

Delivery Program

2022-26

Operational Plan

2022-23

Six Month Performance Update July to December 2022

CONTENTS

1. Our sustainable shire celebrates our natural environment and outdoor lifestyles	2
2. Our community that welcomes, celebrates, and supports everyone	13
3. Our region of vibrant places and spaces	41
4. Our connected community through reliable and safe infrastructure networks	55
5. Our engaged community with progressive leadership	64




KEY


Completed	
On Track	
Off Track	
Withdrawn	





1. OUR SUSTAINABLE SHIRE CELEBRATES OUR NATURAL ENVIRONMENT AND OUTDOOR LIFESTYLES


1.1 – MOVE TOGETHER FOR A SUSTAINABLE FUTURE

1.1.1 - Build community awareness of opportunities to live more sustainably

Action	Service	Progress Update	Status
1.1.1.1 Partner with community groups to promote sustainable practices	Environmental Planning and Management	Council is working with various community groups including Southcoast Health and Sustainability Alliance (SHASA), Narooma Oyster Festival and other event organisers and groups to promote sustainable practices. Council also worked with the Batemans Bay and Wagonga Aboriginal Land Councils to reinstate cultural burning practices and training on council managed lands.	
1.1.1.2 Deliver Council led sustainability and environmental education programs	Environmental Planning and Management	During the first six-months: <ul style="list-style-type: none"> •Three plant swaps and 59 bush friendly garden audits have been delivered. •School excursions and workshops were conducted including setting up compost bins, Dam to Tap tours, Tapstar Road Show, Environmentors, Environment Forum, and biodiversity workshops. •Four composting and four worm farm workshops delivered to residents •Collected and processed two cubic metres of banned plastic items from over 20+ local businesses as part of NSW plastics ban •Set up Return & Earn bins at Broulee Public School. 	
1.1.1.3 Advocate to NSW Government for support to assist in addressing barriers to enable further investment in sustainability upgrades for business	Economic Development / Environmental Planning and Management	Council has a draft Electronic Vehicle (EV) Charging strategy to provide direction in response to government initiatives to promote the uptake of destination chargers. A meeting was arranged with other Councils to determine if a consistent approach could be achieved.	



1.1.1.4 Review and engage on Community Garden Guidelines and policy	Community Facilities	The revised policy for Public Land Use by Community Organisations was adopted in October 2022. This policy will underlie a future Community Gardens policy. Updates to the Community Gardens guidelines are being considered in alignment with recommendations from the adopted Climate Action Plan.	
Measure	July to December 2022		
Participation in education programs	Approximately 500 participants		







1.1.2 - Investigate and encourage renewable energy and technologies for Council and the community			
Action	Service	Progress Update	Status
1.1.2.1 Explore emerging technology initiatives that promote sustainable practices and efficiencies such as smart cities solutions and innovative public conveniences	Environmental Planning and Management / Information Technology / Technical Services	<p>Council continues to expand the extensive network of Internet of Things (IoT) monitoring and information transmission equipment it maintains.</p> <p>The recently completed installation of smart crash barriers has led to the innovative use of accelerometers as both crash sensors and as traffic counters. This has not been done before. Information portals such as Ubidots and Opendatasoft continue to be reconfigured to provide a more intuitive display of Council information. Council continues to work with the combined IoT Working Group with Wollongong, Shellharbour, Kiama, and Shoalhaven councils to optimise the use of resources and skills amongst the member councils. This working group has begun to create a catalogue of resources and skills available in the wider group.</p>	
1.1.2.2 Seek Power Purchase Agreement / renewable energy supply for remaining 20% of Council energy usage	Environmental Planning and Management	Renewable energy supply has reduced below 80%. The Bay Pavilion is on a separate LG Procurement power contract, which is outside the scope of Council's current power agreement. Solar opportunities are being investigated for public toilet blocks. Review of energy supply and opportunities at key council facilities is ongoing.	
1.1.2.3 Develop and share community tools and initiatives to assist with informed choices about renewable energy options	Environmental Planning and Management	<p>Council's website has been updated with energy saving opportunities here.</p> <p>A grant offer to deliver a Sustainable Choices program has been accepted.</p>	
1.1.2.4 Develop a Council Electric Vehicle (EV) Strategy	Plant and Fleet/ Environmental Planning and Management	<p>The Electric Fleet Strategy is in the early stages of development. Consultation with internal and external stakeholders continues.</p> <p>It is anticipated a draft will be presented to Council during 2023-24. The project has experienced delays due to resourcing constraints.</p>	


<p>1.1.2.5 Advocate to NSW and Australian governments for further support of Electric Vehicles</p>	<p>Environmental Planning and Management/ Transport</p>	<p>The Electronic Vehicle (EV) Strategy is in the early stages of being drafted. There will be further research and consultation with other areas of Council conducted in the new year. Council took delivery of its first EV in August 2021, a Tesla Model 3 for the Mayor. This will provide valuable data and experience that will inform the EV Strategy.</p> <p>Two EV charging stations are now available at the Bay Pavilions. In addition, Council has been investigating options for charging stations on public lands in the Eurobodalla.</p> <p>The formation of the Climate Change Advisory Committee will provide opportunities to advocate for EV.</p> <p>Council is monitoring for opportunities from the NSW and Australian governments for further support of electric vehicles.</p>	
---	---	---	---

Measure	July to December 2022
Amount of Council's energy supplies via renewable energy	*
Number of tools developed	1

*measure available at year end.



1.1.3 - Facilitate waste management services guided by the strategy and asset management plan			
Action	Service	Progress Update	Status
<p>1.1.3.1 Build, renew, operate and maintain waste landfill sites and transfer stations</p>	<p>Waste Management</p>	<p>Operations at the Surf Beach and Brou Waste Management Facilities and the Moruya Transfer Station are on track with no incidents.</p> <p>The grant funded Bushfire Recovery Landfill Projects at the Surf Beach facility (new cell, onsite wastewater management and an expansion of the organics processing area) and Brou (rezone of land and expansion works) have been extended to be completed by 30 June 2024. Council was successful in advocating to the NSW State Government to obtain the twelve-month extension for the works. The projects are progressing. Council awarded the concept and design services tender for the Surf Beach new cell enabling works (including the organics area expansion) in December 2022. Biodiversity assessment fieldwork, including flora and fauna surveys are continuing at Brou with Aboriginal Cultural Heritage Assessments nearing completion.</p>	
<p>1.1.3.2 Manage kerbside collection and annual hazardous waste collection</p>	<p>Waste Management</p>	<p>Council's new waste contractor Cleanaway Pty Ltd commenced domestic waste collections on 1 October 2022. The transition to the new contract went well with little disruption to the kerbside</p>	





		collection. The kerbside collection of waste, recycling and green waste is progressing as per contractual arrangements, servicing approximately 46,000 bins each week.	
1.1.3.3 Review and update the Eurobodalla Waste Strategy	Waste Management	<p>Council has commenced the review of the Eurobodalla Waste Strategy. The project has experienced delays due to resourcing constraints. It is anticipated a draft will be presented to Council in 2023-24.</p> <p>The Eurobodalla Climate Action Plan includes an action to review the waste strategy. At the inaugural meeting of the Climate Change Advisory Committee meeting in November 2022, committee members were advised on how the committee will assist in the review. The next meeting is scheduled for 9 February 2023.</p>	
1.1.3.4 Partner in regional collaborations and develop strategic partnerships for sustainable waste practices	Waste Management	<p>Council is a member of the Canberra Region Joint Organisation (CRJO) and attends regular Resource Recovery Working Group meetings. Council participates in the CRJO waste education subgroup and collaborates with the CRJO and member councils to deliver waste education and investigate regional grant opportunities to implement waste initiatives. CRJO recently supported council in successfully advocating to the NSW State Government to obtain a twelve month extension to the Environment Protection Authority grant funded Bushfire Recovery Landfill Projects.</p>	
1.1.3.5 Coordinate Clean Up Australia Day activities	Waste Management	<p>Preliminary works have commenced for the Clean Up Australia Day event scheduled to be held in March 2022.</p>	
1.1.3.6 Review waste fees and charges to promote recycling and waste separation	Waste Management	<p>Draft 2023-24 fees and charges have been reviewed. Fees and charges focus on achieving full cost recovery and incentivising recycling and waste separation to divert waste from landfill.</p>	
1.1.3.7 Investigate and manage illegal dumping incidents	Public and Environmental Health	<p>100 customer service requests received and responded to within required time frames.</p>	
1.1.3.8 Advocate to NSW and Australian governments for the integration of climate change and green house gas issues into regional waste strategies	Waste Management	<p>The NSW Government's Waste and Sustainable Materials Strategy 2041 contains a number of targets and actions aimed at reducing greenhouse gas emissions and moving towards a circular economy. The Canberra Regional Joint Organisation (CRJO) recently reviewed its regional waste strategy. The strategy was developed in consultation with the ACT and State governments, and CRJO member councils. The regional waste strategy aligns with State and Federal policy and waste priorities and contains a number of actions that address climate change</p>	

		and greenhouse gas. Council will continue to advocate to the government on climate change and greenhouse gas issues as opportunities arise.	
1.1.3.9 Investigate opportunities for further methane capture and flaring at landfills	Waste Management	Council is reviewing its landfill operations for potential opportunities to increase the size and capacity of existing landfill gas capture infrastructure. In consultation with the Clean Energy Regulator and MRA Consulting, Council is reviewing the possibility of 5-year extension to the existing Surf Beach and Brou landfill gas carbon abatement projects.	
Measure	July to December 2022		
Kerbside collection customer requests attended to within timeframe	100%		
Number of illegal dumping incidents	100		



1.2 – VALUE, PROTECT, AND ENHANCE OUR NATURAL ENVIRONMENT





1.2.1 - Protect and enhance the landscape and biodiversity values of Eurobodalla

Action	Service	Progress Update	Status
1.2.1.1 Finalise and adopt the Biodiversity Strategy	Strategic Planning	The Biodiversity Strategy continued to be prepared. All feedback from initial community and stakeholder consultation undertaken between April and July 2022 has been reviewed and considered. A set of draft high-level actions for inclusion in the strategy have been developed. Council hosted a series of drop-in sessions in October to provide the community an update of Councils progress with the strategy input received to date from the community and stakeholders. The community and stakeholders were provided the opportunity to provide further feedback through the drop-in sessions, an online survey and meetings. An initial working draft strategy has been prepared.	
1.2.1.2 Provide invasive weed management programs	Environmental Planning and Management	Council completed the following weed management programs: <ul style="list-style-type: none"> • Bitou bush control on coastal escarpments between Tomakin and Batemans Bay • African Love Grass control across all Council roadsides • Lantana control across the southern portion of Council's roadsides • Inspections for Boneseed across Long Beach and Wimbie Beach 	




		<ul style="list-style-type: none"> • Serrated Tussock inspections across Bingie with excellent results in this area from our landholders. • A single spray run for Fireweed was completed in late winter, however, there have been multiple germination events this year and it will be difficult to resource the control of Fireweed on Council roadsides and reserves into the future. • Inspections for Cassia and Arum Lily in South Durras • St John's Wort control across Council roadsides and reserves. 	
1.2.1.3 Provide pest management	Environmental Planning and Management	Rabbit monitoring for the north area (Moruya to South Durras) is complete. Rabbit control is mostly complete for the year with control runs completed at Nelligen, South Durras, Moruya, and Moruya Heads. There is ongoing control at Mossy Point and various locations in the northern part of the shire.	
1.2.1.4 Collaborate with South East Local Land Services to promote sustainable and biodiverse aware practices	Environmental Planning and Management	Council continued to work on joint Local Land Services (LLS) projects with Coastwatchers and Eco Crew to implement vital corridor re-vegetation works on private properties and participated in landholder biodiversity workshops with LLS and other stakeholders. Planning for new projects with LLS underway.	
1.2.1.5 Undertake flying fox camp monitoring and deliver community awareness programs	Environmental Planning and Management	Flying Fox monitoring commenced in December 2022 when camps became re-occupied. Planning for community and school education events underway.	
1.2.1.6 Review the Eurobodalla Flying Fox Management Plan	Environmental Planning and Management	Internal review of the Flying Fox Management Plan (FFMP) has been completed and report to Council scheduled 14 February.	
Measure	July to December 2022		
Percentage of complying biosecurity inspections	97%		

1.2.2 - Maintain healthy waterways and catchments by finalising and implementing estuary management plans and monitoring impacts

Action	Service	Progress Update	Status
1.2.2.1 Finalise the Wagonga, Mummaga and Moruya Estuary Coastal Management Plans	Environmental Planning and Management	The Wagonga, Mummaga and Moruya Estuary Coastal Management Plan has been adopted by Council and submitted to the Minister for Certification.	
1.2.2.2 Seek grant funding to prepare the Tomago Spit Management Plan	Environmental Planning and Management	Grant funds not yet secured. Insufficient staff resources to undertake project at this time.	

1.2.2.3 Adopt and certify the Tuross Coila Estuary Coastal Management Plan	Environmental Planning and Management	This Coastal Management Plan (CMP) was semi-completed several years ago but was not certified. Given the time elapsed since its preparation this CMP will require significant updating and additional consultation. It would likely best serve as a "basis" for a new CMP as it will require significant reworking to meet the objectives and requirements of the <i>Coastal Management Act</i> and manual. Presently, an emphasis is on delivery of existing CMP's which means resources will not be allocated to this project.	
1.2.2.4 Undertake estuary health monitoring	Public and Environmental Health	Estuary monitoring continued across the six major estuaries in Eurobodalla. The program will be reduced due to resourcing from January to June 2023. Estuary health data is used to prepare report cards for each of the major estuaries which are available on the Council website and require data analysis and updating.	
1.2.2.5 Seek grant funds and undertake estuary management projects	Public and Environmental Health	Two major grant funded projects to deliver conservation work and education across all the major estuaries are continuing.	
1.2.2.6 Participate in the Beachwatch program	Public and Environmental Health	Continued participation in the NSW Government's Beachwatch program ensures that water quality at 11 popular beaches in Eurobodalla is monitored during the warmer months. Weekly sampling commenced in November and continues through to the end of March with results posted on the Council website each week during this period. Council continues to investigate water quality issues identified at Surf and Caseys Beaches through the Beachwatch program.	
1.2.2.7 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	784 inspections carried out with 95% compliance.	
1.2.2.8 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with NSW Health requirements and Environmental Protection Licences.	
Measure	July to December 2022		
Percentage of complying Onsite Sewerage Management System inspections	95%		


1.2.3 - Work in partnership to provide natural resource management to develop community awareness of environmental opportunities, issues and impacts



Action	Service	Progress Update	Status
1.2.3.1 Assist Landcare and community groups to deliver environmental projects	Environmental Planning and Management	28 Landcare groups and over 300 volunteers have been supported with additional grant funds (sourced externally) to pay for materials and projects. Grant funds were used to engage Landcare volunteers in Aboriginal cultural knowledge training to enhance their knowledge and highlight the importance of Landcare work. A report was presented to Council December 2022 and three new projects were endorsed for Denhams Beach, Long Beach and Moruya South Head Landcare groups.	
1.2.3.2 Seek grants and support to enhance the natural environment	Environmental Planning and Management	Three new grant applications were submitted: Fish Habitat Action program; NSW Environmental Trust Restoration and Rehabilitation program and Stronger Country Communities. Funding received for a new sustainability education program.	
1.2.3.3 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	Council received 543 customer service requests for public and environmental health related matters such as noise, air, land, and water pollution and development compliance	



Measure	July to December 2022
Number of volunteer hours in natural resource management	4,000
Number of groups supported	27
Number of public and environmental health matters responded within timeframe	72%



1.3 – RESPOND TO OUR CHANGING CLIMATE AND NATURAL HAZARDS

1.3.1 - Improve Eurobodalla's resilience to the effects of man-made climate change through the implementation of the Climate Action Plan


Action	Service	Progress Update	Status
1.3.1.1 Design and implement programs for plantings, and or, artificial shading of strategic urban streetscapes, council carparks and playgrounds	Environmental Planning and Management	Council continues to implement planting and shade improvements. Recent plantings include, Clyde Street West adjacent to the playground, Sunshine Bay Road adjacent to the public school, Batemans Bay Watergardens, and plantings in several areas at Gundry Oval. Gundry Playground also had a shade sail installed.	






1.3.1.2 Advocate to the NSW Government to improve the energy efficiency of social housing	Environmental Planning and Management	Advocacy will be considered during the development of the Local Housing Strategy of which a contractor has been engaged to commence.	
1.3.1.3 Facilitate a Climate Change Advisory Group	Environmental Planning and Management	The Climate Change Advisory Committee (CCAC) was established with 15 members and its first meeting completed. Quarterly meetings are scheduled and Council's website has been updated.	

1.3.2 - Manage coastal hazards by implementing coastal and management studies and projects			
Action	Service	Progress Update	Status
1.3.2.1 Finalise and seek certification of the Eurobodalla Coastal Management Plan	Strategic Planning	The Open Coast Coastal Management Plan has been adopted by Council and submitted to the Minister for Certification.	
1.3.2.2 Manage lake openings	Stormwater	Durras Lake and Coila Lake were opened October 2022 as required.	


1.3.3 - Protect communities through developing and implementing floodplain risk management plans			
Action	Service	Progress Update	Status
1.3.3.1 Finalise and adopt the Narooma Flood Risk Management Plan	Strategic Planning	The project is near complete and additional financial resources are not required to finish it. There are insufficient staff resources available to finalise the project at this time.	
1.3.3.2 Seek grants and other funding to mitigate flood risk	Strategic Planning	Council have successfully sought and received a \$100,00 grant from the NSW State Government Coastal and Flood grants team to undertake a Floodplain Risk Management Study and Plan for Batemans Bay.	





1.4 – WORK TOGETHER IN THE MANAGEMENT AND USE OF OUR VALUABLE RESOURCES

1.4.1 - Provide safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy			
Action	Service	Progress Update	Status
1.4.1.1 Build and renew the water supply network	Water Services	Water main renewal jobs completed to date include: <ul style="list-style-type: none"> • Illabunda Drive, Malua Bay • Country Club Drive, Catalina • Lockersleigh Ave, Batehaven • Warbler Crescent, Narooma • Woodbridge Avenue, Moruya • Noble Pde/Amhurst Street, Dalmeny 	

		<ul style="list-style-type: none"> • Evans Road, Tuross Heads • Nelson Parade, Tuross Heads • Ridge Road, Batemans Bay • North Rosedale 	
1.4.1.2 Operate and maintain the town water supply system	Water Services	Operational and maintenance activities undertaken per Council's schedule.	
1.4.1.3 Build and renew sewerage network	Sewer Services	Sewer capital activities completed to date include: <ul style="list-style-type: none"> • Caswell St, Moruya • Bowen St, Narooma • Lakeview Dr, Narooma Sewer renewal activities completed include: <ul style="list-style-type: none"> • 5.5km of sewer mains relined • 200+ property junctions sealed 	
1.4.1.4 Operate and maintain sewerage system	Sewer Services	Operational and maintenance activities undertaken per Council's schedule.	
1.4.1.5 Review the Integrated Water Cycle Management Strategy	Water Services	The Draft Integrated Water Cycle Management Strategy, Strategic Business Plan and 30yr Long-Term Financial Plan is completed. The draft strategy/plans will be presented to Council during February/March, publicly exhibited during April/May and adopted in June/July 2023.	
1.4.1.6 Develop and implement a new integrated water, sewer and stormwater servicing plan for South Batemans Bay CBD	Water Services / Sewer Services / Stormwater	Water hydraulic modelling updated 2022.	

Measure	July to December 2022
Length of sewer mains maintained	568
Number of customers on reticulated sewer	21,374
Number of sewage pump stations and treatment plants maintained	143
Number of sewer spills	12
Number of river offtakes, water treatment plants and pump stations maintained	39
Length of water mains maintained	920km
Number of water customers	21,844
Percentage of water meters replaced	66%
Volume of water treated	862.87ML
Improvement to resilience of the water and sewerage systems	3 permanent standby generators installed


1.4.2 - Increase water security through construction of the Southern Water Supply Storage			
Action	Service	Progress Update	Status
1.4.2.1 Commence the construction of the Southern Water Supply Storage/Dam	Water Services	<p>Works progressed and included:</p> <ul style="list-style-type: none"> Tuross River Intake Pump Station (TRIPS) construction complete. Awaiting delivery of one electrical component to allow for commissioning and contract completion (delayed due to supply chain issues). Storage contract awarded. Site setup and preliminary works underway. Project anticipated to be completed in 2024-25 Financial year. 	
Measure		July to December 2022	
Percentage of dam complete		0.05%	




1.4.3 - Provide opportunities and incentives to encourage responsible use of resources by the community and at Council			
Action	Service	Progress Update	Status
1.4.3.1 Promote and issue rebates and incentives to help conserve water and energy	Water Services	<p>Council continued to offer rebates and incentives to help conserve water and energy at homes and businesses:</p> <p>During the six months 125 washing machine rebates and 32 Dual flush toilet rebates were issued.</p>	
1.4.3.2 Provide treated effluent for reuse in the community	Water Services	Treated effluent supplied for re-use at Catalina Golf Course, Hanging Rock Sports Fields, Moruya Golf Course, Moruya High School playing field, Moruya Riverside Park, and Tuross Golf Course	
1.4.3.3 Continue to lower energy usage through solar, lighting upgrades and maintenance works to improve energy efficiency at Council facilities	Environmental Planning and Management	An Audit of 27 Council facilities with solar is underway to develop ongoing maintenance program. Delays being experienced due to resourcing constraints.	
1.4.3.4 Continue to improve energy security for key water and wastewater assets	Water Services	<p>Permanent standby generators installed at the Bodalla, Tuross and Batemans Bay sewage treatment plants (STPs). Generators to be installed at the Tomakin, Moruya and Narooma STP's during their scheduled augmentations.</p> <p>Permanent standby generators are planned for the Northern Water Treatment Plant and Deep Creek Dam Pumping Station. Generator to be installed at the Southern Water Treatment Plant during scheduled plant replacement.</p>	
Measure		July to December 2022	
Number of water rebates issued		157	



2. OUR COMMUNITY THAT WELCOMES, CELEBRATES, AND SUPPORTS EVERYONE

2.1 – ACKNOWLEDGE OUR BEGINNINGS, EMBRACE OUR DIVERSITY






2.1.1 - Acknowledge and involve the traditional custodians of Eurobodalla and deliver the outcomes of the Aboriginal Action Plan

Action	Service	Progress Update	Status
2.1.1.1 Coordinate the Aboriginal Advisory Committee and associated projects	Community and Cultural Development	The Aboriginal Advisory Committee met on 1 August and 7 November. The meetings provide opportunity to acknowledge and involve the traditional custodians of Eurobodalla in the delivery of the Aboriginal Action Plan and other council and community development projects. Actions arising from the meetings and associated projects include participation in Council’s community Biodiversity consultation and submissions to Council’s Biodiversity report. Engagement in workshops to develop a checklist to guide Effective Project Stakeholder Engagement with the Aboriginal and Torres Strait Islander community. Consultation was undertaken with Council teams regarding Batemans Bay Waterfront, Observation Point, Coastal Headlands Walk, duplicated named suburbs, Y-Drive car signage and the Malua Bay Beach Reserve Masterplan. Mental health concerns were a focus following suicides in the community, with discussion regarding availability and access to mental health and wellbeing programs for community to address the situation. Community development activities included repairs to the Bodalla bus shelter and support for the development of a community space and work shed for the Mogo community. Communication occurred with NSW Infrastructure regarding the new regional hospital build and the budget for Aboriginal art projects including design element of spaces, wayfinding signs and language displays. Support was provided to community-based activities such as the cultural burn for the new hospital site,	





		Red Dust Healing program, cultural healing programs, Grand Pacific Health plans to amend policies to allow healings outside and Monash University Working Group for the Fires to Flourish program. Acknowledging our beginnings and embracing our diversity, the Committee provided support and cultural advice to the Moruya Business Chamber for their Moruya walk and plaque for Sydney Cove Ship wreck project.	
2.1.1.2 Collaborate with Aboriginal Elders, leaders and representatives	Community and Corporate Leadership	<p>Council continues to collaborate with Aboriginal Elders, leaders and representatives through the Aboriginal Advisory Committee and engagement on key projects including Batemans Bay Waterfront and Observation Point Interpretation Plan and a heritage conservation area for the Brierley's Boat Ramp.</p> <p>A project is underway to install an additional flagpole at Council's administration building to permanently display the Torres Strait Islander flag alongside the Aboriginal, Australian and New South Wales flags.</p>	
2.1.1.3 Develop and promote Aboriginal contacts and protocols including welcome or acknowledgement to Country	Community and Cultural Development	The Aboriginal Advisory Committee supported the development of a community report and checklist to aid Council and community to implement Effective Project Stakeholder Engagement with the Aboriginal and Torres Strait Islander Community. Work on Council's Aboriginal Protocols and Guidelines document occurred with a draft document tabled at meetings of the committee. Work continues to be undertaken to finalise this document. The Dhurga Language Timeline display and supporting brochures were used to acknowledge our beginnings, embrace diversity, and recognise the traditional custodians of Eurobodalla at Council's diversity training workshops and NAIDOC Week celebrations. Local Aboriginal Lands Councils and the Aboriginal Advisory Committee were consulted to help implement appropriate cultural protocols for Welcome and Acknowledgement to Country, supporting significant community events and activities to open with a Welcome to Country and where appropriate a smoking or dance ceremony.	
2.1.1.4 Provide cultural awareness programs for staff and councillors	Workforce Development	Council completed the 2022 roll-out of Cultural Diversity training for all staff – with 324 completing the training across July to September 2022. 406 staff, or 73%, of our staff have completed the training in total. This is an important initiative in our Aboriginal Action Plan 2020-2024.	



		We are planning further workshops in the second half of the year for new staff, and staff who have not yet been able to participate.	
2.1.1.5 Celebrate NAIDOC Week with events, activities and grant opportunities	Community and Cultural Development	<p>Council was a partner organisation in the development and delivery of the first Mogo Big Day Out Family Fun Day event held during NAIDOC Week. An estimated 1,000 people attended across the day enjoying an inclusive, engaging, free cultural celebration of our diverse community. Service organisations that attended reported a positive feel from community stating "Elders were thankful for the service and the lay out of the event". 30 local services were able to engage with and meet community members, sharing and celebrating the NAIDOC message. The event provided an opportunity for people to learn about local Aboriginal and Torres Strait Islander culture with highlights including a traditional opening ceremony with Welcome to Country, flag raising, smoking and traditional dance ceremony. Activities and performances included local Aboriginal artists and groups with access to local support services, shuttle buses, food, music, games, activities, give-aways, rides, and demonstrations.</p> <p>Council's annual NAIDOC Week Flag Raising Ceremony was held in the Council courtyard to an audience of over 80 people. The event included an address from Councillor Worthington, a Welcome to Country performed by Bunja Smith, Vice Chair of the Aboriginal Advisory Committee, a cultural dance and smoking ceremony performed by Muladha Gamara, and a performance in Dhurga language by year five students from Moruya primary.</p> <p>Council's annual NAIDOC Week Community Grants program funded three local organisations to celebrate/acknowledge NAIDOC Week through a NAIDOC football game with game day jumpers designed by a local Aboriginal artist, a Welcome to Country and activities for children during the week. A Cuppa and Chat event in Central Tilba provided an opportunity for cross cultural yarnning, and a NAIDOC Community BBQ and Games Day featuring Welcome to Country, talks from Elders, games, and cook-off for kids.</p>	
2.1.1.6 Engage with Aboriginal community in best interpreting Aboriginal cultural heritage in settlements and key destinations	Strategic Planning	<p>Implementation continues for the Batemans Bay Waterfront and Observation Point Interpretation Plan with content produced, final signage design and mural design complete.</p> <p>Work continues in collaborating with NSW State Forests on the development of an interpretation</p>	

		plan for Mogo and Narooma Trails. Planning Proposal 20 has been prepared to create a new Heritage Conservation Area for the Brierley's Boat Ramp area including proposed interpretative signage.	
Measure		July to December 2022	
Number of meetings of the Aboriginal Advisory Committee		2	
All staff and Councillors have undertaken cultural awareness training		73	
Number of activities and grants fully subscribed		3	

2.1.2 - Manage and promote our natural, cultural, and historical heritage identity guided by the Heritage Strategy			
Action	Service	Progress Update	Status
2.1.2.1 Coordinate the Heritage Advisory Committee and associated projects	Community and Cultural Development	The Heritage Advisory Committee met and selected the award winners for the Fergus Thomson OAM Heritage Award nominations. These were forwarded to the Council for awards. The committee recommended some amendments to the Heritage Strategy. The committee has agreed upon an updated program.	
2.1.2.2 Provide heritage advice	Community and Cultural Development	Council's heritage advisor provided advice on 14 occasions related to Local Heritage Community Grants and development applications.	
2.1.2.3 Promote the shire's rich heritage through the Fergus Thomson OAM Award	Community and Cultural Development	The Fergus Thomson OAM Heritage Award nominations were open from 5 September until 21 October 2022. Several very commendable nominations were received. At its meeting on 9 November, the Heritage Advisory Committee recommended to the Council for an award and certificates of merit awards for several projects.	
2.1.2.4 Investigate opportunities to celebrate and showcase our Indigenous heritage	Community and Cultural Development	Council conducted a targeted workshop with the Aboriginal community and tourism providers as part of the development of the Destination Action Plan and will continue to engage over a series of workshops planned for February. Work continues on the early scoping phases of interpretation and signage plans for Mogo Trails, Narooma Trails and the Coastal Headland Walk. The focus of the interpretation plans being to develop a process to work with Aboriginal stakeholders on opportunities to celebrate and showcase indigenous heritage.	
2.1.2.5 Review the Eurobodalla Heritage Strategy	Community and Cultural Development	A review of the Eurobodalla Heritage Strategy has been raised at Heritage Advisory Committee meetings. Early input has been requested from the committee. This project has been referred to a workshop of the committee members, the	





		architectural heritage adviser, and the museum's advisor in mid-February 2023.	
Measure		July to December 2022	
Number of meetings of the Heritage Advisory Committee		1	
Number of heritage advice sessions		14	


2.1.3 - Provide services that meet changing community needs and celebrate our diversity			
Action	Service	Progress Update	Status
2.1.3.1 Provide support services for seniors and their carers	Community Care	Council continues to provide community transport, respite and social support services under the grant funded Commonwealth Home Support Program (CHSP) and individual Home Care Packages (HCP) to eligible seniors. Staff shortages have hampered the service's ability to accept additional HCP clients for support. Sector support activities include attendance at Health Expo late last year; preparation for the creation of a 'healthy end of life' sub-category in the Community Directory; commencement of the moderator role for the on-line 'Community of Practice' for CHSP services.	
2.1.3.2 Facilitate citizenship ceremonies	Community and Corporate Leadership	Council has held two Citizenship ceremonies this year, with 15 residents obtaining Australian citizenship. Invitations have been sent to 18 residents for the next ceremony.	
2.1.3.3 Provide Families Week activities	Children Services	Planning has been finalised and events are scheduled for advertising on the web. Families Week activities will occur between 15-21 May 2023.	
2.1.3.4 Coordinate Youth Week events	Youth Services	Council's annual Youth Week Community Grants program for 2023 opened on 12 September and closed 31 October 2022. Youth Week 2023 will be celebrated between 20 to 30 April. Nine applications were approved for funding, totalling \$5,400. Funding will assist community led activities and services that will support our community to meet the changing needs of our young people and celebrate diverse opportunities including supports to host a regional swimming carnival, training for volunteers to become qualified sport trainers, purchase of marquees for sport carnivals, sports and canteen equipment for schools to promote healthier lifestyles, and creative art workshops to build confidence, teamwork and social engagement.	


		Council received funding from the NSW Department of Communities and Justice to support Youth Week events for 2023. Council have also commenced planning for another Battle of the Bands community music event scheduled for 22 April.	
2.1.3.5 Deliver Children's Week activities	Children Services	Council facilitated five activities for the community to celebrate National Children's week in October with 295 attending across the week, involving 95 families and 13 local services. Council also engaged with 17 community organisations and groups during the week. To end the week Council facilitated 3 performances of The Gruffalo live on stage, with 1,046 tickets sold. The activities included nature discovery walks, scavenger hunts, outdoor storytelling, sing and grow sessions, and the annual Children's Week Fun Day.	
2.1.3.6 Provide grant opportunities for community groups to celebrate their diversity	Community Care	Council's annual Community Grants program was conducted, with Seniors Week Festival, Healthy Communities and Youth Week Grants opening on 12 September and closing on 31 October. 43 applications were received, of these 39 were assessed by a review panel as meeting the program requirements. The review panel recommended that 35 eligible applicants be allocated grant funding, totally \$18,912. The successful grants will provide opportunities for our community to develop creative skills, provide engaging opportunities for youth, train volunteers to become qualified coaches, host social and inclusive cultural awareness events, cover transport costs, conduct health and wellness seminars, and purchase equipment to improve access and service delivery.	




Measure	July to December 2022
Number of seniors supported	160
Number of Direct Support Workers	24
Number of direct service hours provided	10,455 hours
Number of senior services volunteer hours provided	893 hours
Number of Citizenship ceremonies held	2
Youth week program attendance	0

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

Action	Service	Progress Update	Status
2.1.4.1 Coordinate the Youth Committee and associated projects	Youth Services	<p>60 young people attended five Youth Committee meetings between July and December, including a combined Workers with Youth Network meeting which attracted 42 people (15 youth and 27 adults). 22 associated youth led projects reaching 593 young people across Eurobodalla were supported by the Youth Committee.</p> <p>During the meetings the committee engaged in planning for RUOK Day activities, work shopped the Draft Youth Action Plan, consulted on several of Council's strategic and community plans including Disability Inclusion Action Plan and Biodiversity. The committee also:</p> <ul style="list-style-type: none"> • Planned for October mental health month with events and activities during school holidays and a month-long radio and social media promotional campaign to raise awareness of youth mental health. • Planned for the 2023 Youth Against Domestic Violence Community Colour Run • Participated in White Ribbon Day BBQ event • Supported Lovebites training programs for schools - a program focused on building healthy relationships. 	
2.1.4.2 Manage Youth Cafes and outreach services	Youth Services	609 young people attended Narooma Youth Cafe from July to December. 23 volunteers gave 88 hours of their time, including preparation of 681 meals and 70 + activities at the cafe. A vehicle has been ordered to support a structured outreach model to communities across the shire.	
2.1.4.3 Provide the Y-Drive project	Youth Services	28 volunteer mentors support 116 learners to build driving hours and provide literacy support to pass the Learners test. They drove 34,537km and registered 1450 logbook hours during their 810 driving sessions. They have driven 35,537km and logged 1514 hours. 19 learners passed their provisional licence, and 16 pre-learners obtained their learner licence. A fifth Y drive vehicle has been ordered to keep up with the driving demand. 11 participants attended Safer Driver Course.	
2.1.4.4 Provide youth employment opportunities at Council through the apprenticeship and traineeship program	Workforce Development	Council has revitalised its Youth Employment Training Scheme (YETS) and recruited for the 2023 program. The changes to the program are designed to create valuable and highly sought-	

		<p>after career opportunities for Eurobodalla's youth by providing varied and clear career pathways.</p> <p>From 2023, we will be:</p> <ul style="list-style-type: none"> • Taking fewer trainees on with increased remuneration • Offering them a 2-year Cert IV Business traineeship • Rotating them through four aligned business areas • Introducing a mentorship program made up of previous YETS trainees and emerging supervisors • Implementing group projects in their 2nd year to enable other parts of the organisation to access their skills and time <p>We have recruited three of the four Youth Business Traineeships for 2023, and we have rolled over a current 2022 Trainee to a second year to complete a Certificate IV Business Traineeship in 2023. We have re-commenced recruitment for the fourth trainee position.</p> <p>Over the first half of 2022-23, Council has:</p> <ul style="list-style-type: none"> • Provided ongoing training and support to 23 continuing water industry, civil construction, civil construction plant operations, mechanic, horticulture, electro-technology and fitter/machinist trainees and apprentices; • Supported a further 5 in successfully completing their traineeships/apprenticeships. 	
2.1.4.5 Finalise and adopt the Youth Action Plan	Youth Services	<p>Council's Draft Youth Action Plan 2023-2028 has been reviewed internally via meetings and team sessions. The draft plan was workshopped with the youth sector via the Workers With Youth Network and Councils Youth Committee, including a joint sector and youth committee meeting in December.</p>	
Measure	July to December 2022		
Youth café attendance	609		
Number of licences achieved via Y drive	35		
Number of youth apprenticeships and traineeships offered	5		


2.1.5 - Support people with disability and their carers and implement the Disability Inclusion Action Plan			
Action	Service	Progress Update	Status
2.1.5.1 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	<p>The committee has met twice during the period. Items discussed include:</p> <ul style="list-style-type: none"> • The All-Abilities Expo 	


		<ul style="list-style-type: none"> • Fishing platform/viewing area in Batemans Bay. • An update on progress for the Eurobodalla Regional Hospital • The Sensory Garden to be built at the Botanic Gardens • The installation of beach mobility mats at seven patrolled beaches in time for the summer holidays. 	
2.1.5.2 Provide support services for National Disability Insurance Scheme participants	Community Care	6,829 community and individual support services were scheduled for the July 2022 to December 2022 period, however 2,169 services were cancelled due to critical staff shortages. Community support services were redeployed to cover 24-hour staffing requirements for three supported independent living homes and critical services for clients living in the community with complex support needs.	
2.1.5.3 Deliver disability awareness training for Council staff and Councillors	Workforce Development	Due to availability challenges of our nine Councillors, we had to postpone the Disability Confidence Training for Senior Leaders training we had scheduled in August 2022. This will be completed in early 2023. This training is designed to help build upon Council's inclusive culture and grow awareness of the value of inclusive behaviours and attitudes. It is also part of our Disability Inclusion Action Plan. Council continued to roll out the Equal Employment Opportunity (EEO) e-learning package to all new joiners with 64 staff completing this training across the first half of the year.	
2.1.5.4 Support people with disability to participate in community arts and recreation programs	Community and Cultural Development	Involve Eurobodalla support National Disability Insurance Scheme participants to participate in community arts and recreation programs. Involve Eurobodalla coordinate a Monday and Tuesday friendship group and a cooking and garden program. Due to staff shortages 50% of group services were cancelled during the first half of the year. From September 2022 Involve Eurobodalla partnered with independent NDIS support providers to adequately staff the Monday and Tuesday friendship group and the gardening group. Since September 2022 the Monday and Tuesday friendship group and gardening group ran as scheduled stopping only for the Christmas group program closure. Cooking group continued to be affected by critically low staffing levels with cancellations of the service between September and December 2022.	




Measure	July to December 2022
Number of NDIS participants supported	120
Number of direct service hours provided	22,440 hours
Number of direct support workers	33

2.2 – ENCOURAGE COMMUNITY SPIRIT AND ENABLE HEALTHY LIFESTYLES







2.2.1 - Strengthen community spirit through community development initiatives

Action	Service	Progress Update	Status
<p>2.2.1.1 Provide volunteering opportunities through various programs and promotion of the Eurobodalla Volunteer Guide</p>	Various	<p>Council values the efforts of its volunteers across several programs including:</p> <ul style="list-style-type: none"> •The Basil Sellers Exhibition Centre (Bas) has a support network of 40 volunteers who undertake gallery minding and information duties, event and deinstallation support. Three volunteer inductions are held each year and each exhibition has a volunteer and staff artist talk as part of permanent programming. Weekly updates ensure all volunteers are up to date with current exhibition, event and safety information. • Volunteers for Bushfire Recovery included the Coordinaire (Primary Health Network) funded program commenced February 2021. The aim of the program was to actively make a positive difference to the health and wellbeing of our bushfire impacted communities. The program ended December 2022, successfully achieving program outcomes: <ul style="list-style-type: none"> -volunteers supporting participants via 798 contact hours and 290 phone calls /text messages in addition to monthly group activities from July to December 2022. -an increased number of community members actively volunteering. -volunteers and participants feeling more confident and involved in their community. -volunteers and participants feeling happier. -volunteers and participants reporting they were more active than a year prior. -activities undertaken included home visits, library events, library study group, wellbeing with horses, art for wellbeing online workshop, trivia night, walks, lunches, coffee outings, home visits, drumming workshop, 'Train your Brain' workshop participation, gardening, yoga, bush and beach walks, quilting and sewing and 	

		<p>knitting group participation, mindfulness nature walking and more.</p> <ul style="list-style-type: none"> •Social Support groups volunteers have assisted the groups to attend various outdoor activities including a guided walk of the Botanic Gardens, high tea at Nelligen gardens and a cruise along the Clyde River on the Merinda Princess. •Social Support Individual Services have had over 30 volunteers who continue to work tirelessly to help take clients shopping, attend medical appointments, pay bills, and enjoy a cuppa and a chat. 617.5 hrs of support were given by our volunteers to assist with social support of individuals. •Community Transport had two successful volunteer inductions, onboarding five new and another induction is booked in for January 2023. The volunteers enjoyed the end of year Christmas celebration at Club Malua. With trip requests increasing for Community Transport, we hope to increase our volunteer numbers in 2023. •Ydrive had 28 mentors support 116 learners to build driving hours and provide literacy support to pass the Learners test. They drove 34,537km and registered 1450 log book hours during their 810 driving sessions. Mentors also drove 256 hours to and from the driving sessions. •Youth Café supported 609 young attendees by 23 volunteers who gave 88 hours of their time, including preparation of 681 meals and 70 + activities •Youth Committee met five times with 60 young people attending the meetings, and 22 associated projects reaching 593 young people across the Eurobodalla. 	
<p>2.2.1.2 Coordinate the community grants program including Healthy Communities Grants</p>	<p>Community and Cultural Development</p>	<p>Council’s annual Community Grants program was conducted, with Seniors Week Festival, Healthy Communities and Youth Week Grants opening on 12 September and closing on 31 October. 43 applications were received, of these 39 were assessed by a review panel as meeting the program requirements. The review panel recommended that 35 eligible applicants be allocated grant funding, totally \$18,912. The successful grants will provide opportunities for our community to develop creative skills, provide engaging opportunities for youth, train volunteers to become qualified coaches, host social and inclusive cultural awareness events, cover transport costs, conduct health and</p>	






		wellness seminars, and purchase equipment to improve access and service delivery.	
2.2.1.3 Conduct Local Heroes Award	Community and Corporate Leadership	Local hero awards will be conducted during Volunteer's Week 2023.	
2.2.1.4 Provide an up-to-date Community Directory	Community and Cultural Development	The directory has 900+ listings. Work is underway to update software and website used for the directory to provide a more flexible and user-friendly platform.	
2.2.1.5 Promote and facilitate activities and events that connect community and respond to wellbeing needs	Community and Cultural Development	<p>In partnership with Katungul, Local Health District, Coordinaire and Primary Health District, Council supported the promotion and facilitation of a Red Dust Healing Program session in Moruya, a cultural burn on site for the new regional hospital and engaged in the Mogo Men's Yarning Circle.</p> <p>Council:</p> <ul style="list-style-type: none"> - Promoted and facilitated activities and events through the Workers With Youth Network, Euro Farmers, Eurobodalla Jobs and Training and Eurobodalla Youth Networks, including social occasions, training programs, community awareness activities around domestic violence and mental health. - Facilitated two Workers with Youth Network meetings to connect people responding to and providing services and supports to youth. - Facilitated five youth employment stakeholder meetings with 61 youth and community service providers to respond to education, employment and wellbeing needs of young job seekers and students. - Promoted/facilitated 28 activities and events reaching 324 young people in response to social and wellbeing needs including six arts as therapy workshops and a junior jobs drive. - Developed and implemented a month-long youth mental health awareness campaign using social media and radio. - Provided funds for the development and distribution of the youth Street Smart Handbook and Koori Kids NAIDOC Week school packs for local school students. - Helped promote and facilitate a community walk against homelessness, a pool party promoting messaging around the impacts and facts of alcohol and drug use. 	



Measure	July to December 2022
Number of volunteers	51
Grants program promoted and fully allocated	100%



2.2.2 - Provide and manage quality community facilities to meet the needs of the current and future communities			
Action	Service	Progress Update	Status
2.2.2.1 Provide, maintain and renew community halls	Community Facilities	Council undertake six monthly reviews of council facilities to comply with both the National Construction Code and Aus 1428 - Design for access and mobility. Council facilities team is on track for providing community facilities that meet the expectations of the hirers and are looking at future communities so that we can promote an active and healthier lifestyle within Eurobodalla Shire.	
2.2.2.2 Prepare an action plan to increase use in community halls	Community Facilities	Council resources have focussed on the roll out of the online booking system for community halls to enable users of halls an enhanced booking service and assist in increased usage. Action plan pre-work has completed, including a draft project proposal, however resources will continue to focus on finalising the online booking system upgrade.	
2.2.2.3 Provide, maintain and renew the network of public toilets	Community Facilities	Public Toilet strategy incorporating renewal, maintenance and cleaning is to be developed this year. Multiple divisions of Council are working together to develop a standard design that can be implemented for the proposed plan, meeting current community needs and with a focus on greater accessibility. Design of Malua Bay amenities is finalised and construction to commence early 2023.	
2.2.2.4 Provide, maintain and upgrade Council cemeteries	Community Facilities	Burials prepared as required with all completed paperwork submitted, including: <ul style="list-style-type: none"> • 35 burials • 15 inurnments. 	
2.2.2.5 Provide a Council facility booking service	Community Facilities	Facility bookings went online to seasonal and regular hirers on 16 September 2022. To date we have 260 active bookings with 168 individuals registered to use the system.	
2.2.2.6 Manage the Bay Pavilions	Community Facilities	The Bay Pavilions had 25,806 visitations to December. During this time, memberships reached 1,414 and learn to swim reached 912. Theatre visits were, 2791 with 78% of attendances coming from the local catchment area, and 22% outside. The Bay Pavilions provides 144 part-time and full-time employment opportunities to local residents. Council have partnered with Training Services NSW and Royal Life Saving Australia to deliver funded swim teacher and lifeguard training which has increased our capacity to deliver programs.	

Measure	July to December 2022
Number of burials and inurnments	50
Number of bookings for recreation and community facilities	5,829


2.2.3 - Plan for, and deliver safe and accessible recreation opportunities, guided by the Recreation and Open Space Strategy and asset management plan


Action	Service	Progress Update	Status
2.2.3.1 Provide, maintain and renew recreation facilities	Recreation	Recreational facilities are being renewed on an ongoing basis as funds become available.	
2.2.3.2 Implement Bill Smyth Oval Masterplan including second field construction	Recreation	<p>The new multisport court and carpark at Bill Smyth Oval, funded by the Local Roads and Community Infrastructure program, is now complete.</p> <p>Design and construction of the second field expansion at Bill Smyth Oval will be delayed from original scheduling. Due diligence undertaken as part of the design process has resulted in advice from the contracted archaeologist that an Aboriginal Heritage Impact Permit (AHIP) will be required for this project. This requirement is likely to add approximately 12 months to the delivery of this project. Further consultation and design will continue in parallel with and after the AHIP process. Indicative construction will now likely be spring 2024.</p>	
2.2.3.3 Liaise with local sporting clubs to create strategic plans in developing long-term sustainability in sport	Recreation	Work continues with clubs via the Euro 5 Star sports incentive program. One successful application has been received.	
2.2.3.4 Review fees and charges for use of community and recreation assets to promote sustainable usage	Recreation	Preliminary work on a new fees and charges structure completed and revised structure and fees will be placed on public exhibition (with all Council fees and charges) approximately May, for adoption by 30 June 2023.	
2.2.3.5 Seek grants and other funding to sustain and improve recreation facilities and reserves	Recreation	<p>Council has been active in pursuing grants for recreation facilities and reserves. Grants awarded from applications submitted since June 2022 include:</p> <ul style="list-style-type: none"> • \$2.34 million towards redevelopment of Hanging Rock field 3 to cater for soccer, AFL, cricket and athletics with a new amenities building, carparking and pedestrian access. • \$272,013 towards the upgrade of the Malua Bay Beach Reserve toilet facility 	





		<ul style="list-style-type: none"> • \$256,250 towards reconstruction and sealing of the Batemans Bay BMX track carpark and footpath access to the clubhouse • \$25,000 towards shade sails for the Durras Playground <p>Advocacy documents are under preparation for high priority identified recreation developments including:</p> <ul style="list-style-type: none"> • Narooma Swimming Centre upgrade (as identified in Plan of Management) • Moruya Pool works (operational upgrades/renewals) • Recreation site safety improvements (primarily lighting and fencing) • Youth recreation upgrades (primarily skatepark renewals and upgrades) • Mogo Artisans Centre (carpark and access works in support of community funded artisanal facilities). 	
2.2.3.6 Develop a hierarchy of inclusive standards for parks	Recreation	The classification hierarchy for parks is detailed in the current Recreation and Open Space Strategy 2018 (ROSS). While informal guidelines exist in relation to inclusive standards for parks, these will be formalised as part of the next iteration of the ROSS to allow for appropriate consultation and adoption.	
2.2.3.7 Manage the contract for Moruya and Narooma aquatic facilities	Recreation	There was a smooth transition of the management of the Narooma and Moruya pools to Aligned Leisure. All operational issues have been addressed and operations are progressing smoothly. There have been requests to provide more squad training facilities at Moruya which is being worked through. Some of the issues include trained coaches, time slots for squad training and opening the pool longer hours. Learn to swim enrolments as of December were 441 for Moruya and 2219 for Narooma.	
Measure	July to December 2022		
Visitation numbers at swimming pools	104,716		
Funding secured for recreation infrastructure	\$2,893,263		

2.2.4 - Work in partnership to improve local and regional health services			
Action	Service	Progress Update	Status
2.2.4.1 Advocate for improved health services	Community and Corporate Leadership	The NSW Government continue to progress the new Eurobodalla Hospital. Council is continuing to work with the Government on planning and infrastructure requirements.	
2.2.4.2 Work with NSW government to maximise outcomes for the Eurobodalla Regional Hospital	Community and Corporate Leadership	Council continued to advocate to the NSW Government to fund the Eurobodalla Regional Hospital projects.	

2.3 – PROVIDE RICH LEARNING OPPORTUNITIES AND EXPERIENCES

2.3.1 - Work in partnerships to improve educational opportunities			
Action	Service	Progress Update	Status
2.3.1.1 Collaborate with stakeholders to advocate for and address local educational needs	Community and Corporate Leadership	<p>Council continues to collaborate closely with TAFE NSW and the University of Wollongong to support educational programs and students at the Batemans Bay campus. TAFE NSW's new Connected Learning Centre is supported by the Batemans Bay Library to students.</p> <p>Council continues to advocate for reinstatement of early childhood qualifications to be provided face to face at Moruya Campus and University with the University recently providing extra placements for Early Childhood Education undergraduate degrees. Council is also working in partnership with education providers, charities, services and local infrastructure projects to develop focused qualifications and job pathways for local jobseekers for the skills required for project implementation including the new hospital and the Bay Pavilions.</p>	




2.3.2 - Provide quality library services, programs and resources, as identified in the Eurobodalla Library Strategic Plan			
Action	Service	Progress Update	Status
2.3.2.1 Provide lending collections, reference, information and online services	Libraries	<p>The Libraries provide access to computers, technology, databases, regular programming and physical and digital collections.</p> <p>During this period:</p> <ul style="list-style-type: none"> • 55,706 people visited our libraries • 73,420 physical items were borrowed • 748 new members joined the library 	


		<ul style="list-style-type: none"> • Staff assisted with 21,683 customer information and technology requests • 1,0406 eBooks, 14,660 eAudio books and 3,452 eMagazines were downloaded. 	
2.3.2.2 Explore options for creating a home library service	Libraries	Plans for the introduction of the Home Library Service are progressing well with the Home Library Risk Assessment document completed and submitted. Documentation, policies and procedures have all now been created. Costings and operational models are being reviewed.	
2.3.2.3 Seek opportunities to increase the use of technology to support organisational efficiencies	Libraries	<p>The Eurobodalla Libraries new mobile app is now available for download. The app is designed to simplify communication between our libraries and members.</p> <p>It also enables members to receive fully personalised library services on their smartphones or tablets. Through the app, users can access their library account and favourites, search the catalogue, receive push notifications from the library, access information about what's on, and book to attend events.</p> <p>Libraries provide continued education and support for patrons to use cashless options for printing and photocopying.</p>	
2.3.2.4 Improve ability to track and manage collection items throughout the library including easier and faster loan and return, stock taking and materials handling	Libraries	<p>Work continues in Libero the Eurobodalla Libraries management system (LMS) to improve the quality of the data held and the management of library stock. The new maintenance schedules of monthly, quarterly, and annual tasks have been created and are working well to assist in increased data integrity. Tasks include:</p> <ul style="list-style-type: none"> • Deleting unused authorities • Selective Indexing • Data Keychecks • Member data checks • Tidying up member contact details, • Changing member localities to make it easier for the collection of statistics • Adjusting the overdue process so it aligns with the emailed notices being sent out • Removing legacy and out-of-date data. 	
2.3.2.5 Deliver programs that improve skill in financial and health literacies, living sustainably and general wellbeing	Libraries	Eurobodalla Libraries visitations are up 42% and borrowing is up 25% compared to the same period last year. A broad range of library events during the summer months and school holidays were provided with most activities at capacity. Year to date, libraries have delivered 439 events and programs with over 3,630 people attending.	

		<p>This is an increase of 65% compared to the same period last year and some highlights include:</p> <p>Financial and Health Literacies:</p> <ul style="list-style-type: none"> •Service NSW & Centrelink monthly drop-in-information sessions. •Monthly Brain Games sessions at all locations including two special brain games sessions – Mindful Movement Meditation at Batemans Bay and Nutrition for Brain Health at Moruya – both fully booked with waiting lists. •Monthly sensory friendly hours all locations. •Speechie Library Talks – free talks on children’s language development in partnership with Claire Price from South Coast Speech Pathology and featuring the Speech Pathology Book of the Year Award-winning titles. <p>Living Sustainably:</p> <ul style="list-style-type: none"> •Bird Friendly Gardening Talks and Plant Swap for National Bird Week in October in collaboration with Council’s sustainability team – fully attended at all locations and highlighting our native bird titles from the collection. •Christmas Craft Afternoon – cross generational program making Christmas trees using sustainable and recyclable materials. <p>General Wellbeing:</p> <ul style="list-style-type: none"> •Weekly write-ins at Batemans Bay and Moruya attended regularly by a core group of writers. •Art workshops with Montague Arts and Crafts Society at Narooma. •All Ages Drumming Workshop at Moruya and the Batemans Bay – Cross Generational Program fully booked. •Julie Janson – Writing Workshops. •Sandi Logan local author talk and book launch featuring his book ‘Betrayed’ held at the Batemans Bay and Narooma Libraries. •Art exhibition and artist floor talk by Lee Honey at Batemans Bay Library. •Monthly Classic Flicks at Batemans Bay Library – Saturday Matinee’s featuring classic movies and popular with our older demographic regular audience of 15 – 20 attendees. •Design a Bookmark Competition for children aged 0-12 held in November as a precursor to our Summer Reading Club Launch – resulting in a series of 6 bookmarks being printed, Summer Reading Club launch events held at all locations immediately prior to the Christmas Craft sessions. •International Day for People with Disabilities event held at Batemans Bay Library for a group from Life without Barriers – featuring stories, craft and a Christmas morning tea.
--	--	--

		<ul style="list-style-type: none"> •Regular weekly Storytimes and Rhyme times including a new pilot Rhyme time sessions at Narooma Library. January school holiday activities – cartooning workshops and Lego Clubs fully booked and attended. •Cross generational Summer Music Evenings featuring local musicians and activating our outdoor spaces - fully booked with long waiting lists for all three events. 	
Measure		July to December 2022	
Number of library borrowings and visitations		129,126	
Number of Library members		20,167	
Hours of staff time per week saved on processing and reporting		5.5 hours / week	
Member satisfaction		*	
Number of programs provided		439	

*measure available at year end.

2.3.3 - Develop and provide early education services and programs that promote learning and development			
Action	Service	Progress Update	Status
2.3.3.1 Coordinate the Family Day Care service		Family Day Care continues to provide education and care to children and families across the Eurobodalla. The bush fires and pandemic have impacted on the number of educators and there were 12 educators working in this period. The service has hosted an occupational therapy student from University of Canberra, who worked with educators to develop resources to support emotional regulation in children. Educators attended training in August to support their educational programs and in November attended an Education and Care awards night to celebrate their professionalism throughout the pandemic. All educators were assessed for safety compliance in November.	
2.3.3.2 Provide Out of School Hours and Vacation care		The Out of School Hours (OOSH) services have seen an increase in demand over this year. Families using the service have received Government Vouchers of \$500 per child to assist with the cost of childcare. Services have resumed excursions out in the community and have attended the movies, pool, Bay Pavilions, Merinda Cruises, Amber's Cakes and Westpac Helicopter, and Golf Club. Educators are working longer shifts and unable to take leave due to staff shortages and lack of available casual workers.	
2.3.3.3 Deliver grant funded child and family development programs	Children's Services	Council continues to provide seven 3Bs supported playgroups and two PlayStrong playgroups across	



		<p>eight locations in the shire to support families in their role of their child’s first teacher.</p> <p>Playgroups have provided 80 sessions to families with a total of 265 participants. It has facilitated six special excursions including to the beach, botanic gardens, and cultural walks for families. The program also provided a music therapy class for the Wallaga Lake community as part of reconnection and support.</p> <p>The major community event for July - September period was an excursion to the Westpac Rescue Helicopter service. This activity had 126 participants. Activities in the October - December period included Old MacDonald's farm experience, a day at Mogo Zoo, Children's Week Fun Day and Christmas celebrations.</p> <p>Council’s Embracing Participation program has provided seven fortnightly baby/parent groups (56 sessions) to 65 enrolled families. The program worked closely with two families seeking support for their child around learning and development and helped to seek support services. It worked alongside a family with twins who were seeking further support, which included referrals to Tresillian and support to attend our programs. They remain engaged with embracing babies. One further family has also recently enrolled with the program, seeking support to engage with NDIS funding and family support. The program has worked closely with many local services including Community Health, Tresillian, Australian Breastfeeding Association, Campbell Page and Each. The program supports families to seek support services with many of these organisations and supports families to attend information sessions such as speech development talks.</p> <p>Council also facilitated 3 National Aboriginal and Torres Strait Islander Children’s Day events in August with 118 children attending. Both programs participated in the NAIDOC Week activities across the Eurobodalla.</p> <p>Council facilitated 5 activities for the community to celebrate National Children’s Week in October with 295 attending across the week, involving 95 families and 13 services. Council also engaged with 17 community organisations and groups during the week, and to end the week facilitated 3 performances of The Gruffalo live on stage, with 1,046 tickets sold.</p>	
<p>2.3.3.4 Coordinate and implement the Children's Services Priority Action Plan</p>	<p>Children's Services</p>	<p>The Action Plan has 18 actions of which 8 are being addressed or completed. Council have established a Google group to enable education</p>	



		<p>and care services across the Eurobodalla to communicate and network and have a collaborative approach to addressing the Action Plan. Meetings are held quarterly. The last meeting was held at Sunshine Bay Early Education and Care Centre in November.</p> <p>Council gained funding from the NSW Government to present theatre production of The Gruffalo to schools, preschools and the general public and an Early Education and Care Awards Night for children's services across the Eurobodalla, with 120 attendees from 17 of the 25 Education and Care services across the Eurobodalla.</p> <p>Organisations have collaborated to provide professional development for staff along with providing workshops and presentations for parents on ancillary health and developmental support for children from allied health professionals.</p> <p>Advocacy continues to peak bodies and government for improved pay, access to qualifications and staffing solutions.</p>	
--	--	---	--





Measure	July to December 2022
Number of Family Day Care attendees	173
Number of Family Day Care educators	12
Number of Vacation Care attendees	5,609
Number of Out of School attendees	2,441
Number of Children's Services Priority Action Plan actions delivered	8




2.4 – FOSTER A SAFE COMMUNITY



2.4.1 - Collaborate with partners to address issues of community safety



Action	Service	Progress Update	Status
2.4.1.1 Coordinate the Police Liaison Committee	Public Order and Safety	<p>The committee has met twice during the period. Items discussed include:</p> <ul style="list-style-type: none"> • The Rural Learner Driver Report • Batemans Bay Industrial area - parking and abandoned/unregistered vehicles • Schoolies Week • North Head and Mystery Bay campgrounds • Coffee with a Cop - location for the event. 	
2.4.1.2 Provide road safety programs guided by the Eurobodalla Road Safety Plan	Public Order and Safety	<p>Between July and December, Council provided the following projects funded by Transport for NSW:</p> <ul style="list-style-type: none"> • Hold My Hand – It's Holiday Time 	



		<ul style="list-style-type: none"> • A Meter Matters • Jump on Your Bike - 50% complete • Win a Swag - 50% complete • Kings Highway Road Safety Program - 50% complete. <p>Council provides road safety messages to all staff on an ongoing basis and will run programs for National Road Safety Week (May) and Bus Week (February).</p>	
2.4.1.3 Coordinate the management of beach safety through the Lifeguard contract	Public Order and Safety	<p>Lifeguard Services Australia commenced in late December 2022. This is the final summer season for the current contract.</p> <p>The beach lifeguards have successfully assisted with the installation of our beach access mobility matting, providing greater access at our patrolled beaches.</p>	
2.4.1.4 Facilitate the Local Drug Action Committee	Public Order and Safety	The committee is facilitated by Campbell Page.	
Measure		July to December 2022	
Number of Police Liaison and Local Drug Action Committee meetings held		2	
Number of road safety programs		5	


2.4.2 - Deliver legislated health protection and regulatory programs			
Action	Service	Progress Update	Status
2.4.2.1 Promote and undertake the food inspection program in accordance with the Food Authority guidelines and Scores on Doors program	Public Order and Safety	<p>Inspection program commenced November. 65 inspections were undertaken with 99% compliance.</p> <p>Due to staff resourcing and priorities, the program is currently behind schedule.</p>	
2.4.2.2 Undertake commercial public pool water quality inspection program	Public Order and Safety	33 public pools have been inspected with 85% level of compliance.	
2.4.2.3 Undertake liquid trade waste inspections and/or audits	Public Order and Safety	51 inspections carried out; however, the program is behind schedule due to resourcing.	
2.4.2.4 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	Council received 276 customer service requests for matters relating to public safety such as abandoned vehicles, unsafe parking and illegal camping.	
Measure		July to December 2022	
Percentage of complying food inspections		99%	
Number of commercial public pool inspections		33	
Number of liquid trade waste inspections		56	


2.4.3 - Provide companion animal services, guided by the Companion Animal Management Plan 2018			
Action	Service	Progress Update	Status
2.4.3.1 Respond to public safety matters associated with animal control	Public Order and Safety	Council received and responded to 668 customer service requests for matters relating to animals, such as straying animals, dog attacks and nuisance barking.	
2.4.3.2 Promote and encourage desexing, microchipping and registration of animals	Public Order and Safety	Council undertakes monthly audits of the NSW Companion Animal Register and sends correspondence to animal owners who are required to lifetime register and/or desex their animals.	
2.4.3.3 Manage animal impounding and rehoming	Public Order and Safety	78 animals were impounded with 63% returned to owner or rehomed. The remaining animals were assessed as being unsuitable for rehoming due to being feral cats, and dogs having aggressive temperaments or being declaring menacing or dangerous.	
Measure		July to December 2022	
Percentage of seized animals reunited with their owner		63%	



2.4.4 - Work with agencies and emergency services to support coordinated emergency management and improved resilience			
Action	Service	Progress Update	Status
2.4.4.1 Support emergency services, Government agencies and supporting organisations in planning, preparing, responding, and recovering from natural disasters through the Emergency Management, Rescue and Far South Coast Bushfire Risk Management Committees	Public Order and Safety	During the period Council: <ul style="list-style-type: none"> • Chaired two Local Emergency Management and Local Rescue Committee meetings. • Attended Regional Emergency Management Committee meeting. • Attended Far South Coast Bushfire Management Committee. • Attended Bush Fire Risk Management Plan workshop. • Attended SES Community Flood Briefing meeting. 	
2.4.4.2 Advocate for strategic review of emergency and recovery services including the transfer of the annual cost for the Rural Fire Service, State Emergency Service and NSW Fire and Rescue to the NSW Government	Public Order and Safety	The NSW Government has agreed to fund the \$43 million increase in the Emergency Services levy across NSW Councils for 2022-23 (covering part of the cost for one additional year). The following motion was submitted to Local Government NSW (LGNSW) on 21 September for consideration at the LGNSW Annual Conference on 23-25 October 2022: “That LGNSW seek the support of the NSW and Australian governments for: (a) Proactive funding programs from the NSW and Australian governments to upgrade local	

		<p>roads, bridges and other infrastructure to improve community resilience, taking account of the social equity challenges in rural Australia.</p> <p>(b) Greater flexibility under the Natural Disaster Relief and Recovery Arrangements to build Council’s transport and related infrastructure back better.</p> <p>(c) Continued review and improved integration of emergency services agencies with increased decentralisation to regional NSW.</p> <p>(d) Removal of the cost of funding NSW Government agencies from Local Government including the NSW Rural Fire Services, NSW State Emergency Services and NSW Fire and Rescue.</p> <p>(e) Provision of additional funding to Essential Energy to improve the resilience of power lines and supply to critical infrastructure sites (such as telecommunications towers and exchanges, water supply and sewerage schemes, aged care facilities and vulnerable communities).</p> <p>(f) Provision of additional funding to improve the resilience and coverage of telecommunications facilities across regional Australia.</p> <p>(g) Provision of continued work to improve the resilience of State highways.</p> <p>(h) Changes in regulation and funding incentives to improve the resilience of aged care facilities, fuel service stations and major food retailers, including but not limited to back-up and alternate power supply systems and satellite communications.”</p>	
<p>2.4.4.3 Facilitate the update of the Eurobodalla Local Emergency Management Plan</p>	<p>Public Order and Safety</p>	<p>Eurobodalla Local Emergency Management Plan (EMPLAN) to be reviewed and updated between April and June 2023.</p>	
<p>2.4.4.4 Work with the NSW Government to deliver the Eurobodalla Regional Integrated Emergency Services Precinct</p>	<p>Public Order and Safety</p>	<p>The project is progressing, with Council working in collaboration with the following NSW government agencies in the development of the precinct:</p> <ul style="list-style-type: none"> • NSW Rural Fire Service (state planning office, regional office, local office, and Moruya station Incident Management Centre) • NSW Fire and Rescue (zone office and Moruya station) • NSW State Emergency Service (Moruya station, training facilities and office) • NSW Ambulance (Moruya station and office) • Eurobodalla Emergency Operations Centre (Local Emergency Management Committee, agencies and NGOs). 	

		<p>Council has formally engaged Public Works Advisory to commence the land acquisition process for the selected site. This process is underway.</p> <p>Council has received a grant of \$200,000 under the Australian Government Black Summer Bushfire Recovery Program to fund initial costs associated with site investigation and preliminary land acquisition.</p>	
<p>2.4.4.5 Pursue increased grant funding and undertake fire mitigation program on Council controlled land</p>	<p>Public Order and Safety</p>	<p>Council was awarded \$151,800 from the 2022-2023 NSW Rural Fire Fighting (RFS) Fund Allocations to undertake bush fire mitigation works to improve resilience in our community throughout future fire seasons. Council has claimed \$19,007 from RFS for completed works. Council is on target to complete the objectives of the Bush Fire Risk Management Plan and to maintain Asset Protection Zones by undertaking additional fire mitigation vegetation works involving hand clearing and grooming of Council managed lands.</p>	
<p>2.4.4.6 Advocate to the NSW and Australian governments to fund improved resilience of local roads and bridges, evacuation centres, water and sewerage systems, power supply, telecommunications and highways</p>	<p>Public Order and Safety</p>	<p>Eurobodalla Critical Infrastructure Resilience Plan has been formulated and forwarded to members of the NSW Ministry and local members for their information and comment. Australian Government funding allocation of \$750,000 provided under the Disaster Ready Fund for Mt Wandera resilience upgrades including power supply, access and asset protection zone improvements. These funds will enable site occupiers to clear the increased Asset Protection Zone and Essential Energy to provide resilient power poles with works to be undertaken during 2023.</p> <p>The Australian Government has also committed \$243,000 under the same Fund for a resilient power line upgrade into the village of South Durras, with works to be undertaken by Essential Energy in 2023.</p> <p>Council will provide permanent onsite generators to Deep Creek water pump station and northern water treatment plant sites with auto-switch over as part of Council's resilience and continuity planning.</p> <p>Negotiations with Essential Energy have now reached agreement in principle to upgrade the resilience of the power lines to the critical water infrastructure and nearby urban centres of Batehaven, Sunshine Bay, Denhams Beach and Surf Beach.</p>	

2.4.5 - Continue to support Eurobodalla's natural disaster recovery			
Action	Service	Progress Update	Status
2.4.5.1 Facilitate the grant-funded recovery service for affected communities	Public Order and Safety	<p>The Eurobodalla Bushfire Recovery Support Service (BRSS) is finalising operations in preparation of closure of the service on 31 January 2023.</p> <p>In line with the "Closing with Care" strategy, the remaining clients are being transitioned to alternate service providers who are equipped and able to support them with residual and / or ongoing needs.</p> <p>The BRSS opened its doors on 3 August 2020 and was one of seven established in disaster declared regions of NSW following the 2019-20 Black Summer Bushfires, jointly funded by NSW and Australian governments.</p> <p>The scope of the service was defined as:</p> <ul style="list-style-type: none"> - Access to early and targeted recovery support to help prevent issues from escalating into crisis; - Access to an individualised, relationship-based and responsive recovery service; - An understanding of the types of support services available and how to access them when needed; - Skills to navigate, access and engage in appropriate recovery services; and - A recovery service that harnesses the specialist skills, reputation, and existing capacity of local community agencies. <p>The height of the service was within the initial 12 months and during this time the BRSS assisted over 800 households with service highlights including:</p> <ul style="list-style-type: none"> • Supporting clients with access to secondary clean-up of bushfire impacted properties • Black Wattle workshops; assistance with grant applications; liaison with wide variety of agencies • Donations brokerage to clients of over 1600 items via GIVIT including 135 mattresses, bed linen and quilts. • Work with the Minderoo Foundation who supplied 45 pods to assist clients with additional amenity e.g. water tanks etc. • In late 2021, the Wollongong Modern Quilt Guild donated over 190 quilts to residents of Eurobodalla impacted by bushfires, which were exhibited and then distributed. • Assisting 19 clients with pop-up bathrooms supplied by Vinnies 	





		<ul style="list-style-type: none"> • Negotiating and distributing \$100,000 kindly donated by Rotary to around 100 households and individuals still experiencing hardship following the fires. <p>Surveys completed by clients of the service consistently found that the services and activities taken up by clients were varied and wide-reaching. The most used and helpful were the individual support with a (bushfire recovery) case manager, clean-up support, grant application assistance and financial support from charities.</p>	
<p>2.4.5.2 Liaise with disaster impacted communities to continue community-led model meetings</p>	<p>Public Order and Safety</p>	<p>Community recovery activities continued in identified key focus areas to provide residents many opportunities. Participation and engagement in resilience building activities, mental health and wellbeing workshops, leadership programs and community-led recovery projects occurred with highlights including:</p> <ul style="list-style-type: none"> * Fire to Flourish. This five-year transdisciplinary program is led by Monash University to work at the intersection of disaster resilience and community development. Working in partnership with four communities across New South Wales and Victoria affected by the 2019/20 Australian bushfire season, Fire to Flourish aims to trial and scale a new model of community-led resilience enabling communities to lead their own recovery, co-create foundations for long-term resilience and wellbeing and disrupt cycles of entrenched disadvantage. 22 community members were selected to form the co-design team and outer support circle and commence training and program design in early 2023. * Regenerate Eurobodalla. This leadership development program is designed to strengthen community resilience to future disasters by bringing together current and emerging local leaders from diverse backgrounds who share an ambition to collaborate in the long-term recovery of their community. 24 participants completed the community co-design leadership program in November 2022. * The Blueprint for a Resilient South East NSW. This project facilitates councils and communities across South East NSW to better prevent, prepare, respond and recover from future disasters and challenges. The vision is for individuals, families, communities and organisations to confidently navigate a changing world. The Canberra Region Joint Organisation is 	






		<p>creating the Blueprint in partnership with councils, community, business, emergency and resilience specialists, and state and federal agencies to embed resilience in decision making. The range and scale of disasters and changes to our climate mean we need new partnerships between government and community, with clear roles and responsibilities for prevention and preparedness.</p> <p>Following consultation and council staff workshop sessions in the first half of the year, the My Resilient Neighbourhood community session was held in October 2022. 43 community members registering to attend with 28 participating on the night. Release of the Blueprint is scheduled for early 2023.</p> <p>The NSW Government funded Community Recovery program and the Community Recovery Officer position will continue until 31 March 2023 with additional community workshops, events and activities including a Community Preparedness Expo to be delivered in the first quarter of 2023.</p>	
2.4.5.3 Continue to advocate for funding to further improve functionality and accessibility of Council's designated evacuation centres as designed by the NSW Government	Public Order and Safety	Council continues to advocate and seek additional grant funding for upgrades to the evacuation facilities.	
2.4.5.4 Continue to support affected communities with development assessment and heritage support	Development Assessment and Building Certification	<p>Council has received a total of 423 development applications (including modification of existing approvals) lodged for bushfire rebuilds from 1 January 2020 – 31 December 2022.</p> <p>The number of applications that have been determined out of the 423 applications is 368. The average processing time for these applications is 39.8 days.</p> <p>The 368 approvals are made up of over 70 outbuildings, 222 dwelling houses, 25 commercial buildings and 34 alterations and additions to dwellings.</p> <p>A final occupation certificate has also been issued for 121 of the 368 development applications approved.</p>	


3. OUR REGION OF VIBRANT PLACES AND SPACES

3.1 – BALANCE DEVELOPMENT BETWEEN THE NEEDS OF PEOPLE, PLACE AND PRODUCTIVITY




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

Action	Service	Progress Update	Status
3.1.1.1 Investigate height controls, housing density and infill potential in town and activity centres (Batemans Bay)	Strategic Planning	Council was unsuccessful in seeking external funding and will commence the project with available internal funding while seeking additional fund. A project plan has been prepared. Requests for quotations for technical studies including density and design, movement and place, economic analysis, and infrastructure adaptation or master planning have been prepared. The NSW Government will allocate \$300,000 to the Moruya to Batemans Bay cluster to complete its part of the planning review set out in the South East and Southern Tablelands Draft Regional Plan review proposals. The Council will pursue the project over this calendar year to prepare a planning proposal early in 2024.	
3.1.1.2 Advocate for funding and support to prepare the Moruya Town Master Plan	Strategic Planning	Council is collaborating with the NSW Government to prepare a Place Strategy that would include Moruya. NSW Government has agreed to commit funds to support technical studies for the Batemans Bay Strategic Cluster Place Strategy.	
3.1.1.3 Finalise and adopt the Developer Contributions Plan	Strategic Planning	The Eurobodalla Local Infrastructure Contributions Plan 2022 and Eurobodalla s7.12 Contributions Plan 2022 was adopted by Council at the ordinary meeting on 28 June 2022.	
3.1.1.4 Conduct ongoing reviews and update planning controls	Strategic Planning	Council received Gateway Determination to place a planning proposal to reclassify community land to operational land in December 2022. Council provided feedback to the NSW Government about planning reforms for Agritourism and Employment Zones.	

3.1.2 - Provide receptive and responsive development assessment services			
Action	Service	Progress Update	Status
3.1.2.1 Assess and determine development applications	Development Assessment and Building Certification	<p>The average processing time for development applications (DAs) and section 4.55 applications (previously section 96) is an average of 64.83 days at 31 December 2022 as compared to 47.39 days as at 31 December 2021.</p> <p>Council has received 495 development applications/modification applications from July 1 to 31 December 2022. This is down 15.5% on last year financial year (586) and down 5% on the four-year average (521).</p> <p>The total number of applications determined from July 1 to 31 December 2022 is 471 applications. This is down 5% on the last financial year (495) and is down 1.5% on the four-year average (478).</p> <p>Council received 1,155 planning (10.7) certificates from 1 July to 31 December 2022, with 78% processed in less than two days; 18% processed in two to four days and 3.4% processed in more than four days (note days include weekends).</p> <p>The turnaround time for DA processing has increased, when compared to 2021, due to the complexity and delays experienced with the NSW Planning Portal together with the lack of staff resources which is being experienced by local governments across NSW.</p>	
3.1.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	Council received and determined 9 construction certificates between 1 July to 31 December 2022. Council has one full time building surveyor and a part time contractor.	
3.1.2.3 Determine complying development applications	Development Assessment and Building Certification	Council received 6 complying development certificates and determined 1 between 1 July to 31 December 2022.	
3.1.2.4 Provide certification inspection services	Development Assessment and Building Certification	Council carried out 1,056 building and plumbing inspections from 1 July to 31 December 2022 including 829 plumbing inspections and 227 certification inspections. The majority of these were carried out within 24 hours of the initial request.	
3.1.2.5 Build awareness and capacity about sustainable design among developers, homeowners and builders	Development Assessment and Building Certification	Staff vacancies in the development services area has led to a shortfall of resources attending to the core duties of processing development applications, inspections, and customer enquiries. There have been no additional resources available to cover the shortfall. Information and updates pertaining to this are often included in Council's biannual Planning and	





		Building newsletter to the development community and are also referenced in Council's yearly Builder's Forum meetings.	
3.1.2.6 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	Council had 37 formal pre-lodgement meetings with (potential) applicants from July 1 to December 31, 2022. There were 27,571 email enquiries or requests and 13,660 email responses provided. There were also 7,412 phone calls received with a total of 48,643 interactions with the public concerning development matters over the period.	



Measure	July to December 2022
Number of construction certificates issued	9
Number of development assessments determined	471
Number of development assessments processed	471
Number of development assessments received	495
Percentage of inspection carried out within 24 hours of request	90%

3.1.3 - Work in partnership to encourage and facilitate greater housing diversity and affordability			
Action	Service	Progress Update	Status
3.1.3.1 Advocate to the NSW Government on housing supply, diversity and affordability in the region	Strategic Planning	Advocacy continues through various arms of Council. The Mayor has written directly to the Premier of NSW in particular in relation to the levels of homelessness in the North Head Campground. A draft of the Regional NSW Housing Delivery Plan was provided to staff with an opportunity for feedback.	
3.1.3.2 Develop a housing strategy with a focus on addressing affordability	Strategic Planning	Council undertook analyses of Eurobodalla's population and housing supply and demand. Stakeholders and community members were invited to complete a survey about local housing issues and opportunities.	
3.1.3.3 Monitor the supply of and demand for residential land through the land monitor	Strategic Planning	The land supply demand monitor was used as supporting evidence for Eurobodalla's Local Housing Strategy.	

3.2 – SUPPORT DIVERSIFIED INDUSTRY AND THRIVING BUSINESSES



3.2.1 - Collaborate with other service providers for business to invest, diversify and grow guided by the Economic Development Strategy



Action	Service	Progress Update	Status
3.2.1.1 Facilitate and advocate for assistance and resources to local businesses	Economic Development	<p>Activities completed as part of NSW Small Business Month in November included a workshop with the Industry Capability Network (ICN) to position local businesses for procurement opportunities. A business networking event was co-hosted with the Moruya Chamber of Commerce with funding received from the Small Business Commissioner Office.</p> <p>A meeting of the local business support services was hosted by Council.</p> <p>The University of Wollongong IAccelerate Business Team hosted a session for First Nations business owners as part of the Bushfire Local Economic Recovery funding received for Eurobodalla.</p>	
3.2.1.2 Work in partnership with chambers of commerce and other industry leaders	Economic Development	<p>Council partnered with the Moruya Chamber of Commerce to deliver a networking evening following receipt of funding from the NSW Small Business Commissioner. The Batemans Bay Business and Tourism Chamber was consulted regarding the relocation of the Batemans Bay Rotary Markets to the Waterfront in Clyde Street.</p> <p>All Chambers of Commerce and Industry leaders have been engaged in the consultation for the new Tourism Destination Action Plan.</p>	
3.2.1.3 Collaborate with industry groups and bodies to welcome new and emerging industry and promote Eurobodalla as a place to do business	Economic Development	<p>The RISE Business Acceleration Program was delivered by the University of Wollongong for First Nations participants (1 of 2 programs across the state).</p> <p>Council approached Regional NSW to undertake a workshop in 2023 to consider best practice approach to commercial/ industrial land release and development.</p>	
3.2.1.4 Provide access to training and job opportunities to help people in the Eurobodalla secure employment through the Job Shop Project	Economic Development	<p>Council's Employment Projects via the Job Shop, provided free employment and training assistance to local job seekers and employers, resulting in 44 employment outcomes. Promotion of 1,969 jobs and 30 training opportunities occurred via a weekly Jobs and Training Alert and five skills-based training programs were delivered. 127 individual job seeker clients, including young people aged 15 to</p>	




		25, received employment and training assistance, with 35 new clients. 28 employer clients were supported to recruit staff and implement workforce development plans.	
3.2.1.5 Update and deliver the 'Good Access means Good Business' program	Economic Development	Council promoted the Worksafe rebate that, subject to approval, could improve accessibility.	
3.2.1.6 Deliver the Shellfish Hatchery Project	Commercial Entities	All grant funds have been received by Council and most, if not all, expected to be spent this year. The project has been beset by delays for a range of reasons, and in part due to the operator being busy on other projects and has been based in Tasmania. Construction has commenced on site with one of three sheds built. Further construction is due in mid-January.	

Measure	July to December 2022
Number of businesses assisted	58
Number of resources developed and reviewed	5
Number of Job Shop clients	127
Number of jobs and training opportunities provided	1,969




3.2.2 - Support the local tourism industry to be viable year-round and encourage development of sustainable visitor experiences as guided by the Destination Action Plan, Nature Based Tourism study, Wayfinding and Tourism Signage Strategy and Events Strategy

Action	Service	Progress Update	Status
3.2.2.1 Provide support, promotion and networking opportunities to local tourism operators	Economic Development	<p>Council continues to support local tourism operators through our online marketing campaigns, Australian Tourism Data Warehouse listings and ongoing marketing support. Council is currently delivering a marketing campaign called 'Our Happy Place' which features 35 local business operators across the Eurobodalla.</p> <p>The Eurobodalla Food Trail Campaign is an 'always on' campaign showcasing a cross section of our local food producers, cafes and farm gate operators.</p> <p>Council also continues to supply branded brochures to 28 visitor information outlets and an additional 41 businesses.</p> <p>An industry networking night was held in September at Narooma. Council also held another industry networking night in December at the Eurobodalla Regional Botanic Gardens.</p>	
3.2.2.2 Work with National Parks and Wildlife Service to enhance Montague Island Experience	Economic Development	The working group (Council and National Parks and Wildlife) have met to discuss the Montague Island/Barunguba cottages that underwent minor works. The group are working together on promotional material delivery through social media.	


3.2.2.3 Review the Eurobodalla Destination Action Plan to align with the directions of the Destination Southern NSW Destination Management Plan and include a product audit to identify land based and marine infrastructure and commercial opportunities	Economic Development	Situational analysis was prepared and round one consultation was undertaken in November. This included the inaugural meeting of the Industry Advisory Group, business chambers, general industry workshops, mountain biking interests, hallmark events, councillors, and Aboriginal co-design workshop. At the request of the Batemans Bay Business Chamber further engagement was undertaken with several stakeholder's during December. Draft feedback analysis has been prepared, and preparation for round two consultation underway, including a mountain bike specific regional co-design workshop bringing south coast mountain biking networks and State government together.	
3.2.2.4 Develop a plan to consider micro and small-scale infrastructure to assist in the provision of nature-based tourism experiences	Economic Development	Micro and small-scale infrastructure upgrades have been included in the Observation Point Lookout Project and are being assessed for the Coastal Headlands Walking Trail - such as picnic facilities, meeting spaces, branded and designed interpretation and directional signage to enhance visitor experience.	
Measure	July to December 2022		
Tourism sector employment as a percentage of overall employment	8.3%		
Value of the visitor economy	\$19,100,000		

3.2.3 - Develop the Mogo Adventure Trail Hub guided by the Nature Based Tourism study			
Action	Service	Progress Update	Status
3.2.3.1 Continue the construction of the Mogo Trails	Tourism	Review of Environmental Factors (REF) completed and permit conditions from NSW Forestry received. Constructions teams mobilised with expectations to commence works early in 2023.	
3.2.3.2 Develop promotional and marketing materials and signage and interpretation	Tourism	Signage and interpretation is being developed. Marketing materials and content is being developed, including engagement of a media company.	
3.2.3.3 Design and construct ancillary infrastructure	Tourism	The design of supporting infrastructure is near completion and will be moving into construction.	

3.2.4 - Develop the Batemans Bay Coastal Headlands Walking Trail and Observation Point guided by the Masterplan			
Action	Service	Progress Update	Status
3.2.4.1 Continue the construction of the Batemans Bay Coastal Headlands Walking Trail and Observation Point	Tourism	Observation Point works are completed and a soft opening to public was held on 24 December 2022.	

		<p>Coastal Headland Walking Trail environmental track work approximately is 30% completed (northern section), some smaller shelters and several concrete paths have been installed with final approval process underway.</p> <p>Council is developing an Aboriginal Heritage Impact Permit for remaining works which may require an extended timeframe. Additionally, project delivery will rely on external resourcing (contractors). Council is in discussion with the funding authority to extend the delivery timeframe for this project.</p>	
3.2.4.2 Develop promotional and marketing materials	Tourism	<p>Council continues to supply branded brochures to 28 visitor information outlets and local businesses. Council publishes 16 image posts and stories per week across Instagram and Facebook as part of ongoing marketing campaigns and promotion.</p> <p>Council also produces three video reels per week which are shared through social media as part of the current marketing campaign "Our Happy Place".</p>	
3.2.4.3 Develop and implement thematic interpretation plans	Tourism	<p>Council will be exploring opportunities for further interpretation works through the Coastal Headlands Walking Track Interpretation Plan and the Mogo Trails Interpretation Plan. Council is working collaboratively with Forestry NSW on these projects.</p>	
3.2.4.4 Design and construct ancillary infrastructure	Tourism	<p>The Coastal Headlands Walk northern section of track complete (30%). Procurement for further works is in progress. Some structures will be designed and built in-house, others will be contracted out as design, build and install. Council is developing an Aboriginal Heritage Impact Permit for remaining works which may require an extended timeframe. Council is in discussion with the funding authority to extend the delivery timeframe for this project.</p>	



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


Action	Service	Progress Update	Status
3.2.5.1 Support and provide resources for event organisers to deliver hallmark, destination, sports tourism and community events	Tourism	<p>Council supported, and provided resources for, the delivery of 23 key events during this period. This included the River of Art hallmark event, the Narooma Forest Rally and the Laser Rally of the Bay which are sports tourism events, and community events such as NAIDOC Big Day Out at Mogo and the Winter Night Market at Narooma.</p>	



3.2.5.2 Develop new event 'stay and play' experiences and encourage off-peak and shoulder season events	Economic Development	Council provided event sponsorship to the Winter Night Market event held at Narooma during July. This was a new event encouraging visitors in the off-peak and shoulder season. Council also provided event sponsorship to a new multi-day gravel bike event 'Clarkes Gambit' which partnered with a local accommodation provider in Nelligen to encourage visitors to stay and play in October. Crank it Up was another multi-day event held in November which encouraged visitation in the off-season.	
3.2.5.3 Facilitate and promote a sustainable events calendar	Tourism	Council continues to facilitate and promote a sustainable events calendar by liaising with event proponents to distribute events across multiple days and weekends. Council has created an events calendar to keep track of events and to minimise clashes. Council also encourages event proponents to run events in the off-peak season and this is embedded into the event support program for funding.	
Measure	July to December 2022		
Number of event applications processed	23		



3.3 – EMBRACE AND VALUE OUR CREATIVE ARTS

3.3.1 - Showcase public art, as guided by the Public Art Strategy

Action	Service	Progress Update	Status
3.3.1.1 Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	The Public Art Advisory Committee has met three times to date and provided advice and recommendations surrounding the Maureen Nathan Sculpture commission, the Malua Bay upgrade, Council's permanent art collection, the Regeneration Road-trip Project, the Batemans Bay Waterfront Square Project and the development of public art in Moruya.	
3.3.1.2 Work with artists to identify and develop guidelines for safe installation, maintenance and management of artworks	Community and Cultural Development	A plan for public art in Moruya is being developed that includes guidelines for appropriate artworks, installation, and management. Council is currently working with public art company Everlon on the safe installation of the Maureen Nathan commission SOAR. Council's art collection has been fully documented with artwork management and maintenance details and all current works included on the assets register.	


<p>3.3.1.3 Provide advocacy and education in relation to current public art practice</p>	<p>Community and Cultural Development</p>	<p>Advocacy and education have been provided in relation to public art across Council services including the Malua Bay redevelopment, the Regeneration Road-trip Project, the Batemans Bay Waterfront Square Project and Riverside Park master planning. Advocacy and research for the acquisition of a collection of rare prints for Council's permanent collection through the Cultural Gifts Program has progressed. Identification of potential sites for future public artworks in Moruya is being developed. Research for the management of a valuable art bequest has begun. Presentations to two community groups on Council's arts services, including acquisition and management of public art have taken place.</p>	
<p>Measure</p>		<p>July to December 2022</p>	
<p>Number of public art advocacy and educational activities undertaken</p>		<p>11</p>	

<p>3.3.2 - Develop and promote creative arts activities and industries, as guided by the Creative Arts Strategy</p>			
<p>Action</p>	<p>Service</p>	<p>Progress Update</p>	<p>Status</p>
<p>3.3.2.1 Provide opportunities for the community to participate in creative arts</p>	<p>Community and Cultural Development</p>	<p>Council has provided a range of opportunities for the community to participate in creative arts both as participants and audience members. This included six exhibitions, seen artist talks, nine in person and digital tours, 13 creative workshops and events and five opening events in addition to a range of activities provided via the libraries and youth services. The Bas has welcomed 7,604 visitors to date.</p>	
<p>3.3.2.2 Promote best practice creative arts programs and events</p>	<p>Community and Cultural Development</p>	<p>Council adheres to industry standards for exhibiting and artist employment for creative workshops and artist demonstrations as set out through Australia's peak arts body National Association Visual Arts. Grant funding obtained through Create NSW to improved community accessibility to arts activities have been progressed. The Bas strives to present the highest quality programs available and model best practice through collaboration with philanthropists in presenting Australian premiere exhibitions through the Christina Kennedy Collection and the Basil Sellers Art Prize. Council has provided advice to internal and external stakeholders on best practice procedures in acquiring copyright, artwork licenses, artist briefing, public art and intellectual property.</p>	




<p>3.3.2.3 Provide opportunities for local artists and performers to exhibit, promote and perform at Council venues and events</p>	<p>Community and Cultural Development</p>	<p>Council provides opportunities for local artists to exhibit, promote and perform through the Bas annual programming and the Bas About Town stream of activities at the Mechanics Institute. Highlights to date include the National Basil Sellers Art Prize, the Australian premiere of Wonga and the Waratah by local Aboriginal artist Cheryl Davison, and the Southern Highlands Printmakers exhibition. Opportunities were also provided for 20 young musicians from local schools to perform at the Cook and Create Day through the Reconnecting Regional grant. Promotional support is provided to community groups through the monthly arts exchange newsletter and the quarterly Bas newsletter.</p>	
<p>3.3.2.4 Seek opportunities to develop and showcase Aboriginal arts and arts practitioners</p>	<p>Community and Cultural Development</p>	<p>Aboriginal arts and arts practitioners have been showcased through the Ngaranggal Djinama exhibition that exhibited many of Australia's top Indigenous artists as well as local Eurobodalla talent. The Wonga and the Waratah exhibition has been presented showcasing a local dreamtime story.</p> <p>Council has acquired two Aboriginal artworks for the permanent collection in this last quarter. Funding for an Aboriginal Art Strategy has been secured.</p>	



Measure	July to December 2022
Participation rates in creative arts activities	10,328
Number of exhibitions and activities delivered	40





3.3.3 - Exhibit the arts at Council Facilities			
Action	Service	Progress Update	Status
<p>3.3.3.1 Implement the Basil Sellers Exhibition Centre arts program</p>	<p>Community and Cultural Development</p>	<p>The Basil Sellers Exhibition Centre schedules an annual program of 15 exhibitions with associated events and activities, as well as a program of creative workshops and creative long programs. These programs are currently being implemented as per their schedule and have been augmented by a Reconnect grant to enable additional programs to be presented to connect people for wellbeing.</p>	
<p>3.3.3.2 Provide creative arts programs at a range of facilities</p>	<p>Community and Cultural Development</p>	<p>Creative arts programming is currently provided through the Moruya Library and Arts Centre, the Mechanics Institute, and the Bay Pavilions. Marketing support and advice is provided to internal and external stakeholders enabling further creative programming across the Eurobodalla, including South East Arts, River of Art, South Coast Pastel Society, Eurobodalla</p>	

		Libraries, Youth Services, Children Services and the Regional Botanic Gardens. Other facilities and services conducted activities such as: <ul style="list-style-type: none"> • The Gruffalo theatre show during Children’s week • Art on the Path • Beginners Art Workshops for the River of Art • Kids Claymation workshops • Kids Theatre Workshops • An artist Exhibition and floor talk by local artist Anna Jarrett 	
3.3.3.3 Coordinate the Basil Sellers Art Prize	Community and Cultural Development	The Basil Sellers Art prize has been presented and all milestones achieved for its first year as a national prize. 28 finalists from around Australia were showcased including five Eurobodalla artists. 2,883 people visited the show during its run and 13 sales and acquisitions were achieved. Planning for the art prize in 2024 has begun.	
Measure		July to December 2022	
Number of applications for the Basil Sellers Art Prize		249	
Number of creative arts programs provided		40	

3.4 – CELEBRATE OUR UNIQUE REGION THROUGH INCLUSIVE PLACES AND SPACES






3.4.1 - Plan and deliver functional and inclusive public spaces			
Action	Service	Progress Update	Status
3.4.1.1 Work with key stakeholders to develop and implement place activation for towns and villages	Strategic Planning	Work continuing but not meeting initial timelines due to available resources fully committed to other projects.	
3.4.1.2 Advocate for funding to review land use plans	Strategic Planning	Council successfully advocated for funding to support the Eurobodalla Housing Strategy. Council was not successful in receiving the funding for the Bateman's Bay Densification project to review building heights and planning controls to facilitate higher density housing in Batemans Bay. Council will continue to work on this project with current budget and continue to seek support. The NSW Department of Planning has indicated support to work with Council on a master planning process for Moruya Town Centre as part of the bridge re-alignment and regional hospital investment.	
3.4.1.3 Seek support and funding to prepare a Moruya Town Masterplan in conjunction with bypass and regional hospital	Strategic Planning	Discussions have begun between Council staff and senior officers from the Department of Planning on the scope and engagement process and framework for the Batemans Bay Strategic Cluster Place Strategy.	




<p>3.4.1.4 Work with key stakeholders to develop and implement recreation and open space plans and projects</p>	<p>Recreation</p>	<p>Projects and engagement have included:</p> <ul style="list-style-type: none"> • Meetings with the Moruya Showground Management Committee regarding designs for the upgrade to the showground bar and canteen • Interviews with Riverside Park key stakeholders as part of the development of its Plan of Management. • Engagement with the Tilba Village Business Chamber and local school for the upgrade of the Tilba playground • Working closely with sporting clubs for sportsground related grant applications and project design features • Working with community and contracted lifeguards and identified disability advocacy bodies (including Accessible Beaches Australia and Get Skilled Access) to improve beach accessibility at seven locations across the shire. 	
<p>3.4.1.5 Develop plans of management for developed and undeveloped Crown Reserves</p>	<p>Property</p>	<p>Locale Consulting have been engaged to prepare the Plan of Management for Riverside Park and Ryans Creek Reserve. Initial internal consultation and interviews with key identified stakeholders have been completed in the current early development stage of this plan. Wider community consultation will take place early in 2023.</p> <p>Due to resourcing restraints, no further progress has been made on the generic plans of management for developed and undeveloped Crown Reserves.</p>	

<p>3.4.2 - Implement the Batemans Bay Waterfront Master Plan and Activation Strategy</p>			
<p>Action</p>	<p>Service</p>	<p>Progress Update</p>	<p>Status</p>
<p>3.4.2.1 Investigate opportunities to improve open spaces for events</p>	<p>Strategic Planning</p>	<p>Council continues to ensure events spaces on Council land are adequately maintained and prepared for upcoming events. Council continues to develop Plans of Management and obtain development applications for open spaces to assist in event approval efficiencies.</p>	
<p>3.4.2.2 Investigate options and feasibility to widen the Murra Mia Walkway to a high quality promenade board walk</p>	<p>Strategic Planning</p>	<p>Council was not successful in achieving the funding to support this project, and the work will not be undertaken this year.</p>	
<p>3.4.2.3 Seek funds to undertake detailed design and construction for Waterfront Square</p>	<p>Strategic Planning</p>	<p>Council needs to continue to advocate for funding to be able to deliver the entire project.</p>	
<p>3.4.2.4 Support traders to have active shopfronts onto the street</p>	<p>Strategic Planning</p>	<p>Extensive consultation undertaken with the Batemans Bay Rotary Club regarding the relocation of the Sunday markets (held twice a</p>	

		month) to the waterfront in Clyde Street. All Sunday trading businesses in the CBD approached to gain support and drive traffic from the markets to local businesses.	
--	--	---	--

3.4.3 - Provide distinctive, innovative and consistent signage and interpretation that promotes our unique features guided by the Wayfinding and Signage Strategy


Action	Service	Progress Update	Status
3.4.3.1 Review relevant signage policies and practices	Tourism	The Town Signs Policy was repealed at the November Council meeting as the Tourism Wayfinding and Signage Strategy and the Signage Style Guide provide for signage policies and best practice models. Council is producing a draft for community interpretation and signage requests as part of a larger interpretation framework project.	
3.4.3.2 Install signage at Durras, Dalmeny, Kianga, Nelligen and Tuross Head	Tourism	All signs installed. However, Dalmeny and Nelligen signs to be relocated at later date.	
3.4.3.3 Conduct a tourism product audit to identify key attractions and locations for appropriate tourist signage	Tourism	Resource not available for the year due to staff vacancy.	
3.4.3.4 Seek funding to continue the implementation of the Wayfinding and Signage Strategy	Strategic Planning	Council has been successful in securing \$120,000 from the NSW Government's Stronger Country Communities Fund – Round 5 for phase two of the Eurobodalla Tourism Wayfinding Signage Project.	
3.4.3.5 Continue inclusive place naming and accessible signage for community spaces	Strategic Planning	Interpretation signage that includes dhurga language was installed at Observation Point. Council continued to investigate opportunities to use dhurga language for the Coastal Headland Walk including naming and interpretation. Council designed and arranged manufacture of the 'Our Friends' information signage at Moruya Bridge, in support of the Moruya Business Chamber. Dhurga language appears in the story.	
Measure	July to December 2022		
Number of town signs installed	4		





3.4.4 - Provide a Regional Botanic Garden of Excellence			
Action	Service	Progress Update	Status
3.4.4.1 Enhance visitor experience via events, education programs and facilities	Commercial Entities	The Regional Botanic Garden hosted a number of events including a photographic exhibition, sculpture exhibition and live music. A spring Bioblitz which engaged the public to assist in flora and fauna surveys of the site was a popular event that contributed to the national wildlife survey and will establish that Garden as a local base for regular citizen science programs. The Garden also hosted a late-night Christmas shopping evening and a regional tourism networking event. All activities aimed to enhance visitor experience and increase the diversity of visitors. Considerable planning for a range of events for 2023 also occurred.	
3.4.4.2 Coordinate the established volunteer network to support the Eurobodalla Regional Botanic Garden	Commercial Entities	Two new volunteer inductions took place adding an additional six volunteers to the garden workforce. A Christmas social event was held to reward and acknowledge volunteer contributions. Garden horticultural and maintenance staff carried out some safe work method statement refreshers for volunteers and planning was done to develop more training workshops for our Visitor Services volunteers. Over this period volunteers worked 6,799 hours, an increase of 2.4% on the same period last year.	
3.4.4.3 Review the Botanic Garden Strategic Plan	Commercial Entities	During this period considerable work was carried out on developing a draft for the Garden's next Strategic plan that will cover 2023 - 2027. The review is behind schedule due to lack of resources and inability to find a cost effective or experienced contractor.	
Measure		July to December 2022	
Visitation numbers at the Eurobodalla Regional Botanic Garden		20,674	

4. OUR CONNECTED COMMUNITY THROUGH RELIABLE AND SAFE INFRASTRUCTURE NETWORKS



4.1 – PROVIDE INTEGRATED AND ACTIVE TRANSPORT NETWORKS TO ENABLE A CONNECTED AND ACCESSIBLE EUROBODALLA

4.1.1 - Plan for an integrated and active local transport network, guided by the NSW Government's Future Transport 2056 Strategy



Action	Service	Progress Update	Status
<p>4.1.1.1 Plan for a safe, efficient and integrated transport network that meets current and future needs</p>		<p>Council's vision is to ensure a safe, accessible, integrated, and resilient transport network that provides for the efficient and effective movement of people and goods, and to activate and support our growing permanent and visitor population and economy.</p> <p>Our existing transport network is well managed and underpinned by:</p> <ul style="list-style-type: none"> i) taking a strategic whole of network and route approach, rather than a project specific approach ii) a well-established road hierarchy directly linked to current and planned growth iii) a strong focus on saving lives and reducing road related trauma through implementation of the Eurobodalla Road Safety Plan 2019-22 iv) sound asset and risk management including integration of resilience outcomes v) strategic integration of multiple projects through advanced route planning and extensive re-use of materials to accelerate delivery of route and network outcomes vi) integration of active transport through implementation of the adopted Eurobodalla Pathways Strategy 2017 vii) a strong focus on improving connectivity, walkability and liveability of our towns and 	




		<p>villages, particularly within our commercial business districts and where major routes pass through our villages</p> <p>A Transport Network Plan has already been prepared for the northern area of Eurobodalla Shire which focusses on the major growth corridor between Batemans Bay and Moruya plus Cullendulla Drive (servicing Long Beach and Maloneys Beach) and Durras Drive (servicing South Durras) in the north of the Eurobodalla. The Northern Area Transport Network Plan (NATNP) is available on Council's website.</p> <p>Council is now continuing to prepare a Transport Network Plan for the Southern Area of Eurobodalla which will undergo a further consultation process with both internal and external stakeholders prior to final endorsement by Council.</p>	
4.1.1.2 Provide traffic management planning	Transport	<p>During the period, Council:</p> <ul style="list-style-type: none"> Reviewed four Traffic Management Plans for special events Assisted in the ongoing development of NSW Government funded Moruya Bypass. 	
4.1.1.3 Coordinate the Local Traffic Committee	Transport	Six Traffic Committee meetings were held. Five meetings are planned for the remainder of the year.	
4.1.1.4 Advocate for improved public transport including compliance with NSW Disability Standards for accessible public transport	Transport	<p>Council worked with Transport for NSW and Community Transport to re-establish the Eurobodalla Transport Working Group. The first meeting is scheduled for 18 January 2023.</p> <p>Members to include but not limited to:</p> <ul style="list-style-type: none"> Council - various departments Transport for NSW Bus companies in Eurobodalla Shire Taxi companies 	
4.1.1.5 Provide community transport services	Community Care	Community Transport is slowly returning to pre Covid numbers as far as trips and clients are concerned. We are experiencing a rise in demand from other Home Care Package providers as more and more people progress from Commonwealth Home Support funded services onto Home Care packages.	

Measure	July to December 2022
Number of Local Traffic Committee meetings	6
Number of Community Transport trips	4,239
Number of Community Transport volunteer hours provided	4,736 hours

4.1.2 - Advocate for improved and resilient transport services and infrastructure			
Action	Service	Progress Update	Status
4.1.2.1 Partner with peak bodies to advocate for improved local transport services and infrastructure	Transport	<p>Council continues to advocate for improved funding for local and regional roads.</p> <p>During the period, Council:</p> <ul style="list-style-type: none"> • Worked with Transport for NSW (TfNSW) and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with new regional hospital and regional emergency services precinct • Worked with the South East Australian Transport Strategy Inc (SEATS) to advocate on transport priorities for the Eurobodalla, including upgrades to the Princes Highway (highway duplication and bridge upgrades) and improved resilience works • Attended Institute of Public Works Engineering Australasia (IPWEA) South East Regional Meeting (14 October 2022) and Forum (1 December 2022). • Prepared a draft of the Southern Area Transport Network Plan for consultation with internal and external stakeholders. • Commenced preparation of Council submission on TfNSW's Draft South East and Tablelands Regional Transport Plan. 	
4.1.2.2 Seek funding to maintain and improve the local and regional transport network	Transport	<p>Council have been awarded \$377,960 under the Fixing Local Roads Pothole Repair Program to assist with additional corrective maintenance after the recent large scale wet weather event. This will allow Council the financial ability to address community concerns in shorter timeframes and help keep our community and visitors to the Eurobodalla safe as they drive our local and regional roads, in accordance with Council's 2019-2022 Road Safety Plan. It should be noted that the delivery of this work has a limited timeframe and that Council does not have sufficient internal resources to deliver and will have to engage contractors to deliver this work.</p> <p>Council have also sought funding, and are awaiting outcomes for:</p> <ul style="list-style-type: none"> • \$5.89M funding under the Fixing Country Roads Program for roundabout upgrades at Broulee Road and George Bass Drive, Broulee and Sylvan Street/Kuppa Road and George Bass Drive, Malua Bay; Tomago River Bridge assessment and cathodic protection at Short Creek Bridge, Caseys Beach and Kianga Bridge. 	





		<ul style="list-style-type: none"> • \$2M under the Australian Government Blackspot Program for roundabout upgrades at Broulee Road and George Bass Drive, Broulee. • \$2.7M under the Infrastructure Betterment Fund for Araluen Road and North Head Drive embankment stabilisation. 	
--	--	---	--

4.1.3 - Provide safe and reliable local and urban roads, guided by the asset management plan			
Action	Service	Progress Update	Status
4.1.3.1 Maintain the local and urban road network	Transport	High levels of rainfall over the last 12 months, including declared natural disasters, continue to have an impact on the road network with numerous potholes and pavement failures necessitating urgent repairs. Council is working to progressively address these failures with longer term repairs. The wet weather and challenges with tight labour markets and resourcing has resulted in an increased backlog of defects and planned works.	
4.1.3.2 Build and renew the local and urban road network	Transport	Resourcing constraints and the requirement to complete grant funded works will impact on the ability of Council to complete all planned projects on the local and urban road network. The following projects will be deferred (either completely or in part) until next financial year. <ul style="list-style-type: none"> • George Bass Drive Pavement Rehabilitation, Surf Beach \$400,000 • Merinda Street reconstruction, Malua Bay \$270,000 • River Road Upgrade, Nelligen \$627,000 	
Measure		July to December 2022	
Length of sealed road maintained		619km	
Length of unsealed road maintained		404km	
Number of bridges maintained		114	




4.1.4 - Deliver a functional stormwater network guided by the asset management plan			
Action	Service	Progress Update	Status
4.1.4.1 Build and renew the stormwater network	Stormwater	The programmed works are on track.	
4.1.4.2 Maintain the stormwater network	Stormwater	Maintenance is undertaken based on priority and available resources.	
4.1.4.3 Develop a new stormwater servicing plan for South Batemans Bay CBD	Stormwater	Initial detail survey for South Batemans Bay CBD completed, including location of underground services. The project has not progressed further due to staff vacancies.	

Measure	July to December 2022
Length of stormwater maintained	197.71km



4.1.5 - Promote active and inclusive transport through the provision and enhancement of the pathway network, as guided by the Pathway Strategy and asset management plan

Action	Service	Progress Update	Status
4.1.5.1 Maintain the pathway network	Transport	Maintenance undertaken based on priority and available resources.	
4.1.5.2 Build and renew the pathway network	Transport	Council and grant funded projects completed during the reported period include: <ul style="list-style-type: none"> • Noble Parade, Dalmeny • Melaleuca Crescent, Catalina • Kuppa Avenue, Malua Bay • Church Street, Mogo • Evans Road, Tuross Head • Nelson Parade, Tuross Head • Train Street, Broulee. 	
4.1.5.3 Leverage existing funding to accelerate expansion of the pathway	Transport	Council have been awarded \$1.35M under the Get NSW Active 2022-23 program for the construction of footpaths and shared user paths. This will allow Council to deliver continuous connected pathways aligning with our community commitment in the Eurobodalla Pathways Strategy 2017. Council have also sought funding, and are awaiting outcomes for: <ul style="list-style-type: none"> • \$1.315M funding under the Get Active Now 2023-24 program for missing pathway links projects across the Eurobodalla • \$273K under the 2022 Crown Lands Flood Recovery Program for the releveling of Corrigan's Reserve and improving current stormwater drainage 	
4.1.5.4 Review the Pathways Strategy	Transport	Internal review commenced. Final adoption of an updated strategy deferred to late 2023, due to staff vacancies and available resources being diverted to respond to natural disasters.	




Measure	July to December 2022
Growth of pathway network	2,624m
Length of pathway maintained	140.46km

4.1.6 - Provide car parking, guided by the asset management plan			
Action	Service	Progress Update	Status
4.1.6.1 Maintain the car park network	Transport	Inspections completed as per schedule. Maintenance undertaken based on a priority basis.	
4.1.6.2 Build and renew car parks	Transport	Program on track.	
4.1.6.3 Explore opportunities to improve accessibility of shire car parks	Transport	Council provided advice with regard to Beach Access Project, which provides better access to all users of beach access points.	
Measure		July to December 2022	
Number of car parks maintained		148	

4.2 – STRENGTHEN LINKAGES THROUGH AIR, ROAD, AND MARINE TRANSPORT OPTIONS



4.2.1 - Advocate for improved regional roads and freight access in and out of Eurobodalla			
Action	Service	Progress Update	Status
4.2.1.1 Work with key partners to advocate for the progress upgrades of the Princess and Kings Highways	Transport	<p>Council pro-actively works directly and through South East Australian Transport Strategy Inc (SEATS) to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades. Two SEATS meetings were attended.</p> <p>Council works with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway.</p> <p>Roads Maintenance Management Contract work is undertaken on Kings Highway for Transport for NSW (TfNSW).</p>	
4.2.1.2 Advocate the NSW Government to optimise outcomes from delivery of key regional transport upgrades such as the Nelligen Bridge and Moruya by-pass	Transport	<p>Council participated in regular meetings with Transport for NSW (TfNSW) to progress Moruya Bypass Project. Advocating to TfNSW, Member for Bega and Minister Toole for NSW Government retention of current section of Princes Highway and Moruya Bridge to avoid depreciation burden on Council.</p> <p>Advocacy continued to TfNSW for the NSW Government to integrate the bypass with the new Eurobodalla Hospital and Eurobodalla Regional Collocated Emergency Services Precinct in Moruya.</p>	


4.2.2 - Provide and enhance the Regional Airport, guided by the Airport Master Plan			
Action	Service	Progress Update	Status
4.2.2.1 Operate and maintain the Regional Moruya Airport	Commercial Entities	Rex Airlines have implemented an improved flight schedule which increases capacity and will reduce fares. For the first time, this means a Rex plane resides overnight at Moruya providing greater capacity for the first and last flights of the day, and that the crew stay overnight in the area providing an additional economic benefit.	
4.2.2.2 Seek funding to support priorities identified in the Airport Master Plan	Commercial Entities	Grant applications have been submitted and one major project, a replacement of the main taxiway for airport tenants, has been completed.	
4.2.2.3 Review the Airport Master Plan	Commercial Entities	Finalisation of the draft has been delayed pending staff recruitment.	
Measure		July to December 2022	
Number of landings at the airport		6,638	
Number of passengers		5,715	

4.2.3 - Work in partnership to develop marine infrastructure, guided by the Marine Asset Management Strategy			
Action	Service	Progress Update	Status
4.2.3.1 Inspect and maintain Council boating and marine infrastructure	Recreation	Regular cleaning of the boat ramps is on-track. Maintenance of the shark net at Bar Beach, Narooma has been completed. Inspection of Marine assets routinely completed.	
4.2.3.2 Leverage funding to renew and build Council boating and marine infrastructure	Recreation	Council have been awarded \$50K under Boating Asset Maintenance Subprogram 2022 for the maintenance of local boat ramp facilities. This will allow Council to maintain two regional boat ramp facilities at Hanging Rock, Batemans Bay and Apex Park, Narooma, and conduct monthly inspections of marine infrastructure at both locations. Council have also sought funding, and are awaiting outcomes for: <ul style="list-style-type: none"> • \$1.22M funding under the Boating Now Rd 4 Program for upgrades to the Hanging Rock boating complex, Preddys Wharf facility, Taylors Boat Ramp, Nelligen pontoon and carpark, and Tuross River boat ramp car park 	
4.2.3.3 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Recreation	Council maintains its position that the NSW Government should fund dredging works in the Clyde River Batemans Bay and Wagonga Inlet Narooma.	
Measure		July to December 2022	
Number of marine infrastructure maintained		119	

4.3 – ENHANCE CONNECTIVITY THROUGH IMPROVED TELECOMMUNICATIONS AND POWER SUPPLY

4.3.1 - Work with key partners to ensure resilience, consistency and improvements in our networks





Action	Service	Progress Update	Status
<p>4.3.1.1 Advocate for improved power supply resilience to Mt Wandera telecommunications site, other critical infrastructure and vulnerable communities</p>	Public Order and Safety	<p>This site houses the Government radio network (GRN) for all emergency services agencies, ABC and commercial radio and TV, mobile phone infrastructure, Council's telemetry systems for water and sewerage systems and numerous private purposes.</p> <p>Council has led a steering group of users of this site to develop an upgrade plan to deliver improved resilience for the whole site including:</p> <ul style="list-style-type: none"> • Provision of resilient power poles from the open farmland to Mt Wandera • Replacement of vulnerable above ground electrical turrets (recently completed by Essential Energy) and pole mounted transformers with more resilient installations • Improved power back-up onsite has been funded and is being implemented (NSW Telco Authority are providing a 5-day back-up system for the GRN and Telstra 2 days for telecommunications) • Improved access and turning arrangements • Improved Asset Protection Zones • Improved resilience of Council's own installation. <p>Council led advocacy work with community associations and business chambers to Government in the lead up to the last federal election. This resulted in a funding allocation of \$750,000 under the Disaster Ready Fund for Mt Wandera resilience upgrades including power supply, access and asset protection zone improvements. These funds will allow all remaining resilience and site safety works to proceed to completion in 2023.</p> <p>Council partnered with the Durras Association to advocate for improved power resilience. This has resulted in the Australian Government committing \$243,000 in funding under the Disaster Ready Fund for the power line into South Durras to be upgraded to resilient poles. These works will now proceed in 2023.</p>	
<p>4.3.1.2 Advocate for improved resilience, coverage and speed of</p>	Public Order and Safety	<p>Council's advocacy to the Australian Government to further improve the resilience and coverage of telecommunications has resulted in funding</p>	




telecommunications including fast internet and reduce mobile black spots		<p>commitments under the Disaster Ready Fund to improve coverage along the Princes Highway, particularly between Batemans Bay and Ulladulla, and the villages of Tuross Head and Lilli Pilli.</p> <p>The Australian Government has also committed to funding the deployment of back-up Sky Muster satellite services in the Eurobodalla including the Batemans Bay Community Hub, Moruya SES unit, Batemans Bay and Moruya RFS Units, and the Mogo RFS Training Centre, under the Strengthening Telecommunications Against Natural Disasters (STAND) program.</p>	
4.3.1.3 Seek funding to undertake and prepare a telecommunications strategy to support business resilience, diversity and growth	Economic Development	Discussions have commenced with the University of Wollongong (UoW) to investigate options for in-kind support through student supported activities. Council met with Dr Paul di Pietro, Dean of Knowledge Exchange and Translation. A bid to support the development of the strategy prepared for 2023-24.	


5. OUR ENGAGED COMMUNITY WITH PROGRESSIVE LEADERSHIP

5.1 – ACKNOWLEDGE OUR SHARED RESPONSIBILITY THROUGH AN INFORMED COMMUNITY


5.1.1 - Proactively provide clear, accessible, timely and relevant information to support and inform the community



Action	Service	Progress Update	Status
5.1.1.1 Manage Council's website	Communications	<p>Website content updates were reviewed and approved daily, and web editors provided with ongoing training and guidance to improve the content of the pages they are responsible for. This includes corporate, the Bas and Regional Botanic Garden sites. An upgrade to our content management system provided access improvements for web editors.</p> <p>A new staff intranet was launched in July, aimed at making resources more easily available, and providing a single source of truth. New single sign-on capability makes intranet access easy and efficient, particularly for staff in field and working from home.</p>	
5.1.1.2 Prepare and distribute media releases	Communications	Media releases were prepared and distributed to local and regional media outlets and to stakeholders like state and federal representatives and local community associations.	
5.1.1.3 Manage media enquiries	Communications	Media queries were received from local, regional and national media outlets, with most responded to within a day. In addition to informal queries, Council responded to 147 formal media queries.	
5.1.1.4 Manage social media channels	Communications	<p>There are three corporate social media accounts: Facebook, Instagram and YouTube. On average Council posts four to five Facebook posts and two Instagram posts each week. Videos are uploaded to YouTube on an ad hoc basis.</p> <p>Facebook is a strong communications platform between Council and the community with 17,542 followers. Each month the corporate Facebook page posts are seen by 45,000 to 50,000 personal, business and group accounts, and experience between 15,000 to 20,000 engagements.</p>	




		<p>Council's corporate Instagram page has 2,531 followers and YouTube account has 158 followers.</p> <p>All platforms continue to show an increase in followers, with Facebook posts experiencing a strong surge in engagement and reach in the second quarter of 2022-23. Plans are underway to include LinkedIn as part of Council's social media suite.</p>	
<p>5.1.1.5 Design Council's communications, signage and promotional materials in line with brand and accessibility requirements</p>	Communications	<p>Projects for the first two quarters included: Village signs for Dalmeny, Kianga, Tuross Head and Nelligen; signs for the North Broulee dune with local Landcare; decals for new CleanAway trucks; interpretive signs for the Moruya Library and Bas native garden; a styleguide for interpretive signage; signage scope for the coastal headland walking trail; Mayor's Writing Competition anthology and competition certificates; Basil Sellers Art Prize catalogue and collateral, sign for Rosedale footbridge in collaboration with community, various promotional posters and flyers, wayfinding at the Eurobodalla Regional Botanic Garden, an interpretive sign at Russ Martin Park in collaboration with community, signs for the Aboriginal Heritage Walk at Botanic Garden, signs for Observation point, changes made to corporate collateral to improve accessibility are larger font sizes, avoiding small body copy and light fonts, adhering to web content accessibility guidelines (WCAG) colour contrast ratios. Work is underway to update the corporate style guide and templates to refresh the brand and incorporate accessibility requirements.</p>	
<p>5.1.1.6 Prepare and publish 'Living in Eurobodalla' newsletter</p>	Communications	<p>The first edition of the 2022-23 calendar year was distributed to households in July. The print newsletter has undergone a significant redesign – with a newsier look and content – and expansion, from four pages to eight pages.</p> <p>There was no second quarter edition of Living In Eurobodalla, with staff shortages disrupting production. A one-off January delivery edition was produced instead. Regular production will resume in 2023, with editions aligned with the seasons: Mar-May, Jun-Aug, Sep-Nov, Dec-Feb.</p>	
<p>5.1.1.7 Manage Council's electronic newsletters</p>	Communications	<p>Council News is the organisation's monthly corporate email newsletter that continues to exceed industry standards, with open rates around 65 percent compared to the average of 19 per cent for government electronic newsletters.</p>	

		<p>Other electronic newsletters are distributed by Council: Arts Information Exchange, Business Update, Library News, Bushfire Recovery, Builders and Developers, the Bas, Children’s Services Update, Community Care, Recreation Matters, Tourism News, What’s On in Eurobodalla.</p> <p>Bushfire Recovery and Recreation Matters both ended in the second quarter, the former as the Bushfire Recovery Office at Moruya was closed at the end of the project and the latter due to reconsideration of the best use of resources.</p>	
5.1.1.8 Using Council's platforms, provide information for the community about the role of elected representatives	Communications	<p>Councillor representation is promoted by way of social media posts advertising upcoming Council meetings – including Public Access and Public Forum – with links to the business paper and agenda highlights – these are also shared with local media; post-meeting Mayoral video shared on social media summarising meeting outcomes; a monthly Mayoral Message is distributed to media outlets highlighting timely issues including advocacy work; organisation and promotion of monthly Councillor Catch-up sessions.</p>	

Measure	July to December 2022
Number of Council News subscribers	3,179
Number of media queries	147
Number of media releases distributed	94
Number of newsletters published	43
Number of social media followers	20,231
Website traffic	500,858





5.1.2 - Provide a range of opportunities for the community to be consulted and engaged, guided by the Community Engagement Strategy			
Action	Service	Progress Update	Status
5.1.2.1 Invite community members to participate in decision-making by providing a broad range of engagement opportunities	Communications	<p>The community is made aware of opportunities to engage in decision making by way of communications on social media (particularly Facebook), radio advertising, the weekly Council Noticeboard that appears in print and online media, and through media releases provided to local and regional outlets, and via Council’s monthly newsletter to residents. Some projects also engage with community members directly through written or electronic mail. Where appropriate, posters and/or flyers also provide information on community participation. Council’s website is used to host engagement information.</p>	

5.1.2.2 Review the Community Engagement Strategy	Communications	The Community Engagement Strategy was revised, and a draft presented to Council at their 13 September 2022 meeting. The strategy was publicly exhibited for 28 days (14 September to 4 October 2022) and no submissions were received. The strategy was adopted at the 25 October Council meeting.	
5.1.2.3 Provide opportunities for Councillors to talk to the community at accessible locations throughout Eurobodalla	Communications	Councillor Catch Ups were held monthly, rotating between towns. Catch ups were held on 27 July in Bodalla, 17 August in Nelligen and 21 September in Tuross Head. Councillors will recommence the Councillor Catch Ups bi-monthly from February 2023.	


5.1.3 - Provide a welcoming and easy to deal with Council where customers have a positive experience			
Action	Service	Progress Update	Status
5.1.3.1 Provide quality customer assistance in main administration building and depots	Customer Service and Records	Council continues to provide customer assistance to the community in the main administration building and depots. Between July and December, Council's front counter team, processed 4,143 receipts and the Switch received 25,981 phone calls.	
5.1.3.2 Manage public access to Government Information and Privacy (GIPA)	Customer Service and Records	During the reporting period, Council received 13 formal access applications made under the GIPA Act and determined 11 formal access applications.	
5.1.3.3 Provide effective records management	Customer Service and Records	Council continues to provide an effective records management service. Between July and December, Council received 2,824 hard copy letters and 19,081 emails to the council@esc.nsw.gov.au email address.	
Measure		July to December 2022	
Percentage of correspondence dealt with within timeframes		82%	
Number of GIPA applications determined		11	
Number of GIPA applications processed		11	
Number of GIPA applications received		13	
Percentage of customer service requests resolved within time frames		78%	
Percentage of phone enquiries to Council's Switchboard addressed within time frames		91.2%	



5.2 – PROACTIVE, RESPONSIVE AND STRATEGIC LEADERSHIP




5.2.1 - Be proactive leaders with a focus on 'community better'

Action	Service	Progress Update	Status
5.2.1.1 Facilitate and support civic functions	Community and Corporate Leadership	No civic functions were held during the first half of the year. Council is planning a civic function to celebrate the works at Observation Point, Batehaven during 2023.	
5.2.1.2 Administer community grants and donations	Community and Corporate Leadership	Community grant applications received included: <ul style="list-style-type: none"> • Six Community Event Grants • Seven Education and School Grants • Four Fergus Thomson OAM Heritage Award 2022 • Ten Mayoral Grants • Nine Round: Tourism Events Sponsorship Aug 2022 	
5.2.1.3 Explore opportunities for Councillors to be more accessible to the community	Community and Corporate Leadership	Council has held three Councillor catch ups this year in Bodalla, Nelligen and Tuross.	
5.2.1.4 Provide professional development opportunities for Councillors	Community and Corporate Leadership	A training plan is being designed for 2023 to be presented to the Councillors.	
Measure		July to December 2022	
Total value of community grant distributed		\$54,817	
Number of civic functions held		0	

5.2.2 - Implement effective governance and long-term planning



Action	Service	Progress Update	Status
5.2.2.1 Assist the Council in meeting its statutory obligations and roles	Community and Corporate Leadership	Council has met on 11 occasions include nine Ordinary and two Extraordinary meetings. Council adopted a new Code of Meeting Practice at the Extraordinary Council Meeting held on 5 September 2022. Seven Mayoral Reports submitted on: <ul style="list-style-type: none"> • Treatment of Rural Fire Service Equipment • Recognitions of Service • Extraordinary Council Meeting – Appointment of General Manager • Community Engagement Framework and Participation Plan – Amendment • Code of Meeting Practice • Appointment of Interim General Manager Five Notice of Motions submitted on:	

		<ul style="list-style-type: none"> • Sale of Crown road reserve adjacent Lot 6 DP 1171646 Turnbolls Lane Moruya • Responses from Ministers to the Mayor • Eurobodalla Shire Council supports an end to native forest logging in Eurobodalla Shire • Advocacy to NSW Government to legislate that 24/7 cat containment can be enforced by local government • Advocacy to NSW Government to end native forest logging in State forests and transition the native hardwood sector of FCNSW to 100% sustainable plantations <p>Two Questions on Notice reports were submitted by Councillors regarding:</p> <ul style="list-style-type: none"> • Rules for Flying Drones • Dalmeny Land Release Area <p>Two Petitions were submitted to Council:</p> <ul style="list-style-type: none"> • Petition regarding animal cruelty at rodeos • Petition to defer any re-sealing works to Barkala Street and Coastal Court, Dalmeny <p>One Delegates report highlighting Councillor's experience at the conference was presented for 2022 NSW Coastal Conference.</p> <p>14 Community members registered to speak at public access session and 41 registered to speak at public forum on matters listed on the Council agenda.</p> <p>Minutes were prepared and published online within one week of each meeting.</p>	
5.2.2.2 Review Council policies	Community and Corporate Leadership	All policies have been reviewed and uploaded to Council website.	
5.2.2.3 Review and prepare Council's plans and reports under the Integrated Planning and Reporting Framework	Community and Corporate Leadership	<p>Council's Delivery Program 2022-26 and Operational Plan 2022-23 came into effect 1 July 2022.</p> <p>The review of Council's suite of Integrated Planning and Reporting documents commenced late 2022, to establish plans for the 2023-24 year.</p>	
Measure		July to December 2022	
Number of Council meetings		11	
Plans adopted within statutory timeframes		100%	




5.2.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Progress Update	Status
5.2.3.1 Develop and maintain strategic partnerships	Community and Corporate Leadership	<p>Council continued to be members of the Australian Coastal Council's Association, Australian Local Government Women's Association, Country Mayor's Association, South East Arts, South East Transport Strategy and Floodplain Management Association.</p> <p>Councillor Anthony Mayne is a member of the South East Transport Strategy. Councillor Amber Schutz is a member of the Batemans Marine Park Advisory Committee and a member of the Joint Regional Planning Panel.</p> <p>Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel and Joint Regional Planning Panel.</p>	
5.2.3.2 Actively participate in Canberra Region Joint Organisation	Community and Corporate Leadership	Council is an active member of the Canberra Region Joint Organisation (CRJO) and has attended three Board meetings. The Board meetings focussed on governance processes, advocacy plans and regional priorities.	
5.2.3.3 Actively participate in Local Government NSW and other sector organisations	Community and Corporate Leadership	Council is a member of LGNSW. Councillors are registered to attend the 2023 LGNSW Annual conference.	
Measure		July to December 2022	
Number of Canberra Region Joint Organisation meeting attended		3	


5.3 – WORK TOGETHER TO ACHIEVE OUR COLLECTIVE VISION






5.3.1 - Provide strong corporate and financial management that is ethical, fair, transparent and accountable



Action	Service	Progress Update	Status
5.3.1.1 Provide sound and strategic financial management and reporting	Finance	Council lodged the financial statements for the year ended 30 June 2022 with the Office of Local Government on 2 December 2022. Council received an unqualified audit opinion from the NSW Audit Office. Investment Reports were provided to Council (July to November) and to the Audit Risk and Improvement Committee.	
5.3.1.2 Collect rates and charges	Finance	Rates levied in accordance with statutory timelines.	
Measure		July to December 2022	
Annual Accounts lodged with Office of Local Government by statutory deadline		100%	
Quarterly budget review statements presented to Council within statutory timeframes		100%	




5.3.2 - Manage land under Council control



Action	Service	Progress Update	Status
5.3.2.1 Undertake strategic management of Council's operational land portfolio	Property	Operational land parcels are reviewed on an ongoing basis to ensure current use is appropriate. An expression of interest process for the former Batemans Bay Bowling Club has been completed and the EOIs being prepared to present to Council. The sale of one land parcel has been settled and another has had contracts exchanged.	
5.3.2.2 Manage leases and licences	Property	Council manages approximately 150 leases and licences, which includes signing up new licences and managing lease queries, renewals and rent reviews for existing ones. Lease income continues to grow.	
5.3.2.3 Manage the operation of Council's campgrounds and Batemans Bay Beach Resort	Property	A new contractor (NRMA) has started managing the Batemans Bay Beach Resort for Council and this has seen improved customer experience and business levels. A new contract for Council's campgrounds has been signed and is in operation. There is a significant issue at North Head Campground of long-term residents who have nowhere else to live. The new contract provides additional resource to manage this.	

5.3.2.4 Review the Property Strategy	Property	An outline strategy has been drafted. The review has been delayed due to resourcing constraints.	
Measure		July to December 2022	
Number of leases and licences managed		147	
Occupancy rate at Batemans Bay Beach Resort		55%	

5.3.3 - Provide effective and professional administration, technical and trade services to support the delivery of services to the community			
Action	Service	Progress Update	Status
5.3.3.1 Provide innovative information technology and geographic information systems services	Information Technology	To optimise service delivery Council has maintained its focus on four main Information Technology service delivery areas – improved security, improved resilience, innovation, ease of use. These focus areas lead to programs of work in each of these areas including; migration of on-premises services to cloud services for example; Technology One to a software as a service platform, migration of staff email services to Office 365, cloud backup of all Council data, replacement of obsolete phones with cloud phone services. The Technology One cloud migration remains on track and the migration of Council phones to the cloud solution has begun. Council disaster recovery and business continuity plans are being updated to support these innovations.	
5.3.3.2 Undertake procurement that provides best value to the community	Plant and Fleet	Council established the new Concrete Supply Panel in December 2022 and continued to maintain existing contracts and Panel Arrangements. Council will begin reviewing contracts in 2023. Continued support was provided for all teams to ensure effective Procurement practices that deliver best value for the community.	
5.3.3.3 Provide risk and insurance services	Risk and Insurance	During the period there were: <ul style="list-style-type: none"> • Seven Motor Vehicle Claims at Fault • Three Motor Vehicle Claims Wildlife • Two Motor Vehicle Claims not at Fault • Two Public Liability Property Damage Claims 	
5.3.3.4 Provide depots and workshops	Works and Operations	Depots and workshops supporting operational activities and customer service as required. Renewal priorities to be reviewed.	
5.3.3.5 Manage fleet services	Plant and Fleet	Council's fleet replacement plan is approximately 30% committed. The procurement process for multiple trucks and large plant items are underway. The purchase of Council's utilities for 2023 has been delayed due to resourcing constraints, it is planned to be completed early	



		<p>2023. Council saw positive sale results at public auction which contributes to the progression of the fleet replacement program.</p> <p>There was no improvement in the lengthy delays Council are experiencing for new vehicle and plant purchases. It seems vehicle manufacturers are beginning to catch up on their backlog of orders, but it will take time for Council to see the effects.</p>	
5.3.3.6 Provide technical services	Technical Services	Technical support provided for works program, customer inquiries, development matters and strategic infrastructure planning is ongoing.	
5.3.3.7 Undertake private works	Works and Operations	Council have undertaken 84 private works during July to December. These include 50 workshop, 23 Water and Sewer and 11 operational, including street sweeping.	
Measure		July to December 2022	
Number of insurance claims processed		14	
Value of private works		\$123,000	

5.3.4 - Develop and grow a skilled, motivated and accountable workforce and position Council as an organisation people want to work for			
Action	Service	Progress Update	Status
5.3.4.1 Provide human resource management	Workforce Development	A contemporary human resources management service has been provided to Council. Progress is tracking as planned.	
5.3.4.2 Support a culture that provides opportunities and celebrates achievements	Workforce Development	Council's Rewards and Recognition program continues to be implemented with awards provided on an ongoing basis. The Performance Appraisal's system is intended to be reviewed however may be delayed until next year due to other priorities.	
5.3.4.3 Champion the safety and wellbeing of staff	Workforce Development	<p>Council have approved the Work Health and Safety and Wellbeing Strategy 2022 to 2027 (Strategy), which contains three deliverables. Deliverable one is to reduce musculoskeletal disorders across Council, deliverable two is to enhance worker wellbeing and deliverable three is to implement a Work Health and Safety Management System aligned to international standards.</p> <p>Council have developed a Corporate Work Health and Safety and Wellbeing Plan 2022 to 2023 (Plan) to work towards the deliverables identified in the Strategy. The Plan contains five programs.</p> <p>Developing and implementing a Work Health and Safety Management System has started</p>	

		<p>with the successful recruitment of a WHS Advisor although still off- track and additional resources are required.</p> <p>Delivering training to Council on how to manage the risk of hazardous manual tasks and the completion of risk assessments will begin in quarter three. The development of a verification of competency system has commenced and will be embedded in Council systems. The development of a Suitable Work Register to assist with the management of workers compensation claims at Council is underway. A wellness program for Council has been developed and implementation is on track.</p>	
5.3.4.4 Continue to develop performance and capabilities frameworks	Workforce Development	Council has successfully completed the Performance Cycle and has encouraged staff to set up Performance Plans to ensure they are supported in performance development.	
5.3.4.5 Undertake a review of recruitment policy and processes	Workforce Development	Council has been unable to progress a review of the recruitment policy and processes due to a high level of job vacancies and a focus on the operational needs of Council.	

Measure	July to December 2022
Number of learning and development opportunities provided	1,098
Number of participants in Health and Wellbeing activities	700
Number of successful recruitment activities	50
Number of training opportunities provided	1,098
Number of Work, Health and Safety inspections	16
Staff turnover rate	7.5
Workers lost time injury incidents	14

5.3.5 - Be an agile organisation that champions continuous improvement and efficiencies			
Action	Service	Progress Update	Status
5.3.5.1 Facilitate the Audit, Risk and Improvement Committee and associated projects	Community and Corporate Leadership	<p>The Audit, Risk and Improvement Committee participated in a workshop on 24 August 2022 with Council's appointed Internal Auditor to establish a new Internal Audit program. The program commenced late 2022.</p> <p>The committee met on 12 October and 23 November 2022, discussing items including:</p> <ul style="list-style-type: none"> • Disaster recovery update • Audit of Financial Statements, investment reports • Rate Peg methodology 	

		<ul style="list-style-type: none"> • Insurance coverage • Bay Pavilions 	
5.3.5.2 Coordinate the internal audit program and the implementation of recommendations	Community and Corporate Leadership	<p>The Audit, Risk and Improvement Committee (ARIC) reviewed tenders received for the provision of internal audit services and made a recommendation to Council for their preferred vendor.</p> <p>Council entered into an agreement with new internal audit provider Centium.</p> <p>A workshop was held 24 August 2022 with ARIC, Centium, and council staff to establish an internal audit program. The program commenced late 2022.</p>	
5.3.5.3 Develop a service review program to inform Council's future level of service	Community and Corporate Leadership	<p>Council have commenced collating data from recent community consultations activities to inform and develop its Service Review Program.</p> <p>Further community engagement is planned for early 2023.</p> <p>Options are being considered for performing service reviews to ensure the program follows best practice and value for money.</p>	
Measure	July to December 2022		
Number of Audit, Risk and Improvement Committee meetings	2		