

Delivery Program

2017-21

Operational Plan

2017-18




Six Monthly Performance Update

July – December 2017

|01|

1. Strong Communities, Desirable Lifestyle	2
2. Celebrated Creativity, Culture and Learning	8
3. Protected and Valued Natural Environment	16
4. Sustainable Living	20
5. Vibrant and Diverse Economy	25
6. Responsible and Balanced Development	31
7. Connected and Accessible Places	34
8. Collaborative and Engaged Community	41
9. Innovative and Proactive Leadership	45





Key

	On Track
	On Hold
	Needs Attention





CONTENTS

1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE

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



1.1.1 - Collaborate with key partners to address issues of community safety					
Action	Service	Comment	Status		
1.1.1.1 Coordinate the Police Liaison committee and associated projects	Community and Cultural Development	One meeting held in August. Police and Council staff discussed Closed Circuit TV (CCTV) in Batemans Bay CBD. Arrangements for traffic management during Christmas/New Year holiday period finalised.			
1.1.1.2 Provide road safety programs and activities	Transport	Seven road safety education programs planned and conducted including: - Child Restraint Checks - Aboriginal and Torres Strait Islander Children's Day 2017 with a second event planned for 2018; - Kings Highway Road Safety Partnership in place for Christmas holiday period; - Bike Week at Broulee with 49 riders plus Bicycle User Group (BUG) supporters; - Granite Town Festival support program conducting 187 breath tests at the event and Look Out Before You Step Out stencils at 24 locations; - Stepping On presentation provided to older road users at Moruya Hospital; - Motor Cycle Awareness Campaign; and - Graduated Licence Scheme workshop in Batemans Bay and workshops for Moruya and Narooma planned for 2018.			
1.1.1.3 Coordinate the management of beach safety	Public Order and Safety	Contracted season started in December and has operated successfully without any major incidents.			
1.1.1.4 Undertake school zone road safety review in consultation with Roads and Maritime Service and schools	Public Order and Safety	- Contacted all schools within Eurobodalla offering assistance for road safety. - Bodalla school bus zone corner of Eurobodalla Road and Princes Highway investigated by the Local Traffic Committee and resulted with traffic direction and parking zone changes to improve safety for school children using buses. - Broulee Public School replacement school crossing flags delivered.			
Link	Outcome	Q1	Q2	Q3	Q4
1.1.1.2	Number of road safety programs	7	7	0	0

1.1.2 - Deliver legislated health protection and regulatory programs




Action	Service	Comment	Status		
1.1.2.1 Undertake the food inspection program	Public and Environmental Health	The Food Inspection Program is on target with 193 inspections conducted with a compliance rate of 91%.			
1.1.2.2 Provide companion animal management services	Public Order and Safety	The rehoming of animals has improved due to increase in social media usage.			
1.1.2.3 Commence the review of the Companion Animal Management Plan	Public Order and Safety	Council has commenced engagement and the review is underway.			
1.1.2.4 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	96% of all customer service requests attended to within timeframes.			
Link	Outcome	Q1	Q2	Q3	Q4
1.1.2.1	Percentage of complying food inspections	96	91	0	0



1.2 – IMPROVE LOCAL ACCESS TO HEALTH SERVICES






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

Action	Service	Comment	Status
1.2.1.1 Advocate for improved local health services	Community and Cultural Development	A Google group has been created where members can send emails to discuss items. For example healthy food in school canteens and smoking in public places. This group will look at holding forums in the future.	
1.2.1.2 Work in partnership to improve youth health outcomes and services for sexual health, mental health and drug and alcohol consumption	Community and Cultural Development	<ul style="list-style-type: none"> - A Memorandum of Understanding has been developed with Grand Pacific Health in principal support of its application for a 'hub and spoke' model of a Head Space facility in the Eurobodalla and Bega Valley Shires. - Council provides ongoing support to National Disability Insurance Scheme (NDIS) workers who work with young people with mental health issues at Council's Youth Cafes. - A Sexual health worker has scheduled regular visits to Council's Youth Cafes providing incidental education and informal discussions about sexual health and other issues to Eurobodalla youth. 	

1.3 – ENCOURAGE AND ENABLE HEALTHY LIFESTYLE CHOICES


1.3.1 - Activate and motivate our community to embrace healthy lifestyles						
Action		Service	Comment			Status
1.3.1.1 Develop a Healthy Community Action Plan		Community and Cultural Development	Initial data collection and research commenced.			
1.3.1.2 Support community and recreation groups to manage and develop their clubs		Recreation	<ul style="list-style-type: none"> - Two Recreation Matters newsletters have been distributed. - Meetings held with two management Committees, Eurobodalla District Tennis Association, Batemans Bay Tennis Club, Batemans Bay BMX Club, Batemans Bay Swim Club, Narooma Swim Club and Moruya Swim Club. - Ongoing support of Badminton. - Finalised Batemans Bay Tennis Club court hire agreement and provided letters of support to multiple clubs for grant applications. 			
1.3.1.3 Coordinate Healthy Communities and Seniors Week grants		Community and Cultural Development	Council awarded Healthy Communities and Seniors Week grants to the value of \$12,641 to 25 local groups and community organisations. Grant recipients included groups such as WIRES, Dalmeny Board Riders, Creative Arts Batemans Bay, Narooma Tennis Club, Deep River Choir, Meals on Wheels, Red Door Cafe and the Narooma District Woodcrafters.			
Link	Outcome		Q1	Q2	Q3	Q4
1.3.1.1	Healthy Community Action Plan adopted		25%	50%	0	0



1.3.2 - Plan for and provide a safe and accessible network of recreation and community facilities						
Action		Service	Comment			Status
1.3.2.1 Provide a booking service for recreation and community facilities and promote use of the facilities		Recreation	<p>Council's Booking Office continues to operate out of the Batemans Bay Community Centre averaging 210 bookings a week across all Council's facilities.</p> <p>An upgrade to the booking system is progressing. This upgrade will allow staff to work in the system simultaneously.</p> <p>Council's website continues to provide detailed information and photos relating to each site a facility is available for booking. Work continues with Council's two Management Committees to support them to advertise the halls and ensure the spaces can adequately cater for user groups. An investigation of a suitable new online booking system is ongoing.</p>			
1.3.2.2 Review the Recreation and Open Space Strategy		Recreation	The draft Recreation and Open Space Strategy and supporting documentation is on track to be presented to Council for consideration at a briefing and then meeting during February 2018.			

1.3.2.3 Build, renew, operate and maintain recreation and community facilities	Recreation	Operational and maintenance budgets on track and meeting expected levels of service. Completed works include Bodalla Hall restumping, Narooma Out Of School Hours wall and roof reconstruction, Ken Rose Park Public toilet construction and Narooma Library electronic access doors. Works in progress include the demolition of Gundry Old Depot, asbestos reroofing of Narooma Pool, construction of new toilet block at Durras Lake and re-fencing Tuross Tennis Courts. Essential services inspections and testing currently up to date including firefighting services, emergency access lighting and thermostatic valves.	
1.3.2.4 Manage public swimming pools	Recreation	Batemans Bay and Moruya Pools opened 9 October 2017. To date the attendance is greater than 36,000. This attendance includes six months operation of Narooma Aquatic Centre and seasonal operation of Batemans Bay and Moruya Swimming Pools.	
1.3.2.5 Undertake park user surveys	Recreation	Will continue to be a priority project for Recreation Services in 2018. Data will also be extracted from previous Recreation Open Space Strategy community questionnaires.	
1.3.2.6 Investigate provision of dog recreation facilities	Recreation	Council is currently working on the development of a new Companion Animal Management Plan. This plan will assist in informing a preferred location for a major dog recreation facility in the North of the Shire.	
1.3.2.7 Provide, maintain and upgrade Council's cemeteries	Community Facilities	To date there has been 31 burials and eight inurnments. Routine maintenance provided for all eight operational cemeteries in Eurobodalla.	




Link	Outcome	Q1	Q2	Q3	Q4
1.3.2.1	Number of bookings for recreation and community facilities	2,510	5,481	0	0
1.3.2.2	Revised Recreation and Open Space Strategy adopted	25	25	0	0
1.3.2.3	Capital renewal, upgrade and new works program >85% complete	20	20	0	0
1.3.2.4	Visitation numbers at swimming pools	0	36,445	0	0


1.3.3 - Develop and manage the Eurobodalla Regional Botanic Gardens






Action	Service	Comment	Status
1.3.3.1 Seek funding to provide quality visitors facilities, services and programs at the Eurobodalla Botanic Gardens	Commercial Entities	Grant funding of \$460,000 has been obtained in partnership with the Friends of the Gardens to enhance the visitor centre facilities.	

1.3.3.2 Actively seek events and promote the Eurobodalla Botanic Gardens	Commercial Entities	The Sculpture in the Gardens event saw record event attendance. Promotion for January's Shakespeare production resulted in tickets being sold out prior to Christmas.			
1.3.3.3 Support and grow the Friends of the Gardens volunteer network	Commercial Entities	Ongoing volunteer inductions continue every two months with new volunteers coming on board each quarter.			
Link	Outcome	Q1	Q2	Q3	Q4
1.3.3.1	Funding secured from sources other than rates and charges	460,000	460,000	0	0
1.3.3.2	Visitation numbers at the Eurobodalla Regional Botanical Gardens	7,000	7,000	0	0
1.3.3.2	Funding secured from sources other than rates and charges	460,000	460,000	0	0

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

1.4.1 - Plan for and provide opportunities, services and activities for youth			
Action	Service	Comment	Status
1.4.1.1 Provide and manage Youth cafés	Youth Services	The Youth cafes operate in Batemans Bay and Narooma every Friday evening from 3:30 - 8:30pm. They provide a safe place for young people to get together, enjoy a home cooked meal and enjoy socialising and participating in games and social activities. To date there has been 178 activities organised which 1,848 young people engaged in.	
1.4.1.2 Coordinate the Youth Committee and associated projects	Youth Services	Two youth committee meetings have been held. Additionally four young people from Eurobodalla attended the NSW Youth Council Conference in Sydney where they presented the youth tourism project to all conference attendees from across NSW. An All Ages music event, sponsored by MusicNSW, was held at the Moruya Racecourse. Approximately 150 young people attended the event and five local bands performed. Survey results indicate that over 40% of attendees thought the event was good and over 80% thought the venue was good or excellent.	
1.4.1.3 Deliver the youth learner driver project	Youth Services	Mentor induction has occurred resulting in 14 mentors trained and available to assist learner drivers. There are 12 learners enrolled in the program and they have all completed their driving school lessons and are working with their mentors. Two learners have already completed 100 hours of driving and one of these has also attended the Safer Driver Course. Daylight saving has slowed down the ability to build night driving hours but we anticipate things will improve during the winter months.	



1.4.1.4 Facilitate youth networks		Youth Services	Two Workers with Youth Network meetings held. The electronic mailing list includes over 100 contacts and is being used to effectively distribute information through youth networks.				
Link	Outcome		Q1	Q2	Q3	Q4	
1.4.1.1	Youth café attendance		409	715	0	0	

1.4.2 - Provide flexible, community based services to support older people, people with a disability and their carers			
Action	Service	Comment	Status
1.4.2.1 Provide support services for people with a disability	Community Care	All but five current clients with a disability have now successfully transitioned to the National Disability Insurance Scheme (NDIS). 134 participants in total are now requesting Council's Involve Disability Services to provide their NDIS supports: - 81 clients are receiving Support Coordination (55 of whom are also receiving Plan Management services) - 117 clients are receiving direct Delivery of Supports (64 clients receiving both coordination and direct service delivery).	
1.4.2.2 Provide community transport service	Community Care	Changes to disability funding have resulted in less trips being provided to people with disability under Community Support Program. Funding is now provided direct to participants via their National Disability Insurance Scheme (NDIS) packages. Some fee for service transport has been provided for NDIS participants and aged clients with Home Care Packages.	
1.4.2.3 Provide in-home health related care	Community Care	Funding for ComPacks hospital discharge packages continues until 30 June 2018 via a sub-contract with Community Options Australia (COA). The new 'ComPacks Request For Proposal (2018 and beyond)' tender is still under negotiation, the outcome of which is anticipated in early 2018. Increased demand for packages has been met through flexible resourcing.	
1.4.2.4 Provide support services for older people	Community Care	Services continue to be provided by a mix of volunteers and paid staff through Commonwealth Home Support Program (CHSP) grant funding, with referrals received through the My Aged Care government portal: - Respite services provided to 53 carers - Social Support services (group services) provided to 36 seniors - Social Support (individual services) provided to 98 seniors	
1.4.2.5 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	Committee meetings were held in July, September and November. Various strategies were referred to the committee including; the Sign Strategy, the draft Recreation and Open	

		Space Strategy, Adaptable Housing and draft Integrated Economic Growth and Development. The November meeting discussed the inclusive playground at Corrigans Beach, access to beach wheelchairs, the community directory, review of the Companion Animal Plan and the redevelopment of the old Batemans Bay Bowling Club site.			
Link	Outcome	Q1	Q2	Q3	Q4
1.4.2.1	Number of people with a disability provided with support	121	135	0	0
1.4.2.2	Number of community transport trips/clients	6,000	7,996	0	0
1.4.2.3	Number of clients provided in-home care	72	148	0	0

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



1.5.1 - Strengthen community connections through community development initiatives



Action	Service	Comment	Status		
1.5.1.1 Implement volunteer programs and initiatives	Community and Cultural Development	<ul style="list-style-type: none"> - Council continued recruiting volunteers to Community Transport and Social Support with two induction sessions being held. Volunteer training sessions also continued regarding dementia awareness and community transport logistics. A volunteer end of year thank you lunch was held in Moruya for 73 attendees. The total number across the community cares programs is 129 including community transport, social support and respite. - Weekly exercise classes continue to run in Batemans Bay and Bridge classes are also popular. - The Youth Learner Driver program (YDrive) commenced and 14 volunteer drivers have been trained with 12 learner drivers taking part. The program is progressing well. - Six volunteers have worked at the Youth cafes 84 times and have undertaken 482 hours of service. 			
1.5.1.2 Participate in interagency collaboration and projects	Community and Cultural Development	Staff have participated in and coordinated a range of interagency forums and projects including Workers With Youth Network, NSW Families, Network of Out Of School Hours, Healthy Communities groups, Police Liaison, PCYC, YDrive project, South East Regional Libraries, and South East Arts.			
Link	Outcome	Q1	Q2	Q3	Q4
1.5.1.1	Number of volunteers	143	149	0	0



2. CELEBRATED CREATIVITY, CULTURE AND LEARNING

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

2.1.1 - Develop and promote creative arts activities and industries





Action	Service	Comment	Status
2.1.1.1 Collaborate with strategic partners for creative arts infrastructure and sector development	Community and Cultural Development	<ul style="list-style-type: none"> - 24 Arts Exchange Newsletters produced and distributed. - Collaboration on MacKay Park development continued. - Ongoing work on the Moruya Library extension and Basil Sellers Exhibition Centre project. - Attendance at the Regional Arts NSW Artstate conference Lismore. - Two Talking Art networking sessions conducted. - Collaboration and liaising with Batemans Bay Chamber of Commerce and Moruya Chamber of Commerce. - Ongoing partnership with community groups including Montague Arts and Craft Society, South Coast Pastel Society, Creative Arts Batemans Bay, Beyond Bank Batemans Bay branch, Eurobodalla Federation of Writers, River of Art - Meetings with South Tribe Batemans Bay and South East Arts - Memorandum Of Understanding agreement with Narooma School of Arts - Instigation of monthly Arts update for ABC Radio. 	
2.1.1.2 Provide opportunities for the community to participate in creative arts	Community and Cultural Development	<p>The creative arts opportunities provided to the community included:</p> <ul style="list-style-type: none"> - Little Sellers Art Prize - ReVive Art Prize with an increased participation and audience - 14 floor talks including three floor talks with artists with a disability. - 21 exhibitions including three exhibitions of work by artists with a disability. - six Imaginative projects. <p>In addition planning and preparation for the Mayors writing competition has begun.</p>	
2.1.1.3 Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	Two Public Art Advisory Committee meetings conducted. The Committee were consulted and provided input on Sculpture on Clyde, public art placement, the Eurobodalla Signage Strategy, Public Art in the Botanic Gardens, Corrigan	

		Beach Reserve Inclusive Playground, Batemans Bay Streetscaping Project and the Batemans Bay Bridge. The Committee coordinated the Bouyansea Sculpture installation and the Basil Sellers Exhibition Centre was reported. Additionally, the artwork commissioning process, Loan of Artwork agreement, Art Acquisition Policy and Code of Practice and the Public Art Code of Practice have all been developed.	
2.1.1.4 Investigate opportunities to further grow the Basil Seller's art prize	Community and Cultural Development	Successful negotiations with Basil Sellers to increase prize pool and geographic reach. The next prize will now be a NSW wide prize worth \$20,000.	
2.1.1.5 Implement the Creative Arts Action Plan	Community and Cultural Development	Plan in final development.	






2.1.2 - Develop and promote the Moruya Library and Arts Centre Project			
Action	Service	Comment	Status
2.1.2.1 Seek additional funding to implement remaining stages of the Moruya Library and Arts Centre Project	Community and Cultural Development	Application submitted to NSW Infrastructure program for \$200,000 to undertake further extension of the centre.	
2.1.2.2 Develop a plan for ongoing operations of the Moruya Arts and Exhibition Space	Community and Cultural Development	An internal working group has been established. This group will work through the logistics of the new exhibition space and deliver services in the library's extended hours. The work will also include a Communications Plan that will begin when the building commences to inform and excite the community about the new centre.	

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


2.2.1 - Develop and provide early education services and programs


Action	Service	Comment	Status		
2.2.1.1 Coordinate, support and expand Family Day Care Educators network	Children's Services	All current Family Day Care Educators have received regular support through home visits, phone calls and emails. Two new Educators have commenced, one in Moruya and one in Malua Bay.			
2.2.1.2 Provide and manage Out Of School Hours and Vacation Care centres and activities	Children's Services	The three Out Of School Hours centres continue to operate for after school and vacation care. Marketing material has been updated resulting in programs now called OOSH Kids. The number of children has been declining in both after school care and vacation care across all centres. Reasons relating to why families have exited the service include changes to employment status, expense for sending more than one child and alternative care arrangements being available.			
2.2.1.3 Deliver the Three B's supported playgroup	Children's Services	The supported playgroup is exceeding the funding agreement requirements. There are eight supported playgroups operating across the Eurobodalla. Playgroups are located at Batemans Bay Primary School, Sunshine Bay Primary School, Tomakin Park, Moruya Primary School, Kyla Park Tuross Head, Bodalla Primary School, Dalmeny Hall and Wallaga Lake. Children's Services have developed working partnerships with schools, community health, Red Cross, family referral services and allied health professionals to ensure the service is meeting the needs of local families.			
2.2.1.4 Review Children's Services business model	Children's Services	Funding applications for Children's Services Family Day Care and Out Of School Hours programs have been submitted and planning around budgets and engagement have been completed. The review of the Children's Services business model is on hold whilst awaiting the outcome of the funding applications.			
Link	Outcome	Q1	Q2	Q3	Q4
2.2.1.1	Number of Family Day Care educators and attendees	19	20	0	0
2.2.1.2	Number of Out of School attendees	2,194	2,839	0	0
2.2.1.2	Number of Vacation Care attendees	566	718	0	0

2.2.2 - Provide quality library services, programs and resources




Action	Service	Comment	Status		
2.2.2.1 Provide lending collections, reference, information and online services	Libraries	Developing the collection is an ongoing task done in partnership with vendors and working in the library management software. Council has finalised the setting up of a new vendor for the supply of non-fiction books and the development of that collection through collection profiles. The library's collection of e-resources has also been significantly extended through joining a consortia with other public libraries in the South East Zone. Work has commenced in the housekeeping tasks required for the maintenance of the library management system.			
2.2.2.2 Provide access to information via a range of technologies and formats	Libraries	The libraries achieved a significant growth in the amount of content available in e-books and e-audio by joining a consortia of South East Zone libraries. Content currently stands at 12,655 titles available for loan and e-resource loans stand at 10,428.			
2.2.2.3 Maintain and improve library buildings and collections	Libraries	Plans for the Moruya library refurbishment continue to be developed and will be able to be scheduled once the tendering process is completed and builder appointed. A grant application was submitted to improved amenities and access for children and people with physical disability at the Batemans Bay library. The outcome of the grant will be notified in 2018.			
2.2.2.4 Review the Library Strategic Plan	Libraries	Review of the current Library Strategic Plan is in progress with results and recommendations due by June 2018.			
2.2.2.5 Investigate viability of a mobile, pop-up or home library service	Libraries	Initial research commenced with further research and recommendations to be completed by the end of the financial year.			
2.2.2.6 Investigate establishment of volunteer support for libraries and creative arts	Libraries	Volunteer support for libraries investigated. Deductible Gift Recipient status for Moruya Library and Cultural Centre confirmed. Framework and guidelines for implementation to be prepared by June 2018.			
Link	Outcome	Q1	Q2	Q3	Q4
2.2.2.1	Visitation numbers at the Libraries	52,555	72,627	0	0
2.2.2.2	Number of library borrowings	57,638	57,638	0	0




2.2.3 - Work in partnership to improve educational opportunities


Action	Service	Comment	Status
2.2.3.1 Advocate for improved education services	Community and Cultural Development	Council has been investigating the potential for a tertiary online education centre to support youth and adults seeking to continue their education. The Country Universities Centre (CUC) is a not-for-profit organisation, established with the aim of making tertiary education more accessible for	

		<p>regional and remote communities in New South Wales.</p> <p>Regional youth tertiary education participation rate is less than half the rate of their metropolitan counterparts, with the gap widening further in recent years. One of the biggest challenges faced by regional and remote students is the absence of a 'campus' environment and its associated support and benefits. The CUC is based on a model which delivers supported learning to regional students, providing them with access to campus-level technology, facilities, tutors and a network of fellow students. CUCs work with communities to bring higher education degrees closer.</p> <p>Eurobodalla Council are looking at setting up a working group to investigate the potential for a CUC in Eurobodalla. There are both strong social and economic benefits to having a University Centre located in Eurobodalla. This project will investigate potential demand, support from business and education and identify the most appropriate location and funding avenues.</p>	
<p>2.2.3.2 Provide information, opportunities and experience to assist young people to develop skills</p>	<p>Youth Services</p>	<p>Four youth committee members represented Eurobodalla at the NSW Youth Council conference in Sydney where they presented the ABC Heywire youth tourism project to over 200 people.</p> <p>Four young people from across the Shire met the Governor of NSW at a civic reception in Batemans Bay.</p> <p>Two Youth activity newsletters sent out through youth mailing list to approximately 200 subscribers.</p> <p>Teen safe driver education program sponsored and run for young drivers and YDrive project delivered to provide disadvantaged youth driving skills and hours.</p> <p>One skate clinic held in Batemans Bay.</p> <p>One music event held which provided local young people with skills to coordinate community events.</p>	

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

2.3.1 - Acknowledge and involve traditional owners and members of the Aboriginal community						
Action	Service	Comment			Status	
2.3.1.1 Coordinate the Aboriginal Advisory committee and associated projects	Community and Cultural Development	Two meetings held, letters of support developed for the Wallaga Lake Cemetery project and a creative arts project for Reconciliation week. The committee provided feedback to the Mackay Park development proposal and NAIDOC week grant guidelines.				
2.3.1.2 Develop and implement the Aboriginal Action Plan	Community and Cultural Development	A communications plan has been developed. The Aboriginal Advisory committee have assisted to design a community survey to start collecting feedback for the development of the Aboriginal Action plan. Collation of data commenced for the development of the plan. The surveys were sent out through a variety of organisations to start collecting local information and feedback to develop the plan.				
2.3.1.3 Coordinate NAIDOC week activities and grants	Community and Cultural Development	NAIDOC week (2-9 July) involved Council hosting the flag raising ceremony and unveiling of the plaque of acknowledgement in the Council Chambers. The partnership with Eurobodalla Koori Employment Network (EKEN) saw another successful family fun day held at Riverside Park in addition to activities in youth cafes and libraries. The community activity trailer was utilised in Wallaga Lake to support the NAIDOC week school holiday program. Council's NAIDOC grants were awarded to seven recipients totalling \$3,163 for cultural days, language activities and women's group events. Additionally the grants process for 2018 NAIDOC week has commenced.				
Link	Outcome	Q1	Q2	Q3	Q4	
2.3.1.2	Revised Aboriginal Action Plan adopted	25%	50%	0	0	



2.3.2 - Manage and promote our Heritage			
Action	Service	Comment	Status
2.3.2.1 Coordinate the Heritage Advisory Committee and associated projects	Strategic Planning	One workshop and one Heritage Advisory Committee meeting were held in which the draft 2017-21 Heritage Strategy was recommended for adoption. Council adopted the 2017-21 Heritage Strategy in December 2017.	
2.3.2.2 Conduct the Local Heritage Places Grant program	Strategic Planning	Eight projects were granted funds. Three of eight projects approved for grant funding have now been completed.	
2.3.2.3 Coordinate the Heritage Advisory Service	Strategic Planning	Eleven heritage advices provided to Council and owners of heritage properties.	

2.3.2.4 Implement Heritage Strategy actions		Strategic Planning	Heritage Strategy being implemented through: - Heritage Advisory Committee meetings - Local Heritage Places Grants Program - Heritage Advisory Service - Four nominations of items and places of heritage significance are being progressed for listing. - New Heritage Strategy 2017-21 adopted.			
Link	Outcome	Q1	Q2	Q3	Q4	
2.3.2.1	Number of Heritage advice sessions	1	1	0	0	



3. PROTECTED AND VALUED NATURAL ENVIRONMENT

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


3.1.1 - Manage coastal use and hazards





Action	Service	Comment	Status		
3.1.1.1 Prepare the Eurobodalla Coastal Management Program	Strategic Planning	The Eurobodalla Coastal Hazards Assessment report is complete. This represents completion of stage two of a five stage delivery program. Extensive community engagement associated with this task has been delivered and is currently ongoing. Stage three has commenced and progressing to the expected schedule.			
3.1.1.2 Manage lake openings	Stormwater	No lake openings to report.			
Link	Outcome	Q1	Q2	Q3	Q4
3.1.1.1	Adoption of the Eurobodalla Coastal Management Plan	65%	70%	0	0

3.1.2 - Minimise the impact of flooding on development and people

Action	Service	Comment	Status
3.1.2.1 Prepare the Narooma Coastal Flood Management Plan	Strategic Planning	Grant funding received and funding agreement signed. Technical brief prepared and submitted to Office of Environment and Heritage (OEH) for review and approval. Workplan submitted to OEH in accordance with funding agreement.	
3.1.2.2 Prepare the Batemans Bay Urban Creek Flood Study	Strategic Planning	Grant funding received and funding agreement signed. Technical brief prepared and submitted to Office of Environment and Heritage (OEH) for review and approval. Workplan submitted to OEH in accordance with funding agreement.	



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





Action	Service	Comment	Status
3.1.3.1 Advocate for the strategic review of emergency services	Public Order and Safety	Department Premier and Cabinet engaged to facilitate a review. Awaiting update on progress. At a local level advocating for agencies to consider co-locating facilities in future expansion plans. Letter written to the Premier regarding a new joint facility for Moruya.	

3.1.3.2 Undertake fire mitigation program on Council controlled land	Public Order and Safety	Asset Protection Zone works: - 39 hectares slashing - 5 hectares hand clearing - 1.6 hectares grooming. Hazard Reduction Strategic Fire Advantage Zone/Land Management Zone - 7 hectares burning.	
3.1.3.3 Support emergency services agencies in planning and responding to natural and man-made disasters	Public Order and Safety	Local Emergency Management Plan up to date and current. No declared natural disasters to report	
3.1.3.4 Provide funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation	Public Order and Safety	Contributions provided as per legislative requirements.	
3.1.3.5 Participate in Local Emergency Management, Local Rescue, Regional Emergency Management and Eurobodalla Bushfire Risk Management Committees	Public Order and Safety	Meetings attended include: - Two Local Emergency Management Committee meetings - Two Local Rescue Committee meetings - Regional Emergency Management Committee meeting - Bushfire Risk Management Committee meeting; and - Eurobodalla Service Level Agreement Liaison Committee meeting.	



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

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



Action	Service	Comment	Status
3.2.1.1 Undertake noxious weed program	Environmental Management	Inspections of properties in the lower Deua and Wamban localities have been undertaken. Kiaora, Moruya west, Yarragee, Glen Duart, Moruya North, Pollwombra and Mogendoura will be inspected in 2018. No serious weeds have been found, with all landholders complying with their general bio-security duty in this area. Inspections for Serrated Tussock in the Bingie area has been completed, the majority of landholders are complying with their general bio-security duty in this area. Transition to the Bio-security Act 2015 is being finalised, with procedures to be adopted in 2018. Funding secured for 2017-18 to continue the Lantana Push Back program between Dalmeny and Wallaga Lake, and for Bitou Bush control on coastal cliffs.	
3.2.1.2 Undertake pest management program	Environmental Management	Scheduled works completed and budget expended. Baiting and fumigation works were conducted in Tuross and baiting works were conducted on the Narooma flats. Some	

		fumigation also occurred in Durras and Surf Beach.			
3.2.1.3 Provide the plant swap program	Environmental Management	Successful public plant swaps conducted at Moruya and Dalmeny Markets. The Corrigans Market public plant swap was cancelled due to rain.			
3.2.1.4 Implement the Batemans Bay Water Garden's Flying Fox Management and Dispersal Plans	Environmental Management	Activities were conducted in accordance with the Plans and approval conditions. Flying foxes returned to the Catalina Golf Course and Water Gardens in small numbers and active monitoring continued.			
3.2.1.5 Commence preparation of the Eurobodalla Flying Fox Management Plan	Environmental Management	Requests for Quotes were sought for the Plan and independent consultants were appointed to develop the Plan.			
3.2.1.6 Investigate domestic and feral cat management	Environmental Management	The 'Cat bib program' was implemented and a successful free desexing program was conducted in partnership with RSPCA and Animal Welfare League. Opportunities to improve cat management have been further investigated.			
Link	Outcome	Q1	Q2	Q3	Q4
3.2.1.1	Percentage of complying noxious weed inspections	0	99	0	0

3.2.2 - Work in partnership to provide natural resource management



Action	Service	Comment	Status		
3.2.2.1 Assist Landcare and community groups and projects	Environmental Management	24 Landcare groups supported and approximately 5,000 volunteer hours contributed to works on Council managed lands.			
3.2.2.2 Plan and implement environmental protection and restoration program	Environmental Management	Seven projects continued aimed at threatened species protection and weed management.			
Link	Outcome	Q1	Q2	Q3	Q4
3.2.2.1	Number of volunteer hours in natural resource management	2,500	5,000	0	0

3.2.3 - Plan to improve the quality of the Natural Environment





Action	Service	Comment	Status
3.2.3.1 Commence preparation of the Biodiversity Strategy	Strategic Planning	Preparation of the Biodiversity Strategy is scheduled to commence in 2018.	
3.2.3.2 Coordinate the Coastal and Environmental Management and Advisory Committee (CEMAC) and associated projects	Strategic Planning	One meeting held during this reporting period to discuss the Eurobodalla Coastal Hazards Assessment report.	

3.3 – MAINTAIN CLEAN HEALTHY WATERWAYS AND CATCHMENTS

3.3.1 - Undertake estuary planning and management



Action	Service	Comment	Status
3.3.1.1 Review the Tuross Coila Estuary Management Plan	Strategic Planning	The draft Tuross and Coila Lakes Coastal Management Program completed and placed on public exhibition. The final Coastal Management Plan was adopted by Council in December 2017.	
3.3.1.2 Undertake estuary management projects	Environmental Management	Major estuary project milestones were completed in December 2017. Additional funding application was submitted. Two other projects are continuing.	

3.3.2 - Monitor and manage impacts on our waterways

Action	Service	Comment	Status		
3.3.2.1 Participate in the Beachwatch program	Public and Environmental Health	Program under way - to be completed in March 2018.			
3.3.2.2 Undertake estuary health monitoring	Public and Environmental Health	Estuary monitoring continues and 2016-17 water quality report cards for Clyde River, Moruya River and Tomaga River have been completed.			
3.3.2.3 Deliver the Onsite Sewerage Management System inspection program	Public and Environmental Health	Program is on target. 813 inspections undertaken with 90% compliance rate.			
3.3.2.4 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitoring in accordance with EPA and NSW Health requirements.			
Link	Outcome	Q1	Q2	Q3	Q4
3.3.2.2	Estuary report cards	25	50	0	0
3.3.2.3	Percentage of complying onsite sewerage management system inspections	90	90	0	0

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



3.4.1 - Monitor and manage public and environmental health


Action	Service	Comment	Status		
3.4.1.1 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	92% of all customer service requests attended to within timeframes.			
3.4.1.2 Undertake the public pool water quality inspection program	Public and Environmental Health	Program on target with 43 of the 55 inspections conducted.			
Link	Outcome	Q1	Q2	Q3	Q4
3.4.1.1	Number of public and environmental health matters	91	92	0	0

4. SUSTAINABLE LIVING



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

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


Action	Service	Comment	Status
4.1.1.1 Build, renew, operate and maintain water supply systems	Water Services	<p>Water operations and maintenance continues on track.</p> <p>Water main renewals (inclusive of works integrated with road and other capital works)</p> <ul style="list-style-type: none"> - Upsize of road crossings Glenella Rd at George Bass Drive - Bronte Crescent Batehaven - Parker Avenue Surf Beach - Trunk Main maintenance repairs to air valves and control valves - Asset location verification for RMS design of Batemans Bay Bridge - Narooma Flat main renewals in Riverside Drive, Lynch Street, Barker Parade, Hyland Avenue, McMillan Road, Field Street - Trunk Main repairs at Kianga Creek - Moruya renewals in Park Lane, Vulcan Street - Tuross Head renewals in Anderson Avenue and Bream Street. <p>Water refill drinking stations complete</p> <ul style="list-style-type: none"> - Tuross Boulevard, Tuross Head at One Tree Point - Mort Avenue, Dalmeny at Rotary Park - Riverside Drive, Narooma at Quota Park. <p>Council continues to provide drinking water that meets Australian Drinking Water Quality via:</p> <ul style="list-style-type: none"> - 612km of reticulated water mains - 303km of trunk water mains - three river offtakes (Moruya River, Buckenboursa River and Tuross River bores) - one Water storage (Deep Creek Dam) - two water treatment plants (Northern WTP and Southern WTP) - 11 water pump stations (Deep Creek; Lilli Pilli; Malua Bay; Mossy Point; Moruya River; Narooma Booster; Surf Beach Booster; South Narooma Booster; Moruya Town 2 Booster; Tuross Bore Field; Tuross Booster). 	
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Services	<p>Sewerage systems operated in accordance with license conditions.</p> <p>Bodalla Sewerage Scheme on target.</p> <p>Designs underway for Bingie, Tomakin and Bay Sewerage Treatment Plant upgrades, Potato Point sewerage scheme, Broulee regional</p>	

		<p>pumping station and rising main, and sewage pump station upgrades.</p> <p>Sewer relining and manhole renewal contract awarded.</p> <p>Six new sewer pods in Bay Ridge Estate have been constructed for infill development.</p> <p>New submersible pumps have been renewed at two Tomakin sewage pump stations.</p> <p>The deodorisation unit at one Batemans Bay sewage pump station renewed to full performance.</p> <p>Asset locations and preliminary concepts developed to assist the Roads and Maritime Service Batemans Bay bridge design across the Clyde River.</p> <p>Sewage services continue to be provided in an efficient manner through 542km of sewer pipes and rising mains, 134 sewage pumping stations, transporting sewage to five sewage treatment plants for tertiary treatment. The plants and transport system operate to achieve compliance with Environment Protection Act Licences. The resulting treated product is used as effluent for reuse in the community. Sludge is transported off site to a contracted processor, converting the product to garden fertiliser. The remaining unused quality effluent is passed via outfall pipelines to the ocean under the Environment Protection Act licence.</p>			
4.1.1.3	Undertake liquid trade waste inspections	Public and Environmental Health	230 of 476 sites inspected with 99% compliance.		
Link	Outcome	Q1	Q2	Q3	Q4
4.1.1.1	Capital renewal, upgrade and new works program >85% complete	25	50	0	0
4.1.1.1	Length of water mains and number of river offtakes, water treatment plants, pump stations maintained	0	915	0	0
4.1.1.2	Capital renewal, upgrade and new works program >85% complete	25	50	0	0
4.1.1.2	Length of sewer mains and number of pump stations and sewage treatment plants maintained	0	542	0	0
4.1.1.2	Number of sewer spills	0	16	0	0

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




Action	Service	Comment	Status		
4.1.2.1 Provide treated effluent for reuse in the community	Water Services	Treated effluent supplied for re-use at: - Catalina Golf Course - Hanging Rock sporting fields - Moruya Golf Course - Moruya Showground - Moruya High School sports ground - Tuross Golf Course.			
4.1.2.2 Provide incentives to encourage use of water saving devices in homes	Water Services	Rebates provided: - 110 washing machine rebates - 26 toilet rebates – 26 - 18 trial Plumbers rebate on leaking cisterns.			
Link	Outcome	Q1	Q2	Q3	Q4
4.1.2.1	Number of customers on reticulated sewer	0	18,652	0	0
4.1.2.2	Number of water rebates issued	83	154	0	0





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



Action	Service	Comment	Status
4.1.3.1 Undertake phase 2 pre-construction activity for the proposed Southern Water Supply Storage	Water Services	Concept design complete, environmental and geotechnical investigations continuing. Project design continuing into 2018-19.	

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



4.2.1 - Provide sustainable waste services and infrastructure



Action	Service	Comment	Status		
4.2.1.1 Build, renew, operate and maintain waste landfill sites and transfer stations	Waste Management	The wet weather has caused some delays for the Surf Beach waste cell construction. The surface has been prepared for installation of the liner. The project is still on track for completion by June 2018.			
4.2.1.2 Manage kerbside collection	Waste Management	Kerbside collection services increased from 22,022 to 22,167 over this period. Up to approximately 44,000 bins can be serviced weekly. Of the 674 customer service requests received 99% were actioned within the required time frame.			
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	The Household Chemical Clean Out was conducted on the 23rd and 24th September 2017.			
Link	Outcome	Q1	Q2	Q3	Q4
4.2.1.1	Capital renewal, upgrade and new works program >85% complete	37	50	0	0
4.2.1.2	Kerbside collection customer requests attended to within timeframe	0	99	0	0

4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives			
Action	Service	Comment	Status
4.2.2.1 Review the Waste Strategy	Waste Management	The review of the Waste Strategy has commenced. The document outline and overall content has been defined. Progressing with data collection to provide base line information. Investigating options and collating information for inclusion in the new Waste Strategy.	
4.2.2.2 Participate in regional collaboration and develop strategic partnerships	Waste Management	Five meetings attended. The draft Regional Waste Strategy is still to be provided for review, expected February 2018.	
4.2.2.3 Deliver community education on waste minimisation	Waste Management	Ongoing programs include Dirt Girl World and Garage Sale Trail. Media and education delivered for the annual hard waste collection and household chemical clean out. Composting workshops conducted on the 4th and 10th November 2017.	
4.2.2.4 Utilisation of glass sand product in Council operations	Works and Operations	57 tonnes used for the pipe extension, corner George Bass Drive and Link Road, Malua Bay. Further options for the use of recycled glass sand under consideration, including underground service trench backfilling and sub-base material for some footpaths.	



4.2.3 - Minimise illegal dumping						
Action		Service	Comment			Status
4.2.3.1 Coordinate Clean Up Australia day activities		Waste Management	Clean Up Australia Day event web site is open for registration of participants. The organisation of resources to deliver the project has commenced.			
4.2.3.2 Investigate and manage illegal dumping incidents		Waste Management	Customer service requests attended to within allocated timeframes and compliance actions taken as required.			
Link	Outcome		Q1	Q2	Q3	Q4
4.2.3.2	Number of illegal dumping incidents		96	96	0	0



4.3 – SUPPORT AND ENCOURAGE SUSTAINABLE CHOICES AND LIFESTYLES

4.3.1 - Partner with schools and community to deliver environmental education programs and projects			
Action	Service	Comment	Status
4.3.1.1 Coordinate the environmental educational calendar	Environmental Management	The 2018 Calendar was launched. Preparations are underway for working with schools on the 2019 calendar.	
4.3.1.2 Facilitate Marine Debris working group	Environmental Management	Activities were coordinated for 'plastic free July' including numerous screenings of A Plastic Ocean. Twelve educational events including screenings, presentations and clean ups were held involving over 600 people. Marine Debris working group was provided with continued support.	

4.3.1.3 Provide sustainability education programs	Environmental Management	60 educational activities were held with approximately 5,000 participants. These included, for example, visits to schools on waste minimisation or water conservation, plant swap stalls, solar for business workshops and excursions to the treatment plant.			
4.3.1.4 Plan to ban single use plastic bags	Environmental Management	Council advocated other levels of government and other local governments for a ban on single use plastic bags. Council provided support to Eurobodalla Boomerang Bags and the Moruya Farmers market in going plastic bag free. Six film screenings of "A Plastic Ocean" were held at schools and community events.			
Link	Outcome	Q1	Q2	Q3	Q4
4.3.1.3	Participation in sustainability education programs	2,900	5,000	0	0

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

4.4.1 - Plan for and work towards reducing Council's environmental footprint					
Action	Service	Comment	Status		
4.4.1.1 Implement the Emissions Reduction Plan	Environmental Management	The energy and water efficiency measures in the Energy Performance Contract have largely been implemented. Savings from the LED streetlighting upgrade and methane flaring projects have started to be realised.			
4.4.1.2 Coordinate Sustainability Matrix Group	Environmental Management	One meeting was held and input from members of the group was maintained on a number of active projects.			
Link	Outcome	Q1	Q2	Q3	Q4
4.4.1.1	Reduction in the amount of Council's emissions	0	0	0	0




4.4.2 - Work in partnership to explore clean energy opportunities					
Action	Service	Comment	Status		
4.4.2.1 Explore clean energy options	Environmental Management	Investigations commenced into achieving a 100% renewable energy target for Council operations. Developers were supported in their investigations into building a solar farm in the Eurobodalla.			
4.4.2.2 Work with stakeholders to facilitate electric car charging stations	Environmental Management	Council has advocated with all levels of government and neighbouring councils for a south-east 'Electric highway' and has received numerous letters of support for the concept. Council furthered discussions with other stakeholders about building fast chargers in the Eurobodalla and has identified suitable locations. The NRMA has indicated they would like to build a charger in Batemans Bay in 2018.			



5. VIBRANT AND DIVERSE ECONOMY

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

5.1.1 - Encourage and attract new business industry, investment and employment opportunities						
Action	Service	Comment	Status			
5.1.1.1 Develop the Invest Eurobodalla website	Business Development	Invest Eurobodalla website nearing completion. Prospectus and Banners to be produced.				
5.1.1.2 Promote Eurobodalla at business and industry expos	Business Development	Attended the Regional Development Australia Conference – Coffs Harbour and the Canberra Home and Leisure Show. Represented Eurobodalla at the launch of CBRJO website at Canberra Airport with local produce displays.				
5.1.1.3 Investigate the feasibility of providing new businesses with incentives to establish in Eurobodalla	Business Development	Continued to provide assistance to new business looking at establishing in the Shire. Further investigation to continue regarding incentives. Renew Eurobodalla project is ongoing.				
5.1.1.4 Assist small business start-ups	Business Development	Several business start-ups assisted and a steady flow of enquiries fielded weekly. Strong referral partnership with Southern Region Business Enterprise Centre and its Business Connect program.				
5.1.1.5 Capitalise on visitor and freight opportunities resulting from Canberra International Airport	Business Development	Ongoing promotion and lobbying for freight opportunities via Canberra International Airport. Working with the Food Producers to increase opportunities for international trade. Canberra Region Website Launch at Canberra Airport timed with a Singapore Airlines arrival.				
5.1.1.6 Finalise the Integrated Economic Growth and Development Strategy	Strategic Planning	A draft Integrated Economic Growth and Development Strategy was placed on public exhibition for community input. The public exhibition process was completed and submissions were reviewed. The draft Strategy is currently being finalised having regard to submissions, updated data from 2016 census releases and analysis undertaken as part of NSW Government's Regional Economic Development Plan for Eurobodalla and Bega Valley region.				
5.1.1.7 Facilitate a forum to connect partners in business, education and employment	Business Development	Funding announcement for the Regional Jobs and Investment Package is imminent. This will enable the appointment of a coordinator to facilitate the business, education and employment connections.				
Link	Outcome	Q1	Q2	Q3	Q4	
5.1.1.1	Invest Eurobodalla website visits/sessions	0	0	0	0	

5.1.1.4	Number of small businesses assisted in start-up	13	11	0	0
5.1.1.7	Attendance at skill development workshops and seminars	92	189	0	0



5.1.2 - Support the growth of a sustainable rural industry			
Action	Service	Comment	Status
5.1.2.1 Develop a local food production policy and webpage	Strategic Planning	Work commenced with Rural Producers Advisory Committee. Committee agreed to develop policy as a part of the new Invest Eurobodalla website. Funding for this website was secured, consultants engaged to develop website format and draft website completed for Council review.	
5.1.2.2 Facilitate the Rural Producers Advisory Committee	Strategic Planning	A meeting of the Rural Producers Advisory Committee was scheduled for July 2017, however a quorum for this meeting was not achieved. Informal discussions held with those who attended and updates provided to whole of Committee by email. A meeting of the Rural Producers Advisory Committee was held in October 2017.	
5.1.2.3 Undertake planning proposal for rural lands	Strategic Planning	The Rural Lands Planning Proposal was with the Department of Planning for a Gateway Determination. A Gateway Determination was issued on 31 October 2017, requiring some updates to the planning proposal prior to public exhibition. Updates to the planning proposal are currently being made.	

5.1.3 - Plan for the development of the Batemans Bay Mackay Park Precinct			
Action	Service	Comment	Status
5.1.3.1 Finalise the master plan for Batemans Bay Mackay Park Precinct	Strategic Planning	Regional Aquatic, Arts and Leisure Centre Batemans Bay concept plan and business case completed and endorsed by Council. Applications for grant funding submitted in September and December 2018 and awaiting formal notification. Detailed design phase commenced.	
5.1.3.2 Identify financing options for Batemans Bay Mackay Park Precinct	Strategic Planning	Funding for the southern portion of Mackay Park, i.e. the Regional Aquatic, Arts and Leisure Centre Batemans Bay has been sought through the Regional Growth Fund, the Regional Sports Infrastructure Fund and Building Better Regions Fund. Council is awaiting notification of progress. Financing options for the northern portion of the precinct to be further considered by Council. Advice from Office of Local Government has been sought with regard to a Public Private Partnership approach. The advice indicated that should Council proceed with the preferred uses identified through the	





5.2 – SUPPORT OUR BUSINESS COMMUNITY AND ASSIST IN BUILDING CAPACITY

		consultation phase then a Public Private Partnership will not be required.	
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5.2.1 - Strengthen partnerships with the business community





Action	Service	Comment	Status
5.2.1.1 Facilitate the Business Advisory Committee and associated projects	Business Development	Business Advisory committee's Terms of Reference are currently under review.	
5.2.1.2 Work collaboratively with the Chambers of Commerce	Business Development	<ul style="list-style-type: none"> - Council attended Chambers' monthly meetings. - Started coordinating the 2018 Eurobodalla Business Awards. - Assisting with funding applications and various social media activities. - Collaborated with Chambers to deliver the Customer Service workshop by Justin Herald in November 2017. 	

5.2.2 - Support the business community to build capacity

Action	Service	Comment	Status
5.2.2.1 Provide skill development opportunities through workshops and seminars	Business Development	<p>The following capacity building events successfully delivered to approximately 250 members of the business community:</p> <ul style="list-style-type: none"> - Activating Our Business Space Session in Batemans Bay; - Save Money With Solar - Batemans Bay, Narooma and Moruya; and - Customer Service Sessions - Narooma, Moruya and Batemans Bay. 	
5.2.2.2 Prepare and distribute marketing material	Business Development	<ul style="list-style-type: none"> - Distributed numerous Information requests through Council's website. - Distributed information packs at Canberra Home and Leisure Show and Canberra Region Website Launch. 	
5.2.2.3 Deliver the ongoing Renew Eurobodalla project	Business Development	<p>The Renew Eurobodalla project assisted:</p> <ul style="list-style-type: none"> - A new co-working space called Cultivate started operations with several creative industries joining the space; and - South Tribe in Batemans Bay have eight tech related businesses sharing. 	
5.2.2.4 Review the Business Advisory Committee Terms of Reference	Business Development	Business Advisory Committee Terms of Reference are currently under review. Several meetings with current members of the committee have been held to progress the review.	




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

5.3.1 - Work in partnership to continue to develop the tourism industry			
Action	Service	Comment	Status
5.3.1.1 Facilitate the Tourism Advisory Committee and associated projects	Tourism	The review of the Eurobodalla Destination Management identified the need for a robust review of the Tourism Advisory committee. This review has commenced.	
5.3.1.2 Develop the Eurobodalla Tourism signage strategy	Tourism	Building Better Regions funding agreement signed in November 2017. Consultants awarded contract, Phase 1 commenced and draft audit material provided to Council for review.	
5.3.1.3 Provide support, promotion and networking opportunities to local tourism operators	Tourism	Tourism operators were offered a special promotional opportunity to participate in the new Caravan Camping Industry Association Holiday and Leisure Expo held in November. The offer to tour operators to costs share, although positively received, did not result in sufficient take-up. Instead, several produce operators were invited to participate through provision of food that proved highly successful. Two photo shoots including drone footage, were commissioned and various operators participated either directly or indirectly that resulted in additional image assets for use by industry and tourism promotion overall. In October 2017 Council hosted a networking evening at The Original Goldrush Colony and was attended by over 100 business people. In December 2017, Council approached local restaurants to help them create free listings on the Australian Tourism Data Warehouse which resulted in an additional 32 business listings on the Eurobodalla tourism website and on the state website VisitNSW.	
5.3.1.4 Manage visitor information services	Tourism	Both Visitor information Centres continue to be members of the Accredited Visitor Information Centre (AVIC) programme. The Narooma centre continues to be successfully managed by Montague Arts and Craft Society and their volunteers. Batemans Bay sales of souvenirs and other items was up on the same time last year by 19%. 16,102 visitors walked into the Batemans Bay Visitor centre by the end of December 2017, 1,659 calls were received and 2,529 email enquiries responded.	
5.3.1.5 Position and promote Eurobodalla to key visitor markets	Tourism	Key digital promotional channels, Facebook and Instagram continue to grow organically and have exceeded targets with Instagram almost doubling its followers to 5,800 and Facebook	

		<p>reaching a new milestone of 9,000 followers. The tourism website recorded 102,732 user sessions, up 13% on the same period last year.</p> <p>Two collaborative digital campaigns were delivered. The campaigns build on raising awareness of Eurobodalla as a holiday destination with our target markets and generating leads to businesses. Combined key results of the campaigns showed 10,144 views of campaign pages on the Eurobodalla tourism website, and paid web advertisements were displayed 12,145,353 times to targeted customers.</p> <p>Media and public relations activities included Channel 5 London filming the Moruya granite quarry operations for an international documentary about the Sydney Harbour Bridge, filming of Today show weather filmed at Narooma, and Channel 10 "Places We Go" and "Fishing Australia" filmed in Batemans Bay. Familiarisations with social media influencers and journalists were hosted.</p>	
5.3.1.6 Participate in the Destination NSW 2017 Unspoilt campaign	Tourism	<p>The campaign is aimed at increasing awareness for Eurobodalla as a holiday destination and generating leads to businesses. Indicative results suggest that overall, leads are up on last year's campaign. The campaign includes television advertising, online videos, social media, and static banner and billboard advertising in Sydney and Canberra. A highlight included the filming of the Weekend Today weather at Narooma. Third party partner in the campaign, Stayz.com, has also reported positive results compared to the same time last year. Final results will be released by Destination NSW in 2018. Planning for the 2018 campaign is now underway.</p>	
5.3.1.7 Review the Tourism Advisory Committee Terms of Reference	Tourism	<p>The Tourism Advisory committee's Terms of Reference are currently under review.</p>	
5.3.1.8 Develop options for the management of recreational vehicles	Business Development	<p>Briefing paper prepared and options presented to Council.</p> <p>Further work requested to liaise with Port Macquarie on its approach to recreational vehicle management.</p>	
5.3.1.9 Implement the Eurobodalla Destination Management Plan	Tourism	<p>The Eurobodalla Destination Management Plan (EDMP) has been comprehensively reviewed. A new draft Eurobodalla Destination Action Plan (EDAP) has been prepared to refocus and prioritise actions from the EDMP.</p> <p>The EDAP will be finalised in 2018 to ensure it aligns with the soon to be finalised DSNSW Southern Region Destination Management Plan. Implementation of many actions from the draft EDAP have continued or commenced including</p>	

		the restructure and appointment of staff, review of committees and visitor survey.	
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5.3.2 - Actively seek and support the development and hosting of events

Action	Service	Comment	Status		
5.3.2.1 Implement online event application process	Business Development	Draft application has been developed and testing is currently underway.			
5.3.2.2 Support event organisers in delivery of a range of new and established events	Business Development	Support for events included site selection, promotion, grant funding applications, survey collation, financial support and assistance with applications.			
5.3.2.3 Conduct an audit of existing Mountain Bike tracks in Eurobodalla	Business Development	Scope of works completed to enable requests for quotes.			
Link	Outcome	Q1	Q2	Q3	Q4
5.3.2.1	Number of event applications processed	7	21	0	0
5.3.2.2	Number of events provided with support	23	38	0	0




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

5.4.1 - Advocate and plan for infrastructure to support economic growth

Action	Service	Comment	Status
5.4.1.1 Review the Employment Lands Strategy	Strategic Planning	Review of the Employment Lands Strategy will commence in 2018.	
5.4.1.2 Advocate for improved technology and digital services	Business Development	On-going liaising with National Broadband Network Company on the roll-out in Eurobodalla. Fielding business enquiries and working with the Chambers of Commerce to lobby for improved services and coverage.	




6. RESPONSIBLE AND BALANCED DEVELOPMENT

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






6.1.1 - Investigate and communicate planning opportunities and impacts			
Action	Service	Comment	Status
6.1.1.1 Review housing and land supply	Strategic Planning	Draft 2016-17 Housing and Land Supply Report completed.	
6.1.1.2 Publish community profile demographic information	Strategic Planning	Updates to Community Profile and Community Atlas from 2016 Census made to website in accordance with the first and second releases of data by the Australian Bureau of Statistics. The population forecast website was also updated.	
6.1.1.3 Prepare input into policy and legislative reviews	Strategic Planning	Council provided input to the NSW and Australian Governments on a number of policy and other matters, including: <ul style="list-style-type: none"> - Regional Economic Development Strategy for the Eurobodalla and Bega Valley LGAs by the NSW Government. - Commonwealth Government Select Committee into Regional Development and Decentralisation. - Regional Economic Development Strategy for the Eurobodalla and Bega Valley LGAs by the NSW Government. - NSW Government on Short-term Holiday Letting Options Paper. - NSW Government on review of Environmental Planning and Assessment Regulation 2000. - NSW Government on proposed Primary Production and Rural Development SEPP and LEP amendments. - NSW Government on Urban Design Guide for Regional NSW. - NSW Government on various elements of the new Biodiversity Reforms including the Biodiversity Conservation Investment Strategy. 	

6.1.2 - Review and prepare planning strategies, policies and studies			
Action	Service	Comment	Status
6.1.2.1 Review Mystery Bay planning controls	Strategic Planning	Planning controls reviewed. Potential planning proposal to be commenced in 2018.	
6.1.2.2 Review Mogo planning controls	Strategic Planning	Planning controls reviewed. Draft Development Control Plan developed. Potential planning proposal to be commenced in 2018.	
6.1.2.3 Review Congo planning controls	Strategic Planning	Planning controls reviewed. No changes to Development Control Plan required.	
6.1.2.4 Revise Infrastructure Contributions Plans	Strategic Planning	On hold pending the completion of the review of the Recreation and Open Space Strategy.	
6.1.2.5 Revise Development Servicing Plans for water and sewerage	Sewer and Water Services	Scheduled for completion by June 2018.	

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


6.2.1 - Engage and educate industry and community on development processes, roles and outcomes			
Action	Service	Comment	Status
6.2.1.1 Share information through builder and developer forums	Development Assessment and Building Certification	Builder and Developers forum scheduled for 21 February 2018 and a "save the date" email sent to known builders, developers and consultants. Information also provided on website. Newsletter sent out advising of updated forms and documentation.	
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	18 formal pre-lodgement meetings. Advice provided is on average 1,800 per quarter. This includes telephone calls, correspondence and counter enquiries.	
6.2.1.3 Report on development activity and performance	Development Assessment and Building Certification	The average processing time for development applications and Section 96 applications is 35 days. The number of applications received is 492 applications. This is up 13% on last year (438) and up 15% on the five year average (428). The number of applications determined is 432. This is up 9% on last year (400) and up 9% on the five year average (395).	

6.2.2 - Provide receptive and responsive development assessment services

Action	Service	Comment	Status		
6.2.2.1 Assess and determine development applications	Development Assessment and Building Certification	The average processing time for development applications and section 96 applications is 35 days. The number of development applications and section 96 applications received was 492 and the number determined was 432.			
6.2.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	135 construction certificates determined.			
6.2.2.3 Assess and determine complying development applications	Development Assessment and Building Certification	One complying development certificate determined.			
6.2.2.4 Provide certification inspection services	Development Assessment and Building Certification	1,989 building and plumbing inspections carried out. There were 929 plumbing inspections and 1,060 certification inspections and 95% of these were carried out within 24 hours of request.			
6.2.2.5 Undertake pool fence inspection compliance program	Development Assessment and Building Certification	132 inspections that were undertaken and 84 premises were inspected.			
Link	Outcome	Q1	Q2	Q3	Q4
6.2.2.1	Number of development assessments processed	224	432	0	0
6.2.2.2	Number of construction certificates issued	71	135	0	0
6.2.2.4	Number of inspection carried out within 24 hours of request	976	1,889	0	0
6.2.2.5	Percentage of complying pool fence inspections	0	55%	0	0

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


6.3.1 - Enable housing choice through responsive planning instruments




Action	Service	Comment	Status
6.3.1.1 Plan for a range of housing types	Strategic Planning	Progress demonstrated through a range of actions, including: - amendments to ELEP 2012 to implement the Broulee Planning Proposal - review of Mystery Bay, Mogo and Congo planning controls - advocating for the issue of a Gateway Determination for the Rural Lands Planning Proposal, issued in October 2017, allowing public exhibition of changes to ELEP 2012 that will facilitate additional rural housing opportunities.	



7. CONNECTED AND ACCESSIBLE PLACES

7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK

7.1.1 - Advocate for improved transport links, services and infrastructure			
Action	Service	Comment	Status
7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure	Transport	<ul style="list-style-type: none"> - Councillor Lindsay Brown and Director Infrastructure Services represented on NSW Roads and Transport Directorate Executive Management Committee. - NSW Roads Congress delegate’s report submitted to Council. - NSW Roads Congress Communique via letter seeking political support to The NSW Premier, relevant Ministers and Local Members. - South East Australian Transport Strategy Inc (SEATS) meetings attended. - Ongoing liaison with Roads and Maritime Services and Transport for NSW - Grant applications made with support of community and businesses - Transport for NSW briefing on Future Transport Strategy 2056 in Merimbula - Ministerial and agency meetings on behalf of IPWEA NSW promoting the outcomes of the NSW Road Congress Communique for improved outcomes NSW communities - National Local Roads Congress in WA attended in support of Australian Local Government Association (ALGA). Council submissions made to Transport for NSW to:- Draft Road Safety Plan 2021 - Draft Future Transport Strategy 2056 - Draft Regional NSW – Services and Infrastructure Plan - Draft Tourism and Transport Plan – Supporting the Visitor Economy October 2017 Eurobodalla submissions to Transport for NSW draft plans made available to the NSW Roads and Transport Directorate, SEATS, Canberra Region Joint Organisation (CBRJO) and neighbouring Councils. Submissions made to Roads and Maritime Services following Council adoption: <ul style="list-style-type: none"> - Batemans Bay Bridge Preferred Option - Batemans Bay Bridge Review of Environmental Factors. 	



<p>7.1.1.2 Seek grant and other funding to sustain and improve the local and regional transport network</p>	<p>Transport</p>	<p>NSW Government Fixing Country Roads Program Council lodged six grant applications including:</p> <ul style="list-style-type: none"> - Cullendulla Drive culvert extension and road widening \$668,204 (secured) - Broulee Road widening \$1M (unsuccessful) - Eurobodalla Road Blue Tongue Creek replacement \$299,807 (unsuccessful) - Eurobodalla Road pavement widening \$668,204 (unsuccessful) - North Head Drive Garlandtown bridge widening \$866,848 (unsuccessful) - Surf Beach employment lands transport infrastructure \$3.22M (unsuccessful) <p>Australian and NSW Government Safer Roads (Blackspot) Program:</p> <ul style="list-style-type: none"> - Dunns creek Road \$248,800 <p>Australian Government Bridges Renewal Program Round 3:</p> <ul style="list-style-type: none"> - Cullendulla Drive culvert widening \$202,021 (secured) <p>Australian Government Safer Roads (Blackspot) Program:</p> <ul style="list-style-type: none"> - Eurobodalla Road \$357,000 (secured) - Yarragee Road \$277,500 (secured) <p>NSW Government Safer Local Government Roads (Blackspot) Program:</p> <ul style="list-style-type: none"> - Tomakin Road, Mogo \$231,000 (secured) <p>NSW Government Road Safety Infrastructure for Aboriginal Communities Program 2018-19:</p> <ul style="list-style-type: none"> - Bermagui Road, Wallaga Lake \$188,000 <p>Roads to Recovery (secured)</p> <ul style="list-style-type: none"> - extra \$741,510 for 2017-18 for road renewals (reseals, resheeting and rehabilitation works) 			
Link	Outcome	Q1	Q2	Q3	Q4
7.1.1.2	Funding secured from sources other than rates and charges	1,503,021	1,997,031	0	0

7.1.2 - Provide a safe efficient and integrated transport network			
Action	Service	Comment	Status
7.1.2.1 Provide a safe efficient and integrated transport network	Transport	<p>Maintenance program in progress. Capital renewal and capital new programs on track.</p> <p>Additional projects in 2017-18 include:</p> <ul style="list-style-type: none"> - Pavement rehabilitation - Campbell Street, Moruya complete. <p>Length of local and regional road maintained:</p> <ul style="list-style-type: none"> - Regional road - 57.5 km - Local sealed road - 530 km - Unsealed road - 419km <p>Urban Road Reconstruction:</p> <ul style="list-style-type: none"> - Hanging Rock Place complete <p>Rural Road Reconstruction:</p> <ul style="list-style-type: none"> - Old South Coast Road, Narooma complete - Yarragee Road, Moruya – grant secured, design in progress - Eurobodalla Road, Bodalla – grant secured, construction in progress - Tomakin Road – grant secured, design in progress <p>Car Parks:</p> <ul style="list-style-type: none"> - Central Tilba complete <p>Bridges:</p> <ul style="list-style-type: none"> - Silo Farm Bridge complete - Cadgee Bridge complete - Runnyford Bridge under construction <p>Regional Roads:</p> <ul style="list-style-type: none"> - Cullendulla Drive, Long Beach – grant secured - Bermagui Road, Akolele – grant secured for 2018-19. 	
7.1.2.2 Build, renew and maintain the stormwater network	Stormwater	Maintenance program in progress. Council maintains 179.2km of stormwater including 7,664 pits. Capital renewal and capital new programs on track.	
7.1.2.3 Provide traffic management planning	Transport	<p>Matters raised through customer requests investigated and responded to as matters arising.</p> <p>Batemans Bay CBD timed parking review - complete</p> <p>Review of mobility parking scheme - complete</p> <p>Local Area Traffic Management Scheme Heron Road Batemans Bay under development</p> <p>Significant Special Events Applications and/or Traffic Management Plans approved:</p> <ul style="list-style-type: none"> - Queens Baton Relay - Mogo Christmas Special Event - Narooma Oyster Festival proposed - Rally of the Bay - Narooma Forest Rally <p>Heavy Vehicle over size/mass road manager approvals – ongoing.</p>	

7.1.2.4 Investigate technology options to monitor parking compliance	Public Order and Safety	Council is researching available options.				
7.1.2.5 Coordinate the Local Traffic Committee	Transport	Five meetings held.				
Link	Outcome	Q1	Q2	Q3	Q4	
7.1.2.1	Capital renewal, upgrade and new works program >85% complete	25	50	0	0	
7.1.2.1	Length of local and regional road maintained	1,006.5	1,006.5	0	0	
7.1.2.2	Capital renewal, upgrade and new works program >85% complete	25	50	0	0	
7.1.2.2	Length of local and regional stormwater maintained	0	179.2	0	0	
7.1.2.3	Number of car parks maintained	0	151	0	0	

7.2 – IMPROVE PROVISION AND LINKAGES OF OUR PATHWAY NETWORK


7.2.1 - Provide and enhance the pathway network

Action	Service	Comment	Status
7.2.1.1 Build, renew and maintain pathway network	Transport	<p>Maintenance program in progress. Capital renewal and capital new programs on track.</p> <p>Additional projects in 2017-18 include: Pathways: - George Bass Drive, Malua Bay complete - McMillan Road, Narooma – grant secured, construction in progress - Bergalia Street, Moruya – grant secured, construction in progress.</p> <p>Length of new pathways constructed by Council: - shared pathway constructed - 519m - footpath constructed - 161m.</p> <p>Length of pathways maintained: - Shared pathways – 39.3km - Footpaths - 66.9km.</p>	
7.2.1.2 Leverage existing funding to accelerate expansion of the network	Transport	<p>NSW Active Transport (Walking & Cycling) Program: - McMillan Road shared path \$70,000 (secured) - Bergalia Street shared path \$115,500 (secured)</p> <p>NSW Government Active Transport (Walking & Cycling) Program applications lodged: - George Bass Drive, Malua Bay construct shared pathway \$135,000 - Sunshine Bay Road, Sunshine Bay construct shared pathway \$70,000 - George Bass Drive, Lilli Pilli design shared pathway \$60,000 - Riverside Drive, Narooma construct pedestrian refuge \$17,000 - Beach Road, Surf Beach construct shared pathway \$235,000.</p>	

		Grants actively pursued working in conjunction with community and business associations and peak bodies. Requests for additional pathways incorporated into the submission to the Roads and Maritime Service on Batemans Bay bridge. Supported NSW Roads Congress call for a new Government funding program specifically for footpaths and incorporated into Council's submission to the Transport for NSW draft transport strategies.			
Link	Outcome	Q1	Q2	Q3	Q4
7.2.1.1	Capital renewal, upgrade and new works program >85% complete	25	50	0	0
7.2.1.1	Length of new pathways constructed	0	680	0	0
7.2.1.1	Length of local and regional pathways maintained	0	160.2	0	0
7.2.1.2	Funding secured from sources other than rates and charges	185,000	185,500	0	0



7.3 – EXPLORE AND DEVELOP PUBLIC TRANSPORT OPTIONS AND SYSTEMS

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


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



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


7.4.1 - Provide and enhance the Regional Airport

Action	Service	Comment	Status		
7.4.1.1 Operate and maintain the Moruya Airport	Commercial Entities	Airport operations on track. Air passenger numbers up by around 18% in first three months after improvements in capacity and pricing from Rex. Total number of landings down on prior year as major users have upgraded planes to carry more passengers per flight.			
7.4.1.2 Commence implementation of stage 1 and 3 of the Moruya Airport Master Plan	Commercial Entities	Delays in obtaining Aboriginal Heritage approvals have caused a resultant delay in delivery of this project.			
Link	Outcome	Q1	Q2	Q3	Q4
7.4.1.1	Number of landings at the airport	1,918	3,726	0	0

7.4.1.2	Moruya Airport Master Plan progress	5	5	0	0
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7.4.2 - Advocate for improved road and freight access into and out of Eurobodalla			
Action	Service	Comment	Status
7.4.2.1 Work with key partners to advocate for the progressive upgrade of the Princes and Kings Highway	Transport	<p>Roads Maintenance Management Contract work undertaken on Kings Highway for Roads and Maritime Services (RMS).</p> <p>Letter forwarded to Hon Andrew Constance MP thanking him for his efforts to secure funding for improvements to the Kings and Princes Highways, and accepting his offer to meet with Councillors in September with request to invite Ministers Hon Melinda Pavey; Hon John Barilaro; Hon Bronwyn Taylor and Ms Renae Elrington.</p> <p>Letters forwarded to Hon Andrew Constance MP and Hon Melinda Pavey MP and RMS.</p> <p>Letters forwarded to the Hon Andrew Constance MP and Ann Sudmalis MP.</p> <p>South East Australian Transport Strategy Inc (SEATS) meetings attended.</p> <p>Attended the Canberra Region Joint Organisation (CBRJO).</p> <p>RMS regional meeting on Kings Highway roads maintenance contract in Goulburn.</p> <p>Letter sent to the Hon Andrew Constance MP on urging action from RMS to connect the South Batemans Bay Bypass (Link Road) to the Princes Highway.</p>	



7.4.3 - Work in partnership to develop marine infrastructure			
Action	Service	Comment	Status
7.4.3.1 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Transport	<p>Council submission to Roads and Maritime Service for Batemans Bay Bridge advocates for marine infrastructure upgrade to NSW Government T-wharf and existing Council ramps. Successfully advocated for implementation of a four knot limit on Wagonga Inlet near Lewis Island.</p> <p>Letter sent to Department of Primary Industries – Fisheries for maintenance of Apex Park and Tuross boat ramps, and continued dredging of boating channels.</p> <p>Grant applications pursued under NSW Government Boating Now and Recreational Fishing Trust grants.</p> <p>Meeting held to facilitate sewer pump-out facility for houseboat operators on the Clyde River (funded by RMS and private).</p>	
7.4.3.2 Seek additional funding for local boating and marine infrastructure	Recreation	<p>NSW Boating Now grants lodged:</p> <ul style="list-style-type: none"> - Nelligen Boat Ramp Car Park \$160,000 - South Durras Boat Ramp Car Park & Toilet \$225,000. 	

		NSW Recreational Fishing Trust grants lodged: - Ringlands Point Jetty Replacement \$210,000 - Mossy Point Jetty Accessibility \$7,500 - Rosedale Beach Access Steps & Stairs \$38,043 - Tuross Head fishing table \$7,500			
7.4.3.3 Maintain, renew and upgrade boating and marine infrastructure	Recreation	Maintenance program in progress. Capital renewal and capital new programs on track. Additional projects in 2017-18 include: - Durras Lake boat ramp renewal - complete - Durras Lake fishing platform - complete - Murra Murra Mia jetty cleaning and minor renewals prior to Sculpture on Clyde - complete. Land purchased for boat parking at Nelligen. Russ Martin Park, Moruya – Fishing Platform complete. Further improvements to Apex Park Boat Ramp Narooma (subject to Marine Park permit approval being obtained).			
Link	Outcome	Q1	Q2	Q3	Q4
7.4.3.2	Funding secured from sources other than rates and charges	0	0	0	0
7.4.3.3	Capital renewal, upgrade and new works program >85% complete	0	50	0	0



8. COLLABORATIVE AND ENGAGED COMMUNITY




8.1 – ENCOURAGE AN INFORMED COMMUNITY

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

Action	Service	Comment	Status		
8.1.1.1 Manage media relations and advice	Communication and Community Engagement	Strong relationships with local media were maintained, resulting in a range of additional coverage for Council, including features on WIN News on Council's proposed new oyster hatchery, Batemans Bay streetscaping, Batemans Bay Arts, Aquatic and Leisure Centre and Y Drive program, as well as regular radio interviews with Mayor Liz Innes and staff on a range of topics, and printed feature stories in the Narooma News and Bay Post/Moruya Examiner.			
8.1.1.2 Distribute media releases and respond to media enquiries	Communication and Community Engagement	Responded to 50 formal media queries and distributed 140 media releases, resulting in a range of positive media coverage in print, online, radio and TV on Council activities and events.			
Link	Outcome	Q1	Q2	Q3	Q4
8.1.1.1	Number of media releases distributed	69	140	0	0

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



Action	Service	Comment	Status
8.1.2.1 Assist to develop and implement communication strategies for key projects and issues	Communication and Community Engagement	Council promoted various projects and activities through website updates, media releases, Council News, radio campaigns, social media and Living in Eurobodalla. Several communication strategies were reviewed for key issues and projects, including Children's Services awareness campaign, the Currents youth music event, the Back2 Bush youth tourism project, the 2018 trainee and cadet intake, Eurobodalla Coastal Management Program, the Aboriginal Action Plan, Batemans Bay Streetscape project, and Batemans Bay Arts, Aquatic and Leisure Centre.	
8.1.2.2 Prepare and publish print and electronic communications	Communication and Community Engagement	Print communications prepared and published including two editions of Living in Eurobodalla, a brochure and Frequently Asked Questions on the Batemans Bay Arts, Aquatic and Leisure Centre and a brochure on the Batemans Bay Streetscaping Project. Other corporate print material reviewed included a range of printed collateral from	

		<p>Children's Services as well as their quarterly newsletter, the Aboriginal Action Plan survey, a water rates insert, two editions of the Library Link magazine and posters and flyers for the Back2Back Youth Tourism Project and Currents youth event.</p> <p>Electronic communications included social media posts to Council's Facebook, Twitter and Instagram as well as updates to Council website content and Council's monthly e-newsletter Council News.</p> <p>Frequently Asked Questions on the Mackay Park redevelopment and the new Unreasonable Customer Conduct procedure were also developed for the web.</p>	
8.1.2.3 Develop and implement promotional campaign on Council's current communication channels	Communication and Community Engagement	Connect with Us campaign was developed to promote Council's existing communication channels and progressed with production of associated collateral. The campaign's expected launch is in 2018.	
8.1.2.4 Manage website and social media channels	Communication and Community Engagement	<p>Six websites have been managed in consultation with staff and web editors; the corporate Council website, Eurobodalla Tourism, the Eurobodalla Regional Botanic Gardens, the Batemans Bay Beach Resort, the Mystery Bay Campground and the Dalmeny Campground websites. A new Invest Eurobodalla website was also established. Council's Facebook page averaged five posts per week and responded to 181 queries and comments from the community. Posts to Twitter averaged one a week and to Instagram twice a week. Five videos were added to Council's YouTube channel.</p> <p>Total social media follower numbers increased by a total of 1,269 in the six-month period, comprising a Facebook likes increase of 845, Twitter follower increase of 59 and Instagram follower increase of 355.</p>	
8.1.2.5 Investigate online integration of key council documents	Communication and Community Engagement	<p>Staff investigated creating stand-alone mini-websites dedicated to single strategic documents, for example the Delivery Plan and Operational Plan, Local Environment Plan, the Recreation and Open Space Strategy, etc.</p> <p>The review showed that creating mini websites removed the requirement of a designer to lay out the document and also removed the cost of printing, given the document would be online.</p> <p>Other ways to integrate key Council documents to make it easier for an online reader to find references were investigated and it will be recommended that staff authoring documents consider embedding links, prior to the document being designed.</p>	

Link	Outcome	Q1	Q2	Q3	Q4
8.1.2.2	Number of on-line news subscribers	3,674	3,074	0	0
8.1.2.4	Website traffic	222,424	454,911	0	0
8.1.2.4	Number of social media followers	6,380	6,886	0	0


8.2 – PROVIDE OPPORTUNITIES FOR BROAD AND MEANINGFUL ENGAGEMENT TO OCCUR

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

Action	Service	Comment	Status
8.2.1.1 Implement the Community Engagement Framework	Communication and Community Engagement	Work continues on promoting and assisting staff using the Framework and Planning Tool for their engagement activities. Briefings were held to inform staff about the Framework and the staff toolkit. A first draft of the community engagement staff toolkit was subsequently completed. A calendar for Council's intranet was also developed to list engagement activities, including advisory committee meeting dates. The calendar serves as a resource for staff to find out what engagement projects are being undertaken in the organisation, as well as opportunities for collaboration.	
8.2.1.2 Develop effective engagement plans to support key projects	Communication and Community Engagement	Council was involved in assisting and providing advice on community engagement for a range of projects including the Aboriginal Action Plan, review of the Companion Animal Management Plan, the Coastal Management Program and the Batemans Bay Arts, Aquatic and Leisure Centre.	


Link	Outcome	Q1	Q2	Q3	Q4
8.2.1.2	Number of engagement activities	6	6	0	0



8.2.2 - Work in partnership with the community on key projects


Action	Service	Comment	Status
8.2.2.1 Promote opportunities to join existing or new Council committees	Communication and Community Engagement	An opportunity to join the Coastal Management Advisory Committee was promoted via media release and Council's website in September.	

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

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

Action	Service	Comment	Status
8.3.1.1 Publish regular Mayoral message and communications	Community and	Mayoral messages have been provided in a number of Council's documents including the Annual Report, Advancing Eurobodalla and Living	

	Corporate Leadership	in Eurobodalla newsletters. In addition, the Mayor undertakes regular fortnightly radio interview with ABC South East and 2EAR FM.			
8.3.1.2 Facilitate and support civic functions	Community and Corporate Leadership	The Mayor undertook the following civic functions: <ul style="list-style-type: none"> - Governor General of NSW Reception - Centenary of ANZAC soil collection event - Celebration of Green Army - Citizenship ceremony - Destination Southern NSW - Little Sellers Art Prize - Association of Spouses of the Heads of Mission - Launch of 2018 Environment Calendar 			
8.3.1.3 Prepare and distribute 'Your Council' information flyer	Communication and Community Engagement	Content was investigated and a design will be prepared in 2018.			
Link	Outcome	Q1	Q2	Q3	Q4
8.3.1.1	Number of Mayoral messages published	2	4	0	0

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

9. INNOVATIVE AND PROACTIVE LEADERSHIP


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



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



Action	Service	Comment	Status
9.1.1.1 Review Council's Delivery Program and prepare the Operational Plan	Community and Corporate Leadership	A new software solution has successfully been implemented to undertake the review and preparation of Council's Integrated Planning and Reporting documents. Staff workshops have been conducted with further workshops and briefings to be conducted in 2018 with the Councillors and Executive Leadership Team.	
9.1.1.2 Report on the progress of implementing community vision	Community and Corporate Leadership	The 2016-17 Annual Report was presented to Council in November 2017. The 2017-18 Six Monthly Report is planned to be presented to Council in February 2018.	
9.1.1.3 Develop Asset Management Plan for Waste services	Technical Services	Waste Asset Management Plan in progress.	
9.1.1.4 Update Asset Management Strategy	Technical Services	Complete.	

9.1.2 - Implement effective governance

Action	Service	Comment	Status
9.1.2.1 Facilitate the conduct of effective Council meetings	Community and Corporate Leadership	Council has held nine ordinary Council meetings and one extraordinary meeting. Nine community members registered to speak at the public access session prior to the Council meeting and 21 people registered to speak at public forum on matters listed on the Council agenda. Minutes were prepared and published within one week of the meeting.	
9.1.2.2 Facilitate community grants and donations	Community and Corporate Leadership	Received the following applications: - 14 Local Heritage Places Grants - 2 Historical Societies Support - 12 Rate Subsidy Grants - 15 Education and School Grants - 27 Healthy Community Grants	
9.1.2.3 Assist the Councillors in meeting their statutory obligations and roles	Community and Corporate Leadership	Regular weekly Councillor newsletters and briefing sessions provide Councillors with assistance to undertake their civic roles. Pecuniary Interest Forms completed and returned on time.	





		Two Councillors were granted a leave of absence at certain Council meetings.			
9.1.2.4 Provide professional development opportunities for Councillors	Community and Corporate Leadership	Councillors were provided with the opportunity to attend a number of sector specific conferences. During this period, Councillors represented Eurobodalla at the NSW Coastal Conference and the NSW Local Government Conference. A tour of Council's southern facilities was undertaken which enabled Councillors to visit Council owned facilities and discuss future plans.			
Link	Outcome	Q1	Q2	Q3	Q4
9.1.2.1	Number of Council meetings	4	9	0	0
9.1.2.2	Number of community grant applications	27	70	0	0

9.1.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Comment	Status
9.1.3.1 Advocate for local needs to be reflected in State and Regional plans	Community and Corporate Leadership	Council has met with NSW Infrastructure on priority plans, Regional Leaders and Department of Premier and Cabinet on aligning Community Strategic Plans with current State Plan. Council also met with Office of Regional Development and NSW Department of Premier and Cabinet staff to progress Regional Plan. Continued advocacy for improvements to Princes Highway Corridor Strategy and Kings Highway upgrades, Batemans Bay Mackay Park redevelopment funding, approval of Rural Lands Planning Proposal and outcomes of 2017 NSW Local Roads Congress. Advocated through Country Mayors on Airline Services in Country NSW. Council sent formal submissions to the NSW Future Transport Strategy 2056, the Proposed Primary Production and Rural Development SEPP and the preferred option for the Batemans Bay Bridge.	
9.1.3.2 Seek sources of funding to implement community vision	Community and Corporate Leadership	Council submitted grant applications under the following programs: <ul style="list-style-type: none"> - Regional Jobs and Investment Package - Building Better Regions - Infrastructure - Building Better Regions - Community Involvement - NSW Boating Now - Fish Habitat Action Grant - Regional Growth Tourism Environment Fund - Infrastructure Grants - Recreation Fishing Trust - Shark Observation Grants - Community Safety Fund Successful grants received include: <ul style="list-style-type: none"> - Stronger Communities Program - Dalmeny Oval seating 	

		<ul style="list-style-type: none"> - Bridges Renewals Program - Cullendulla Drive Culvert upgrade - Community Building Partnerships - Bill Smyth Oval seating and Gundry Oval AFL goals - Fixing Country Roads - Cullendulla Drive culvert and road widening - Road Safety Infrastructure for NSW Aboriginal Communities 2018-19 - Wallaga Lake intersection upgrade - Safer Local Government Road Program - Tomakin Road - Mogo widening - Stronger Country Communities - Central Tilba toilet, Halls, Pathways at Mossy Point and Durras, Moruya Showground. 	
9.1.3.3 Develop and maintain strategic partnerships	Community and Corporate Leadership	<p>Council continues to maintain sector memberships including Canberra Region Joint Organisation, Floodplain Management Association, South East Arts, SERAS and MOU with Bega Valley Shire Council.</p> <p>Councillor James Thomson was elected as NSW representatives on National Coastal Councils Committee.</p> <p>Councillor Lindsay Brown was elected Vice President Rural/Regional Local Government NSW.</p> <p>Dr Catherine Dale is a board member of Local Government Professionals and Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia.</p> <p>Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel.</p>	
9.1.3.4 Advocate to streamline government processes	Community and Corporate Leadership	<p>Advocated through CBRJO on EPA Agreement on Waste Management.</p> <p>Formal submissions completed for NSW Future Transport Strategy 2056, the Proposed Primary Production and Rural Development SEPP and preferred option for the Batemans Bay bridge.</p>	

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







9.2.1 - Provide effective, friendly, customer service and information

Action	Service	Comment	Status		
9.2.1.1 Investigate the digitalisation of records	Customer Assistance and Records	Job size has been calculated and pricing quotations from two external providers obtained. An estimate of the cost for Council to undertake this project has also been calculated and it is recommended that this project commence after the full implementation of the e-connect project. This would assure data quality and not add further data migration costs and effort.			
9.2.1.2 Provide customer assistance in main administration building and depots	Customer Assistance and Records and Works and Operations	Telephone - Council has served 92.9% of the 33,004 calls made to Council Switchboard. There were no calls to the Council Switchboard that timed out. 7.1% of calls were abandoned and 3.7% of the range for under ten seconds. Correspondence - Council has responded to 86% of 7,189 registered correspondence (email and mail) within the Council's customer service standard of ten working days Customer Service Requests - Council has closed 91.1% of 4,957 Customer Service Requests.			
9.2.1.3 Manage public access to government information (GIPA) and Privacy	Community and Corporate Leadership	16 Formal GIPA applications received. All applications responded to in the statutory time frame.			
9.2.1.4 Improve internal sharing of information through the development of the intranet	Communication and Community Engagement	Council's intranet site has been rebuilt to incorporate various content, services and capacity to communicate with all staff. A new Community Engagement Calendar was developed and added to the intranet during this period. The calendar enables staff to see details of current and future engagement activities being undertaken by their colleagues, including advisory committee meeting dates.			
Link	Outcome	Q1	Q2	Q3	Q4
9.2.1.2	Percentage of enquires addressed at point of contact	93%	93%	0	0
9.2.1.2	Percentage of correspondence dealt with within timeframes	85%	86%	0	0
9.2.1.2	Percentage of customer service requests resolved within time frames	92%	92%	0	0
9.2.1.3	Number of GIPA applications processed	6	16	0	0

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

Action	Service	Comment	Status
9.2.2.1 Manage leases and licences	Property	New leases continue to be negotiated and reported to Council for approval.	
9.2.2.2 Facilitate property sales and development	Property	Four additional properties surplus to requirements have been placed on the market.	
9.2.2.3 Finalise implementation plan for property strategy	Property	The implementation plan is being finalised.	
9.2.2.4 Undertake audit of Council operational land	Property	Audit of operational land parcels is being integrated into ongoing strategy and action plan.	
9.2.2.5 Develop a code of practice for the renewal of commercial leases	Property	A draft code has been developed and will be circulated to staff for input.	
9.2.2.6 Review saleyard operations	Commercial Entities	Councillors have been briefed and the matter to be discussed with the Rural Producers Advisory Committee.	
9.2.2.7 Operate Council managed campgrounds	Commercial Entities	Operations on track and financial performance on budget.	
9.2.2.8 Manage the Batemans Bay Beach Resort contract	Commercial Entities	Business performing ahead of prior year.	
9.2.2.9 Finalise racecourse management model	Commercial Entities	Council approved a 50 year lease for Moruya Jockey Club over the racecourse.	

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

Action	Service	Comment	Status
9.2.3.1 Provide information technology and geographic information systems services	Information Technology	Providing ICT services and day to day service as required. GIS change to new system completed.	
9.2.3.2 Provide depots and workshops	Works and Operations	Depot and workshop operations on track. Moruya Depot office extension plan prepared and development approval obtained and awaiting construction certificate.	
9.2.3.3 Manage fleet	Fleet and Plant	Fleet procurement plan largely complete. Quotation evaluations for ten trucks currently being finalised.	
9.2.3.4 Provide risk and insurance services	Risk and Insurance	18 Council motor vehicle claims and five Public Liability small property damage claims.	
9.2.3.5 Provide technical services	Works and Operations	Survey, investigation and design on track. Technical advice and trade services provided as required.	
9.2.3.6 Provide procurement and stores	Works and Operations	Progress is on track. The transition to Technology One continues and staff continue to address any queries that arise.	





Link	Outcome	Q1	Q2	Q3	Q4
9.2.3.4	Number of insurance claims processed	9	18	0	0





9.2.4 - Responsibly manage Council's finances and maintain Fit for the Future status						
Action		Service	Comment			Status
9.2.4.1 Develop a financial strategy		Finance and Central Treasury	The Long Term Financial Plan has been updated and will now inform the development of the financial strategy during the second half of this year.			
9.2.4.2 Monitor and report on key financial results		Finance and Central Treasury	The December Quarterly Budget review has been completed and will be presented to Council. There are no concerns about meeting budgets and key financial ratios for the financial year.			
9.2.4.3 Provide financial management and reporting		Finance and Central Treasury	The December quarterly budget review has been completed within corporate and Statutory time frames and deadlines. Statutory deadlines were also met for the Annual financial statements.			
9.2.4.4 Collect rates and charges		Finance and Central Treasury	Rates levied and instalment notices issued within Statutory time frames.			
Link	Outcome		Q1	Q2	Q3	Q4
9.2.4.2	Annual Accounts lodged with Office of Local Government by statutory deadline		0	100%	0	0
9.2.4.3	Quarterly budget review statements presented to Council within statutory timeframes		25%	50%	0	0



9.2.5 - Benchmark and review Council fees and charges				
Action		Service	Comment	Status
9.2.5.1 Benchmark Public Buildings fees and charges		Finance and Central Treasury	The annual review of fees and charges is currently being undertaken. At the completion of this process the benchmarking of public building fees and charges will be undertaken. It is anticipated to be completed by June 2018.	
9.2.5.2 Review General Administration, Libraries and Cemeteries fees and charges		Finance and Central Treasury	The review of general administration, libraries and cemeteries fees and charges will occur in conjunction with the review of all fees and charges which is currently being undertaken as part of the development of the 2018-19 Operational Plan.	

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

9.3.1 - Identify and implement innovative and creative projects				
Action		Service	Comment	Status
9.3.1.1 Reprioritise the service review schedule to reflect engagement and planning outcomes		Community and Corporate Leadership	Council awaiting publication of the Australasian Local Government Performance Excellence Program Report which will guide and assist the re-prioritisation of the service review schedule.	
9.3.1.2 Work with Councillors to deliver Local Government Week activities		Community and	The inaugural Local Government Week 'Council Life' festival was successfully delivered in collaboration with Councillors. Using the Local	

	Corporate Leadership	Government Week theme of "Discovery, Diversity, Democracy" the festival included a range of demonstrations and stalls, meet your Councillors sessions, machinery displays, Mayor's story time, kids play area and performances by local schools.	
9.3.1.3 Progress the E-connect project	Information Technology	Phase 1 and Elements of Phase 2 went live in October 2018. On track to complete activities planned for the FY2018 year. Planning for increased scope of Phase 2 and Phase 3 in progress.	
9.3.1.4 Establish and maintain a savings, productivity improvement and cost containment register	Finance and Central Treasury	Development process in progress and on track for completion by the end of the year.	
9.3.1.5 Coordinate the internal audit of water, sewer and development services	Finance and Central Treasury	Internal Audits continue to be carried out in accordance with Audit Plan.	
9.3.1.6 Coordinate implementation of internal audit recommendations	Finance and Central Treasury	Internal audit recommendations progressing and completion dates being achieved.	

9.3.2 - Continue to be an organisation people want to work for			
Action	Service	Comment	Status
9.3.2.1 Develop a workforce diversity program	Workforce Development	Council's Equal Employment Opportunity and Diversity plan has been adopted and actions continue to be delivered including the current roll out of training across all staff.	
9.3.2.2 Develop performance and capabilities frameworks	Workforce Development	The Local Government NSW capability framework is now complete. Council is reviewing and considering the framework's applicability for our workforce.	
9.3.2.3 Provide employee learning and development opportunities	Workforce Development	Council has provided 19 Work, Health and Safety (WHS) courses to 151 staff. These courses are specific to the role requirements of Council's operational staff. In addition, Council has provided three professional development courses to 48 staff. Council has improved its induction process and is now delivering a Corporate New Starter Induction session, with two sessions completed. Council has provided phase one training for the new Technology One application to all staff. The planning phase for the next block of Work Health and Safety training due in February 2018 has also been completed.	
9.3.2.4 Provide human resource management	Workforce Development	Human Resources management including recruitment events are on track. Successful completion of very high volume trainee/apprentice recruitment has occurred. Other recruitment events have resulted in on-boarding of skilled and experienced staff.	

9.3.2.5 Implement Work, Health and Safety strategy	Workforce Development	WHS strategy action items are progressing in accordance with strategy action plan.	
9.3.2.6 Undertake youth employment initiatives	Workforce Development	2017 Youth Employment Trainee Scheme participants have successfully completed a nationally recognised qualification while gaining valuable workplace experience. Recruitment activities for seven new places under the Youth Employment Trainee Scheme has been completed with these trainees set to commence in February 2018.	

Link	Outcome	Q1	Q2	Q3	Q4
9.3.2.3	Number of training opportunities provided	113	699	0	0
9.3.2.4	Number of recruitment activities	15	15	0	0
9.3.2.4	Number of successful recruitment activities	14	14	0	0
9.3.2.5	Workers lost time injury incidents	2	6	0	0
9.3.2.5	Number of participants in Health and Wellbeing activities	1,060	1,560	0	0
9.3.2.5	Number of Work, Health and Safety inspections	11	15	0	0
9.3.2.6	Retention rate of youth employment	5	5	0	0