by people with a disability. These include large print, dyslexic font and audio book format. Physical access to library buildings is provided in accordance with appropriate legislation and relevant building standards. This has been audited during the year to ensure ongoing compliance. Staff are trained in provision of service to some areas of disability and this will be expanded in future training programs.
- Council's website is compliant to Level AA Web Content Accessibility Guidelines 2.0 and is accessible to persons of all abilities. Council's website is now compliant with Vision Australia's guidelines pertaining to colour contrast in terms of accessibility for colour blindness and vision impairments.







# GLOSSARY

<b>Acronym</b>	<b>Meaning</b>
<b>APZ</b>	Asset Protection Zone
<b>CIP</b>	Continuous Improvement Project
<b>CMA</b>	Country Mayors Association
<b>COAG</b>	Council of Australian Governments
<b>COPW</b>	Condition of Public Works Report
<b>CSR</b>	Customer Service Request
<b>DA</b>	Development Application
<b>DCP</b>	Development Control Plan
<b>DEEWR</b>	Department of Employment, Education and Workplace Relations
<b>DLG</b>	Department of Local Government
<b>DoHA</b>	Department of Health and Ageing
<b>DoPI</b>	Department of Planning and Infrastructure
<b>EEO</b>	Equal Employment Opportunity
<b>EMP</b>	Estuary Management Plan
<b>EOI</b>	Expressions of Interest
<b>EP&amp;A</b>	Environment Planning and Assessment Act
<b>ESC</b>	Eurobodalla Shire Council
<b>FaHCSIA</b>	Department of Families, Housing, Community Services and Indigenous Affairs
<b>GIS</b>	Geographic Information System
<b>GSAHS</b>	Greater Southern Area Health Service
<b>GST</b>	Goods and Services Tax
<b>IPWEA</b>	Institute Public Works Engineers Australia
<b>IT</b>	Information technology
<b>IWCMS</b>	Integrated Water Cycle Management Strategy (or Plan)
<b>LEP</b>	Local Environmental Plan
<b>LGA</b>	Local Government Authority
<b>LGMA</b>	Local Government Managers Australia
<b>LGSA</b>	Local Government and Shires Association
<b>ML</b>	Mega litres
<b>MLALC</b>	Merrimans Local Aboriginal Land Council
<b>MWH</b>	Megawatt hours
<b>NAIDOC</b>	National Aborigines and Islanders Day Observance Committee
<b>NPWS</b>	National Parks and Wildlife Service
<b>NRM</b>	Natural Resource Management
<b>OHS</b>	Occupational Health and Safety
<b>OSMS</b>	On Site Sewage Management System
<b>POEO</b>	Protection of the Environment Operations Act
<b>REF</b>	Review of Environmental Factors
<b>RFS</b>	Rural Fire Service
<b>RLF</b>	Regional Leaders Forum
<b>RMS</b>	Roads and Maritime Service
<b>S64</b>	S64 Contributions Plan
<b>S94</b>	S94 Contributions Plan
<b>S94A</b>	S94A Contributions Plan Levy Plan
<b>SCG</b>	Southern Councils Group
<b>SEATS</b>	South East Australia Transport Strategy (Inc)
<b>SEPP</b>	State Environmental Planning Policy



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