



Annual Report 2018-19

Eurobodalla Shire Council

Access to information

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

How to contact us

In person Customer Service Centre
Corner Vulcan and Campbell Streets, Moruya.
Monday to Friday, 8.30am to 4.30pm

Phone 02 4474 1000
For after-hours emergencies
call 1800 755 760

Fax 02 4474 1234

Mail PO Box 99, Moruya NSW 2537

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Email council@esc.nsw.gov.au

Web www.esc.nsw.gov.au and click *Have Your Say*

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



WELCOME

Welcome to Eurobodalla Shire Council's Annual Report for 2018-19. This report provides our community, Councillors and staff with a comprehensive account of Council's achievements and challenges during the year, including an overview of Council's financial position and our performance against commitments set in our Delivery Program 2017-21 and Operational Plan 2018-19.

This report demonstrates the diversity and breadth of services and operations delivered to our community on a daily basis, with insights into our financial position and decision making.

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

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

We hope you enjoy reading about our 2018-19 year.



Acknowledgement of Country

Eurobodalla Shire Council recognises
Aboriginal people as the original inhabitants
and custodians of all land and water in the
Eurobodalla and respects their enduring cultural
and spiritual connection to it.



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MESSAGE FROM MAYOR AND GENERAL MANAGER

We are proud to present the third year's results of Council's four year program to realise our community's vision for a friendly, responsible, thriving and proud Eurobodalla.

Eurobodalla is in the midst of an exciting period of growth, with significant investment by the Australian and NSW governments in transport and community infrastructure and over \$200M in private investment in Batemans Bay alone. These projects will boost our economy, create jobs, cater for the diverse community needs and make Eurobodalla an even better place to live, invest and visit.

Council worked hard with local members to advocate for \$33 million in grants from 20 different funds. These funds have helped to deliver community and transport infrastructure; new footpaths, bridges, local and urban road reconstructions and sports-field upgrades.

Council successfully delivered the first stages of the upgrade to Moruya Airport which included runway strengthening and lighting upgrades, three phase power and additional technical infrastructure. Progress continues on the Link Road in Batemans Bay, Oyster Hatchery, Moruya Showground upgrades and Southern Water Storage facility.

There's been significant progress on the Batemans Bay Regional Aquatic, Arts and Leisure Centre, with the Australian government granting \$25M towards the construction costs. This complements the \$26M received from the NSW government. The project is tracking well with the final design and planning stages nearing completion.

Council was thrilled with the opening of the Basil Sellars Exhibition Centre (the Bas) at the Moruya Library in February. This purpose built exhibition space, is the first of its kind in Eurobodalla and was funded with

Australian, NSW government and Council funding along with philanthropic funding from Mr Basil Sellars AM.

Since its opening, over 9,000 patrons have visited the centre and enjoyed a variety of different exhibitions.

Council continues to implement the many actions of its Recreation and Open Space Strategy. This Strategy sets out the direction for recreation and open space planning and provision for Eurobodalla over the next ten years. 44 of the 55 high priority actions listed in this document are underway. Exciting projects delivered under this strategy include upgrades to playgrounds, installation of bench seating as well as the development of a number of masterplans for our parks and ovals.

Work continues on implementation of the Companion Animal Management Plan. New signage has been installed at all beaches to ensure residents and visitors have an enjoyable experience with their furry friends. Council also finalised the Tourism Wayfinding and Signage Strategy. This strategy sets out styles and protocols for directional signage to enhance the experience of visitors to Eurobodalla.

Council has met its emissions reductions target two years ahead of schedule. The 25 percent reduction in carbon emissions across Council's operations was set in 2012, but a focussed approach sees emission down by 35 percent, saving more than 21,000 tonnes of CO₂ each year, and creating financial benefits for ratepayers.

Eurobodalla continues to prove itself to be a fantastic destination for short and long stays. Tourism is a vital part of our economy worth over \$385M. Council is working together with local businesses to capitalise on the 1.3 million visitors to Eurobodalla each year. This is reflected in the finalisation of the Eurobodalla Destination Action plan, the Tourism branding *All kinds of Natural* and industry specific networking forums. During the year, three cruise ships docked in Batemans Bay with over 400 passengers enjoying what Eurobodalla has to offer.

The community continues to be actively involved in the decision making process. 141 people addressed the Council during public access and public forum sessions. Council continues to publish four print newsletters along with online news. Council's social media platforms attracted 9,639 followers and provides another avenue for outgoing and incoming communications between Council and our community.

We were honoured to recognise Janine Halasz as this year's Eurobodalla Local Hero at the award ceremony held at the Botanic Gardens during Volunteers week.

Finally, thank you to our Councillors, community and staff for a successful year in making Eurobodalla an better place to live, invest and visit.

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

MORE THAN
\$33m
GRANT
FUNDS
RECEIVED



OUR EUROBODALLA

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



38,288
EUROBODALLA'S
ESTIMATED RESIDENT
POPULATION IN 2018

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

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

In 2018 Eurobodalla's estimated resident population was 38,288 and based on current projections is expected to reach 45,515 by 2036. Our demographic profile and rate base are not aligned, with 36% of property owners having their principal address outside Eurobodalla and 30% of dwellings not permanently occupied.

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

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

We confidently look towards the future as one community.



1.3m
VISITORS
ANNUALLY

10
NATIONAL
PARKS
15 STATE
FORESTS



143km
OF COASTLINE
83
BEACHES



OUR YEAR IN REVIEW

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

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



2018

July –
NAIDOC Week,
Hardwaste Collection

August –
Mayor's Writing
Competition, Sculpture
on Clyde

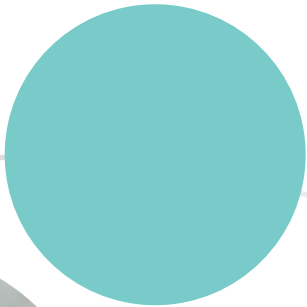
September –
Eurobodalla Business
Awards, Household
Chemical Cleanout, Little
Sellers Art Prize

October –
Eurobodalla Regional
Botanic Garden
Photographic competition

November –
Free home composting
workshops, Eurobodalla
Raindances

December –
Jetblack Wild Wombat
Mountain Bike Challenge,
Art on the Path





2019

January –
Shakespeare in the Garden: A Midsummer Night’s Dream, Eurobodalla Agricultural Show

February –
Official Opening of the Basil Sellers Exhibition Centre plus the Basil Sellers Art Prize 2018 and exhibition

March –
Clean Up Australia Day, Red Hot Summer Tour

April –
Drive-in Movie Night, Youth Week Silent Disco, Tilba Festival, Mogo Easter Gala, Batemans Bay Paddle Challenge

May –
Narooma Oyster Festival, River of Art, Local Heroes Ceremony

June –
Rally of the Bay

AWARDS AND RECOGNITION

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

Council Awards

The following awards were won by Council during 2018-19:

Institute of Public Works Engineering Australasia NSW 2018 Engineering Excellence Awards:

- Design Officer, Thomas Franzen, won the David Abbott Award for Young Leader of the Year

2018 Cities Power Partnership Awards

- Knowledge Sharing Award, along with other buddying councils Shoalhaven Council, Kiama Municipal Council, Bega Valley Shire Council and Wingecarribee Shire Council.
- Finalist in the Energy Efficiency Achievement Award for our Emissions Reduction Plan

Local Government Professionals Australia, NSW LG Awards

- Divisional Manager Governance and Administration, Jeff Phillips, won the Governance in Local Government Dux award
- Finalists in the following categories:
 - Community Partnerships and Collaboration
 - Excellence in People and Culture
 - Special Project Initiative.





Eurobodalla Business Awards

Eurobodalla's five Chambers of Commerce partnered with Council to present the 2018 Eurobodalla Business Awards. Linking into the annual program of the NSW Business Awards. The Eurobodalla Business Awards program celebrates excellence in the Eurobodalla region and recognise success in the areas of business leadership, business entrepreneurship, outstanding young employees, start-ups and all round business.

Outstanding Young Employee

Melissa Marshall –
Marshall's Bus & Coach
Company PTY LTD

Young Entrepreneur

Katie Lee Muller – Aussie
Embroidery and Workwear

Business Leader

Sharlene Cohen –
Surety Property

Start Up Superstar

Coast and Country
Occupational Therapy

Excellence in Small Business (1-4 employees)

Paul Dolphin Designs

Excellence in Small Business (5-10 employees)

Montague Vets Pty Ltd

Excellence in Small Business (11-19 employees)

Moruya Waterfront
Hotel Motel

Excellence in Small Business (overall)

Tilba Real Dairy

Excellence in Business (20+ employees)

Yumaro

Local Chamber of Commerce Award

Batemans Bay Business
and Tourism Chamber

Batemans Bay People's Choice Award

Muddy Puddles

Mogo People's Choice Award

The Mogo Lolly Shop

Moruya People's Choice Award

Tuross Little Lambs
Preschool

Narooma People's Choice Award

Narooma Kinema

Tilba People's Choice Award

Tilba Real Dairy



AWARDS AND RECOGNITION

Mayor's Writing Competition

The Mayor's Writing Competition was initiated by former Mayor, the late Fergus Thomson OAM to encourage and celebrate the literary talents of Eurobodalla children and young adults.

In its eleventh year, the 2018 Mayor's Writing Competition received 262 imaginative and thoughtful entries from Eurobodalla writers aged between age five and 18. This competition provides our youth the freedom and confidence to creatively express themselves through writing and illustrating.

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



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

Mayor's Writing Competition winners and finalists

Age group 5-6

Winner:
Ella Douros

Runner-up:
Noah McCarthy

Encouragement award:
Hudson Longstaff

Age group 7-9

Winners:
Iona Kelly

Runner-up:
Fletcher Cobden

Encouragement award:
Sean Peard

Age group 10-12

Winner:
Tayah Boyd

Runner-up:
Zahlia Kelly

Encouragement award:
Samara Ellis

Age group 13-15

Winner:
Bonnie Rouch

Runner-up:
Teagan Moses

Encouragement award:
Rosie Shorter

Age group 16-18

Winner:
Pippi Sparrius

Runner-up:
Hugh Tuckwell

Encouragement award:
Leora Kelly

Syd Hayes Creative Writing

Award Winner:
Bonnie Rouch

Little Sellers Art Prize

In its third year, the Little Sellers Art Prize received over 150 entries from Eurobodalla young people. The Prize aims to showcase the artistic talents of Eurobodalla's youth and is run as an addition to the biennial Basil Sellers Art Prize. Artists aged between five and 18 were encouraged to interpret the 'My Dream' theme in a creative and meaningful way.

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



Little Sellers Art Prize winners and finalists

Overall winner:

Josephine Muller

Environment Award:

Alison Muller

Children's Services Award:

Zahlia Kelly

Youth Award:

Ruby Muller

5-8 age group

Winner:

Chenae Cottington

Runner-up:

Theo De Frenza

9-12 age group

Winner:

Tayah Boyd

Runner-up:

Milly Shanahan

13-15 age group

Winner:

Meah Hancock

Runner-up:

Ruby Muller

16-18

age group

Winner:

Josephine Muller



Environment Calendar

Celebrating its 21st year, the 2019 calendar features 15 student artworks under the theme 'Use your voice for a better choice'. Each year all Eurobodalla primary schools create artwork for the calendar under a different theme and shortlisted entries from each school are featured on the following year's calendar.

The 2019 calendar artists are:

Amy White (*Broulee Public School*)
 Scarlet Leone (*St Peter's Anglican College*)
 Millie Duncombe (*Batemans Bay Public School*)
 Ella Norman (*Broulee Public School*)
 Alexis Leth (*St Bernard's Primary School*)
 Luke Amos (*Moruya Public School*)
 Chelsea Wood (*St Mary's Primary School*),
 Shaniquah Thomas-Tighe (*Narooma Public School*),
 Tom Newbold (*Narooma Public School*)
 Anwen Cowie (*Central Tilba Public School*)
 Marlie Elliott (*Mogo Public School*)
 Rebeka Frialova (*Sunshine Bay Public School*)
 Stella Andrews (*Broulee Public School*)
 Harrison Katuke (*St Mary's Primary School*)
 Maddie Johnston (*Moruya Public School*)



Local Heroes

During National Volunteer Week 2019 Council held the Local Hero Award ceremony at the Eurobodalla Regional Botanic Garden. This award recognises the contribution of volunteers to the community and or outstanding achievements.

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

The 2019 Local Hero Award was won by Tilba community stalwart Janine Halasz (pictured above). Fellow finalists for the award were Bernard Basevi, who was heavily involved in the development of Muddy Puddles in Batemans Bay and a volunteer for St Bernard's Catholic Church, Red Rose Charity House volunteer, and Carolyn Harding, who has campaigned for years for a Batemans Bay indoor aquatic centre and volunteered for Carroll College canteen, the Batemans Bay Basketball Association and raising funds for Snowy Hydro SouthCare.



GRANTS RECEIVED

Council advocates for funding from Australian and NSW governments to assist Council to build infrastructure and provide services for our community. During 2018-19, Council was successful in receiving over \$33 million in grant funds. This demonstrates that Council has the necessary structures, systems, resources and capability to deliver key initiatives and infrastructure projects for the community.

Council submitted grant applications under the following programs:

- Regional Jobs and Investment Package
- Building Better Regions - Infrastructure
- Building Better Regions - Community Involvement
- Regional Growth Fund
- Stronger Communities Program
- BlackSpot Program
- SmartCities
- Bridges Renewal Program

SERVICE AREA	CAPITAL GRANT (\$)	OPERATING GRANT (\$)	TOTAL (\$)
Business Development	238,023	-	238,023
Children's Services	-	519,067	519,067
Commercial Entities	4,882,662	-	4,882,662
Community and Cultural Development	1,110,000	196,824	1,306,824
Community Care	-	1,778,469	1,778,469
Community Facilities	85,000	-	85,000
Finance and Central Treasury	-	67,443	67,443
Libraries	70,523	122,174	192,697
Public Order and Safety	-	526,603	526,603
Rates and General Revenue	-	4,698,740	4,698,740
Recreation	2,259,164	135,278	2,394,442
Sewer Services	158,663	191,934	350,597
Strategic Planning	4,300,000	61,115	4,361,115
Tourism	-	38,003	38,003
Transport	9,089,711	2,216,959	11,306,670
Waste Management	-	138,145	138,145
Water Services	-	202,885	202,885
Youth Services	-	310,461	310,461
Total	22,193,746	11,204,100	33,397,846

* The Rates and General Revenue operating grants includes the Financial Assistance Grants received from the Australian Government, incorporating the advance payment of the 2019-20 Financial Assistance Grant and any grant funds returned.



- Community Building Partnerships
- NSW Boating Now
- Fixing Country Roads
- Fish Habitat Action Grant
- Regional Growth Tourism Environment Fund
- Infrastructure Grants
- Public Reserves Management Fund
- Recreation Fishing Trust
- Shark Observation Grants
- Community Safety Fund
- Regional Growth Fund
- Infrastructure (Clubs Grant)



The table on the previous page identifies the capital and operating grants received during 2018-19 that assisted in the funding of projects and services for the year. Some of these grants will continue to be utilised in following years to fund ongoing and future projects. In addition, during the year Council returned unspent grant funds for the Flying Fox Management project.



MANAGING THE MONEY

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

During 2018-19, Council managed an income of \$120.8 million* collected from rates, fees and charges, grants and contributions, and investments. Our expenditure was \$120.1 million* and paid for service delivery, maintenance, grants to the community and wages. There were a number of important considerations in managing Council funds this year including: the continuation of the implementation of the Fit for the Future improvement proposal action plan (detailed on page 24-30); implementation of the fourth and final year of our Community and Transport Infrastructure Program funded by the rate variation (detailed on page 40-44); as well as Council's ongoing efforts to increase efficiencies in service delivery and maintain financial sustainability.

Council operations are separated into three different funds, General, Water and Sewer. Each of these funds is operated and managed separately and have different considerations but are interrelated.

General Fund: includes all Council services that are funded by the General Rate, the environment and storm water levies and waste charges. The primary sources of income for this fund includes rates and fees and charges, many of which are capped by the NSW Government. Council's Fit for the Future performance relates to this fund.

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

For the purpose of this annual report we consolidate these three funds into one to show Council's overall performance. The following information presents a summary of consolidated financial results for 2018-19. Full details of Council's financial statements are available in the appendix.

*Consolidated entity (before capital grants and contributions)

2018-19 BUDGET RESULTS

Budget: \$5.034 million surplus

Result: \$0.711 million surplus

(Net operating result before capital revenue)

Significant items that contribute to this result include:

- operating grants received and recognised, but not yet spent
- additional user fees and charges including waste and recycling fees
- increased depreciation and unfavourable variations due to infrastructure/plant replacement plans
- water and sewer infrastructure design and investigation costs unable to be capitalised

How does our performance compare with previous years?

The past three years have seen a significant operating surplus for the consolidated entity. The 2018-19 financial year has been impacted by revised timings of operational grants and expenditure, unfavourable variations relating to infrastructure and plant replacement plans and increased staff efforts required to provide council and community services.

Net result

Net result (before capital revenue)

2015-16	\$9.7 million surplus
2016-17	\$7.0 million surplus
2017-18	\$2.4 million surplus
2018-19	\$0.7 million surplus





Where did our money come from?

Budget: \$113.3 million

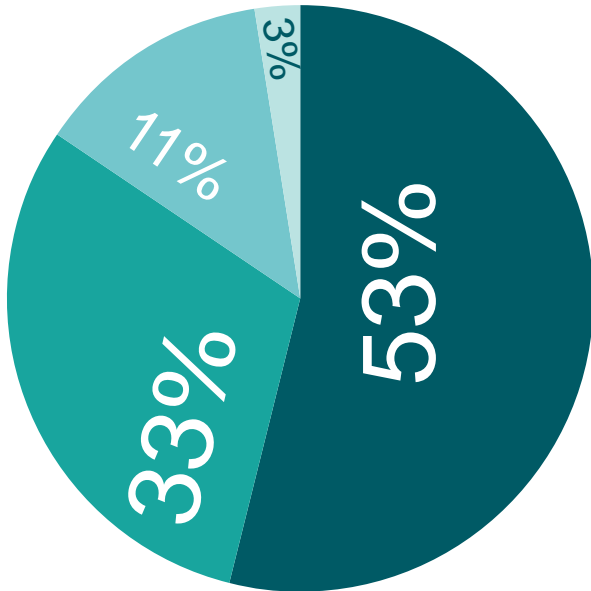
Result: \$120.8 million

The result was \$7.5 million higher due to:

- additional user fees and charges including water usage, lease revenue, National Disability Insurance Scheme contributions and tipping fees relating to significant capital works and increased recycling revenue;
- significant operating grants and contributions received including the advance payment of the 2018-19 Financial Assistance Grant, Roads and Maritime Services Nelligen bridge work contributions and rural fire service contributions.

Income 2018-19

Income source	Amount (\$'000)	% of total income
Rates and annual charges	64,138	53%
User charges and fees and other	39,509	33%
Operating grants and contributions	13,630	11%
Investment revenue	3,510	3%
Total	120,787	100%



- 3% Investment revenue
- 11% Operating grants and contributions
- 33% User charges and fees and other
- 53% Rates and annual charges

Income (\$'000)

2015-16	\$111,508
2016-17	\$112,814
2017-18	\$112,523
2018-19	\$120,787



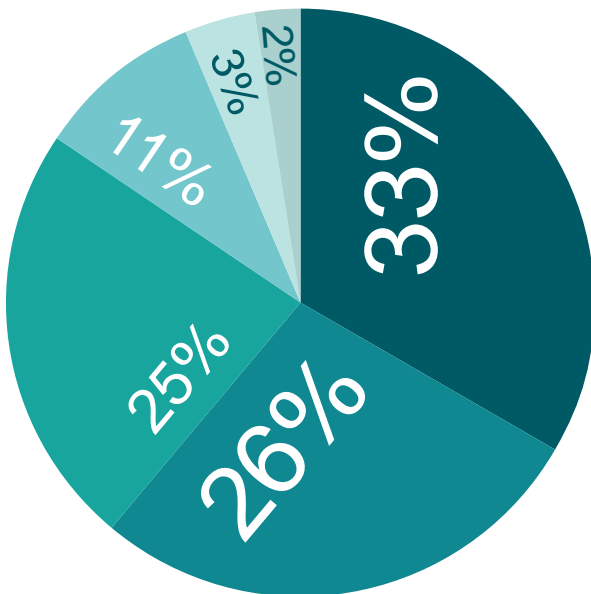
Where did our money go?

Budget: \$108.3 million

Result: \$120.1 million

The result was \$11.8m more due to:

- materials and contracts expenditure resulting from the carrying forward of projects from 2017-18
- increased depreciation and unfavourable variations due to infrastructure/plant replacement plans
- water and sewer infrastructure design and investigation costs unable to be capitalised
- increased staff efforts required to provide council and community services



- 2% Borrowing costs
- 3% Net losses from disposal of assets
- 11% Other expenses
- 25% Materials and contracts
- 26% Depreciation
- 33% Employee costs

Expenditure 2018-19

Expenditure type	Amount (\$'000)	% of total expenditure
Employee costs	40,152	33%
Depreciation	31,297	26%
Materials and contracts	29,401	25%
Other expenses	13,009	11%
Borrowing Costs	2,782	2%
Net losses from disposal of assets	3,435	3%
Total	120,076	100%

Expenditure (\$'000)

2015-16	\$101,765
2016-17	\$105,839
2017-18	\$110,050
2018-19	\$120,076



FIT FOR THE FUTURE PERFORMANCE

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

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

We have achieved an improvement in the Operating Performance Ratio result due to increased income from user charges such as water usage, lease revenue, National Disability Insurance Scheme contributions and waste fees.

The partial early receipt of Council's 2019-20 Financial Assistance Grant in June 2019 from the Federal Government (\$3.6 million) is required to be recognised in 2018-19.

There has been some movement on the Efficiency Ratio as a result of utilisation of grant monies received prior to 2018-19 from Roads and Maritime Service, the return of the Flying Fox grant funds, losses from disposal of assets and increased employee costs.





2018-19 RATIOS

RATIOS	2017-18 ACTUAL	2018-19 ACTUAL	ON TRACK *
Sustainability			
Operating Performance			✓
Indicates Council's capacity to meet ongoing operating expenditure requirements (greater than or equal to breakeven average over 3 years).	0.11	0.08	meet
Own Source Revenue			✓
Indicates Council's ability to control their own operating performance and financial sustainability (greater than 60% average over 3 years).	66.68%	61.03%	meet
Building and Infrastructure Renewal			✓
Measures whether council's assets are deteriorating faster than they are being renewed (greater than 100% average over 3 years).	116.50%	122.44%	meet
Infrastructure and Service Management			
Infrastructure Backlog			✓
Measures how effectively Council is managing its infrastructure (less than 2%).	7.37%	6.82%	improving
Asset Maintenance			✓
Measures whether Council is spending enough on maintaining its assets to avoid increasing its infrastructure backlog (greater than 100% average over 3 years).	100.00%	100.00%	improving
Debt Service			✓
Indicates whether Council is using debt wisely to share the life-long costs of assets and avoid excessive rate increases (greater than 0% and less than or equal to 20% average over 3 years).	7.65%	7.58%	meet
Efficiency			
Real Operating Expenditure per Capita			⊘
Indicates how well Council is utilising economies of scale and managing service levels to achieve efficiencies (decrease over time).	1.49	1.60	not met

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



2018-19 IMPROVEMENT ACTION PLAN

ID	ACTION	STATUS	COMMENTS
1.3.2.2	Commence implementation of the Recreation and Open Space Strategy 2018	Complete	<p>Council has progressed the implementation of the Recreation and Open Space Strategy 2018 with 44 of the 55 high priority actions under way or completed.</p> <p>Two medium priority actions have been completed and a further four medium priority actions are underway.</p> <p>Council continues to seek external grant funding to complement Council allocations to fully implement the strategy.</p>
5.1.1.2	Promote Eurobodalla at business and industry expos	Complete	<p>The main promotion of Eurobodalla occurred during a Consular General visit organised by Department Premier and Cabinet. The visit saw over 30 VIP's and Diplomats from 15 countries experience a tour of the shire, visiting Central Tilba, lunching on local produce at Wogonga Inlet in Narooma, listening to short presentations, a narrated trip to Batemans Bay included an Oyster experience at Wray's Oyster shed and ended with a presentation on Council's airport redevelopment plans at Moruya Airport. The visit was extremely well received and relationships forged. Eurobodalla was also represented at the NSW Business Awards.</p>
5.1.1.6	Implement Advancing Eurobodalla	Ongoing	<p>The reviewed and final draft of the Advancing Eurobodalla: Economic Development Strategy 2019-28 was the priority project. Further input from economists and additional consultation with Councillors, Business Community and relevant divisions within Council was undertaken. The final document including updated and detailed economic analysis and 10 year action plan was adopted by Council in May 2019.</p>
5.3.1.5	Participate in the Destination NSW 2018 Unspoilt campaign	Complete	<p>Council finalised its participation in the Unspoilt Campaign in December 2018 following an offer to enter into an agreement with Destination NSW (DNSW) for a co-operative marketing campaign around Eurobodalla's new brand. Council continued to work collaboratively with the regional marketing team at DNSW to develop the key assets and campaign material for the three year advertising campaign aimed at building awareness of the Eurobodalla brand in the first year and conversions in year two and three. The creative concepts for this campaign were finalised and filming and production commenced to develop a new campaign video and photographic assets.</p>
6.1.2.4	Revise Development Servicing Plans for water and sewerage	Ongoing	Scheduled for April-December 2019.



ID	ACTION	STATUS	COMMENTS
7.4.1.2	Continue the implementation of the grant funded stages of the Moruya Airport Master Plan	Complete	Services and taxiway to new four lot subdivision complete with construction on two newly leased lots underway. Runway strengthening complete.
8.2.1.1	Implement the Community Engagement Framework	Complete	Work continues on promoting and assisting staff using the Framework and Planning Tool for their engagement activities.
8.2.1.2	Develop effective engagement plans to support key projects	Complete	<p>Engagement projects included continuing the Companion Animal Management Plan, Flying Fox Management Plan and Coastal Management Program, as well as the Visitor Signage and Wayfinding Strategy and new signage style guide, recreation opportunities in Tuross Head, floodplain risk management and a marine infrastructure survey.</p> <p>Council also began rolling out an internal engagement program to implement new organisational values.</p> <p>In late December work began on the Batemans Bay Regional Aquatic, Arts and Leisure Centre on engagement for the centre's preliminary concept designs, which were taken to the community in January and February.</p> <p>Other engagement projects include the Narooma foreshore redevelopment and numerous plans of management.</p>
9.1.1.3	Review and update the Resourcing Strategy	Complete	The Resourcing Strategy has been reviewed to take into consideration of the 2019-20 Operational Plan.
9.1.1.4	Undertake a review of capacity and functionality upgrades in the transport asset class	Complete	Training of technical personnel in road safety audit free via IPWEA NSW. Safety review of rural road sealed network complete. Review of traffic study and pedestrian access mobility plans undertaken. Preparation of list of capacity and functionality upgrades being developed in conjunction with road safety reviews. Project across two years.



ID	ACTION	STATUS	COMMENTS
9.1.3.3	Develop and maintain strategic partnerships	Complete	<p>Council is a member of Canberra Region Joint Organisation (CRJO).</p> <p>Council endorsed memberships with Australian Coastal Council's Association, Australian Local Government Women's Association, Floodplain Management Australia, Country Mayors Association, South East Arts, South East Transport Strategy and South East Sports Academy.</p> <p>Councillor James Thomson continues as NSW representative on National Coastal Councils Association and member of the Floodplain Management Committee and Gulaga Board Member.</p> <p>Councillor Lindsay Brown is a member of South East Arts.</p> <p>Councillor Anthony Mayne is a member of South East Transport Strategy.</p> <p>Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia.</p> <p>In his Director position, Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel.</p>
9.2.2.3	Strategic management and review of Council's operational land	Complete	Operational land parcels reviewed on an ongoing basis to ensure current use is appropriate.
9.2.2.4	Manage Council controlled campgrounds	Complete	Campgrounds still operating above budget and a tender process has been undertaken for the management contract of the campgrounds.
9.2.2.5	Manage the Batemans Bay Beach Resort contract	Complete	The Batemans Bay Beach Resort remains a premier Holiday Park with excellent consumer reviews. It continues as an increasingly profitable business.
9.2.4.1	Develop a financial strategy	Substantially complete	Draft complete.
9.2.5.1	Benchmark General Administration, Libraries and Cemeteries fees and charges	Complete	Completed.



ID	ACTION	STATUS	COMMENTS
9.3.1.3	Establish and maintain a savings, productivity improvement and cost containment register	Complete	Completed.
9.3.1.4	Coordinate the internal audit of water, sewer and development services	Complete	Scheduled Internal Audits for 2018-19 have been completed. All high priority recommendations have been progressed.



BATEMANS
BAY BEACH
RESORT
CONTINUES
TO RETURN
A PROFIT



SERVICE RESULTS

Our operating result for Council's 31 services are outlined on pages 34-35. The table shows the original adopted budget, the actuals for 2018-19 and the variances between the two. The net result is the income minus the expenditure and shows the cost to Council to provide each service to the community in 2018-19.

Further details on major variances between the original budget and actual net result are provided in the Our Achievements section of this report.





38
BUSINESSES
ASSISTED IN
START UP



SERVICE	INCOME (\$'000)		
	Original Budget	Actual	Variance
Business Development	13	43	30
Children's Services	1,505	1,654	149
Commercial Entities	5,317	5,622	305
Communications	-	-	-
Community and Cultural Development	64	258	194
Community Care	7,779	8,173	394
Community Facilities	352	471	119
Community and Corporate Leadership	4	14	10
Customer Service and Records	10	7	(3)
Development Assessment and Building Certification	1,826	1,866	40
Environmental Management	137	409	272
Finance and Central Treasury	161	260	99
Fleet and Plant	71	25	(46)
Information Technology	4	5	1
Libraries	183	175	(8)
Property	474	585	111
Public and Environmental Health	379	386	7
Public Order and Safety	394	813	419
Recreation	609	756	147
Risk and Insurance	5	5	-
Stormwater	459	466	7
Strategic Planning	45	100	55
Technical Services	25	25	-
Tourism	47	104	57
Transport	4,588	6,892	2,478
Waste Management	11,750	13,801	2,051
Works and Operations	109	108	(1)
Workforce Development	71	261	190
Youth Services	4	321	317
Sewer Services	20,805	20,933	128
Water Services	18,536	18,405	(131)
Corporate Overheads *	-	-	-
Rates and General Revenues **	37,732	37,844	112
Total	113,459	120,787	7,502

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

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

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

EXPENDITURE (\$'000)			NET RESULT (\$'000)		
Original Budget	Actual	Variance	Original Budget	Actual	Variance
653	612	41	(639)	(569)	70
1,660	1,771	(111)	(156)	(117)	39
5,082	5,232	(150)	235	390	155
760	685	75	(760)	(685)	75
761	981	(220)	(697)	(723)	(26)
8,371	8,097	274	(593)	76	669
2,671	2,837	(166)	(2,320)	(2,366)	(46)
2,303	2,262	41	(2,298)	(2,248)	50
981	1,033	(52)	(970)	(1,026)	(56)
3,832	3,576	256	(2,006)	(1,710)	296
963	1,533	(570)	(826)	(1,124)	(298)
3,143	5,121	(1,978)	(2,982)	(4,861)	(1,879)
736	952	(216)	(665)	(927)	(262)
2,574	3,269	(695)	(2,569)	(3,264)	(695)
1,872	1,964	(92)	(1,689)	(1,789)	(100)
916	1,126	(210)	(442)	(541)	(99)
1,005	875	130	(626)	(489)	137
3,049	3,202	(153)	(2,656)	(2,389)	267
7,508	8,226	(718)	(6,900)	(7,470)	(570)
1,433	1,034	399	(1,428)	(1,029)	399
1,486	1,664	(178)	(1,027)	(1,198)	(171)
1,127	1,270	(143)	(1,082)	(1,170)	(88)
1,764	1,902	(138)	(1,739)	(1,877)	(138)
1,487	1,743	(256)	(1,440)	(1,639)	(199)
18,114	23,071	(4,957)	(13,652)	(16,188)	(2,536)
10,642	10,811	(169)	1,108	2,990	1,882
3,681	3,914	(233)	(3,572)	(3,806)	(234)
1,559	1,626	(67)	(1,488)	(1,365)	123
387	492	(105)	(383)	(171)	212
18,891	19,511	(620)	1,915	1,422	(493)
15,386	16,379	(993)	3,150	2,026	(1,124)
(16,638)	(16,944)	306	16,638	16,944	306
138	240	(102)	37,593	37,604	11
108,299	120,076	(11,777)	5,034	711	(4,323)

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

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

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

CAPITAL WORKS

Budget: \$55.2 million

Result: \$50.0 million

The total capital expenditure was \$5.2 million lower than budgeted due to revised timing of major projects including the Airport Redevelopment, Eurobodalla Regional Botanic Gardens Redevelopment, Moruya Cultural Precinct Development and water and sewer infrastructure works. Our capital budget can be spent on renewing existing or building new infrastructure.

Council's adopted capital program for 2018-19 was \$55.2 million. This included confirmed external funding (capital grants and contributions) of \$17.4 million as at 30 June 2018. As per previous years additional grants were received during the year which resulted in a change to the adopted capital program. The total capital grants and contributions received was \$22.2 million as identified on page 18 of this report.



Notes:

Further detail on capital works undertaken during 2018-19 is available in each individual service area in the Our Achievements section of this report.

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

The total capital works excludes the value of non-cash assets contributed by developers.



Service	Capital Expenditure (\$'000)		
	Original Budget	Actual	Variance
Business Development	-	20	(20)
Commercial Entities	8,072	5,656	2,416
Community and Cultural Development	1,485	2,196	(711)
Community Care	-	4	(4)
Community Facilities	674	500	174
Finance	-	3	(3)
Fleet and Plant	3,997	3,488	509
Information Technology	1,883	1,877	6
Libraries	294	229	65
Property	-	10	(10)
Public Order and Safety	245	209	36
Recreation	3,190	2,362	828
Stormwater	723	799	(76)
Strategic Planning	-	1,001	(1,001)
Technical Services	495	9	486
Transport	17,758	18,678	(920)
Waste Management	50	188	(138)
Works and Operations	273	377	(104)
Sewer Services	12,460	8,010	4,450
Water Services	3,620	4,420	(800)
Youth Services	-	1	(1)
Total	55,220	50,037	5,183

Capital expenditure by type

Type of Expenditure	2016-17		2017-18		2018-19	
	(\$'000)	(%)	(\$'000)	(%)	(\$'000)	(%)
Renewal of assets	24,839	45	21,440	40	25,243	51
New assets	30,008	55	31,923	60	24,794	49
Total	54,847		53,363		50,037	



DONATIONS

Council contributes to a wide range of organisations and community groups under Section 356 of the *Local Government Act, 1993*. Grants and donations totalling \$296,740 were made to support community groups, safety organisations, education, cultural events and grant programs during 2018-19.

RECIPIENTS	AMOUNT (\$)*
Schools and Education	
Schools Education Grants	7,250
Total Schools and Education	7,250
Sports and Recreation	
Moruya Batemans Bay Pistol Club - Rates	624
Thelmore Range - Rates	842
Total Sports and Recreation	1,466
Community and Health	
Eurobodalla Business Awards	500
Wreaths	1,794
Citizenship Ceremonies	99
Christmas Decorations	5,000
Australia Day Celebrations	3,168
CWA Hall - Narooma - Rates	1,983
CWA Halls - Batemans Bay - Rates	2,678
CWA Halls - Moruya - Rates	1,645
Moruya Historical Society - Rates	1,723
Mayoral Donations	11,887
Raindance	33,093
Local Heritage Fund	25,000
Waste Disposal - Tipping Fees/Collections	46,512
Healthy Communities Grants	11,842
Total Community and Health	146,923



RECIPIENTS	AMOUNT (\$)*
Cultural	
Eurobodalla Arts Council - Rates	2,020
Regional Arts Development Board	12,348
Bay Theatre Players - Rates	1,885
School of Arts - Narooma - Rates	4,204
School of Arts - Central Tilba - Rates	1,941
2EarFM - Rates	1,492
Basil Seller's Art Prize	25,500
Youth Events	5,120
NAIDOC Week	4,475
Total Cultural	58,984
Safety	
Surf Life Saving Clubs	20,556
Voluntary Rescue Squads	58,552
Other Safety Donations	3,008
Total Safety	82,116
TOTAL DONATIONS	296,740

*Subject to rounding



COMMUNITY AND TRANSPORT INFRASTRUCTURE PROGRAM

This year Council delivered the fourth and final year of the Community and Transport Infrastructure Program funded by the rate variation. The Community and Transport Infrastructure Fund raised an additional \$2.9 million in revenue, and delivered \$2.8 million of capital and renewal works for our community. The 2018-19 program delivered upgrades to sporting facilities, community halls and playgrounds, parks, roads and bridges and pathways and is detailed on the following page.

2018-19	Application (\$'000)**	Actual (\$'000)**
Income from rate variation	2,886	2,810
Total income	2,886	2,810
Increased operating expenditure	754	649
Capital expenditure	2,207	2,840
Other users*	(75)	(804)
Total expenditure	2,886	2,685

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

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

** Amounts subject to rounding.

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

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

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

Additional information available in other statutory information section of this report page 160.



Description	Original Budget (\$)	Original Funding (\$)	Total Project Actuals (\$)	Funding Actual (\$)	Progress Update
Recreation Administration					
Community Facilities Renewals	106,016	32,559	-	-	Deferred
Dr Mackay Landscape Upgrade/ Disability Access	-	6,105	14,642	6,105	Complete
Bay Community Centre CCTV Renewal	-	8,140	9,932	8,140	In Progress
Kyla Park Hall Thermal Efficiency Upgrade	-	8,140	30,709	14,330	In Progress
Total Recreation Admin	106,016	54,944	55,283	28,575	
Facilities Management					
Recreation Facilities	141,716	-	-	-	In Progress
Sporting amenities - minor renewal activities	-	1,245	5,062	189	In Progress
Electrical Box Upgrades - Sporting Amenities	-	5,819	18,342	5,819	Complete
Sporting Amenities Changeroom Partition Upgrades	-	6,342	13,185	6,342	In Progress
Batemans Bay Tennis Court Renewal	-	21,335	51,386	-	Complete
Bodalla Tennis Courts Replacement	-	21,335	107,640	21,335	Complete
Captain Oldrey Amenities Disabled Toilet, Security	-	27,605	6,486	6,486	In Progress
Gundry Oval Amenities - Kitchen Upgrade and BBQ	25,000	-	8,910	-	In Progress
Gundry Oval Amenities Ext. With Extra Changerooms	310,897	70,897	4,872	4,872	In Progress
Moruya Library - Renewals	30,000	30,000	120,000	30,000	Complete
Halls, Library and Community Centres - Asbestos Removal	-	30,000	6,101	3,803	In Progress
Albert Ryan Stairs Replacement	-	23,275	47,171	23,275	In Progress
Dalmeny Josh's Beach Stairs Renewals	-	28,489	24,979	20,332	Complete
Narooma Meals on Wheels Mould Rectification Works	-	3,256	1,473	600	In Progress
Hanging Rock Function Centre PA System	-	8,140	9,018	3,670	In Progress
Total Facilities Management	507,613	277,738	424,624	126,724	



Description	Original Budget (\$)	Original Funding (\$)	Total Project Actuals (\$)	Funding Actual (\$)	Progress Update
Transport					
Box Culvert Widening - Cullendulla Drive, Long Beach	-	126,723	386,920	126,723	Complete
Car Park - Extend Road and Parking Riverside Park, Moruya	53,008	224,821	224,933	216,295	Complete
Gravel Resheet - Unsealed Roads Resheeting	8,081	8,081	65,611	8,081	Complete
Rural Road Reconstruction - Congo Road South	890,534	10,534	35,683	10,534	Complete
Urban Road Reconstruction- Wamban Road, Moruya	-	172,269	524,173	172,269	Complete
Reseal - Local Urban Sealed	452,720	452,720	838,815	452,720	Complete
South Durras Bridge Repairs and Guardrail	-	150,000	12,277	12,277	In Progress
Tuross Head Boat Ramp - Dredging	31,805	31,805	15,568	8,556	In Progress
Bridge Renewal - Runnyford Bridge	-	405,346	-	405,346	Complete
Bridge Renewal - Silo Farm Bridge	-	44,766	-	44,766	Complete
Bridge Renewal - Replacement/ upgrades various locations	1,002,540	61,947	14,585	14,585	In Progress
Gravel Resheet - Black Flat Road, Nelligen West	6,734	6,734	85,992	6,734	Complete
Gravel Resheet - Quartpot Road	7,346	7,346	82,763	7,346	Complete
Gravel Resheet -Runnyford Road (Mogo End)	3,061	3,061	16,749	3,061	Complete
Gravel Resheet - Buckenbowra Road (Mogo West)	6,121	6,121	63,068	6,121	Complete
Gravel Resheet - Old Mossy Point Road, Jeremadra	5,509	5,509	68,650	5,509	Complete
Gravel Resheet - Araluen Road (Moruya West)	18,976	18,976	84,420	18,976	Complete
Gravel Resheet - Larrys Mountain Road (Moruya North)	5,509	5,509	52,677	5,509	Complete
Gravel Resheet - Donald Creek Road (Moruya West)	5,509	5,509	50,558	5,509	Complete
Gravel Resheet - Mymossa Road (Moruya West)	6,734	6,734	53,245	6,734	Complete



Description	Original Budget (\$)	Original Funding (\$)	Total Project Actuals (\$)	Funding Actual (\$)	Progress Update
Gravel Resheet - Stewarts Road (Moruya West)	5,509	5,509	19,760	5,509	Complete
Gravel Resheet - Eurobodalla Road (Bodalla West)	5,509	5,509	40,912	5,509	Complete
Gravel Resheet - Belowra Road	11,631	11,631	46,228	11,631	Complete
Gravel Resheet - Kianga Forest Road (Narooma North)	11,019	11,019	78,639	11,019	Complete
Gravel Resheet - Old Highway (Narooma South)	9,182	9,182	57,097	9,182	Complete
Shared Pathway - Beach Road, Surf Beach	23,899	29,642	368,668	29,642	Complete
Shared Pathway - George Bass Drive, Malua Bay (Stage 2)	19,649	19,649	102,987	19,649	In Progress
Shared Pathway - Queen Street, Moruya	1,455	1,455	18,743	1,455	Complete
Shared Pathway - Evans Street, Moruya	8,005	8,005	8,842	-	In Progress
Wimbi Creek Culvert Extension	-	209,934	232,579	209,934	Complete
Yellow Frog Culvert Replacement	-	230,552	249,545	230,552	Complete
Lilli Pillii Creek Culvert Extension	-	50,000	39,091	-	Complete
Total Transport	2,600,045	2,346,598	3,939,776	2,071,733	
Recreation					
Burri Point, Guerrilla Bay	127,219	-	-	-	Deferred
Corrigans Beach Reserve Batehaven Car Park Upgrade	79,512	117,537	135,756	117,537	Complete
Observation Point, Batehaven Viewing Platform	-	26,451	17,950	11,950	In Progress



Description	Original Budget (\$)	Original Funding (\$)	Total Project Actuals (\$)	Funding Actual (\$)	Progress Update
Parks Facilities Renewals - Seats/ Tables	-	54,188	147,903	54,188	Complete
Playground renewals	63,610	26,063	607	-	In Progress
Riverside Park Improvements	212,032	-	-	-	Deferred
Sporting Fields - topdressing/ renovation	63,610	-	-	-	Deferred
Carters Headland, Kianga - Viewing Platform	39,116	39,116	27,183	21,183	In Progress
Moruya Showground - Construct Parking	100,000	11,557	85,057	-	In Progress
Congo - Playground Renewals	-	11,500	27,827	11,500	Complete
Malua Bay Deck Replacement	-	9,422	24,746	9,422	Complete
Playground Upgrade - Evans Road, Tuross Head	-	37,547	45,512	37,547	In Progress
Total Recreation	685,099	333,381	512,541	263,327	
Public Conveniences					
Drainage Renewals - Shirewide	407,660	246,346	29,999	-	In Progress
South Street GPT	-	240,000	215,579	207,300	In Progress
Public Toilets - Durras Lake Boatramp New Toilet	77,749	77,749	80,776	77,749	Complete
Total Public Conveniences	485,409	564,095	326,353	285,049	
Environment Works					
Beach Road (Caseys Beach) Rockwall Stage 1	-	30,000	87,562	30,000	In Progress
Total Environment Works	-	30,000	87,562	30,000	
Other Works					
Special Project Management Wages and Salaries	-	93,748	34,149	34,149	In Progress
Total Other Works	-	93,748	34,149	34,149	
Water					
Water Main Extension - Riverside Park, Moruya	-	7,000	2,831	-	In Progress
Total Water	-	7,000	2,831	-	
Total Program	4,384,182	3,707,504	5,383,119	2,839,557	



17,392
BOOKING OF
RECREATIONAL
COMMUNITY
FACILITIES



OUR ORGANISATION

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

How council operates

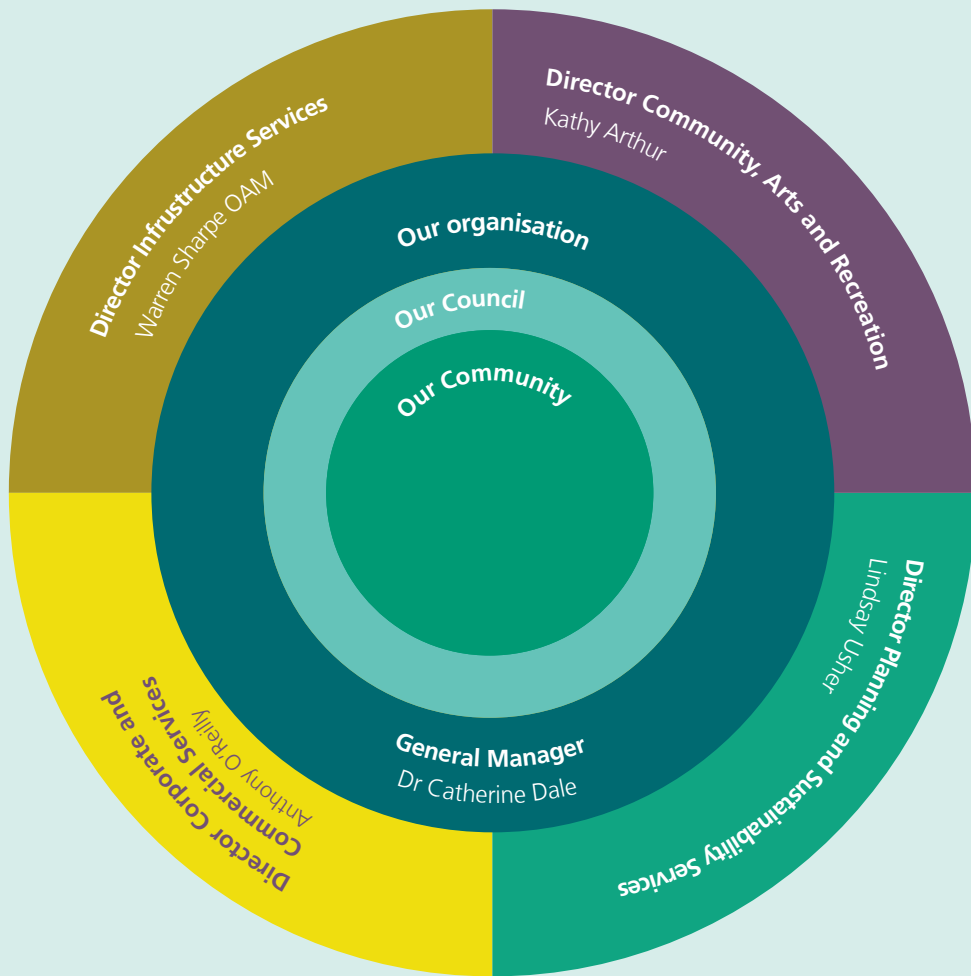
Our Council is made up of the Mayor and eight councillors, the General Manager and staff, all working together to implement our community's vision to be friendly, responsible, thriving and proud.

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

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

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





OUR COUNCIL

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

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

BALANCING THE
NEEDS OF THE
COMMUNITY
AND THE NEEDS OF
INDIVIDUALS



Our Council

**Councillor Liz Innes
(Mayor)**



Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee (Chair)

Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee (Chair)

Rural Producers Advisory Committee (Chair)

External Committee

Canberra Joint Regional Organisation

Community Safety Precinct Committee (Chair)

Ministerial appointment

Gulaga National Park Board of Management (Alternative)

**Councillor Rob Pollock OAM
(Deputy Mayor)**



Section 355 Committee

Moruya Racecourse Management Committee (Chair)

Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee

Corrigans Beach Reserve Accessible Playground Sunset

Advisory Committee (Chair)

Ministerial Appointment

Batemans Marine Park Advisory Committee

Regional Development Australia (Far South Coast)

Councillor Lindsay Brown



Advisory Committee

Audit, Risk and Improvement Committee

Disability Inclusion Advisory Committee (Alternative)

Public Art Advisory Committee (Chair)

External Committee

South East Academy of Sport

South East Arts

Councillor Phil Constable



Advisory Committee

Audit, Risk and Improvement Committee

Eurobodalla Aboriginal Advisory Committee (Alternative)

Rural Producers Advisory Committee

External Committee

Eurobodalla Bushfire Management Committee

Our Council

Councillor Anthony Mayne



Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee

External Committee

Eurobodalla Local Traffic Committee (Chair)

South East Australian Transport Strategy (SEATS)

Councillor Pat McGinlay



Advisory Committee

Eurobodalla Aboriginal Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee

Councillor Maureen Nathan



Advisory Committee

Eurobodalla Heritage Advisory Committee (Chair)

Councillor Jack Tait



Section 355 Committee

Moruya Racecourse Management Committee

Advisory Committee

Eurobodalla Coastal and Environmental Management

Advisory Committee

External Committee

Floodplain Management Association of NSW (Alternative)

Councillor James Thomson



Advisory Committee

Disability Inclusion Advisory Committee (Chair)

Eurobodalla Heritage Advisory Committee

Public Art Advisory Committee (Alternative)

External Committee

Floodplain Management Association of NSW

Ministerial Appointment

Gulaga National Park Board of Management

Elected Appointments

NSW representative on Australian Coastal Councils Committee



COUNCIL MEETINGS AND DECISION MAKING

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

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

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

Community involvement

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

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

During 2018-19

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

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

As of June 2019, Council adopted a new Code of Meeting Practice, which modelled the Office of Local Government Model Meeting Code. Changes to Public Forum and Public Access came into effect at its meeting on 25 June 2019.

Live streaming of council meetings

Council provides live streaming of council meetings via our website. The views of both live and archived sessions to date is listed below:

Month	Live views	Archived views	Total views
2018			
July	35	73	108
August	250	189	439
September	121	165	286
October	54	87	141
November	50	75	125
December	108	0	108
2019			
February	62	126	188
March	75	80	155
April	155	75	230
May	65	74	139
June	172	137	309
Total	1,147	1,081	2,228



SPEAKING ON BEHALF OF OUR COMMUNITY

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

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

- Batemans Bay Mackay Park redevelopment funding
- Eurobodalla Emergency Service Precinct
- Kings Highway upgrades
- Marine and boating facilities and funding
- Princes Highway Corridor Strategy
- Rural Lands Planning Proposal
- 2019 Australian 4 Day Enduro Championships
- Proposed ban for right turn – Princes Highway and Centenary Drive, Narooma
- Closure of Target store in Batemans Bay
- Water supply and sewerage projects

Council made submissions to the following issues:

- Draft State Environmental Planning Policy 70 - Affordable Housing,
- Local Strategic Planning Statement
- Community Participation Plan
- Draft Urban Design for Regional NSW
- NSW Outdoor Dining Policy

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

- Australian Coastal Councils Conference
- Floodplain Management Conference
- National General Assembly of Local Government
- NSW Coastal Conference
- Australian Regional Development Conference
- LGNSW Tourism Conference



COUNCILLOR ALLOWANCES AND EXPENSES

Allowances

The NSW Local Government Remuneration Tribunal is responsible for categorising councils and determining the amounts of allowances to be paid to councillors and mayors in each category. There is normally a rise in the recommended allowance amount each year. Eurobodalla's Mayor received \$62,960 for the year and the councillors received \$19,790.

Expenses

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

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

Councillor	Allowance	Professional Development	Conference/Seminar	Phone/Internet	Other (incl Travel)	TOTAL
Clr Lindsay Brown	19,790	3,515	1,141	1,411	5,273	31,130
Clr Phil Constable	19,790	0	2,076	694	2,787	25,347
Clr Liz Innes	62,960	0	1,917	3,115	16,672	84,664
Clr Anthony Mayne	19,790	0	2,708	1,616	6,104	30,218
Clr Pat McGinlay	19,790	0	3128	2,848	4,143	29,909
Clr Maureen Nathan	19,790	0	3,487	739	3,232	27,248
Clr Rob Pollock OAM	19,790	0	806	1,587	2,787	24,970
Clr Jack Tait	19,790	0	0	743	1,997	22,530
Clr James Thomson	19,790	0	3,477	803	5,694	29,764
Total	221,280	3,515	18,740	13,556	48,689	305,780



Professional Development

Local Government (General) Regulations 2005 – Reg 186

Induction and Orientation Training

Councillor’s commenced with Council in 2016. Induction and Orientation training was completed in October – December 2016.

No induction training undertaken during 2018-19.

Ongoing professional development

Councillor Development Day - 18 October 2018. The following Councillors attended:

- Clr Liz Innes
- Clr Rob Pollock
- Clr Pat McGinlay
- Clr Phil Constable
- Clr Jack Tait
- Clr Maureen Nathan
- Clr James Thomson
- Clr Lindsay Brown

Councillor Development and Planning Day – 25 February 2019. The following Councillors attended:

- Clr Liz Innes
- Clr Rob Pollock
- Clr Pat McGinlay
- Clr Phil Constable
- Clr Jack Tait
- Clr Maureen Nathan
- Clr Lindsay Brown

Seminars, circulars and other activities delivered

Councillors attended the following industry sector conferences and seminars:

NSW Coastal Conference	Clr Maureen Nathan
	Clr Phil Constable
Australian Coastal Conference	Clr James Thomson
	Clr Pat McGinlay
	Clr Anthony Mayne
LGNSW Tourism Conference	Clr Liz Innes
	Clr Maureen Nathan
Local Roads Congress	Clr Rob Pollock
National General Assembly	Clr Pat McGinlay
	Clr Anthony Mayne
Regional Development Conference	Clr James Thomson

In addition, Councillors received 50 councillor newsletters. The newsletter is a weekly publication which highlights operational issues that have been addressed by staff, highlights the Office of Local Government circulars, Planning and Infrastructure circulars and updates from the Canberra Region Joint Organisation. 19 briefing sessions were undertaken. The briefing sessions outline the matters that are to be presented to Council for questions and discussion.



CONNECTING WITH OUR COMMUNITY

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

Council's communications informed our community about our services, projects, events and decisions throughout the year.

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

Communications by numbers

In 2018-19

- **189,939** visitors to Council's website, viewing **788,103** pages
 - **22,519** homes received four editions of Living in Eurobodalla residents' print newsletter in their mailbox
 - **8,328** people liked our Facebook page, while we grew to **1,576** followers on Instagram
 - **2,635** subscribers received our monthly email newsletter Council News, with an open rate of above 44 per cent
 - **435** queries and comments were responded to on our Facebook and Instagram pages in collaboration with staff from across the organisation
 - **284** media releases were distributed to regional news outlets
 - **207** media queries on specific issues were responded to
 - **83** radio and television interviews were organised
- Plus corporate brochures, reports and posters, marketing campaigns and more.

Community and stakeholder engagement

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

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

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



9,639
SOCIAL
MEDIA
FOLLOWERS



ADVISORY AND SUNSET COMMITTEES

Advisory and sunset committees

Council has a number of Advisory Committees which generally meet quarterly to share ideas, gather feedback and provide advice to Council on broad areas of interest. Committees that operated in 2018-19 include:

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

From time to time we also establish sunset committees which are similar to advisory committees but are formed for a defined period of time to address a specific issue. In 2018-19 Council had the following sunset committees in operation:

- Batemans Bay Mackay Park Precinct Sunset Committee
- Corrigans Beach Reserve Accessible Playground Sunset Advisory Committee

Both advisory and sunset committees have councillor representation. To see which Councillors were members of each committee during 2018-19 see page 50-51 of this report.

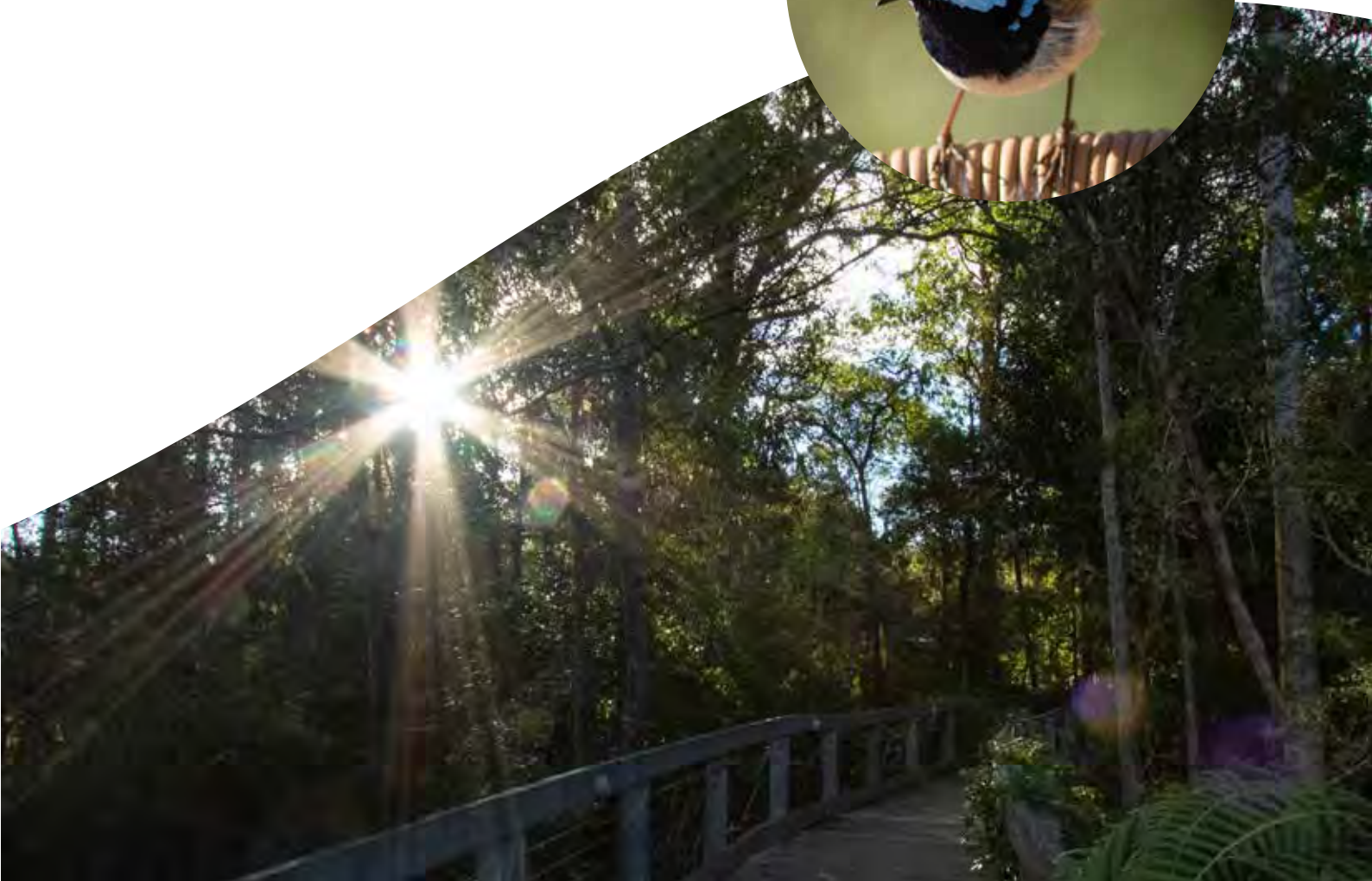
AUDIT, RISK AND IMPROVEMENT COMMITTEE

Audit, Risk and Improvement Committee

Excellence in governance relies on continuous and comprehensive accountability. During 2018-19, the Audit, Risk and Improvement Committee (ARIC) comprised three independent members and two councillors. This committee provided independent assurance and assistance to Council in relation to risk, control and compliance framework, financial management and external accountability, and reporting responsibilities. The ARIC met on four occasions throughout the year and addressed a range of issues including:

- Batemans Bay Beach Resort
- Batemans Bay Regional Aquatic, Arts and Leisure Centre progress
- Bodalla Sewer progress
- Corporate Business System implementation
- Delivery Program 2017-21 Operational Plan 2019-20
- Draft 2017-18 Financial Statements referred for audit
- Fire suppressant findings
- Independent Commission Against Corruption and other external bodies reports/matters
- Investment Reports
- Internal audit progress reports
- NSW Audit Office – Management letter for Year Ending 30 June 2018, and the Annual Engagement Plan for the Financial Year ending 30 June 2019
- Community and Transport Infrastructure Program and Fit for the Future
- Provision of Internal Auditor services
- Internal audit engagement plans
- Use of pesticides





OUR PEOPLE

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

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

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

Staff profile

Council Structure

Council’s organisational structure consists of the positions that make up Council’s permanent workforce arranged into functional business units. At the end of June 2019 Council had an established permanent workforce of 516 positions equating to 470.44 Fulltime Equivalent (FTE).

Staff numbers

On 30 June 2019 Council employed 480 people in permanent roles and 82 people in temporary roles. Temporary roles are additional to the organisation structure and are in place to achieve a short term outcome such as the Community and Transport Infrastructure projects.

In addition to special projects these temporary roles include:

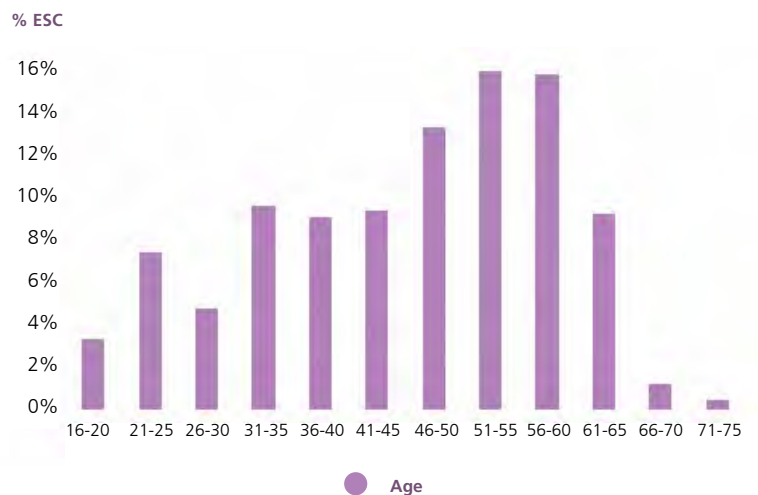
- 35 Trainees and Apprentices
- 7 Cadets.

Staff turnover

Staff turnover for 2018-19 was 8.13% and remains significantly less than the median turnover for group 4 NSW councils at 14.1%.

Staff age

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



The graph above shows the age profile of staff employed in permanent roles as of 30 June 2019.

Staff gender and diversity

Gender split for our Council as a whole is at 58% male and 42% female. This is consistent with last year (62%/38%) and more balanced than the Rural Large median of 66.7% male and 33.3% female split.

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



17 Council employees (3.02%) self-identify as Aboriginal/Torres Strait Islander people. Less than 1% of Council staff are of non-English speaking background and less than 1% report as having a disability.

**Data from the LG Management HR Benchmarking report and Organisational records.*

Equal employment opportunities

Regulation Clause 217 (1)(a9)

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

Council offers opportunities through targeted recruitment for females in operational areas and people with a disability. During 2018-19, Council employed six women in operational roles and two people with a disability.

To maintain the momentum Council has designated that the 2019 intake of traineeship, apprenticeship and cadetship recruitment will see seven Business Administration Traineeships, one Civil Engineering Cadetship, one Electrical Apprenticeship, two Horticulture Apprenticeships and one Plant Operator Apprenticeship.

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

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

Recruitment

In 2018-19 we received more than 85,000 internet hits in regard to positions advertised on our webpage and other internet sites. From these, the Organisation Development team processed 2,116 job applications for 184 recruitment events.

A mix of strategies (advertising both externally and within the organisation, building talent through trainees/apprentice/cadet programs and lateral transfer opportunities) has attracted the right people with the right skills.

Learning and Development

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

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

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

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

The training, inductions and information session opportunities were recorded for the year are over the page.



The following training, inductions and information session opportunities were recorded in 2018-19:

Course Type	Number of Training places
Leadership and Management	99
Organisational/Corporate systems	205
Professional Development	104
Workplace Health and Safety	158
Total	566

Providing a safe workplace

Council has an obligation under legislation to minimise risk to its employees but also recognises that it has a moral duty to provide a safe and healthy work place. Health programs conducted through 2018-19 include provision of Flu shots for employees and immediate family. Council also provides the required vaccinations and health checks for at risk workers. Council maintains an employee assistance program for council employees.

Whilst these initiatives are in place to assist our employees we do experience work related injuries from time to time. Over the past year Council saw 40 workers compensation claims lodged. Of these there were 23 lost time injuries. The balance of claims did not result in lost time and were swiftly resolved.

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





OUR ACHIEVEMENTS

This section provides a detailed performance report on the status of actions and measures committed to in our Delivery Program 2017-21 and Operational Plan 2018-19.

Under the nine objectives in the Community Strategic Plan 2017 – One Community, the Delivery Program 2017-21 identifies 71 activities Council aims to deliver in its four year term. The Operational Plan 2018-19 breaks down these activities into 222 actions that Council committed to delivering during the year.

Summary

In the Operational Plan 2018-19 Council committed to delivering 222 actions across 31 services, with 79 services outputs in place to assess performance. The performance against these one year actions and service outputs demonstrates Council’s progress in implementing the Delivery Program 2017-21.

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

Objective	Complete (✓)	Deferred (-)
1. Strong Communities, Desirable Lifestyle	35	
2. Celebrated Creativity, Culture and Learning	29	1
3. Protected and Values Natural Environment	22	2
4. Sustainable Living	21	
5. Vibrant and Diverse Economy	24	
6. Responsible and Balanced Development	15	
7. Connected and Accessible Places	17	
8. Collaborative and Engaged Community	13	
9. Innovative and Proactive Leadership	43	
Total	219	3





98.6%
ACTIONS
COMPLETE

1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE



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

Mentors are Ydrive's driving force

Eurobodalla Council's grant funded Ydrive program is changing lives. Ydrive helps disadvantaged young people in Eurobodalla build up the 120 hours of driving experience they need to get their P-plates (provisional driver's licence). 120 hours is a lot to build up, and can be especially hard for young people who don't have access to a car or a supervising driver. Ydrive links volunteer licensed-drivers with learners who find it tough to get the driving experience they need.

The results of the learn-to-drive program speak for themselves. Since its inception, eight Ydrive graduates who had gained their licence now have a job.

The driving mentors commit to at least two hours each week over the 12-month program. The mentors, who volunteer their time, assist young people who would not otherwise have access to a car or supervising driver gain the required 120 hours needed to qualify for their provisional licence.

Council supplies the car and the training for mentors and also ensures that the learner drivers receive professional driving lessons and attend a safety driving course.

Y-drive is a practical, results-driven program, and it's attracted attention for other councils and praise from the Roads and Maritime Services, Council welcomed further grant funding from the Department of Prime Minister and Cabinet which enabled the program to provide Ydrive participants with safety kits.

Each learner also completes the Ycheck safety module and receives a kit with reflective breakdown triangles, a torch and first aid kit.

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	<p>Council liaised with Police on the following issues:</p> <ul style="list-style-type: none"> - Appropriate measures were in place for the busy Christmas/New Year holiday traffic along Beach Road, Batemans Bay. - Improved lighting in and around the Corrigans Beach playground and cycleway. - CCTV in Batemans Bay CBD. - An accident at the marina in Batemans Bay involving a cyclist. - Reconciliation Week events. 	✓
1.1.1.2 Provide road safety programs and activities	Transport	<p>Road safety education programs included:</p> <ul style="list-style-type: none"> - Kings Highway Campaign - Bike Week - Graduated Licence Scheme - Seniors Stepping On Program - Child Restraints - Free Cuppa for the Driver - Motorcycle Awareness Month - RBT means Plan B alcohol campaign - Pedestrian – look out before you step out - War on Waste <p>Four Liquor Accord meetings attended.</p>	✓
1.1.1.3 Coordinate the management of beach safety	Public Order and Safety	<p>Lifeguarding Services Australia Pty Ltd was contracted by Council to patrol eight Council beaches.</p> <p>The beach safety program commenced on 22 December 2018 and concluded 28 January 2019.</p> <p>The Beach Safety Program was completed successfully with key results including:</p> <ul style="list-style-type: none"> - An increase of 17,000 beach attendances over the summer holiday period compared to the previous season. - Zero lives lost on Council's patrolled beaches. - Lifeguards performed over 5,000 preventative actions and 45 rescues. - Council's contractor responded to four joint emergency call outs over the patrol season and participated in a range of policing actions with RMS inspectors, local police and a number of boating incidents. 	✓

Link	Outcome	2018-19
1.1.1.2	Number of road safety programs	10



1.1.2 - Deliver legislated health protection and regulatory programs			
Action	Service	Comment	Status
1.1.2.1 Undertake the food inspection program	Public and Environmental Health	The revised Food Inspection Program rewards businesses that demonstrate a high level of compliance with less frequent inspections and therefore reduces the costs to the businesses whilst maintaining food standards. 93% of businesses achieved excellent ratings.	✓
1.1.2.2 Provide companion animal management services	Public Order and Safety	329 animals entered the pound with 91% rehomed or returned to their owners. Council's use of social media and partnerships with the RSPCA and animal welfare agencies has contributed to increased rehoming rates and a reduction in animals being euthanised. Majority of animals euthanised included feral cats, dangerous dogs and animals not suitable for rehoming.	✓
1.1.2.3 Finalise the Companion Animal Management Plan review	Public Order and Safety	The new Companion Animal Management Plan was adopted by Council in October 2018. New signage has been installed. Additional resources have been allocated, enabling increased Ranger patrols and education, aiming to improve responsible pet ownership.	✓
1.1.2.4 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	2,074 customer service requests raised of which 99% were attended to within customer service prioritisation timeframes. The types of matters include barking and stray dog complaints, overgrown properties, noise complaints and illegal parking.	✓

Link	Outcome	2018-19
1.1.2.1	Percentage of complying food inspections	93%

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	Council has advocated for a Regional Emergency Management Facility with Department of Premier and Cabinet to be located centrally in the Shire. This will enable emergency services to co-locate at this facility. The NSW Government announced funding for a new Eurobodalla Hospital. Council will work with the NSW Government to find a suitable location for the new hospital.	✓





		Council continues to advocate to the Australian Government for funding for a Headspace mental health service in Batemans Bay.	
1.2.1.2 Work in partnership to improve youth health outcomes and services for sexual health, mental health and drug and alcohol consumption	Community and Cultural Development	<p>Headspace has established an outreach program at Narooma Youth Café which runs three days per fortnight.</p> <p>Council is a member of the Headspace Bega Consortium, and youth committee members are part of the headspace youth reference group.</p> <p>A sexual health worker visits the Shire's Youth Cafes and the Healthy for Life, Headspace and Karralika children's drug and alcohol services visit the Walawaani Garindja (Moruya) Cafe to provide information and services available to young people.</p> <p>All youth events are promoted as drug and alcohol free activities.</p> <p>Council partnered with the Local Drug Action Team to develop an action plan for Eurobodalla.</p> <p>Participants in the 'Be a Change Maker Program' youth leadership project developed youth activities focusing on body image and mental health resources.</p> <p>Youth Week 2019 activities highlighted support for young people Diabetes.</p>	✓

1.3 – ENCOURAGE AND ENABLE HEALTHY LIFESTYLE CHOICES

1.3.1 - Activate and motivate our community to embrace healthy lifestyles

Action	Service	Comment	Status
1.3.1.1 Implement the Healthy Community Action Plan	Community and Cultural Development	<p>The Towards a Stronger Healthier Eurobodalla mailing list regularly posts activities and funding options available for businesses and organisations to build and promote their services.</p> <p>Live Life activities continue to be promoted and well attended. Four Live Life newsletters have been distributed to over 1,000 registered members. Activities such as bridge classes, stretch and balance, badminton and Scottish dancing continue to be popular and have been added to our quarterly events calendar as an activity run by Council volunteers. An adult literacy program was also trialled.</p> <p>Successful Grandparents Day and Good Neighbour Day were celebrated with a competition to encourage and build community connectedness.</p> <p>Discussions have begun with the Parkinson's Support group to establish an art class for people with Parkinson's and their carers.</p>	✓

		<p>Seniors week activities were presented across the shire. The highlight event of the program was the Seniors Dance and Love Your Life Expo which was held in Tuross with 150 people attending the event.</p> <p>Pedestrian crossing warning signs 'Look out before you step out' installed around Narooma CBD to improve safety.</p>	
<p>1.3.1.2 Support community and recreation groups to manage and develop their clubs</p>	<p>Recreation</p>	<p>Council has worked closely with sport, recreation and community groups to assist them in the delivery of quality programs that benefit the community. Initiatives include:</p> <ul style="list-style-type: none"> - Successfully launched Council's Club Development masterclass series - Secured \$18,000 through the Building Better Regions – Community Investments Fund to deliver a sport and recreation club development conference - Facilitated seasonal hire meetings which lead to the development of seasonal hire mutual obligation agreements - Supported local clubs in successful grant submissions - Facilitated #TennisRestart sessions with local clubs, coaches, and Tennis NSW, resulting in the draft Eurobodalla Tennis Strategy - Coordinated planning sessions with Cricket NSW and our three local cricket clubs to develop the draft Eurobodalla Cricket Strategy - Assisted in the successful launch of the Euro Coast Athletics club at Mackay Park - Released five editions of Recreation Matters e-newsletter - Hosted three Sports Forums with guest presentations from leading trainers across Australia 	
<p>1.3.1.3 Coordinate Healthy Communities and Seniors Week grants</p>	<p>Community and Cultural Development</p>	<p>Healthy communities and senior week grants were well subscribed with a total of 21 applications received. All grant applications were assessed against the eligibility criteria and 17 applications met the requirements resulting in \$10,842 of funding distributed among the successful applicants. Programs supported included an intergenerational playgroup, senior week functions, resources for dragon boating and tennis clubs, yoga workshops, breakfast programs in schools and training workshops for WIRES volunteers.</p>	



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. Total community bookings relating to the use of Council's sporting facilities, reserves and halls was 17,392 or an average of nearly 50 per day.</p> <p>Council's website continues to provide detailed information relating to each site available to be booked. Work continues with two management committees to support them to advertise the halls and ensure the spaces can adequately cater for user groups.</p>	✓
1.3.2.2 Commence implementation of the Recreation and Open Space Strategy 2018	Recreation	<p>Council has progressed the implementation of the Recreation and Open Space Strategy 2018 with 44 of the 55 high priority actions under way or completed.</p> <p>Two medium priority actions have been completed and a further four medium priority actions are underway.</p> <p>Council continues to seek external grant funding to complement Council allocations to fully implement the strategy.</p>	✓
1.3.2.3 Build, renew, operate and maintain recreation and community facilities	Recreation	<p>The build, renew and maintenance program for recreation and community facilities based on the adopted works schedule was 95% complete. Several projects had DA and/or planning delays.</p> <p>All building compliance requirements are current, and the ongoing renewal program continues to ensure recreation and community buildings are available to meet the needs of the community.</p> <p>All compliance inspections were completed, and all scheduled essential building service inspections were also completed by licensed contractors.</p> <p>The facilities defect maintenance and management program is continuing with 90% of identified defects rectified over the year.</p>	✓
1.3.2.4 Manage public swimming pools	Recreation	<p>The Narooma Swimming Pool operated for the full 12 months. The annual attendance for Narooma pool was 55,078.</p> <p>The Batemans Bay and Moruya Swimming Pools operate on a seasonal basis, opening 1 October 2018 in alignment with the Term 3 school holidays and closing 28 April 2019.</p> <p>Pool attendances for the season were:</p> <ul style="list-style-type: none"> - 34,887 Moruya - 26,466 Batemans Bay <p>Council's swim centres are operated under a contract management agreement with Community Aquatics Pty Ltd and continue to offer a range of aquatic activities including</p>	✓



		learn to swim, squad coaching, schools education, aqua classes and general public swimming in a safe and professionally operated environment.	
1.3.2.5 Undertake park user surveys	Recreation	<p>Council undertook a Eurobodalla Sport and Recreation User Group survey to obtain feedback on standards of service and levels of satisfaction from all registered sport and recreation groups. 34 club responses were received.</p> <p>In response to the support that clubs receive from Council the survey identified that clubs felt most supported with the booking process, field and court standards, and responsiveness to maintenance. The survey also suggests that clubs would like more support with quality amenities and advice relating to funding opportunities. Council has given an undertaking to address these areas as part of the ongoing roll out of the Recreation and Open Space Strategy.</p>	✓
1.3.2.6 Provide, maintain and upgrade Council's cemeteries	Community Facilities	<p>Council successfully managed all cemeteries. In total:</p> <ul style="list-style-type: none"> - 65 burials and 20 inurnments undertaken - New Narooma inurnment walls including 156 niches complete and in use - Batemans Bay lawn cemetery complete - Maintenance programs on schedule 	✓
1.3.2.7 Commence audit and prioritisation of Plans of Management	Recreation	<p>In accordance with the <i>Crown Land Management Act 2016</i>, two whole Crown reserves and one-part Crown reserve suitable for classification as Operational Land under the <i>Local Government Act 1993</i> have been identified and mapped with the required Ministerial consent achieved.</p> <p>The remaining 98 Crown reserves have been allocated an interim community land category under the <i>Local Government Act 1993</i> and the required Ministerial consent for that to occur has been achieved.</p> <p>Individual and or generic Plans of Management (POM) covering the 98 Eurobodalla Shire Council Crown Land Reserves, have been identified for completion by 30 June 2021.</p> <p>The first draft POM for Mackay Park Batemans Bay was adopted by Council in June 2019 and received by NSW Crown Lands.</p> <p>The Moruya Golf Course and Showground Reserve POM has been drafted for consideration by Council and NSW Crown Lands following consultation with user groups.</p> <p>Bill Smyth Reserve (Narooma) Plan of Management has commenced.</p>	✓

Link	Outcome	2018-19
1.3.2.1	Number of bookings for recreation and community facilities	17,392
1.3.2.3	Recreation facilities capital renewal, upgrade and new works program >85% complete	95
1.3.2.4	Visitation numbers at swimming pools	116,431

1.3.3 - Develop and manage the Eurobodalla Regional Botanic Gardens			
Action	Service	Comment	Status
1.3.3.1 Manage and further develop the visitor facilities, services and programs at the Eurobodalla Regional Botanic Gardens	Commercial Entities	<p>The redevelopment of the Visitor Centre and café is on track for completion by the end of 2019 which will see increased retail, food, toilets and function room facilities for visitors.</p> <p>A review of Education programs commenced with a brief developed for grant funding opportunities.</p> <p>Completion of the New Wallace Herbarium has provided new research and educational opportunities together with improved plant identification services.</p>	✓
1.3.3.2 Actively seek events and promote the Eurobodalla Regional Botanic Gardens	Commercial Entities	<p>A theatre company was engaged to perform a live performance of Shakespeare in the Gardens. This event was sold out and bookings confirmed for 2020.</p> <p>Planning commenced for the Garden to host a major Friends of Botanic Garden Conference in 2020.</p> <p>A new children's walk has been established in partnership with Forestry Corporation to be widely launched late 2019.</p> <p>Planning also commenced to hold a sculpture exhibition in 2020.</p>	✓
1.3.3.3 Support and develop the volunteer network at the Eurobodalla Regional Botanic Gardens	Commercial Entities	<p>The appointment of new Visitor Services staff has played an increased role in supporting the large contingent of volunteers engaged in visitor services in addition to the upgrading of volunteer facilities completed as part of the redevelopment project.</p> <p>Volunteer inductions carried out every second month continue to result in new recruits that are incorporated into teams and provided with training by staff.</p>	✓

Link	Outcome	2018-19
1.3.3.2	Visitation numbers at the Eurobodalla Regional Botanical Gardens	70,110
1.3.3.2	Funding secured from sources other than rates and charges	\$2,875,000



1.4 – ENSURE ACTIVITIES, FACILITIES AND SERVICES MEET CHANGING COMMUNITY NEEDS			
1.4.1 - Plan for and provide opportunities, services and activities for youth			
Action	Service	Comment	Status
1.4.1.1 Provide and manage Youth cafés	Youth Services	<p>The Youth cafes operate in Batemans Bay and Narooma every Friday evening from 3:30 - 8:30pm. In August a pilot project was set up in Moruya known as Walawaani Garindja. It runs on Wednesdays from 3:30-6:00pm. This year there have been over 261 activities organised which 2,854 young people were engaged in.</p> <p>Highlights for the year included:</p> <ul style="list-style-type: none"> - young people who attended the café previously have returned as café volunteers, - random acts of kindness including returning a lost wallet to a grateful community member, - River of Art, - Tae Kwon Do, - Clean up Australia day activities, - behaviour management programs, and - visits from the Police and PCYC. 	✓
1.4.1.2 Coordinate the Youth Committee and associated projects	Youth Services	<p>Seven youth committee meetings were held this year. At these meetings young people facilitate and organise events and activities for the youth in Eurobodalla. Some of the projects and workshops have included job readiness, body image, mental health, teen clinic, environmental sustainability, anti-bullying messaging and preparation for Youth Week. They also provided feedback on the Companion Animal Management Plan and the Gundry Oval and Moruya Showground Plans of Management.</p> <p>Council hosted a youth consultation think tank with the NSW Premiers Office to provide insight, thoughts and ideas into future funding and projects for young people in NSW.</p> <p>Four committee members attended the Halogen Youth Forum in Sydney in November 2018 which focused on 'Be the Change'.</p> <p>Three young people attend the NSW youth week forum in Sydney where they represented the Eurobodalla.</p> <p>Eurobodalla hosted the South Coast 'Youth Voices' forum run by NSW Youth Action to present local MPs and candidates with youth ideas and issues.</p>	✓
1.4.1.3 Coordinate the Youth Grant Program	Youth Services	<p>The 2019 Youth grants program awarded nine grants ranging for \$500 - \$1,000 to a variety of community groups and not-for-profit organisations to run activities for young people. Projects funded include</p>	✓



		support for the NSW Special Schools Boccia knockout, gardening resources for emotionally affected young people, equipment and resources for surf lifesaving and board riding clubs, safer driver programs and subsidising course fees for soccer coaches.	
1.4.1.4 Facilitate youth networks	Youth Services	Four Workers with Youth Network meetings were held, all very well attended with representatives from a range of agencies including schools, job active providers, government agencies, education providers, health services and not for profit agencies. The electronic mailing list for group includes over 130 contacts and is being used to effectively distribute information through local youth networks.	✓

Link	Outcome	2018-19
1.4.1.1	Youth café attendance	1,732

1.4.2 - Provide flexible, community based services to support older people, people with a disability and their carers			
Action	Service	Comment	Status
1.4.2.1 Provide support services for people with disability	Community Care	More than 150 people with a disability were provided with National Disability Insurance Scheme (NDIS) supports through Council's Community Care services (Involve Eurobodalla). This includes 12 participants residing in three Specialist Disability Accommodation services. Additional direct support staff have been recruited to meet increased demand for service as on average over 1,500 direct services are provided to NDIS participants by Community Care staff each month, plus more than 500 services arranged each month from third party providers.	✓
1.4.2.2 Provide community transport service	Community Care	A total of 17,245 community transport trips were provided to registered clients. This is 23% more than required under the current funding agreement with Transport for NSW. More than 2,000 clients are registered for Community Transport and approximately 117 volunteers providing more than 17,500 hours each year of transport and social support services. Volunteer recruitment and inductions have been ongoing with 16 new Community Transport volunteers recruited this year.	✓
1.4.2.3 Provide in-home health related care	Community Care	218 packages provided under the hospital discharge program including: - 134 ComPacks	✓




		<ul style="list-style-type: none"> - 66 Healthy at Home - 18 Save and Supported Home <p>This includes case management assessments and provision of direct support by our own workers.</p> <p>The aim of these services is to prevent patients being discharged from hospital 'bouncing back' due to inadequate support at home or prevent people from being admitted inappropriately. Overall demand for packages remains steady.</p>	
1.4.2.4 Provide support services for older people	Community Care	<p>There has been slow and steady growth in this area with more than 300 registrations for Active Living's respite and social support services provided under the Commonwealth Home Support Program (CHSP).</p> <p>Client numbers registered by service:</p> <ul style="list-style-type: none"> - 88 Flexible respite - 103 Individual social support - 125 Group social support <p>A significant proportion of social support services and group activities are provided by volunteers, with qualified support workers providing home based and community access respite services.</p> <p>Services were recently assessed during the Quality Review and over 95% of the compliance measures were met and the feedback from clients and staff alike working in this area was extremely positive.</p>	✓
1.4.2.5 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	<p>The Disability Inclusion Advisory Committee have discussed Inclusive Tourism, the Disability Inclusion Action Plan and the installation of a new changing places accessible toilet at Corrigans Beach Reserve.</p> <p>The committee also provided feedback to the Creative Arts Strategy and discussed the concept plans for the Batemans Bay Regional Aquatic, Arts and Leisure Centre, the Narooma Foreshore and Sports Masterplan and disability inclusion in sport and recreation.</p>	✓
1.4.2.6 Promote accessible features within town centres	Community and Cultural Development	<p>Council promotes ongoing assistance to businesses wanting to improve accessibility via information on Invest Eurobodalla website. Information on "Good Access is Good Business" is circulated to Chambers.</p> <p>Council also help fund and promote National Disability Insurance Scheme (NDIS) workshops for businesses to become more aware of opportunities to cater to persons with disabilities. Council helps coordinate the Eurobodalla Business Awards which includes the category Excellence in Accessibility, creating awareness and celebrating accessible businesses.</p>	✓



Link	Outcome	2018-19
1.4.2.1	Number of people with a disability provided with support	156
1.4.2.2	Number of community transport trips/clients	17,245
1.4.2.3	Number of clients provided in-home care	218

1.5 – RETAIN OUR UNIQUE IDENTITY, RELAXED LIFESTYLE OPTIONS AND COMMUNITY CONNECTIONS			
1.5.1 - Strengthen community connections through community development initiatives			
Action	Service	Comment	Status
1.5.1.1 Implement volunteer programs and initiatives	Community and Cultural Development	<p>The Community Care volunteer recruitment program continues with 12 inductions and covers local media, social platforms and market stalls. This year volunteers attended eight training sessions and two information sessions as part of continuous development. Volunteers are kept up to date with program changes and issues via a bi-annual volunteer newsletter. Social outings at Christmas and during National Volunteer Week brought over 130 volunteers together to say thank you and recognise their valuable contribution. The total number of volunteers across the community transport, social support and respite programs is currently stands at 120.</p> <p>The Y Drive Learner Mentor Program is progressing well. There are 30 young people from the community partnering with 20 volunteer mentor drivers who are working with them to supervise 120 hours of required driving time to achieve their P1 licence. Y drive participants have driven 29,880km and have done 641 hours of driving time. Eight learners have received their P1 licence, five have finished their hours ready to sit the test. Our youth cafes have 14 volunteers registered to support the programs, five of these identify as Aboriginal. They have given 763 hours of time to the youth cafes this year and have cooked 2,242 meals for young people.</p>	✓
1.5.1.2 Participate in interagency collaboration and projects	Community and Cultural Development	<p>Staff have participated in and coordinated a range of interagency forums and collaborative projects including:</p> <ul style="list-style-type: none"> - Working with National Museum of Australia for project funding (Yuin Country) and live tours via the libraries. - Developing industry reference groups for health and social assistance workforce needs. - NSW Playgroups partnership project with 3Bs Supported Playgroups 	✓

		<ul style="list-style-type: none"> - Supporting Bega to get the YDrive program established. - Coordinating Eurobodalla Workers with Youth Network interagency - Families NSW to work on local early childhood projects such as Toddler Expo and National Aboriginal and Torres Strait Islander Corporation Children's Day; - School and service collaboration on school readiness with the Euro Learning Network; - Collaborating with Libraries South East NSW Zone to collaborate on consortia initiatives. - Bega Valley Shire Council youth, community development and library meetings to share information and resources - Police and Community (PAC) to work on community safety initiatives - Quota Club Narooma supporting YDrive and Narooma Youth Cafe; - SEArts networking - Supporting River of Art with programs and activities - Collaborating with Bay Chamber Tourism and Commerce to install public art - Working in partnership with Eurobodalla Koori Employees Network and the Boys to Men Group on NAIDOC Week and Reconciliation Week events. 	
1.5.1.3 Develop a web based community directory	Community and Cultural Development	Community Directory entries have been sourced and compiled. The Community Directory will be launched in first quarter of 2019-20.	

Link	Outcome	2018-19
1.5.1.1	Number of volunteers	120

2. CELEBRATED CREATIVITY, CULTURE AND LEARNING



Our community is well educated, innovative and creative. We celebrate diversity and are aware of and embrace our history and culture. Our access to arts, events and life-long learning opportunities help us to create an incubator of creativity and community spirit.

The Moruya Library and the Bas

Eurobodalla's first purpose-built exhibition space the Basil Sellers Exhibition Centre (the Bas) adjoins the extended and beautifully refurbished Moruya library. The Library refurbishment and the exhibition centre were achieved largely through NSW, Australian and philanthropic funding.

The Library has been given a completely new look as well as extended space. Through the recently completed workshop spaces and meeting rooms, the library can provide a wider variety of public programs including art workshops and live streaming events, such as the National Museum of Australia live video tour. In addition the library collection has been rezoned to enhance useability and keep up with contemporary Library trends and practice. Opening hours for the Moruya Library have increased to seven days a week to provide greater public access.

The Bas came about through Council's desire to address the growing needs of the Shire's arts community. Overlooking the beautiful vista of the Moruya golf course, the exhibition centre was conceived as a space that would celebrate local and national visual art and contemporary culture.

The exhibition centre has been named after Basil Sellers AM for his substantial contribution to the arts in Eurobodalla. Mr Sellers provided a significant donation for the exhibition centre, and has a passionate commitment to the perpetual growth of the community's perception, understanding of, and engagement in art.

Over 600 people attended the February opening of the Bas and the Library in 2019, which coincided with the opening of the Basil Sellers Art Prize, a significant \$20,000 State-wide prize managed by Council, for excellence in art in 2D form. The opening kicked off an annual program of local and touring exhibitions and events.

The Bas is programmed by Council's Creative Arts team who work collaboratively with Library Services in the day to day management of the facility. The centre is supported by a growing group of volunteers who provide an exemplary level of customer service and information.

In its first six months of operations the Bas welcomed in excess of 8000 visitors through its doors, showcasing 51 artists both local and abroad.


Moruya library visitations remained steady with 43,000 visits in 2018-2019 despite closures for renovations in November with a limited pop up service in December.

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
<p>2.1.1.1 Collaborate with strategic partners for creative arts infrastructure and sector development</p>	Community and Cultural Development	<p>Council has collaborated with the following strategic partners to develop infrastructure and sector development:</p> <ul style="list-style-type: none"> – South East Arts (SEA) – Continuing collaboration and support of the SEA program delivery and attendance at strategic networking events. – Batemans Bay Regional Aquatic, Arts and Leisure Centre – continuing research and foundation work in the design phase of the project, along with programming groundwork. – The Basil Sellers Exhibition Centre (the Bas) – The annual program for 2019 is underway and a member newsletter has been established, the website is live and the successful celebrations for the opening of the building attracted a record crowd in excess of 600 people. <p>In addition Council has ongoing relationships with community groups across Eurobodalla, including Montague Arts and Craft Society, Narooma School of Arts, Eurobodalla Federation of Writers and River of Art. Council has also provided letters of support to a number of arts groups and individuals for funding applications.</p> <p>Council was awarded an additional \$1million by the NSW Government to finalise the Moruya Library and Arts Centre project. Council is currently working to provide creative arts programming and sector development through Community Development, Libraries Services, Eurobodalla Regional Botanic Gardens and Community Care through the School of Possibilities.</p> <p>Council is also partnering in a collaborative project with the National Museum of Australia for the Endeavour 250 project in 2020.</p> <p>A program for corporate sponsorship through the Bas is being established.</p>	✓
<p>2.1.1.2 Provide opportunities for the community to participate in creative arts</p>	Community and Cultural Development	<p>Council provides a comprehensive range of creative arts opportunities to the community annually. To date Council has presented 25 exhibitions, 16 floor talks and presentations, five exhibition opening events, two mini-artist residencies, two panel discussions and three interactive arts activities in the library as well as two theatre performances. Shakespeare in the Garden played to two sold out shows in January in its most successful season to date.</p>	✓



		<p>The \$20,000 Basil Sellers Art Prize opened to overwhelmingly positive feedback in the new exhibition space more than tripling its visitation rates since 2016. Opening night attracted over 600 people and close to 2,400 people visited the exhibition in its three week run.</p> <p>The Bas Exhibition Centre has welcomed 8,000 visitors in its five months of operations which has exceed all expectations. Feedback from the public has been overwhelmingly positive.</p> <p>Support for the River of Art Festival resulted in a very successful Open Studios program with 30 participating studios. Council also provided support through the Bas, facilitating and managing the festival opening night event and the River of Dreams exhibition. This attracted over 2,000 visitors, showcased 21 local artists and was a significant addition to the River of Art program.</p> <p>The Art Acquisition Policy and Code of Practice has been adopted by Council and twelve artworks acquired for Council's permanent art collection by means of purchase and donation.</p> <p>The production of the Arts Exchange Newsletters continues with 46 editions to date for the year. The newsletter has transitioned successfully to a monthly format.</p> <p>Council has provided seven monthly arts updates on ABC radio to date.</p>	
<p>2.1.1.3 Coordinate the Public Art Advisory Committee and associated projects</p>	<p>Community and Cultural Development</p>	<p>The Public Arts Advisory Committee provides expert cultural and artistic advice and guidance to Council on planning public art and related matters.</p> <p>The Public Art Advisory Committee met seven times and has provided ongoing consultation and advice on the following matters:</p> <ul style="list-style-type: none"> - Art acquisition recommendations. - Sculpture on Clyde – Public art acquisition, placement, installation, future sites and artist brief. - Corrigans Beach Reserve Inclusive Playground - Advice and feedback provided to the playground designer regarding the entrance signage. - Walawaani signage for Eurobodalla Shire Council's public buildings. - Public Art opportunities through the DA process. - Mogo public art proposal. - The Batemans Bay Bridge. - The Public Art Strategy. 	



<p>2.1.1.4 Provide creative literacy and visual art skills programs for children and young people</p>	<p>Community and Cultural Development</p>	<p>Now in its eleventh year the Mayor's Writing Competition was delivered with an increase of entries to 262.</p> <p>The third annual Little Sellers Art Prize has been delivered with 150 entries and a highly successful exhibition and opening. The call for entries for the 2019 prize opened in March 2019.</p> <p>Planning for greater school engagement in the creative arts is in the preliminary stage including an education program through the Basil Sellers Exhibition Centre.</p> <p>The Eurobodalla Youth Cafés contributed work to the River of Art Festival through the Libraries and dancing and visual arts training continues through the Garindja Walawaani program.</p>	
<p>2.1.1.5 Implement the Creative Arts Action Plan</p>	<p>Community and Cultural Development</p>	<p>The Creative Arts Strategy was adopted by Council in February 2019. The strategy consists of 46 actions; 13 high priority, 15 medium priority, three low priority and 15 ongoing.</p> <p>Currently 13 High, 7 Medium, one Low and 15 ongoing actions are under way and eight actions have been completed.</p>	

2.1.2 - Develop and promote the Moruya Library and Arts Centre Project			
Action	Service	Comment	Status
<p>2.1.2.1 Seek additional funding to implement remaining stages of the Moruya Library and Arts Centre Project</p>	<p>Community and Cultural Development</p>	<p>The Moruya Library and Basil Sellers Exhibition Centre project was successful in achieving remaining funds required to complete the building of the centre. The total project included an extended library and refurbishment, a new 100m2 exhibition space and kitchen, upgraded technology and new community meeting rooms.</p>	
<p>2.1.2.2 Establish and implement arts program and operational processes for the Basil Sellers Exhibition Centre</p>	<p>Community and Cultural Development</p>	<p>The 2019 annual program for the Basil Sellers Exhibition Centre has been established and implementation is progressing. The program was established through an expression of interest process to showcase local, high-calibre artist's work which also includes a combination of touring exhibitions, Council generated programs and arts prizes. The Bas has presented five exhibitions since opening in February 2019 with 8,000 visitors.</p> <p>The 2020 Program is in the final stages of development, with ongoing programming for 2021 also under negotiation.</p> <p>All foundational operational processes are in place at the Bas and will continue to be monitored and adjusted as needed. This includes exhibitor's guidelines, volunteer procedures, lighting and air regulation processes, insurance, artist contracts, logo</p>	



		and marketing collateral design work and style guide. Website design and the digital newsletter design have been completed to enable regular contact with members, volunteers and the general community.	
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2.2 – IMPROVE LOCAL ACCESS TO HIGHER EDUCATION AND LIFELONG LEARNING OPPORTUNITIES, FACILITIES AND SERVICES

2.2.1 - Develop and provide early education services and programs

Action	Service	Comment	Status
2.2.1.1 Coordinate, support and expand Family Day Care Educators network	Children's Services	<p>Family Day Care has received very positive feedback about the educators and service provided via the annual survey with families being highly satisfied with educational programming and practice and relationships with children.</p> <p>Educators and coordination unit staff have been active throughout the year upgrading first aid qualifications, completing annual WHS assessments, and reviewing and updating operational policies and procedures. The service has hosted the annual Children's Week Fun Day at the Eurobodalla Botanic Gardens, National Torres Strait Islander Children's Day in Moruya, Families Christmas Party, Harmony Day-Teddy Bears Picnic, Family Day Care Week 'Superheros and Superstar' day, Simultaneous Story Time and participated in other local community activities such as the Baby and Toddler Expo and 'Be Ready' school readiness workshops across the shire. Throughout the year the service has had four educators exit the service and two new educators commence with the service resulting in a team of 17 Educators at year's end. There have been eight enquiries from prospective new educators with two in the process of starting in the next financial year. The service has very limited vacancies across the Eurobodalla and provided 6,119 occasions of care for the year to Eurobodalla families.</p>	✓
2.2.1.2 Provide and manage Out Of School Hours and Vacation Care centres and activities	Children's Services	<p>The Out Of School Hours (OOSH) service continues to provide service at three locations across the shire in Batemans Bay, Moruya and Narooma. The service also provided four school holiday (Vacation Care) programs in this year at the three sites. The OOSH Kids After School Program continues to provide learning and development programs that meet the National Quality Standards assessed by the Australian Children's Education and Care Quality Authority. Programs provided children with excursions to local recreation businesses such as gyms,</p>	✓

		golf, bowling, airport, cinema, play maze, beaches and parks. Centre-based activities included craft, science experiments, gardening, cooking and lots of physical games. The service has celebrated and participated in NAIDOC Week, National Science week, Families' week and Harmony Day. The OOSH supervisors have attended three Quality Development Forums which have provided professional development around leadership and programing. Supervisors have been reviewing and updating procedures and quality improvement plans. Annual surveys have been completed by children and families with a very positive feedback about the programs with a total of 9,830 occasions of service provided for the year to Eurobodalla families.	
2.2.1.3 Deliver the 3Bs supported playgroup	Children's Services	The 3Bs supported playgroup continues to provide seven playgroups across the shire. Events to date include discovering the Westpac Rescue Helicopter and Skydive Oz at the airport, Marine rescue visit and a Beach and Bush nature walk. The playgroup collaborated with local services to host the Children's Week Fun Day at the Botanic Gardens with over 120 attendees and also participated in the NAIDOC Family Fun Day, NATSIC Children's Day, Seaside Fair, Children's Services Christmas party, Mogo Gala Day, end of year celebration at Wallaga Lake and the Baby and Toddler Expo. In response to community demand, the beach and bush playgroup at Tomakin moved to Broulee and is catering to additional families at the new location. Three family felting workshops were presented with local artist Jodie James throughout November 2018. The annual 'Be Ready for School' Expo ran forums in the three local libraries with a panel of local early childhood experts and Dr Kristy Goodwin, an expert in digital technology and early childhood. The service received additional funds from Playgroups NSW to provide two additional playgroups that will start in the new financial year to support cultural and linguistically diverse families and families of children with a disability.	✓
2.2.1.4 Review Children's Services business model	Children's Services	A consultant has been appointed to undertake the review of the Children's Services business model.	✓
2.2.1.5 Seek funding to address early childhood development programs	Children's Services	Children's Services have been successful in achieving sustainability funding for three years to support Family Day Care and the After School and Vacation Care programs as well as an additional community development project, achieving \$899,469.	✓







		<p>The new funded community support program 'Embracing Participation' aims to support early childhood development with isolated, disadvantaged and hard-to-reach parents.</p> <p>A project vehicle has been purchased and staff employed to help families in accessing playgroups and early childhood services. Staff have developed working relationships with local allied health and family support services and engaged with a network group to provide information about the service and collaborate on ways to best reach and support isolated families. Eight families are currently engaged with the service. The program has also collaborated with services to host the National Aboriginal and Torres Strait Islander Children's Day, Children's Week Fun Day and Harmony Day. The service is working closely with allied health services to investigate the need and viability of a program to support families with babies 0-6 months.</p>	
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Link	Outcome	2018-19
2.2.1.1	Number of Family Day Care educators	17
2.2.1.1	Number of Family Day Care attendees	175
2.2.1.2	Number of Out of School attendees	6,173
2.2.1.2	Number of Vacation Care attendees	2,411

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	<p>Eurobodalla libraries have been refreshing the collection over the year purchasing around 6,000 new items and have had a focus on lenders 'suggestion for purchase' requests. A new Collections Officer was appointed to professionally review and develop the collection, suppliers and improve purchasing processes. Zoning of the adult non-fiction has been completed in Moruya Library and is in progress at Batemans Bay and Narooma, aiming for completion by October 2019. Zoning assists customers to find similar areas of interest that are shelved together and makes the collection more user friendly. Implementation of new software to improve the management of collections is progressing with data migration underway. This software enables library staff to see trends around customer use of the collection and to better manage and expand the collection based on customer needs at each library.</p>	✓



<p>2.2.2.2 Provide access to information via a range of technologies and formats</p>	<p>Libraries</p>	<p>The library service has joined the South East Zone Consortia which has increased the e-book holdings available to Eurobodalla library members who can now access approximately 14,995 individual titles of e-books and 3,875 individual titles of e-audio books. Smart TV's have been installed in meeting rooms in Moruya and Batemans Bay libraries. The public can now book the rooms containing these facilities to enable presentations, video-conferencing and live screenings. Through a series of grants and partnerships the library has established an ongoing program of IT courses designed to assist people who are starting out with technology, or who remain disadvantaged in their access to digital information. The program also offers fortnightly mentoring sessions for one-on-one consultation regarding computer issues and tasks. Libraries continue to provide access to computers, internet, WiFi and printing at each site and access to a range of research and educational data bases via the web page.</p>	
<p>2.2.2.3 Maintain and improve library buildings and collections</p>	<p>Libraries</p>	<p>Moruya Library and Basil Sellers Exhibition Centre has been upgraded with extensions and refurbishment completed, including a new layout, library meeting room and zoning. Hours have been extended to provide weekend access to the collections and the new exhibition centre. Batemans Bay Library is progressing their project funded by the State Library to improve seating, audio systems and other technologies. Five hundred large print titles per site have been swapped between branches to refresh the collection and provide customers with new options and easier accessibility to titles housed locally.</p>	
<p>2.2.2.4 Develop and implement the Library Strategic Plan</p>	<p>Libraries</p>	<p>The previous Strategic Plan has been implemented and assessed. A framework for the development of the new 2019-22 Strategic Plan has commenced and a community engagement survey has taken place.</p>	
<p>2.2.2.5 Establish volunteer support for libraries and creative arts</p>	<p>Libraries</p>	<p>25 Volunteers have been inducted and are supporting the Moruya Library and Basil Sellers Exhibition Centre for up to 70% of the current roster. Inductions will continue on a quarterly basis as new volunteer expressions of interest are submitted regularly. Volunteers are updated weekly and volunteer and staff artist talks are provided for each exhibition. Membership for the Bas is now at 270. The member's newsletter is delivered every quarter.</p>	

Link	Outcome	2018-19
2.2.2.1	Visitation numbers at the Libraries	151,450
2.2.2.2	Number of library borrowings	233,276

2.2.3 - Work in partnership to improve educational opportunities			
Action	Service	Comment	Status
2.2.3.1 Advocate for improved education services	Community and Cultural Development	Council continues to work with the NSW Government to ensure further education opportunities are maintained in Eurobodalla. Council's partnership with the University of Wollongong and TAFE in Batemans Bay continues to provide the community opportunities to further their education. In February, the NSW Government pledged \$8M for a connected learning centre in Batemans Bay to boost the number of TAFE courses currently on offer in Eurobodalla.	✓
2.2.3.2 Provide information, opportunities and experience to assist young people to develop skills	Youth Services	The Far South Coast Youth Leadership Forum was held in August 2018 in partnership with Regional Development Australia. From Eurobodalla, eight Aboriginal and two non-Aboriginal young people attended. 'What's Buzzn?' newsletter sent out through youth mailing list to 200 subscribers. Five skate clinics were held across the Eurobodalla. Eurobodalla Youth Employment Strategy (E-YES) project commenced in November 2018. The E-YES project has a total of 64 registered young people and 24 local businesses accessing our services. 29 young people have been assisted with employment outcomes. Highlights of the program include: Narooma Jobs Fair (70- job-seekers/six businesses), five subsidised pre-work courses (48 young people attended), a weekly email list of local job vacancies (88 subscribers) and implementation of the Y-Train and Community Services Pathways Program. The project has received grant funding to continue for an additional 12 months and will continue to focus on supporting young people into employment. The Y Drive project has supported six participants to complete their 120 hours driving time and obtain their provisional licence. The project purchased a second vehicle, with 20 mentors assisting 30 learner drivers to drive 29,880km and log 641 hours driving time. The 'YCheck' program has also been established to support car maintenance basics utilising the Council depot and staff. Eight young people were involved in the 'Be a Change Maker' program in the Eurobodalla	✓



		Eight young people were involved in the 'Be a Change Maker' program in the Eurobodalla and worked on self-initiated projects around body image and mental health.	
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2.3 – EMBRACE AND CELEBRATE LOCAL HISTORY, CULTURAL HERITAGE AND DIVERSITY

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

Action	Service	Comment	Status
2.3.1.1 Coordinate the Aboriginal Advisory committee and associated projects	Community and Cultural Development	Four meetings held, discussion held with National Museum of Australia regarding the Endeavour 250 project, letter of support written for the development of Batemans Bay Regional Aquatic, Arts and Leisure Centre. The group also provided advice regarding the Tourism and Way Finding Strategy, Mogo park feedback, airport artwork, welcome signage on Council buildings, Moruya Showground Plan of Management, Reconciliation Week activities, Aboriginal Action Plan and supported the development of the Aboriginal Language Trust Project.	✓
2.3.1.2 Implement the Aboriginal Action Plan	Community and Cultural Development	<p>The Aboriginal Advisory Committee provided assistance with community feedback, survey distribution and feedback on the draft Action Plan.</p> <p>The National Aboriginal and Torres Strait Islanders Children's Day event was held at Moruya Riverside Park where there were 16 stalls and approximately 170 participants.</p> <p>Three on site visits to Wallaga Lake to work on the next phase of the Wallaga Lake Cemetery landscaping project, with one day in the field developing a walking path around the cemetery.</p> <p>A creative Koori grant application was written to seek funding to run a Yuin Country exhibition in 2020. The grant application was not successful.</p> <p>Successful events were supported in partnership with Eurobodalla Koori Employment Network and the Eurobodalla Boys to Men group to support Reconciliation Week event and NAIDOC week activities.</p> <p>Letter of support was written for the Eurobodalla Family Support Services language project. This project received funding and has been running for four weeks based at the Gundry oval clubhouse.</p> <p>The community activities trailer has been used by 11 community groups, five have been for specific Aboriginal community programs.</p> <p>The Dhurga Timeline has been used by a variety of community groups and a reprint of</p>	✓



		timeline brochures has enabled supply to meet community demand.	
2.3.1.3 Coordinate significant events including NAIDOC and reconciliation week activities	Community and Cultural Development	<p>NAIDOC week was held July 7 – July 13 2018. Activities Council ran and supported include the Flag Raising Ceremony, Family Fun Day and the Youth Indigenous Sports Day. The flag raising ceremony attracted approximately 100 people and the family fun day had 26 stall holders and saw approximately 300 Aboriginal and non-Aboriginal people participating in the day's activities. Council provided the community activities trailer for the sports day and employed a project officer to run the games. Approximately 35 children participated on the day.</p> <p>The Eurobodalla Sorry Day march was held on 24 May 2019 and was run in partnership with the Eurobodalla Boys to Men group. This year over 300 people attended the march with a strong representation from schools and community groups.</p>	✓
2.3.1.4 Coordinate NAIDOC Week grant program	Community and Cultural Development	The 2019 NAIDOC grants program awarded nine grants of \$500 to a variety of community groups and not-for-profit organisations to run activities during NAIDOC week. Some of the projects funded include guided tours of significant local areas, cultural workshops, Aboriginal arts workshops and cultural awareness training.	✓

Link	Outcome	2018-19
2.3.1.2	Revised Aboriginal Action Plan adopted	50

2.3.2 - Manage and promote our Heritage			
Action	Service	Comment	Status
2.3.2.1 Coordinate the Heritage Advisory Committee and associated projects	Strategic Planning	A new Heritage Advisory Committee was recruited for 2018 - 21. The Terms of Reference were also revised and updated for the same period. Three meetings have been held in which the Brierleys Boat Ramp Heritage Conservation Area was recommended for listing in Council's Local Environmental Plan 2012 and the draft Historic Cemeteries Conservation Management Study was discussed. The Heritage Advisor has worked closely with community members to advance the Historic Cemeteries Conservation Management Study which is nearing completion after receiving feedback from the funding body.	✓
2.3.2.2 Coordinate the Local Heritage Places Grant program	Strategic Planning	Eight conservation projects were approved for financial assistance under the Local Heritage Places Grants Program and	✓



		commenced work. Seven successfully completed the projects and received the financial assistance. They were the Mechanic's Institute Hall in Nelligen, the Moruya Uniting Church, Magney House in Bingie, the former Gold Counting House in Mogo, the Dromedary Hotel, a dwelling in Central Tilba and the former Catholic church in Nelligen. For a \$23,000 investment by Council, \$88,755 worth of employment and economic activity was enabled in Eurobodalla.	
2.3.2.3 Coordinate the Heritage Advisory Service	Strategic Planning	The Heritage Advisor has provided 25 assessments to Council development staff relating to DAs and on 18 occasions directly to the owners of heritage properties outside of the development application process. This assessment and advice in the allocation of the local heritage places grants was valuable to ensure positive outcomes for property owners and the community. The Advisor has attended three meetings of the Heritage Advisory Committee to provide advice to assist the decision-making process. Additionally, the Heritage Advisor aided Council staff in the development of the Moruya Showground Masterplan 2018 and developed the Moruya Showground Design Guidelines and delivered the Historic Cemeteries Conservation Management Study, a project 100% grant funded.	✓
2.3.2.4 Coordinate the Fergus Thomson OAM Heritage Award	Strategic Planning	Council completed and issued a brief for the production of the trophy. Unfortunately, the response was poor and a call for an artist will be reissued with a wider distribution.	—
2.3.2.5 Coordinate the Museum Advisor Program	Strategic Planning	The Museum Advisor (MA) has established a constructive dialogue with several key heritage agencies in the region including the Moruya Antique Tractor and Machinery Association and spent 24 days in the two major museums. The MA has been advising the museum workers to upgrade presentations and refine the collection management systems. The MA has also connected with both the local ABC radio and Council's Tourism team to explore opportunities to promote the three historical societies and museums within the broader community. The MA helped the museums review the strategic plans and future tasks for the MA have been identified.	✓

Link	Outcome	2018-19
2.3.2.1	Number of Heritage advice sessions	61



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

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

Action	Service	Comment	Status
2.4.1.1 Coordinate program of events for Youth week	Youth Services	In 2018-19 the youth week team set up and ran the drive in movie night, a silent disco, 'youth street' an opportunity for young people to test products and business ideas at the Moruya Country Markets, skate clinics in Moruya and Narooma, a bike safety program and Shadow a Councillor day.	✓
2.4.1.2 Deliver community programs and events through the libraries	Libraries	This year, 329 events were held at the libraries with a total of 3,939 attendees. Events including artist talks, literary salons, cooking, native gardening, author talks, mindfulness and cartoon drawing workshops draw various age groups in. One of the highlights being the Mayor's writing competition which continues to inspire children of school age. All of these are promoted in the quarterly Library Link booklet. The events are planned around key categories for interest and reference including Readers and Writers, Story Telling, School Holidays, History and Heritage, Creating and Learning and Exhibitions. Programs to aid older Australians to learn about technology, the internet and how to get more from their devices were also popular this year.	✓

Link	Outcome	2018-19
2.4.1.1	Youth week program attendance	900
2.4.1.2	Number of community events and programs at libraries	329



3. PROTECTED AND VALUED NATURAL ENVIRONMENT



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

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

Sustainable House Day a flowering success

Eurobodalla set the bar high on Sustainable House Day, 15 September 2018, claiming the nation-wide record for the most participating properties in any one shire.

Nine Eurobodalla properties opened their gates to the wider community for Sustainable House Day, which motivated thousands of people across Australia to create their own energy-efficient homes and water-wise and bush-friendly gardens.

Sustainable House Day is a shining example of how engaged Eurobodalla residents are to living sustainably. A shire first, four private gardens opened their gates to allow residents to walk around and get ideas about making their own gardens more water wise and bush friendly.

The open gardens were an opportunity to see how bush-friendly gardens can look amazing, flower all year round and attract native birds, butterflies and bees while not needing much water.

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

3.1.1 - Manage coastal use and hazards

Action	Service	Comment	Status
3.1.1.1 Prepare the Eurobodalla Coastal Management Program	Strategic Planning	Council has been working with the Office of Environment and Heritage to secure funding to conduct more detailed consultation before progressing the CMP.	—
3.1.1.2 Manage lake openings	Stormwater	Joes Creek opened 20 March 2019 in accordance with protocol to mitigate flooding.	✓

Link	Outcome	2018-19
3.1.1.1	Adoption of the Eurobodalla Coastal Management Plan	50%

3.1.2 - Minimise the impact of flooding on development and people

Action	Service	Comment	Status
3.1.2.1 Prepare the Narooma Coastal Flood Management Plan	Strategic Planning	The first stage of the community engagement strategy is complete. During consultation the community provided feedback and knowledge of local flooding events in Narooma and were afforded an opportunity for input. A wide array of valuable flood data was collected including oral accounts of flooding, photographs and digital video images. The community engagement included media releases, direct mail, social media and web-based communication tools. Two community drop in sessions were held where residents could speak directly with council staff and the consultants preparing the management plan. A survey was made available online or a hard copy to allow residents to record their experiences with flooding and their ideas on how best to manage and reduce the risks from this natural hazard event. The consultants are developing a flood model for Narooma catchment area which will provide a range of different flood events to best inform the management plan.	✓
3.1.2.2 Prepare the Batemans Bay Urban Creek Flood Study	Strategic Planning	The first stage of the community consultation strategy is complete. During consultation the community provided feedback and knowledge of local flooding events in Batemans Bay and were afforded an opportunity for input. Feedback through the consultation process provided important flood data between the 1950's to 1970's. The community was reached through media releases, direct mail, social media and web based communication tools. A community drop in session was held where residents could speak directly with council staff and the consultants preparing the management	✓



		plan. The consultants are developing a flood model for Batemans Bay creeks catchment area which will provide a range of different flood events to best inform the management plan.	
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3.1.3 - Collaborate with agencies and emergency services to support coordinated emergency management			
Action	Service	Comment	Status
3.1.3.1 Advocate for the strategic review of emergency services	Public Order and Safety	<p>On-site meetings held with Local Member and Minister Infrastructure and Transport, Andrew Constance MP, and Minister for Police and Emergency Services, Troy Grant MP, to discuss joint integrated emergency services centre in Moruya. Subsequent meetings held with the Department of Premier and Cabinet (DPC) to discuss Moruya sites.</p> <p>Direct advocacy to Ministers and DPC led to Lt General Ken Gillespie heading a joint meeting of NSW Government agencies in Moruya to formulate a way forward on a joint integrated emergency services facility in Moruya. Letters of support from DPC forwarded to Secretary of Department of Justice and Secretary of NSW Health seeking action on the integrated facility and noting the support of Minister Grant and Minister for Health Brad Hazzard MP. Follow up meeting with DPC – requested follow up with Secretaries of Departments Justice and Health on emergency services facility for Moruya as a matter of urgency.</p> <p>Follow up letter of support from DPC to Secretaries of Department of Justice and NSW Health seeking detailed project proposal.</p> <p>Requested DPC Wollongong support to advocate for support to get NSW Government to commit to RES facility in Moruya, with further correspondence to Public Works Australia, Hon Andrew Constance MP and DPC again requesting update on Moruya integrated emergency services precinct.</p> <p>Report to Regional Emergency Management Committee which was escalated to State EMC for action. Council staff met with Regional RFS to discuss agency support for proposed facility.</p> <p>Letter to Minister for Police and Emergency Services post NSW election requesting assistance in coordinating state agencies to bring project to fruition.</p> <p>Ongoing advocacy to Office of Emergency Management regarding proposed 0.75% of general rate co-contribution funding model</p>	✓



		for Natural Disaster payments. ESC continues to recommend the NSW Government adopt 0.25% instead as a more equitable arrangement. Eurobodalla remains under the previous funding arrangements. This position is further supported through the NSW Roads Congress Communique 2018 and the advocacy of IPWEA NSW on behalf of NSW Councils.	
3.1.3.2 Undertake fire mitigation program on Council controlled land	Public Order and Safety	<p>Fire mitigation program on Council controlled land complete including:</p> <ul style="list-style-type: none"> - Routine inspections of asset protection zones undertaken. - Trees removed for hazard reduction in 14 locations. - 147 ha of fire mitigation slashing and 14.7 ha of fire trail slashing maintenance. - 12.6 ha asset protection zone hand clearing. - 1.53ha of hazard reduction grooming works, mostly in Long Beach, Catalina, Narooma, Dalmeny and Surf Beach, including the Surf Beach tip fire trails. - Four hazard reduction burns completed totalling 28.9ha. - Ongoing working with Rural Fire Service (RFS) to prepare hazard reduction burns. - 25 hazard advice notices received from RFS, with six needing further tree works. 19 notices did not require any action following inspection by the RFS. - Applied for 2019-20 Rural Fire Service grant funding from the Rural Fire Fighting Fund and Bush Fire Risk and Resilience Mitigation funding programs for various sites to supplement hazard reduction. 	✓
3.1.3.3 Support emergency services agencies in planning and responding to natural and man-made disasters	Public Order and Safety	Administrative review of Local Emergency Management Plan (EMPLAN) complete. No declared natural disasters in 2018-19.	✓
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	Financial 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	<p>Council staff attended the following meetings:</p> <ul style="list-style-type: none"> - Three Local Emergency Management Committee meetings (chaired). - Three Local Rescue Committee meetings. - Two Regional Emergency Management Committee meetings. - Three Bushfire Risk Management Committee meetings. - Two Council/Rural Fire Service SLA meetings. 	✓



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	736 private properties and 135 public land areas have been inspected under Council's targeted inspection program. Of these, 18 property inspection reports (PIR) were issued with no biosecurity matter notices issued. Of all properties inspected, 98.6% of landholders are controlling their weeds, with only 1.4% requiring further advice (PIR). No non-compliance notices were issued.	✓
3.2.1.2 Undertake pest management program	Environmental Management	Council's rabbit control program targeted Surfside, Mackay Park in Batemans Bay, Surf Beach, Lilli Pilli, Malua Bay, Mossy Point, Broulee, Moruya Airport, Moruya Riverside Park, Moruya South Head, Tuross Head, Kianga, Dalmeny and Narooma. Various methods were utilised including pindone poison, trapping and shooting. Good control was achieved at the majority of sites, and in some suburbs, such as Mossy Point, nearly 100% success was achieved. Many coastal urban areas remain highly problematic with regards to the number of private dwellings harbouring rabbit infestations under sheds and in gardens. Due to the resources required to provide for adequate control, the rabbit control schedule has been changed to a 3 year 'north, central, south' cycle.	✓
3.2.1.3 Continue implementing flying fox management actions	Environmental Management	Monitoring of five active camps in the Eurobodalla: Water Gardens, Batemans Bay; Catalina; Tuross Head; Narooma and Moruya Heads. Continuing to liaise with the NSW Office of Environment and Heritage to increase understanding of flying fox behaviour. The Eurobodalla Flying Fox Management Plan was adopted by Council in November 2018. Actions include: camp monitoring, community engagement and awareness programs, participation in research and maintaining vegetation buffers in Water Gardens and Catalina camps.	✓
3.2.1.4 Finalise the Regional Eurobodalla Flying Fox Management Plan	Environmental Management	The Eurobodalla Flying Fox Management Plan was adopted by Council in November 2018.	✓

Link	Outcome	2018-19
3.2.1.1	Percentage of complying noxious weed inspections	98.6



3.2.2 - Work in partnership to provide natural resource management

Action	Service	Comment	Status
3.2.2.1 Assist Landcare and community groups and projects	Environmental Management	24 Landcare groups have been supported to help manage local bushland reserves. Grant funding of \$199,634 was secured that will further support Landcare activities over the next three years.	✓
3.2.2.2 Plan and implement environmental protection and restoration program	Environmental Management	Grant funded environmental protection and restoration projects were implemented. Commenced partnership with the Biodiversity Conservation Trust to provide support to landholders engaged in conservation agreements including assisting landholders to apply for grants to maintain areas of high environmental value.	✓

Link	Outcome	2018-19
3.2.2.1	Number of volunteer hours in natural resource management	9,406

3.2.3 - Plan to improve the quality of the Natural Environment

Action	Service	Comment	Status
3.2.3.1 Continue the preparation of the Biodiversity Strategy	Strategic Planning	A scope of works to prepare a report about opportunities for Biodiversity Stewardship Agreements on private and Council managed land has been drafted. Updated vegetation mapping from NSW Office of Environment and Heritage is due to be released next financial year which will be used to identify opportunities.	✓
3.2.3.2 Coordinate the Coastal and Environmental Management and Advisory Committee (CEMAC) and associated projects	Strategic Planning	The committee has not met within the year as a result of the Coastal Management Program being delayed in response to the community's request for more detailed consultation. Council has been working with the Office of Environment and Heritage to get more funding to support further consultation. The committee will be reconvened once funding has been secured and the program can recommence.	—

3.3 – MAINTAIN CLEAN HEALTHY WATERWAYS AND CATCHMENTS

3.3.1 - Undertake estuary planning and management

Action	Service	Comment	Status
3.3.1.1 Undertake estuary management projects	Strategic Planning	Council has been successful in receiving a three year grant. The \$300,000 grant will protect and enhance Eurobodalla's coastal environment by implementing key environmental actions identified in the Coastal Zone Management Plans and Coastal Management Programs for Eurobodalla's five major estuaries (Clyde, Tomaga, Moruya, Tuross/Coila and Wagonga estuaries). Year	✓

		one of the works have been completed at priority sites which helped improve the condition of 656 hectares of key estuarine Endangered Ecological Communities and high value foreshore vegetation. This project will expand on works already undertaken in previous stages and will commence work in a further six new sites.	
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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	11 beaches were monitored throughout the peak swimming season with all achieving good to fair ratings. With heavy rain swimmers are advised to avoid beaches and waterways.	✓
3.3.2.2 Undertake estuary monitoring	Public and Environmental Health	Estuary monitoring program completed. The five major estuaries include: Clyde River; Tomaga River; Moruya River; Coila Lake and Tuross River; and Wagonga Inlet are monitored for ecological and recreational health. Information on the estuary health and water quality monitoring is hosted on the Council's website. The program is also supported by the NSW Office of Environment and Heritage.	✓
3.3.2.3 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	Onsite Sewage Management System inspection program was completed with 1,336 inspections conducted and 93% compliance. This inspection program ensures systems are operating effectively to minimise public and environmental health issues.	✓
3.3.2.4 Review the Onsite Sewage Management System program	Public and Environmental Health	Review of Code of Practice completed and adopted by Council in November 2018.	✓
3.3.2.5 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with Environment Protection Authority and NSW Health requirements.	✓

Link	Outcome	2018-19
3.3.2.2	Estuary report cards	100
3.3.2.3	Percentage of complying onsite sewerage management system inspections	93



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	95% of customer service requests relating to public and environmental health matters attended to within time frames and in accordance with legislative requirements for matters such as noise, air quality, development compliance and storm water controls. Also includes maintenance of registers of regulated premises such as skin penetration premises and inspection of these premises as required.	✓
3.4.1.2 Undertake the public pool water quality inspection program	Public and Environmental Health	Council works together with public pool owners to achieve compliance in accordance with NSW Health legislation. 57 public pool inspections were undertaken resulting in good water quality to mitigate the transmission of disease and bacteria.	✓

Link	Outcome	Q4
3.4.1.1	Number of public and environmental health matters	644



4. SUSTAINABLE LIVING



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

Return and Earn Container Deposit Scheme a resounding success

Council provides a waste collection and management service to the community. Council's Waste Management charges are designed to recover costs from people who benefit from the availability or the use of Council's waste management service, whilst the Waste Collection Charge directly covers the cost of the kerbside waste collection service.

Under the NSW Government's Return and Earn Container Deposit Scheme (CDS), Materials Recycling Facilities (MRFs) may claim processing refunds for eligible containers that are collected through kerbside recycling services. In establishing this scheme, it was intended for these processing costs to be shared with councils and the broader community.

Council and the local contractor SUEZ negotiated and entered into a Refund Sharing Arrangement which results in 90 percent of the revenue received through this program being allocated to Council. This directly benefits all residents that utilise the kerbside collection services as Council has been able to apply a reduction of almost 5% in the 2019-20 Domestic Waste Collection Service Charge.

Residents are encouraged to ensure that contamination of the yellow bin is kept to a minimum so that these revenues may continue to support collection costs.

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>Council continues to provide drinking water that meets Australian Drinking Water Quality via:</p> <ul style="list-style-type: none"> - 19,074 water connections - 617km of reticulated water mains - 303km of trunk water mains - 2 river offtakes (Moruya River and Tuross Alluvial bores) - 1 Water storage (Deep Creek Dam) - 2 water treatment plants (Northern WTP and Southern WTP) - 11 water pump stations (Deep Creek; Lilli Pilli; Malua Bay; Mossy Point; Moruya River; Narooma Booster; Surf Beach Booster; South Narooma Booster; Moruya Town 2 Booster; Tuross Bore Field; Tuross Booster) <p>Key achievements include:</p> <ul style="list-style-type: none"> - Drinking Water Quality Management System reviewed. - Water quality monitoring system implemented. - Water main renewals: <ul style="list-style-type: none"> - George Bass Drive, Tomakin (roundabout) - Annette's Parade, Mossy Point - Beach Road (Princes Highway to Orient Street), Batemans Bay - Luck Street, Moruya - Evans Street, Moruya - Anderson Street, Moruya - South Head Road, Moruya - Swordfish Street, Tuross Head - Tuna Street, Tuross Head - Bluewater Drive, Narooma - Narooma Flat - Parker Avenue, Surf Beach - Clyde River crossing, Batemans Bay - Water refill drinking stations installed: <ul style="list-style-type: none"> - Dalmeny Drive, Kianga - Long Beach - Tomakin (near boat ramp) - Moruya Heads (park near SLSC) - NATA Oval, Narooma 	✓
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Services	<p>Sewage services continue to be provided in an efficient manner through 542 km of gravity and pressure sewer mains, 134 sewage pumping stations, transporting sewage to five sewage treatment plants for</p>	✓



		<p>tertiary treatment. The plants and transport system operate to achieve compliance with EPA Licences. The resulting treated effluent is supplied as reuse to three golf courses, various parks and Moruya High School. Sludge is transported off site to a contracted processor, converting the product to garden fertiliser. The remaining used quality effluent is discharged as per licence conditions.</p> <p>Key achievements include:</p> <ul style="list-style-type: none"> - Concept Designs completed for Tomakin, Tuross and Batemans Bay STPs Augmentations and Nelligen Sewerage Scheme - Batemans Bay STP detailed design 95% complete - Broulee Regional SPS detailed design and tender documentation complete - Batemans Bay SPS 1 upgrade design and tender documents complete - Potato Point sewerage scheme detailed design complete - Approximately 6km sewer mains inspected with CCTV - Approximately 6km sewer relined. - \$3.5 million in grant funding secured for Nelligen water and sewer schemes from the NSW Government under the Safe and Secure Program - Zero major sewer spills - Seven minor sewer spills: <ul style="list-style-type: none"> - George Bass Drive, Mosquito Bay - Wimbin Avenue, Malua Bay (2x) - Beach Road Wimbie Creek, Surf Beach - George Bass Drive, Malua Bay (2x) - Valley Road, Sunshine Bay 	
4.1.1.3 Undertake liquid trade waste inspections	Public and Environmental Health	460 inspections conducted on commercial premises as required by NSW legislation to protect reticulated water supplies and sewage treatment plants. Achieved 93% compliance rate.	✓

Link	Outcome	2018-19
4.1.1.1	Water capital renewal, upgrade and new works program >85% complete	99.5%
4.1.1.1	Length of water mains maintained	920km
4.1.1.1	Number of water pump stations maintained	11
4.1.1.2	Sewer capital renewal, upgrade and new works program >85% complete	87%
4.1.1.2	Length of sewer mains maintained	542km
4.1.1.2	Number of sewage pumping stations and treatment plants maintained	139
4.1.1.2	Number of sewer spills	7



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

Action	Service	Comment	Status
4.1.2.1 Provide treated effluent for reuse in the community	Sewer Services	Treated effluent supplied for re-use at: <ul style="list-style-type: none"> - Catalina Golf Course - Hanging Rock Sports Fields - Moruya Golf Course - Moruya Showground - Moruya High School playing field - Tuross Golf Course 	✓
4.1.2.2 Provide incentives to encourage use of water saving devices in homes	Water Services	Rebates provided: <ul style="list-style-type: none"> - 369 Washing Machine - 80 Toilet rebates - 120 Showerheads 	✓

Link	Outcome	2018-19
4.1.2.1	Number of customers on reticulated sewer	19,437
4.1.2.2	Number of water rebates issued	569

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

Action	Service	Comment	Status
4.1.3.1 Undertake phase 2 pre-construction activity for the proposed Southern Water Supply Storage	Water Services	Environmental Impact Statement completed and publicly exhibited. Detailed design completed. 95% contract documentation completed. Applications for funding under the National Water Infrastructure Development Fund (Commonwealth) and Safe and Secure water Program (State) submitted.	✓

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 Surfbeach cell construction works valued at over \$4million, which were overseen by Public Works on behalf of Council, are now complete with the new cell structurally ready for landfilling when required. A fire at the Surfbeach Waste Management Facility in August 2018 resulted in the facility being closed to the general public for a day but commercial and kerbside collections' operators continued to operate. Operations at the Moruya Transfer Station and Brou Waste Management Facility were fulfilled as required and without any major incidents.	✓



4.2.1.2 Manage kerbside collection	Waste Management	<p>Council's kerbside collection was completed as per contract without any major operational or contractual issues. A price variation for recyclables processing was agreed to and offset by revenue received as part of the Container Deposit Scheme.</p> <p>Council is continuing to work together with the waste collection contractor to identify any areas for improvement and to ensure that contamination of recycling resources are minimised.</p> <p>Residential garbage kerbside collection services increased from 22,295 to 22,598 per week throughout the year. Together with alternate fortnightly organics and recycling collections, approximately 45,000 bins are being serviced per week through the kerbside collections process.</p> <p>Council received 1,495 customer service requests for Waste Services assistance all of which were responded to, with more than 99% being actioned within the required timeframe.</p>	✓
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	<p>The annual hazardous waste collection took place in September 2018 with events held at Batemans Bay, Moruya and Narooma. The following quantities (by weight) of hazardous waste were collected at the individual sites:</p> <ul style="list-style-type: none"> - Batemans Bay – 7,235 kg - Moruya – 9,174 kg - Narooma – 5,651 kg <p>The total 22.06 tonnes is a 16% increase on what was collected last year.</p> <p>This annual event complements the collections already being conducted at the Community Recycling Centre which is located at the Surfbeach Waste Management facility.</p>	✓

Link	Outcome	2018-19
4.2.1.1	Waste capital renewal, upgrade and new works program >85% complete	95%
4.2.1.2	Kerbside collection customer requests attended to within timeframe	99%

4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives			
Action	Service	Comment	Status
4.2.2.1 Participate in regional collaboration and develop strategic partnerships	Waste Management	<p>Council is a member of the Canberra Regional Joint Organisation (CRJO) and has attended regular Resource Recovery Working Group meetings. The current focus has been on national recycling issues and a focus on ensuring ongoing market viability in this space.</p> <p>Council has also been represented at the Waste Management and Resource Recovery</p>	✓



		Association of Australia (WMRR) and the Waste Contractors and Recyclers Association of NSW (WCRA) workshops in Sydney. This has enabled Council to further explore Food Organic and Garden Organic (FOGO) composting opportunities and other innovative and technological advancements in landfill and resource recovery practices.	
4.2.2.3 Deliver community education on waste minimisation	Waste Management	Council has been using print media, radio, cinema advertising, various online platforms and face to face interactions to deliver community education on waste minimisation. 67 waste education activities were conducted during the year, reaching an estimated audience of about 4,600 people. Activities included the "Seaside Scavenge" waterway clean up and market event, ten home composting and wormfarm workshops, two screenings of 'A Plastic Ocean', 99 community marine debris clean ups and education, and waste audits with many local schools. The 'Environmentors' presenters once again visited local schools highlighting the importance of recycling, garden organics and other waste minimisation topics whilst preschoolers are continuing to take part in the 'Get Grubby' program that provides information on waste and recycling.	✓
4.2.2.4 Utilisation of glass sand product in Council operations	Works and Operations	Glass sand supplied to companies producing asphalt and concrete.	✓

4.2.3 - Minimise illegal dumping

Action	Service	Comment	Status
4.2.3.1 Coordinate Clean Up Australia day activities	Waste Management	The Clean Up Australia event took place in March 2019 with more than 160 individual volunteers, various community groups and 13 schools participating. Approximately 49 cubic meters of rubbish was collected. An observed reduction in recyclable items retrieved may result from the introduction of return and earn facilities throughout the Eurobodalla.	✓
4.2.3.2 Investigate and manage illegal dumping incidents	Waste Management	74 incidents investigated and appropriate clean up and compliance action taken where required.	✓

Link	Outcome	2018-19
4.2.3.2	Number of illegal dumping incidents	74



4.3 – SUPPORT AND ENCOURAGE SUSTAINABLE CHOICES AND LIFESTYLES

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

Action	Service	Comment	Status
4.3.1.1 Coordinate the environmental educational calendar	Environmental Management	The 2019 calendar has the theme 'Use your voice for a better choice' and was published and distributed. Planning has started for the 2020 calendar on the theme of 'It's our future'.	✓
4.3.1.2 Facilitate Marine Debris working group	Environmental Management	Coordination of the marine debris program continued. 99 clean ups took place in Eurobodalla and collected and recorded over 25,000 items and 700kg of waste. Other activities included the 'Seaside Scavenge' clean up event in Batemans Bay in July 2018 and source reduction programs such as the 'We Care' program. The 'We Care' program was rolled out and supported over 55 local food businesses to reduce single-use plastic items.	✓
4.3.1.3 Provide sustainability education programs	Environmental Management	94 activities were held with over 10,300 participants. Some activities included the Seaside Scavenge, the Tapstar water conservation play, 'What's under the wharf' event, school waste audits, Environmentors visits, National Tree day activities for schools, compost workshops, treatment plant, marine park and Bengello excursions.	✓

Link	Outcome	2018-19
4.3.1.3	Participation in sustainability education programs	7,000

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

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

Action	Service	Comment	Status
4.4.1.1 Implement the Emissions Reduction Plan	Environmental Management	The Emissions Reduction Plan has progressed well. Council was recognised as a finalist in the 2018 Cities Power Partnership Awards for work towards the Emissions Reduction Plan. Eurobodalla was also the joint winner of the Knowledge Sharing Award along with neighbouring councils Shoalhaven, Bega Valley, Wingecarribee and Kiama. Discussions with Essential Energy, regional councils and Joint Organisations has progressed under the 'Southern Lights' project. This has resulted in the accelerated adoption of main road LED street lights and smart controls. Developments have also been made regarding electric vehicle charging and Council's renewable energy target.	✓



4.4.1.2 Investigate opportunities of large scale renewables	Environmental Management	A study into large scale renewable energy was completed and reported to Council. Council resolved to continue monitoring and evaluating opportunities for large scale solar power in the future, but not to build anything at this time. Building a large scale solar farm was deemed to be high cost and high risk. Council has investigated renewable energy Power Purchase Agreements (PPA) as a way to contract renewable energy. Council has now commenced the procurement process towards a renewable energy PPA.	✓
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Link	Outcome	2018-19
4.4.1.1	Reduction in the amount of Council's emissions	36%

4.4.2 - Work in partnership to explore clean energy opportunities			
Action	Service	Comment	Status
4.4.2.1 Explore clean energy options	Environmental Management	15kW of new solar power was installed on Council buildings. A study into large scale renewable energy was completed and reported to Council. Council resolved to continue monitoring and evaluating opportunities for large scale solar power in the future, but not to build anything at this time. Building a large scale solar farm was deemed to be high cost and high risk. Council has investigated renewable energy Power Purchase Agreements (PPA) as a way to contract renewable energy. Council has now commenced the procurement process towards a renewable energy PPA.	✓
4.4.2.2 Work with stakeholders to facilitate electric car charging stations	Environmental Management	Council continued to advocate for a proposed South-East Electric Highway to NSW and Australian government representatives on the route and received widespread in principle support for the project. Council approved a license application from the NRMA for an electric vehicle fast charging station in Batemans Bay which has now been launched. Council provided a letter of support to the NRMA for a funding application that would see another fast charger built in Narooma.	✓



5. VIBRANT AND DIVERSE ECONOMY



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

Advancing economic growth in the shire

Growing employment opportunities, attracting new industries, and supporting existing business are key to the shire's economic growth over the next decade.

Council's Advancing Eurobodalla: Economic Development Strategy 2019-28 will help guide Council's decisions with a ten-year program designed to forge a vibrant and diverse economy.

Council is undertaking big-ticket projects like the shellfish hatchery and the airport redevelopment, as well as helping businesses directly with initiatives like social media training to ensure the Shire is moving forward. This plan requires Council to focus on integrating economic outcomes for all the planning we undertake.

The strategy is based on a thorough analysis of the shire's current economic condition, local and global drivers of growth, and existing policies at local, state and national level.

The comprehensive plan outlines practical ways to stimulate the Eurobodalla economy. Strategies include B-double heavy-vehicle access to pursuing relocation of

government departments. The document also outlines that a successful and sustainable local economy requires prioritising employment opportunities and infrastructure investment, attracting targeted industries and support of existing businesses.

The strategy was developed by Council staff in consultation with business professionals from a wide-range of sectors, NSW and Australian government representatives, and economic experts. This strategy incorporates ideas from local-business stakeholders and the values regularly expressed by the broader community and combines them with the best possible evidence from economic indicators.

This strategy targets the whole community, not just for Council. We've assigned actions for many stakeholders including business chambers, service providers, land owners, and NSW and Australian Government agencies.

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

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

Action	Service	Comment	Status
5.1.1.1 Manage the Invest Eurobodalla website	Business Development	Following the soft launch of the Invest Eurobodalla website, the website and Invest Eurobodalla promotion was presented at the various Chambers of Commerce meetings and the Canberra Region Joint Organisation. Ongoing content management ensures the website remains relevant to helping promote Eurobodalla and supporting local businesses. The website's content has valuable resources for businesses such as video productions of workshops run during October 2018 Small Biz month. Social media campaign is ongoing to drive traffic to Invest Eurobodalla. The overall campaign includes the creation of the website, banners, prospectus produced with strong branding.	✓
5.1.1.2 Promote Eurobodalla at business and industry expos	Business Development	The main promotion of Eurobodalla occurred during a Consular General visit organised by Department Premier and Cabinet. The visit saw over 30 VIP's and Diplomats from 15 countries experience a tour of the shire, visiting Central Tilba, lunching on local produce at Wogonga Inlet in Narooma, listening to short presentations, a narrated trip to Batemans Bay included an Oyster experience at Wray's Oyster shed and ended with a presentation on Council's airport redevelopment plans at Moruya Airport. The visit was extremely well received and relationships forged. Eurobodalla was also represented at the NSW Business Awards.	✓
5.1.1.3 Facilitate assistance of small business start-ups	Business Development	Regular business enquiries come through Council's Business Development service every week, some with quite large employment prospects. Enquiries include assisting in setting up fish export opportunities, a small animal abattoir, business relocation, to start a new business, local Aboriginal artist business, looking for premises and seeking permission to run businesses from home. Assistance provided includes the drafting of business plans, referrals to Southern Region Business Enterprise Centre and meetings with several other NSW and Australian Government agencies. The areas businesses needed assistance included funding, business structure, business premises, planning, digital set-up and human resources. Council is helping to promote the "Easy-to-do-Business" program in partnership with Service NSW which now assists all new	✓



		businesses with development application enquiries.	
5.1.1.4 Capitalise on visitor and freight opportunities resulting from Canberra International Airport	Business Development	Council continues to build its relationship with Canberra Airport recently reviewing its strategic plan and sharing Advancing Eurobodalla: Economic Development Strategy. Discussions with potential export businesses are continuing, including looking at improving capacity for future growth into markets such as Asia. Products showing freight opportunities include dairy, oysters, other seafood. Export workshops are in the planning process which will educate potential exporters as to the services of new facility Pak Fresh at Canberra Airport.	✓
5.1.1.5 Facilitate business, education and employment partnerships	Business Development	Council continues to build on the successful project of Jobs and Training Coordinator as a result of a grant under the Regional Jobs and Investment Package. The project helps connect job seekers and disengaged persons with training and jobs in the health care and social services area. Close to 200 people have been engaged and the Health and Social services sector have met to discuss needs in terms of training and future staffing needs. Further funding was received for Council to run the Eurobodalla Youth Employment Strategy (E-YES). Since starting in December 2018 Council has assisted 27 young people into employment between. The E-YES team work with local businesses to facilitate education and employment partnerships and to reduce Eurobodalla's outward youth migration. The program supports local businesses to build their workforce.	✓
5.1.1.6 Implement Advancing Eurobodalla	Business Development	The reviewed and final draft of the Advancing Eurobodalla: Economic Development Strategy 2019-28 was the priority project. Further input from economists and additional consultation with Councillors, Business Community and relevant divisions within Council was undertaken. The final document including updated and detailed economic analysis and 10 year action plan was adopted by Council in May 2019.	✓

Link	Outcome	2018-19
5.1.1.1	Invest Eurobodalla website visits/sessions	1,225
5.1.1.4	Number of small businesses assisted in start-up	38
5.1.1.7	Attendance at skill development workshops and seminars	545



5.1.2 - Support the growth of a sustainable rural industry			
Action	Service	Comment	Status
5.1.2.1 Facilitate the Rural Producers Advisory Committee and associated projects	Strategic Planning	The Rural Producers Advisory Committee was brought together in December 2018 to participate in a workshop session facilitated by the Institute of Sustainable Futures regarding the potential for the development of a food production plan for the shire.	✓

5.1.3 - Plan for the development of the Batemans Bay Mackay Park Precinct			
Action	Service	Comment	Status
5.1.3.1 Prepare a design for the Regional Aquatic, Arts and Leisure Centre Batemans Bay	Strategic Planning	The final design for the new Centre has gone through a number of iterations since the three concepts were put on display for public comment. The project sought to incorporate key issues raised post the public consultation period together with input from key internal stakeholders. The design needs to balance functionality with construction cost and ongoing operational costs. The latest design has sought to find a balance between these three competing priorities. The latest design is currently with the Quantity Surveyors for an updated cost estimate.	✓
5.1.3.2 Conduct an expression of interest and tender process for the redevelopment of the northern site of the Mackay Park Precinct	Strategic Planning	All the tender documents for the first approach to the market are now complete.	✓

5.2 – SUPPORT OUR BUSINESS COMMUNITY AND ASSIST IN BUILDING CAPACITY			
5.2.1 - Strengthen partnerships with the business community			
Action	Service	Comment	Status
5.2.1.1 Facilitate the Business Advisory Committee and associated projects	Business Development	The Business Advisory Committee was dissolved following a review. Through Advancing Eurobodalla Economic Development Strategy, it is proposed that a format of working groups made up of Chambers of Commerce and relevant business experts are contacted and invited to work on a project basis. An example of a Business Working Group is the Eurobodalla Business Awards Working Group who plan and deliver the annual awards. Moving forward, project based working groups will be encouraged to assist with actioning economic development initiatives.	✓
5.2.1.2 Collaborate with the Chambers of Commerce and business communities	Business Development	Strong collaboration with Chambers of Commerce and the wider business community continues to be a focus. Council supports the Chambers by contributing to their monthly meetings, assisting with grant funding and events. Council's capacity building events program and regular email	✓



		communications maintains dialogue with the business community. Council continues to assist the five Chambers with coordinating the Eurobodalla Business Awards.	
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5.2.2 - Support the business community to build capacity			
Action	Service	Comment	Status
5.2.2.1 Provide skill development opportunities through workshops and seminars	Business Development	Workshops ran throughout the year. During Small Biz Month in October 2018 included Social Media: tips, tricks, and trends workshop in Narooma, Moruya and Mogo; Selling Online to the Chinese market workshop, Moruya; Practical Business Planning workshop, Moruya; and Website Content and Optimization workshop, Batemans Bay. These workshops were filmed and uploaded to Invest Eurobodalla to offer ongoing help to businesses. Council continued to partner and promote capacity building events on behalf of The Southern Business Enterprise Centre, such as Science of Shopping – Retail in 21st Century and a range of National Disability Insurance Scheme workshops. A survey is being developed to ensure business training meets their skills gap. Future workshop planning will focus on helping businesses with their digital presence and online retailing.	✓
5.2.2.2 Deliver the ongoing Renew Eurobodalla project	Business Development	Through Invest Eurobodalla and Advancing Eurobodalla: Economic Development Strategy, Council continues to provide ongoing assistance to help new businesses find appropriate office, retail or industrial space and fill commercial vacancies in towns. Several businesses have been assisted with the South Tribe/Cultivate precinct, Dive and Dry Suit Manufacturer, Art Gallery and retail receiving support. The service has evolved to include assistance with business planning and where appropriate a small contributions to assist with signage, fit out, digital marketing. The Invest Eurobodalla website is a new tool to help businesses by promoting vacant spaces and land. Advancing Eurobodalla will also assist with filling empty shops through town centre revitalisation and activation plans.	✓

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

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

Action	Service	Comment	Status
5.3.1.1 Finalise and commence the implementation of the Eurobodalla Tourism Wayfinding and Signage Strategy	Tourism	The Eurobodalla Tourism and Wayfinding Strategy was adopted by Council in December 2018. Implementation began including a draft signage style guide and installation of directional signage to some of Eurobodalla's destination beaches e.g. Broulee beaches and Lilli Pilli.	✓
5.3.1.2 Provide support, promotion and networking opportunities to local tourism operators	Tourism	Council continued its monthly tourism e-newsletters to the Eurobodalla Tourism and Events database comprising over 2,000 subscribers. In addition a number of timely news bursts were sent to promote key events and initiatives. Support for a number of smaller operators was given in the form of web development advice and letters of support for grant applications. Three industry networking events were held, two in Batemans Bay and one in Narooma. The December 2018 networking night saw a soft launch of the new tourism brand including a presentation by Jim Jam Ideas on the brand positioning which extend an invitation to and compels our visitors to immerse themselves in nature. Senior marketing staff from DNSW also presented on the objectives and process for the co-operative marketing campaign. A two day familiarisation program for, AKORN, the contracted tour agent for the Cruise industry was undertaken. Work has continued on the development of promotional and marketing material to support the roll-out of the new brand.	✓
5.3.1.3 Manage visitor information services	Tourism	Approximately 30,000 visitors were provided information at the Visitor Information Centre (VIC) in Batemans Bay. The Montague Arts and Craft Society (MACS) continue to be subcontracted to operate the Narooma VIC in accordance with the management agreement and provided information to just under 25,000 visitors. Regular updates to the Eurobodalla Tourism website continued. The unexpected but greatly welcomed arrival of the Seabourn Sojourn to Batemans Bay in February saw the VIC service extend to the Batemans Bay foreshore to provide information, direction and support to over 400 cruise passenger over the various visits. Within the reporting period, an external contractor has been appointed to undertake a review of the Visitor Centre's in Batemans Bay and Narooma.	✓



5.3.1.4 Position and promote Eurobodalla to key visitor markets	Tourism	Jim Jam Ideas finalised the key work on the Brand Review and Creative Marketing Strategy. A new tourism website is in development as part of the new brand roll-out. An audit of tourism product and experiences was undertaken to identify international-ticket ready product.	✓
5.3.1.5 Participate in the Destination NSW 2018 Unspoilt campaign	Tourism	Council finalised its participation in the Unspoilt Campaign in December 2018 following an offer to enter into an agreement with Destination NSW (DNSW) for a co-operative marketing campaign around Eurobodalla's new brand. Council continued to work collaboratively with the regional marketing team at DNSW to develop the key assets and campaign material for the three year advertising campaign aimed at building awareness of the Eurobodalla brand in the first year and conversions in year two and three. The creative concepts for this campaign were finalised and filming and production commenced to develop a new campaign video and photographic assets.	✓
5.3.1.6 Finalise and commence implementation of the Eurobodalla Destination Action Plan	Tourism	High priority actions of the Eurobodalla Action Plan continued throughout the reporting period. A presentation of the Event Strategy was given to Council and key event organisations and groups during March 2019 and went on public exhibition in June 2019. The first draft of the Nature Based Tourism Study was submitted for early consideration by key government and council stakeholders. Integration of tourism into the consideration of community and physical infrastructure continues with the Narooma Foreshore Master Plan project, the Corrigans Beach and Observation Point project as well as the scoping of works to respond to the Batemans Bay bridge realignment.	✓

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

Action	Service	Comment	Status
5.3.2.1 Implement online event funding application process	Business Development	The event funding program was reviewed as part of the Event Strategy which was on public exhibition during June and July 2019.	✓
5.3.2.2 Support event organisers in delivery of a range of new and established events	Business Development	Funding support was provided to the Moruya Town to Surf Fun Run, Bust a Loop Come N Try MTB Day, Lower South Coast Veterans' Week of Golf, Mirrabooka Show Jumping Cup, Seaside Carnivale, Jetblack Wild Wombat MTB Ride, Broulee Sand Modelling Competition Batemans Bay Paddle Challenge, Baby and Toddler Expo, Narooma Oyster Festival, Moruya Autumn Carnival of Golf and River of Art to assist with marketing,	✓



		<p>operational costs and event management expenses.</p> <p>Council coordinated event buses for the Red Hot Summer Tour to assist with the dispersion of patrons after the event and minimise parking congestion in Batemans Bay CBD. Council worked with the event organiser, police and local bus companies to ensure patrons arrived and left the venue quickly and safely with numbers exceeding 5,500.</p> <p>Community events supported by Council included the Black Dog Ride, Australia Day ceremonies, Carols by Candlelight and the Moruya Rodeo. This support included assistance with completing applications, liaising with local businesses to provide event support and assistance with ground hire fees. Grant writing assistance was also provided to River of Art and the Narooma Blues Festival for the My Community Project Grant and to the Batemans Bay Paddle Challenge for Destination NSW Flagship Event funding.</p>	
5.3.2.3 Develop a mountain bike strategy for Mogo and Deep Creek	Business Development	<p>Council was awarded funding through the Building Better Regions Fund - Community Investments Stream in August 2018, to prepare the Mogo Adventure Trail Hub Strategy. An internal working group with representation across Council, finalised the brief and awarded TRC Tourism, a specialised trail tourism consultancy, the contract to prepare the strategy. In May 2019, Council and TRC Tourism facilitated a stakeholder workshop to understand user aspirations and discuss issues and opportunities in developing a trail hub in and surrounding the Mogo Village. The workshop was attended by a range of users, including mountain bike riders, trail runners, horse riders, bush walkers, trail bike riders and government agency representatives. In June 2019 Council received an initial draft of the Mogo Adventure Trail Hub Strategy for review.</p>	✓

Link	Outcome	2018-19
5.3.2.1	Number of event applications processed	44
5.3.2.2	Number of events provided with support	25



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

5.4.1 - Advocate and plan for infrastructure to support economic growth

Action	Service	Comment	Status
5.4.1.1 Update the Employment Lands Strategy	Strategic Planning	In 2011, Council adopted an Economic Development and Employment Lands Strategy. The strategy was reviewed and updated in July 2018, following the release of the Employment Lands Feasibility Study completed by Hill PDA Consulting.	✓
5.4.1.2 Advocate for improved technology and digital services	Business Development	A review of the draft Digital Economy Strategy was placed on hold whilst other projects were prioritised. Staff continued to advocate on behalf of residents and businesses in particular with NBN Co. in the roll-out of NBN across the Shire.	✓



6. RESPONSIBLE AND BALANCED DEVELOPMENT



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

Be inspired and activate Batemans Bay Waterfront

Council engaged specialist tourism planning and urban design consultants, Inspiring Place, to identify opportunities to activate the Batemans Bay Waterfront. They will prepare a masterplan and activation strategy that outline ways to strengthen the Batemans Bay waterfront as a key destination and experience for Eurobodalla.

The project is an outcome of several NSW government and Council strategic documents which identify the need to reinforce Batemans Bay as a key regional centre and marine tourism hub. It will build on the opportunities already provided by the NSW Government investment and direction in the Batemans Bay area. The NSW government recognises Batemans Bay as a tourism hub complemented by the Batemans Marine Park and is investing in opportunities to further activate the waterfront.

Council will work with the community to identify opportunities to activate the Batemans Bay waterfront to enhance public spaces, establish a framework for urban design and built form and increase recreation opportunities to and on the waterfront.



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	Council has collated and reviewed the land supply for residential and rural residential land across the Eurobodalla for 2017-18. In general, the data indicates that there is adequate residential land available to support projected population to 2036.	✓
6.1.1.2 Publish community profile demographic information	Strategic Planning	Council continually reviews and analyses demographic data to inform the community, internal staff and consultants on relevant projects. The community has public access to the most current population forecasts, demographic data and community, economic and social profiles for Eurobodalla via Council's website and .id Consulting.	✓
6.1.1.3 Prepare input into policy and legislative reviews	Strategic Planning	Council has provided various submissions and feedback to policy and legislative changes, including draft State Environmental Planning Policy 70 - Affordable Housing, Local Strategic Planning Statement, Community Participation Plan, draft Urban Design for Regional NSW and NSW Outdoor Dining Policy. The team has also been involved in keeping up to date on proposed changes for standardising Council's Development Control Plans.	✓

6.1.2 - Review and prepare planning strategies, policies and studies

Action	Service	Comment	Status
6.1.2.1 Ongoing review and update of planning controls	Strategic Planning	The review of planning controls has had a focus on three key areas including the Mogo Village Commercial Centre Development Control Plan (DCP), Tree Preservation Code and State-wide DCP template. The Mogo Village Commercial Centre DCP was adopted by Council in November 2018. Council has reviewed the Tree Preservation Code and undertaken preliminary work to ensure consistency with the biodiversity reforms and the Shire's tree preservation requirements where they relate to non-rural land. Draft changes to the Tree Preservation Code have been prepared and placed on public exhibition. Council continues to be a member of the reference group working with the NSW Department of Planning and Environment to work on a State-wide DCP template. Staff were introduced to the proposed changes and asked to have input into the early stages of designing the template.	✓
6.1.2.2 Continue with the Batemans Bay Visioning Project	Strategic Planning	Council engaged Inspiring Place and Complete Streets, urban design and place	✓



		making specialists, to master plan the Batemans Bay waterfront.	
6.1.2.3 Review Infrastructure Contributions Plans	Strategic Planning	A cross-organisational working group is preparing work schedules to best inform the plans.	✓
6.1.2.4 Revise Development Servicing Plans for water and sewerage	Water and Sewer Services	Scheduled for April-December 2019.	✓

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

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

Action	Service	Comment	Status
6.2.1.1 Share information through builder and developer forums	Development Assessment and Building Certification	No builders Forums were held during the reporting period. A Newsletter was sent out in June 2019 providing an update on fees and charges and some information regarding online services.	✓
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	There were 49 formal pre-lodgement meetings. General advice provided is on average 1,800 per quarter. This includes telephone calls, correspondence and counter enquiries.	✓

6.2.2 - Provide receptive and responsive development assessment services

Action	Service	Comment	Status
6.2.2.1 Assess and determine development applications	Development Assessment and Building Certification	The average processing time for development applications and section 96 applications was 34 days. Council received 881 applications for 2018-19. This is down 10% on last year (979) and is on par with the five-year average (882). The total number of applications determined was 800 applications. This is down 12% on last year (903) and is on par with the five-year average (808).	✓
6.2.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	The number of Construction Certificates determined was 205. Council issued 196 Construction Certificates for Class 1 and Class 10 buildings (dwellings, shed and carports) and nine Construction Certificates for Class 2-9 buildings (Commercial and multi residential buildings).	✓
6.2.2.3 Assess and determine complying development applications	Development Assessment and Building Certification	The number of Complying Development Certificates determined was eight.	✓
6.2.2.4 Provide certification inspection services	Development Assessment and Building Certification	The number of building and plumbing inspections carried out was 3,512. There were 2,086 plumbing inspections and 1,426 certification inspections and 95% of these	✓



		were carried out within 24 hours of the initial request.	
6.2.2.5 Undertake pool fence inspection compliance program	Development Assessment and Building Certification	Council conducted 86 inspections on 65 premises. Of the 86 inspections, 36 were defective and 50 satisfactory. The Swimming Pool Barrier Compliance Program has been temporarily reduced in its scope to deal with sales/leases and complaints whilst recruitment occurs for more building certifiers.	✓

Link	Outcome	2018-19
6.2.2.1	Number of development assessments processed	800
6.2.2.2	Number of construction certificates issued	205
6.2.2.4	Number of inspections carried out within 24 hours of request	3,336
6.2.2.5	Percentage of complying pool fence inspections	55.7%

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

6.3.1 - Enable housing choice through responsive planning instruments

Action	Service	Comment	Status
6.3.1.1 Implement responsive planning instruments	Strategic Planning	On 28 August 2018, Council endorsed the Rural Lands Planning Proposal to be sent to the Department of Planning and Environment to make the plan. Staff have met and worked with government agencies to assist the agencies in providing revised submission. The planning amendment is at the final stage of implementation and awaiting the Minister's signoff.	✓

7. CONNECTED AND ACCESSIBLE PLACES



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

Airport work in full flight

Work at the Moruya airport is in full flight. This year, Council staff completed the runway and apron extension and strengthening project, installation of the water and sewer infrastructure and upgrades to Bruce Cameron Drive as outlined in the Moruya Airport Master Plan.

Staff and sub-contractors worked seven days a week to ensure runway improvements were finished as quickly as possible. The works began on the runway in February 2019.

The success of the project was due to the months of pre-planning and ensuring the necessary equipment was available to deliver this vital project.

During the construction, major equipment and vehicles at the worksite totalled more than 50 machines. The entire pavement was dug up on the first day of work using 30 tonne scrapers. 23,000 tonnes of gravel was stockpiled on-site which allowed staff to lay four to five thousand tonnes of material onto the runway each day.

The runway upgrade is a part of a \$9.6 million redevelopment of the airport precinct funded by Council and the NSW and Australian governments to drive economic development and employment across the Eurobodalla.

Staff all really proud of what they've been able to achieve, and Council has clearly demonstrated it has the capacity and capability to successfully deliver significant, complex and time critical projects. Staff loved working on this project to deliver a piece of essential infrastructure for its residents and visitors.




7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK


7.1.1 - Advocate for improved transport links, services and infrastructure

Action	Service	Comment	Status
7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure	Transport	<p>Pro-actively working through the NSW Roads and Transport Directorate to advocate for improved funding for local and regional roads. Letters forwarded to relevant Ministers in accord with Council resolution 18/209.</p> <p>Pro-actively working with South East Australian Transport Strategy (SEATS) to advocate for transport priorities for the Eurobodalla. Key priorities included by SEATS following election priorities discussion included strong support for Princes Highway/South Batemans Bay Link Road connection. Direct advocacy to the NSW Government and Opposition seeking a new grant funding program specifically to fund footpaths (in addition to the Active Transport Program for shared pathways).</p> <p>Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package for major local and regional road grants and pathways.</p> <p>Letter forwarded to Hon Andrew Constance MP in accord with Council resolution 18/322 requesting NSW Government take ownership and responsibility for inter- and intrastate bus stops on highways.</p> <p>Council received confirmation of \$30million funding for the Princes Highway/Batemans Bay Link Road, following sustained advocacy. The NSW Government has also committed to \$40million for the Kings and Monaro Highways, and \$2.4billion to the Princes Highway and \$500million each for local roads and bridges across NSW.</p> <p>Advocacy to the RMS and Hon Andrew Constance MP on behalf of Mogo Business Chamber for a safe crossing of the highway at Mogo.</p> <p>Advocacy to Hon Andrew Constance MP for upgrades to the Narooma Bridge and highway connections with Centenary Drive and Riverside Drive.</p> <p>Meeting with RMS senior managers in the Southern Region to discuss future planning, highway studies and Council/RMS linkages.</p> <p>Advocacy to candidates for the Australian Government elections for funding for local roads and pathways.</p>	✓



<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>Grants actively pursued working in conjunction with community and business associations, peak bodies and individual businesses.</p> <p>Successful grants submissions has resulted in \$4,795,306:</p> <ul style="list-style-type: none"> - Safer Roads Program improvements to 340m of Dunns Creek Road \$248,800 - CPTIG grants for various bus shelters \$43,400 - Fixing Country Roads Garlandtown Bridge widening \$691,708 - Safer Roads Program Dunns Creek Road Malua Bay 4.35kms \$1,000,000 - Safer Roads Program Beach Road design of two intersections Pacific Street and Herarde Street \$100,000 - Safer Roads Program Beach Road median strip Bavarde Avenue to Country Club Drive \$1,800,000 - Fixing Country Roads - Eurobodalla Road pavement widening \$896,291 - NSW Community Safety Fund for street and solar lighting in Tomakin \$15,107 <p>Grant applications submitted under the Fixing Country Roads program for:</p> <ul style="list-style-type: none"> - Broulee Road pavement widening \$1,000,000 - Garlandtown Bridge widening \$1,091,708 - Lilli Pilli bends \$4,000,000 	
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Link	Outcome	2018-19
7.1.1.2	Funding secured from sources other than rates and charges	\$4,795,306

7.1.2 - Provide a safe efficient and integrated transport network			
Action	Service	Comment	Status
<p>7.1.2.1 Provide a safe efficient and integrated transport network</p>	<p>Transport</p>	<p>Inspection and maintenance of the road network complete as per schedule.</p> <p>Additional projects to those within the Operational Plan in 2018-19:</p> <p>Pavement rehabilitation</p> <ul style="list-style-type: none"> - Andrew Avenue, Tuross Head <p>Urban road reconstruction</p> <ul style="list-style-type: none"> - Wharf and Bowen Street, Narooma - Crown Street Batemans <p>Rural road reconstruction</p> <ul style="list-style-type: none"> - Old Bolaro Road Nelligen - Wamban Road Moruya - Tomakin Road safety improvements - Yarragee Road safety improvements <p>Car parks</p>	



		<ul style="list-style-type: none"> - Riverside Park, Moruya <p>Bridges</p> <ul style="list-style-type: none"> - Design of Garlandtown Bridge widening and approach roads <p>Regional roads</p> <ul style="list-style-type: none"> - Beach Road (near Birdland) - Cullendulla Drive Long Beach 	
7.1.2.2 Build, renew and maintain the stormwater network	Stormwater	<p>Inspection and maintenance of the stormwater network complete as per schedule.</p> <p>Construction works in Operational Plan complete.</p> <p>Additional projects to those within the Operational Plan in 2018-19:</p> <ul style="list-style-type: none"> - Beach Road, Batemans Bay renewal - George Bass Drive, Sunshine Bay renewal - Anderson Avenue, Tuross Head renewal 	✓
7.1.2.3 Provide traffic management planning	Transport	<ul style="list-style-type: none"> - Seven significant special events applications and/or Traffic Management Plans approved. - 107 sites installed with traffic counts. - Moruya East CBD Pedestrian and RV Friendly Infrastructure Plan – in progress, on-street RV parking implemented in consultation with Moruya Chamber of Commerce. - DA review and advice provided on major projects: Dan Murphys Batemans Bay, Moruya Ford Street 2 lot subdivision, Moruya Patons Road Solar Farm and Bay Seniors Living at Coachhouse Resort. - Road safety plan 95% complete. 	✓
7.1.2.4 Investigate technology options to monitor and manage parking compliance and demand	Transport	<ul style="list-style-type: none"> - Field trials of new technology (e.g. in ground sensors) underway and being monitored in Clyde Street, Batemans Bay. Install vehicle count camera based installation on Princes Highway at corner Clyde Street. - Initial discussions with Village Centre and Bridge Plaza undertaken. 	✓
7.1.2.5 Coordinate the Local Traffic Committee	Transport	Nine meetings held.	✓

Link	Outcome	2018-19
7.1.2.1	Transport capital renewal, upgrade and new works program >85% complete	100%
7.1.2.1	Length of local and regional road maintained	1,010.5km
7.1.2.2	Stormwater capital renewal, upgrade and new works program >85% complete	100%
7.1.2.2	Length of local and regional stormwater maintained	182km
7.1.2.3	Number of car parks maintained	146



7.2 – IMPROVE PROVISION AND LINKAGES OF OUR PATHWAY NETWORK

7.2.1 - Provide and enhance the pathway network

Action	Service	Comment	Status
7.2.1.1 Build, renew and maintain pathway network	Transport	<p>Inspection and maintenance of the pathway network complete as per schedule.</p> <p>Construction works in Operation Plan complete.</p> <p>Additional projects to those within the Operational Plan in 2018-19:</p> <ul style="list-style-type: none"> - McMillan Road Narooma - South Head Road Moruya – stage 2 - Annetts Parade, Mossy Point - Durras Drive, South Durras - Bate Street, Central Tilba renewal - Beach Road, Surf Beach - Quarry Park Moruya connection of accessible wharf to accessible toilet - Queen Street, Moruya - Evans Street, Moruya 	✓
7.2.1.2 Leverage existing funding to accelerate expansion of the network	Transport	<p>Successful grants submissions resulted in \$763,901:</p> <ul style="list-style-type: none"> - RMS Active Transport Beach Road, Surf Beach Shared Path (845m) \$208,901 - Department of Industry – Stronger Communities Fund South Durras and Mossy Point \$105,000 - RMS Active Transport - South Head Road Shared Path \$450,000 <p>Grant applications submitted and not yet determined:</p> <ul style="list-style-type: none"> - Sylvan Street, Malua Bay, George Bass Drive to Banksia Grove, Malua Bay \$83,000 - Sunshine Bay Road missing link at Lisa Place \$40,000 - Melaleuca Crescent, Catalina, from Calga Crescent to Yarrabee Drive including pedestrian refuge – design only \$30,000 - George Bass Drive, Malua Bay to Lilli Pilli, from Link Road to Fairview Drive – design only \$45,000 - Dalmeny Drive, North Narooma from Centenary Drive to Warbler Crescent – design only \$22,500 - Foam Street, Surfside for entire length \$58,000 - Francis Street, Broulee for entire length \$37,000 	✓



Link	Outcome	2018-19
7.2.1.1	Pathways capital renewal, upgrade and new works program >85% complete	100%
7.2.1.1	Length of new pathways constructed	1,200m
7.2.1.1	Length of local and regional pathways maintained	120km
7.2.1.2	Funding secured from sources other than rates and charges	\$763,901

7.3 – EXPLORE AND DEVELOP PUBLIC TRANSPORT OPTIONS AND SYSTEMS

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

Action	Service	Comment	Status
7.3.1.1 Advocate for improved public transport	Transport	<ul style="list-style-type: none"> - Batemans Bay CBD Bus Stop – discussions commenced with RMS on impacts resulting from traffic changes required for proposed new Batemans Bay Bridge - Advocacy to RMS secured improved parking for drop-off at the intersection of Princes Highway/Hector McWilliam Drive and relocation of bus stop – plan and estimate prepared for bus stop and shelter. Commence filling sourced from other Council work sites. - Letter forwarded to Hon Andrew Constance MP in accord with Council resolution 18/322 requesting NSW Government take ownership and responsibility for inter- and intrastate bus stops on highways. - Advocated to Transport4NSW on behalf of SEATS in support of expanded car parking at Bomaderry train station, and expansion of the public transport network. 	✓

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	Due to the closure of the runway in February and March 2019 for a reconstruction of the main runway, Rex passengers were down by 278 on the year or 1.3%. Without the closure period, passenger numbers were up by around 6%.	✓
7.4.1.2 Continue the implementation of the grant funded stages of the Moruya Airport Master Plan	Commercial Entities	Services and taxiway to new four lot subdivision complete with construction on two newly leased lots underway. Runway strengthening complete.	✓

Link	Outcome	2018-19
7.4.1.1	Number of landings at the airport	9,398



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). Successful 72% reduction in injury crashes between 2011 and 2017.</p> <p>Pro-actively working through SEATS to advocate highway and transport priorities for the Eurobodalla. Key priorities included in the SEATS election package following elections priorities discussions</p> <p>Working with Canberra Joint Regional Organisation (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway.</p> <p>Working with the NSW Roads and Transport Directorate in accord with the NSW Roads Congress Communique 2018.</p> <p>Advocacy work included:</p> <ul style="list-style-type: none"> - continued advocacy to the RMS for inclusion of the northbound vehicular off-ramp and pathway connection from the Princes Highway to Clyde Street west as part of the Batemans Bay bridge project - letter to the Member for Eastern Victoria, Harriet Shing, advocating for improvements to the Princes Highway corridor within Victoria - Kings Highway Corridor Plan discussion with RMS - representation on RMS Batemans Bay Bridge Foreshore Advisory Committee with technical staff represented on the joint technical team - advocacy to the Australian Government and Opposition to match the NSW Government to fund the Princes Highway as a strategic highway of national importance. - Following sustained advocacy to Hon Andrew Constance MP, Ann Sudmalis MP, opposition candidates, DPC and RMS, by Council, the NSW Government committed \$30million to fund the Batemans Bay Link Road and associated highway upgrade works. - Representation on Princes Hwy Corridor Strategy workshop. Written submission provided to the Department of Infrastructure, Regional Development and Cities and relevant Australian and NSW Government Ministers and Opposition MPs and candidates. Submission shared with SEATS seeking their support. Direct advocacy working with the Minister for 	✓



		<p>Transport and Infrastructure Hon Andrew Constance MP to lobby for Australian Government funding support.</p> <ul style="list-style-type: none"> - Additional \$960million committed by the NSW Government to duplication of the Princes Highway (\$2.4billion), inclusive of Moruya by-pass. \$40million committed to the Kings Highway and Monaro Highway by NSW Government. - Bi-partisan election commitment of \$500million from Australian Government and Opposition to the upgrade of the Princes Highway. \$30million election commitment to the Kings Highway by the Australian Government. - Council submission to RMS following Council Resolution objecting to proposal to close right turn at Centenary Drive/Princes Hwy intersection, with request to Hon Andrew Constance MP to advocate to the agency on Council's behalf. 	
<p>7.4.2.2 Advocate to New South Wales Government to optimise outcomes from delivery of the new Batemans Bay bridge</p>	<p>Transport</p>	<p>Proactively working directly with RMS and through the Foreshore Advisory Committee to advocate for the outcomes identified in Council's submission. Mayor and senior staff represented on RMS Batemans Bay Bridge Foreshore Advisory Committee with technical staff represented on the joint technical team. Regular teleconferences held with RMS Batemans Bay Bridge Project Manager to track progress and assist project logistics. Internal working group coordinating Council's proposals to RMS in alignment with Batemans Bay Town Centre Project and other Council strategies.</p> <p>Advocacy to Hon Andrew Constance MP, Minister for Transport and Infrastructure, requesting RMS provide northbound off-ramp to Clyde Street within bridge project, and advocating for RMS and Crown to enable Clyde Street activation through improved waterways infrastructure including T-wharf pontoons.</p> <p>Advocacy to Marine Infrastructure Development Office and Crown Lands proposing the NSW Government fund a significant expansion of facilities on the NSW Government T-wharf east of the existing bridge at Batemans Bay on behalf of both commercial and recreational boaters and fishers. Multi-agency meeting coordinated to discuss the T-wharf proposal.</p> <p>New foreshore designs released by RMS June 2019 following community consultation with the Foreshore Advisory Committee. T-wharf to include two new large floating pontoons at</p>	



		NSW Government cost, improved green spaces, additional car and boat parking, and public art installations.	
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7.4.3 - Work in partnership to develop marine infrastructure			
Action	Service	Comment	Status
7.4.3.1 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Transport	<ul style="list-style-type: none"> - Advocacy letters for NSW Government improvements to boating infrastructure and dredging arrangements sent to Premier Berejiklian, Deputy Premier Barilaro, and Ministers Constance, Pavey and Toole and Department Premier and Cabinet. New Marine Infrastructure Development Office (MIDO) created by the NSW Government. - Following advocacy to Hon Andrew Constance MP, Department of Premier and Cabinet, DPI Crown Lands and Fisheries supporting on-going dredging of Batemans Bay bar, the Minister announced \$450,000 for the dredging of Batemans Bay Bar. Council's advocacy was also supported by the Batemans Bay Marina, and Batemans Bay Sailing Club. - Direct liaison with key Government agencies including Marine Parks, DPI - Crown Lands, DPI – Fisheries, Marine Infrastructure Delivery Office (MIDO), NSW Maritime and the Ports Authority to streamline permits and approvals process, and begin preliminary discussion on NSW Government Marine Infrastructure Plan (MIP). Hosted meetings with representatives from NSW agencies and Bega Valley Shire Council to discuss streamlining permits and other maintenance works on marine infrastructure. - Coordinated and hosted multi-agency meeting to discuss MIP impacts and opportunities for Eurobodalla. Actions identified to progress NSW Government investment in local boat ramps, wharves, improvements to Batemans Bay and Narooma marinas and ongoing dredging program. - Liaison with representative of key local fishing clubs on list of marine projects for inclusion in funding applications. - Meetings with Narooma maritime businesses offering assistance and support for growth. Follow up letter forwarded to Hon Andrew Constance MP, DPI Fisheries, Marine Parks, Crown Lands, and NSW Maritime requesting interagency support for marine and boating infrastructure to 	✓



		<p>encourage economic growth in region. Meeting arranged by Council with Narooma Marina and state agencies to discuss expansion of Narooma Marina lease.</p> <ul style="list-style-type: none"> - Commenced advocacy to NSW DPI promoting a longer term strategy for the NSW Government to investigate funding to build three offshore reefs off the Eurobodalla coast, with consideration of land based boating facilities and ocean access. - Eurobodalla Marine Infrastructure Plan (2019) under development (initial investigations commenced). NSW Government confirmed the NSW Regional Boating Plans will not be revisited. 	
<p>7.4.3.2 Seek additional funding for local boating and marine infrastructure</p>	Recreation	<p>Grant applications pursued under NSW Government Boating Now, Recreational Fishing Trust and Rescuing our Waterways (dredging) grants.</p> <p>Successful grants submissions has resulted in \$500,000 from the following programs:</p> <p>NSW Boating Now:</p> <ul style="list-style-type: none"> - Nelligen Boat Ramp Car Park Extension \$200,000 - South Durras Boat Ramp Car Park and Toilet \$225,000 <p>NSW Recreational Fishing Trust:</p> <ul style="list-style-type: none"> - Tuross Head fishing table \$7,500 - Mosquito Bay fishing table and boat ramp solar lighting \$7,500 - Yowani Street Rosedale pathway \$10,000 (RFT)/\$12,500 Rosedale Association <p>Rescuing our Waterways:</p> <ul style="list-style-type: none"> - Taylors Boat Ramp dredging \$7,500 - Lavender Bay Boat Ramp dredging \$30,000 <p>Grant applications lodged:</p> <p>NSW Recreational Fishing Trust</p> <ul style="list-style-type: none"> - Rosedale Beach Access Steps and Stairs \$38,043 - Mossy Point Jetty improve accessibility \$7,500 - Ringlands Point Jetty replacement \$210,000 - Moruya Quarry Wharf accessible path \$16,000 - Narooma picnic table \$10,000 - Tuross picnic table \$10,000 - Hanging Rock fishing tables covers \$40,000 	✓
<p>7.4.3.3 Maintain, renew and upgrade boating and marine infrastructure</p>	Recreation	<p>Inspection and maintenance of boating and marine infrastructure undertaken within budget.</p>	✓



		<p>Construction works in Operational Plan complete.</p> <p>Additional projects to those within the Operational Plan in 2018-19:</p> <ul style="list-style-type: none"> - Tuross Head fishing table - Mosquito Bay fishing table & boat ramp solar lighting - Tuross Boatramp dredging - Investigation of Taylors Boat Ramp dredging 	
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Link	Outcome	2018-19
7.4.3.2	Funding secured from sources other than rates and charges	\$500,000
7.4.3.3	Capital renewal, upgrade and new works program >85% complete	100%



8. COLLABORATIVE AND ENGAGED COMMUNITY



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

Dogs on Beaches

Council undertook a comprehensive review of Council's Companion Animal Management Plan last year, incorporating more than 2,500 responses to a community survey, 140 letters and emails, and feedback from 12 well-attended information stalls held across the shire.

The community were very passionate on both sides about whether dogs should be permitted on beaches, and as a result of the comprehensive engagement, significant changes were made to the existing arrangements.

Council's aim was to try and find a balance that was acceptable to dog owners and non-dog owners, with consideration of the environment.

The biggest change is the reduction in the types of dog exercise areas from five to three, being 24-hour off leash, timeshare off leash, and dogs prohibited.

The total number of off leash areas has increased to 29 across the shire. Areas at Corrigans, Sunshine Bay, Wimbie Beach, Circuit Beach, North Rosedale Beach and Moruya Heads have changed to 24-hour off leash, while there are also new off leash reserves at Nelligen, Surf Beach (Batemans Bay), Dalmeny and a trial at Hanging Rock sports field in Batemans Bay.

Areas at Corrigans, McKenzies Beach, South Rosedale, North Broulee and Congo Beach will become dog prohibited areas. Dogs are also prohibited throughout the shire's National Parks.

To help residents and visitors, new signage is being installed across the shire to reflect the new arrangements and Council is investigating ways to clearly highlight changing zones. Council is also considering ways to improve responsible pet ownership.

As a result of the community's feedback all timeshare dog exercise areas allow for 24 hour access from 1 May until 31 October. When the warmer weather returns and beach use increases – 1 November to 30 April – dogs will be prohibited during the day in timeshare areas between 9am to 5pm but permitted on or off leash outside these hours.

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	Communications	Advice was provided to staff on media and communication matters. Strong relationships with local media were maintained, resulting in a range of additional coverage for Council.	✓
8.1.1.2 Distribute media releases and respond to media enquiries	Communications	Council responded to 207 formal media queries and distributed 284 media releases, resulting in a range of positive media coverage in print, online, radio and TV on Council activities and events.	✓

Link	Outcome	2018-19
8.1.1.1	Number of media releases distributed	284

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

Action	Service	Comment	Status
8.1.2.5 Migrate all Council websites to an alternative platform	Communications	Websites for Invest Eurobodalla, Mystery Bay, Dalmeny and North Head Campgrounds, the Batemans Bay Beach Resort, Eurobodalla Regional Botanic Gardens and Tourism were migrated to WordPress. Council's corporate website migration was put on hold pending a review. A one-year contract was established with Squiz Matrix to host the site in the interim.	✓
8.1.2.1 Assist to develop and implement communication strategies for key projects and issues and review outputs as required	Communications	Communication strategies were developed and implemented for a range of projects including the Basil Sellers Art Prize and opening of the Basil Sellers Exhibition Centre with continuing exhibition promotion, Youth Week, Local Hero Awards, Batemans Bay Aquatic, Arts and Leisure Centre, Council's Companion Animal Management Plan, We Care program, the shire's operational plan, Moruya Airport runway upgrade, Seniors Festival, Clean Up Australia Day, the Be Ready Roadshow, Eurobodalla Rainedances, annual hard waste collection, Code of Meeting Practice, new tourism and events strategies, the Employment Revolution, strategic development of Narooma, Family Day Care, Bike Week, Ydrive, and a community transport volunteers drive. The communications team also worked in collaboration with water and sewer on a major shire-wide water restrictions campaign.	✓



<p>8.1.2.2 Prepare, design and publish print and electronic communications</p>	<p>Communications</p>	<p>The team continued to prepare, design and publish high-quality print and electronic communications throughout the period, as well as providing high-level support and advice to staff across the organisation. This included instigating a proofreading service of all Council newsletters and public-facing signage and use of Council's brand.</p> <p>Council continues its major ongoing work for the new Basil Sellers Exhibition Centre, which has involved extensive work in developing branding and applying it to exterior signage, the Bas website, the Bas electronic newsletter, banners, a suite of stationery (print and electronic), and brochures and exhibition-related collateral on an ongoing basis.</p> <p>Other large design projects throughout the year included three editions of Library Link, new signs for dogs on beaches throughout Eurobodalla, Council's Annual Report 2017-18, the 2019 Environmental Calendar, the Creative Arts Strategy, the Household Waste and Recycling Guide, Council's Delivery Program and Operational Plan, Youth Week event branding, water restrictions collateral and the quarterly water bill brochure, as well as a range of other one-off brochures, advertisements, posters and other collateral. In addition the team also wrote and designed three editions of Living in Eurobodalla newsletter.</p> <p>Electronic communications included social media posts to Council's Facebook and Instagram, updates to Council's website and Council's monthly e-newsletter Council News.</p>	
<p>8.1.2.3 Manage websites</p>	<p>Communications</p>	<p>An approvals process for new content on its corporate website and ongoing training and support program for web editors throughout the organisation was introduced.</p> <p>Improved accessibility by significantly reducing errors relating to screen reading software, repaired 350 broken links, and continue upskill existing editors.</p> <p>Consolidate look and feel across the website and upgraded the security of the corporate website.</p> <p>In addition to the corporate website, seven other websites – Invest Eurobodalla, tourism, Mystery Bay, Dalmeny and North Head Campgrounds, the Batemans Bay Beach Resort, and</p>	

		Eurobodalla Regional Botanic Gardens – were managed in consultation with staff. An additional new website for the Basil Sellers Exhibition Centre was developed and was officially launched in February and continues to be managed in-house.	
8.1.2.4 Manage social media channels	Communications	Council’s social media following continued to grow on both Facebook and Instagram, which averaged between three and five posts per week. Council also responded to 435 individual queries and comments across the two platforms in the twelve-month period. 12 videos were uploaded to YouTube, while Council’s Twitter account was deemed to be of little benefit and was removed.	✓

Link	Outcome	2018-19
8.1.2.2	Number of Council News subscribers	2,640
8.1.2.4	Website traffic	365,675
8.1.2.4	Number of social media followers	9,639

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	Communications	Work continues on promoting and assisting staff using the Framework and Planning Tool for their engagement activities.	✓
8.2.1.2 Develop effective engagement to support key projects	Communications	Engagement projects included continuing the Companion Animal Management Plan, Flying Fox Management Plan and Coastal Management Program, as well as the Visitor Signage and Wayfinding Strategy and new signage style guide, recreation opportunities in Tuross Head, floodplain risk management and a marine infrastructure survey. Council also began rolling out an internal engagement program to implement new organisational values. In late December the communications team began working with the project coordinator of the Batemans Bay Regional Aquatic, Arts and Leisure Centre on engagement for the centre’s preliminary concept designs, which were taken to the community in January and February. Other engagement projects include the Narooma foreshore redevelopment and numerous plans of management.	✓



Link	Outcome	2018-19
8.2.1.2	Number of engagement activities	9

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	Communications	Opportunities are promoted as vacancies arise. Opportunities to join the Heritage Advisory Committee and the Aboriginal Advisory Committee were promoted via media release, in Council News and on Council's Facebook page. An opportunity to join the Disability Inclusion Advisory Committee in March and April 2019 was promoted by media release, in Council News and in the Council Noticeboard.	✓

8.3 – WORK TOGETHER TO ENHANCE TRUST, PARTICIPATION AND COMMUNITY PRIDE			
8.3.1 - Promote and support effective representation of our Mayor and Councillors			
Action	Service	Comment	Status
8.3.1.1 Publish regular Mayoral message and communications	Corporate and Community Leadership	<p>Twelve Mayoral messages were provided to media outlets for publication in print and online mediums. The Mayor also published six statements on the Eurobodalla Hospital funding announcement, bi-partisan funding support for the Batemans Bay Regional Aquatic, Arts and Leisure Centre, highways and water and advocacy on behalf of the community for the closure of Target stores.</p> <p>In May 2019, the Mayor published her first video wrap-up, outlining the outcomes of each Council meeting. This initiative is published on Council's Facebook page at the conclusion of each Council meeting. In addition, digital Mayoral message on the draft Coastal Management Program and the Eurobodalla Raindance was uploaded to Council's social media platform.</p> <p>A Mayor's message was published in two editions of Living in Eurobodalla, the 2017-18 Annual Report and Delivery Program 2017-21 and Operational Plan 2019-20.</p> <p>The Mayor also undertakes regular radio interviews with ABC South East, 2EARFM and 2EC.</p>	✓
8.3.1.2 Facilitate and support civic functions	Corporate and Community Leadership	<p>The following civic functions were facilitated by the Mayor:</p> <ul style="list-style-type: none"> - Five Citizenship ceremonies - NAIDOC Week Flag Raising - Chamber Presidents Function - Mayors Writing Competition - Eurobodalla Business Awards - Little Seller's Art Prize - Launch of Environment Calendar - Opening of River of Art@ the Bas - Opening of the NRMA Batemans Bay Electric Vehicle Fast Charger 	✓

		- Local Hero Awards Presentation.	
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Link	Outcome	2018-19
8.3.1.1	Number of Mayoral messages published	12

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	Communications	Issues were managed on an ongoing basis.	✓

9. INNOVATIVE AND PROACTIVE LEADERSHIP



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

Raindance

In August 2018, we were delighted to engage in a friendship arrangement with Cobar Shire Council. Our aim was to provide support to a community that was experiencing hardship as a result of the ongoing drought. Council facilitated a drought relief working group and as a result, Raindance Eurobodalla, was born.

This community initiative enabled three community events to be held concurrently on Friday 23 November in Batemans Bay, Moruya and Narooma in which over 450 people attended. The Raindance raised \$44,065.05 through ticket sales, raffles and charity auctions and was supported by over 100 generous Eurobodalla businesses who donated items or services for the night.

75% of money raised at the Raindance was donated to the community of Cobar. We continue to encourage our community to reach out and show our ongoing support for Cobar and its community during these continued difficult times.

Congratulations Eurobodalla, your generous support of Raindance is appreciated!



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

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

Action	Service	Comment	Status
9.1.1.1 Review Council's Delivery Program and prepare the Operational Plan	Corporate and Community Leadership	The review of the 2017-21 Delivery Program and finalisation of the 2019-20 Operational Plan including the budget and fees and charges was adopted by Council in June 2019.	✓
9.1.1.2 Report on the progress of implementing community vision	Corporate and Community Leadership	The 2017-18 Annual Report was tabled at the 28 November 2018 Council meeting. Of the 241 actions planned to be delivered, 238 (99%) were complete and three (1%) were deferred.	✓
9.1.1.3 Review and update the Resourcing Strategy	Corporate and Community Leadership	The Resourcing Strategy has been reviewed to take into consideration the 2019-20 Operational Plan.	✓
9.1.1.4 Undertake a review of capacity and functionality upgrades in the transport asset class	Technical Services	Training of technical personnel in road safety audit free via IPWEA NSW. Safety review of rural road sealed network complete. Review of traffic study and pedestrian access mobility plans undertaken. Preparation of list of capacity and functionality upgrades being developed in conjunction with road safety reviews. Project across two years.	✓

9.1.2 - Implement effective governance

Action	Service	Comment	Status
9.1.2.1 Facilitate the conduct of effective Council meetings	Corporate and Community Leadership	<p>Council has held 18 Council meetings. Eight Mayoral Minutes were presented covering the following topics:</p> <ul style="list-style-type: none"> - Public Art - Drought Relief - Notification oversight for the Rural Lands Strategy - Eurobodalla Raindance (x2) - Amendment to seasonal swimming pool season for 2018-19 - Proposed Reclassification of Sale of Lot 1110 DP 236653 - Aboriginal Flag. <p>Six Question on Notice reports were submitted by Councillors regarding</p> <ul style="list-style-type: none"> - Kyla Park - Swift Parrott Habitat - The Regional Hospital in Eurobodalla - Carbon Audit - DA508/17 New Dwelling Lot 63 DP 1194047 George Bass Drive, Mossy Point - Batemans Bay Community Centre. <p>Six Notices of Motion:</p> <ul style="list-style-type: none"> - Rural Lands Strategy 	✓

		<ul style="list-style-type: none"> - Tuross Grazing Lands - Logging in Corunna State Forest - Webcast of Public Access Sessions - Responsible Pet Ownership Education - CoastSnap Monitoring Program. <p>Six Delegate Reports, highlighting Councillor's experience at the conference were presented for the:</p> <ul style="list-style-type: none"> - 2018 Floodplain Management Conference - Australian Regional Development Conference - National General Assembly - NSW Coastal Conference - LGNSW Tourism Conference - Australian Coastal Council's Conference. <p>Six Petitions were tabled by community members for consideration of Council. These included:</p> <ul style="list-style-type: none"> - Save the last area of remnant bush on public land in Broulee village - Protect our heritage grazing lands at Tuross Head - Expand and upgrade the Moruya Skate Park - Broulee Burial vaults - Reopening of Schnieder Drive, Mystery Bay - Batemans Bay Community Centre. <p>35 community members registered to speak at public access session prior to the Council meetings and 106 speakers presented at public forum on matters listed on the Council agenda.</p> <p>Minutes were prepared and published online within one week of each meeting.</p>	
9.1.2.2 Facilitate community grants and donations	Corporate and Community Leadership	<p>Community grant applications received included:</p> <ul style="list-style-type: none"> - 17 Mayoral - 17 Safety and Emergency Services - 17 Local Heritage - 16 Healthy Communities - 15 Educational and school - 12 NAIDOC Week - 11 Youth Week - 5 Seniors Week - 1 Historical Society Support 	✓
9.1.2.3 Assist the Council in meeting its statutory obligations and roles	Corporate and Community Leadership	<p>Regular weekly Councillor newsletters and briefing sessions provide Councillors with assistance to undertake their civic role.</p> <p>Pecuniary Interest Forms were completed and returned on time.</p> <p>No leave of absence was requested.</p>	✓




		<p>A Councillor workshop was delivered to assist with the review of the Delivery Program 2017-21 and preparation of the Operational Plan 2019-20.</p> <p>Review and Adoption of Council's Code of Conduct and Procedures for Administering Council's Code of Conduct.</p> <p>Review and Adoption of Council's Code of Meeting Practice.</p> <p>Endorsement of provider for 2020 Local Government Elections.</p>	
9.1.2.4 Provide professional development opportunities for Councillors	Corporate and Community Leadership	<p>Councillors are provided with the opportunity to attend a number of sector specific conferences.</p> <p>Councillors represented Eurobodalla at the Regional Development Conference, Floodplain Management Australian Conference, NSW Coastal Conference, LGNSW Tourism Conference, Australian Coastal Council's Conference, National General Assembly of Local Government and NSW Local Roads Congress.</p> <p>Councillors participated in two separate development days with an external provider.</p>	✓

Link	Outcome	2018-19
9.1.2.1	Number of Council meetings	18
9.1.2.2	Number of community grant applications	111

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

Action	Service	Comment	Status
9.1.3.1 Actively participate in a Joint Organisation	Corporate and Community Leadership	Council is an active member of the Canberra Region Joint Organisation (CRJO). Council attended four Board meetings. The Board meetings focussed on the governance processes surrounding the organisation, advocacy plan and regional priorities.	✓
9.1.3.2 Seek sources of funding to implement community vision	Corporate and Community Leadership	<p>Council submitted grant applications under the following programs:</p> <p>Successful</p> <ul style="list-style-type: none"> - Stronger Country Communities – Bill Smyth, Captain Oldrey, Library, Sportsfield lighting, Hill Street footpath \$2.2million - Public Reserve Management Fund – dump point, loading ramp and animal wash bay at Moruya Showground \$33,000 - Building Better Regions Fund - Signed deed for Masterplans \$100,000 - Infrastructure Grants – Moruya Showground stables \$160,000 	✓



		<ul style="list-style-type: none"> - Regional Cultural Fund - Batemans Bay Regional Aquatic, Arts and Leisure Centre \$8million - Regional Communities Development Fund - Batemans Bay Regional Aquatic, Arts and Leisure Centre \$18million - Community Sports Infrastructure grants – Gundry Oval field resurfacing \$200,000 and Captain Oldrey Netball courts \$475,000 - Building Better Regions - Observation Point viewing Platform \$675,000 - Everyone can Play - Broulee playground \$50,000 - Regional Growth - Australian Government - Mackay Park \$26million - Move it Australia - Gundry Oval \$200,000 - Smart Cities \$145,000 - Creative Kooris film project \$75,000 <p>Still waiting outcome</p> <ul style="list-style-type: none"> - Regional Growth Environment and Tourism Fund – 23km Coastal Headland Walk and Observation Point lookout stage two \$5million <p>Unsuccessful</p> <ul style="list-style-type: none"> - Building Better Regions – Bay visioning project \$130,000 - Building Better Regions – Mogo planning project \$20,000 - Everyone can Play - Long Beach Playground \$125,000 - Better Aging Grants - \$1.4million 	
<p>9.1.3.3 Develop and maintain strategic partnerships</p>	<p>Corporate and Community Leadership</p>	<p>Council is a member of Canberra Region Joint Organisation (CRJO).</p> <p>Council endorsed memberships with Australian Coastal Council’s Association, Australian Local Government Women’s Association, Floodplain Management Australia, Country Mayors Association, South East Arts, South East Transport Strategy and South East Sports Academy.</p> <p>Councillor James Thomson continues as NSW representative on National Coastal Councils Association and member of the Floodplain Management Committee and Gulaga Board Member.</p> <p>Councillor Lindsay Brown is a member of South East Arts.</p> <p>Councillor Anthony Mayne is a member of South East Transport Strategy.</p> <p>Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia.</p>	



		As a Director, Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel.	
9.1.3.4 Advocate to improve government processes	Corporate and Community Leadership	<p>Meetings held with local members and candidates on local issues.</p> <p>Advocacy for Regional Emergency Management Facility with Department of Premier and Cabinet.</p> <p>Advocacy for funding for the Batemans Bay Regional Aquatic, Arts and Leisure Centre to the Members of Parliament</p> <p>Advocacy for Eurobodalla Water Supply and Sewerage Projects funding</p> <p>Advocacy on the Rural Lands Strategy</p> <p>Advocacy for Mental Health Services in Eurobodalla</p> <p>Advocacy for the 2019 Australian 4 Day Enduro Championships</p> <p>Advocacy to RMS against Proposed Ban for Right Turn - Princes Highway/Centenary Drive, Narooma.</p> <p>Advocacy to Westfarmers for closure of Target Store in Batemans Bay.</p>	✓

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

9.2.1 - Provide effective, friendly, customer service and information

Action	Service	Comment	Status
9.2.1.1 Provide customer assistance in main administration building and depots	Customer Assistance and Records	<p>Council continues to provide customer assistance to the community in the main administration building and depots.</p> <ul style="list-style-type: none"> - Council has served 91% of the 62,452 telephone calls made to the Council's Switchboard. There were no calls to the Council Switchboard that timed out. The Council Switchboard maintained an average of 32 seconds for conversation and transfer time. - Council has responded to 87% of 13,945 registered correspondence (email and mail) within the Council's customer service standard of 10 working days. - Council closed 90% of 10,070 customer service requests within allocated time frames. <p>In January 2019 Council's Customer Service and Information team successfully introduced electronic building file viewings for customers. Files are now digitised on request, the documents are then provided electronically via an emailed link to the customer. Requests are being processed</p>	✓



		within a two-day turn around and the team has received excellent feedback from our customers, who no longer need to visit Council in person to view buildings files prior to purchasing a property in the Shire.	
9.2.1.2 Manage public access to government information and privacy (GIPA)	Corporate and Community Leadership	Total of 14 GIPA applications received and responded to.	✓
9.2.1.3 Manage Council's intranet	Communications	Council's intranet continues to be a useful staff resource as a communication tool, a repository for forms and documents as well as providing points of contact between the divisions and groups. The Intranet also serves as a gateway to external services such as Technology One, GIS Maps, IT Service Desk and Sky Trust.	✓
9.2.1.4 Provide effective records management	Customer Assistance and Records	Council continues to provide an effective records management system. Council has received 10,952 hard copy letters and 24,597 emails to the council@esc.nsw.gov.au email address. 78,215 documents have been registered into Council's records management system.	✓

Link	Outcome	2018-19
9.2.1.2	Percentage of enquires addressed at point of contact	91
9.2.1.2	Percentage of correspondence dealt with within timeframes	87
9.2.1.2	Percentage of customer service requests resolved within time frames	90
9.2.1.3	Number of GIPA applications processed	14

9.2.2 - Manage land under Council control to achieve a return for the community			
Action	Service	Comment	Status
9.2.2.1 Manage leases and licences	Property	Council manages approximately 150 leases and licences. This involves signing up new licences and managing renewals and rent reviews for existing ones. Development of specifications for the new corporate information system will enhance Council's ability to monitor compliance with key lease terms.	✓
9.2.2.2 Facilitate property sales and development	Property	A number of properties are currently on the market and during the financial year the value of sales realised has increased.	✓
9.2.2.3 Strategic management and review of Council operational land	Property	Operational land parcels reviewed on an ongoing basis to ensure current use is appropriate.	✓
9.2.2.4 Operate Council managed campgrounds	Commercial Entities	Campgrounds still operating above budget and a tender process has been undertaken for the management contract of the campgrounds.	✓



9.2.2.5 Manage the Batemans Bay Beach Resort contract	Commercial Entities	The Batemans Bay Beach Resort remains a premier Holiday Park with excellent consumer reviews. It continues as an increasingly profitable business.	✓
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9.2.3 - Provide administrative, technical and trade services to support the organisation			
Action	Service	Comment	Status
9.2.3.1 Provide information technology and geographic information systems services	Information Technology	Delivery of services has met organisation needs. Implementation of phase 3 for GIS has rolled out smoothly.	✓
9.2.3.2 Provide depots and workshops	Works and Operations	Depots and workshops operating.	✓
9.2.3.3 Manage fleet	Fleet and Plant	100% of the fleet procurement program has been committed with actuals totalling \$3,401,382 out of the \$3,997,223 allocated. Outstanding delivery by contractors has resulted in a requirement to revoke \$299,173. It has been difficult to achieve quality plant sheet data across the user group which has impacted on the amount of recovery. Fleet have begun monitoring of utilisation weekly and have recently re-educated the user group on completion of their plant sheets in the E-connect project.	✓
9.2.3.4 Provide risk and insurance services	Risk and Insurance	Total of insurance claims for 2018-19: – 46 Motor Vehicle – 21 Liability – one Professional Indemnity	✓
9.2.3.5 Provide technical services	Technical Services	Technical support provided for works program, customer inquiries, development matters and forward planning.	✓
9.2.3.6 Provide procurement and stores	Works and Operations	Service provided.	✓
9.2.3.7 Undertake private works	Works and Operations	220 Private works undertaken (143 workshop, 36 Water and Sewer Services).	✓

Link	Outcome	2018-19
9.2.3.4	Number of insurance claims processed	68

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	Draft complete.	✓
9.2.4.2 Monitor and report on key financial results	Finance and Central Treasury	The Annual Statements lodged with Office of Local Government within the two month extension granted.	✓



9.2.4.3 Provide financial management and reporting	Finance and Central Treasury	All required quarterly reviews presented to Council within the statutory time frame.	✓
9.2.4.4 Collect rates and charges	Finance and Central Treasury	Annual rates and charges levied.	✓

Link	Outcome	2018-19
9.2.4.2	Annual Accounts lodged with Office of Local Government by statutory deadline	100%
9.2.4.3	Quarterly budget review statements presented to Council within statutory timeframes	100%

9.2.5 - Benchmark and review Council fees and charges			
Action	Service	Comment	Status
9.2.5.1 Benchmark General Administration, Libraries and Cemeteries fees and charges	Finance and Central Treasury	Completed.	✓

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


9.3.1 - Identify and implement innovative and creative projects

Action	Service	Comment	Status
9.3.1.1 Pursue opportunities to acknowledge and celebrate Council's achievements and activities	Corporate and Community Leadership	Council was a finalist in the following categories of the NSW Local Government Excellence Awards: <ul style="list-style-type: none"> - Community Partnerships and Collaboration - Excellence in People and Culture - Special Project Initiative 	✓
9.3.1.2 Progress the E-connect project	Information Technology	Within the original scope of Phase 3, Property and Rating went live on 1 July 2019 (excluding Property Management which will be implemented by the end of 2019). Customer Request Management was introduced in a limited capacity on 1 July 2019 and there will be further extension of this implementation through calendar year 2019 into 2020.	✓
9.3.1.3 Establish and maintain a savings, productivity improvement and cost containment register	Finance and Central Treasury	Completed.	✓
9.3.1.4 Coordinate the internal audit program and the implementation of recommendations	Finance and Central Treasury	Scheduled Internal Audits for 2018-19 have been completed. All high priority recommendations have been progressed.	✓



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

Action	Service	Comment	Status
9.3.2.1 Implement the workforce diversity program	Workforce Development	<p>Implementation of the objectives in the four year Equal Employment Opportunities (EEO) and Diversity Management plan are well ahead of schedule.</p> <p>The initiatives implemented have formed a solid foundation. The principles of EEO are embedded across all stages of the employment relationship. Ongoing education is provided to raise staff awareness about EEO and diversity as we build an inclusive workplace where individuals can contribute to their full potential. Success with increasing female representation in operational areas. Continuing to provide opportunities for Aboriginal and Torres Strait Island (ATSI) people and those living with disability. Committed to an expansion in these areas and are pursuing options for further progress.</p>	✓
9.3.2.2 Develop performance and capabilities frameworks	Workforce Development	<p>The building of the talent management system in the corporate system this year has been a critical milestone. It has allowed us to commence consolidating information in one location, easily accessible by employees and managers. It has also allowed preparation of the revised performance feedback system which will be launched in the coming year.</p>	✓
9.3.2.3 Provide employee learning and development opportunities	Workforce Development	<p>Over the past 12 months, the Learning and Development program provided over 1,942 places across:</p> <ul style="list-style-type: none"> - 92 Work Health and Safety learning events, - 81 Organisational learning events, - 57 Professional development learning events, - 14 Vocational Education Training (VET) certificate courses, and - 11 Leadership learning events. <p>Staff were provided training in preparation for the next phases of the implementation of E-connect project.</p> <p>Council's VET program had 17 staff graduate with a nationally recognised certificate.</p> <p>Early 2019, Council welcomed 21 new trainees and apprentices who were enrolled in a VET course relevant to their work area. These staff have commenced their training that will run between one to four years depending on the qualification requirements. These trainees and apprentices will learn on the job alongside 30 of Council's staff who were also enrolled in a VET course.</p> <p>49 staff were approved to attend an external learning and development opportunity.</p>	✓
9.3.2.4 Provide human resource management	Workforce Development	<p>In another high volume recruitment year with 190 recruitment events and receipt of</p>	✓

		<p>1,974 applications, Council successfully appointed 91% of the advertised vacancies. A mix of strategies (advertising both externally and within the organisation, building talent through trainees/apprentice/cadet programs and lateral transfer opportunities) has attracted the right people with the right skills.</p> <p>We have seen an increase in the number of positions as we expand the range of services provided. There are now 516 permanent roles equating to an FTE of 470.44. On 30 June 2019 480 people were employed in permanent roles and 82 people in temporary roles. In addition to special projects, these temporary role include 21 trainees, 18 apprentices and six cadets.</p> <p>Staff turnover of permanent staff was slightly higher than last year at 8.33%.</p> <p>The age profile show an increase in the number of younger staff members under the age of 35 and a decrease in the number of staff over 60.</p> <p>There has also been a slight increase in the proportion of females across the organisation with the gender split now 58.1% male and 41.9% female.</p> <p>Council employs 23 people who identify as Aboriginal/Torres Strait Island people. 3.5% of total staff (17 people) are permanent staff. Less than 1% of staff have indicated they are from culturally and linguistically diverse backgrounds and less than 1% are people with a disability.</p>	
<p>9.3.2.5 Implement Work, Health and Safety strategy</p>	<p>Workforce Development</p>	<p>The Work, Health and Safety (WHS) and Well-being Strategy for 2018-22 has four key outcomes to achieve.</p> <p>1. Implement and maintain an effective safety management system:</p> <ul style="list-style-type: none"> - Developed a WHS Training Needs Analysis and Training Plan for all roles across Council. - Nine new WHS training courses were provided including Working at Heights Awareness, Electrical Awareness, Confined Space Awareness; Orientation – WHS for New Starters and Boat Safety, Mental Health for Leaders – Part 1, online manual handling for Direct Support Workers, Asbestos Awareness, and Removal of non-friable asbestos under 10m2. - The WHS Risk Management framework was updated to be in-line with Corporate Risk and numerous risk management forms and templates were reviewed and condensed. There are 13 approved and 	



		<p>standardised risk assessment forms used across Council.</p> <ul style="list-style-type: none"> - Tender approved and JLT engaged and commenced development of a bespoke Corporate WHS Management System. <p>2. Minimise workplace injuries by 5% each year:</p> <ul style="list-style-type: none"> - 50 workplace injuries reported during 2018-19 resulting in first aid treatment or greater which is a 22% decrease in workplace injuries from previous year. <p>3. Build a proactive safety culture:</p> <ul style="list-style-type: none"> - 36% increase in near miss reporting in 2018/19 (49 incidents) compared to previous year (36 incidents). - 39 Q-Fever vaccinations administered, 199 audiology tests and nine lung function tests completed. <p>4. Become a leader of WHS in our local government area:</p> <ul style="list-style-type: none"> - Member of SafeWork NSW Far South Safety Group. - Represent Council at the newly formed CRJO Return To Work Group. - Represent Council at the CRJO Work, Health and Safety Group. 	
9.3.2.6 Undertake youth employment initiatives	Workforce Development	<p>Seven new youth traineeships were advertised late 2018. Four of these new trainees commenced a Certificate III Business Administration qualification and two commenced a Certificate III Individual Support.</p> <p>These trainees are gaining valuable on the job experience across the following work areas:</p> <ul style="list-style-type: none"> - Customer Service and Information - Development Services - Environmental Services - Human Resources, Learning and Development - Property and Commercial Services 	✓

Link	Outcome	2018-19
9.3.2.3	Number of training opportunities provided	1942
9.3.2.4	Number of recruitment activities	190
9.3.2.4	Number of successful recruitment activities	174
9.3.2.5	Workers lost time injury incidents	23
9.3.2.5	Number of participants in Health and Wellbeing activities	592
9.3.2.5	Number of Work, Health and Safety inspections	189
9.3.2.6	Retention rate of youth employment	3



STATUTORY AND OTHER INFORMATION

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

Code of Conduct

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

During 2018-2019 there were 13 Code of Conduct complaints received. 12 of these were referred to an external Conduct Reviewer. Eight complaints were found to have no action required, with four complaints resolved through alternative and appropriate strategies. Code of Conduct complaints cost Council \$22,763 this year.

Public access to information

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

During 2018-2019 Council received a total of 14 formal access applications under the GIPA Act with all applications decided within the required statutory decision period.

Legal Proceedings

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

The following was the only significant (> \$20,000) legal proceedings by or against Council during 2018-19.

Matter	Proceeding	Status/Result	Recoverable
2018/193637	Land and Environment Court	Appellant granted approval	Nil

Private works

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

Council undertook private works in 2018-19 to the value of \$168,830 (2017-18 \$317,000) resulting in a \$40,938 profit (2017-18 \$82,252). The profit margin represents a return of 24.25% (last year 20.89%) compared to the target return of 15%. No subsidies were provided and all work was intended to be carried out on a full cost recovery basis in accordance with Council's policy. Overhead allocation/activity base costing methodology assumes that an appropriate and reliable share of overheads is approximately 10-15% of revenue turnover.

Written off rates and charges

Local Government (General) Regulation 2005 - 132

During 2018-19, \$130,875 was written off rates and charges and \$1,908,083 was written off pensioner rebates.

Financial Assistance

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

In 2018-19 Council provided \$296,740 in grants and subsidies to a wide range of community groups. Refer to pages 38-39 of this report for details on the grants and subsidies provided during 2018-19.



Details of external bodies, companies and partnerships

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

Committees of Council

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

Advisory Committees

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

External Committees

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

External Committees – Ministerial Appointments

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

Management Committees – without Councillor representation

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

Management Committee

- Moruya Racecourse Management Committee

Sunset / Steering Committees

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

Delegation to external bodies

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

Interests in companies, partnerships, joint ventures and co operatives

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

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

Mayoral and Councillor's fees

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

In accordance with the Council Policy for the payment of allowances, reimbursement of expenses and provision of facilities for Councillors and the Mayor, total payments to Councillors in 2018-19 were \$305,780 as itemised in the table on page 54.



A further amount of \$8,562 was paid for catering of meetings and \$2,772 civic functions plus \$859 for phone / internet cost associated with the Councillor's room within Council's administration building. The Mayor is provided with a Mayoral car with a total cost of \$20,654 including depreciation of \$10,108. These figures for the vehicle are after leaseback contributions have been applied.

Overseas visits

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

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

Senior Staff Salaries

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

Council had five senior staff positions during 2018-19. The General Manager during this period had a remuneration package of \$322,875. Four Directors were employed for 2018-19. Their combined total remuneration for the financial year was \$972,604.

Companion Animals

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

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

In 2018-19 Council spent \$193,649 on the management and control of companion animals, excluding administrative support or additional support provided by regulatory officers.

Council retained a commission on the collection of 703 new Companion Animal Registration fees totalling \$46,920 for 2018-19. This is used to partially offset the costs of companion animal management. Animal control officers managed 328 companion animals in Council's pound during 2018-19.

- 49 returned to owners prior to impounding
- 105 required microchipping prior to release
- 49 sold

- 43 released to animal welfare organisations
- 17 surrendered
- 149 returned to owners post impounding
- 31 euthanised

In addition to 1,372 companion animal control customer service requests, staff also prepare and maintain information to support community education programs to promote and assist the desexing of dogs and cats. Procedures are also in place with animal welfare organisations to promote and provide financial assistance for desexing of animals purchased from Council's pound. Regular press releases and articles are prepared for the local media.

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

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



MAJOR CONTRACTS AWARDED

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

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

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



Successful tender	Commencement Date	Description of goods/services/ consultancy	Estimated contract value (\$)
Belgravia Pro Pty Ltd	Jul-18	Management fees for campgrounds	\$220,291
Cercol Construction Services	Mar-19	Botanic Gardens Centre redevelopment Herbarium and Café	\$254,900
Cumnock Constructions Sustainability	Jul-18	The Basil Sellers Exhibition Centre construction	\$1,687,936
Datacom Systems (NSW) Pty Ltd	Apr-19	Microsoft Enterprise Agreement	\$236,468
Department of Planning	Apr-19	Eurobodalla Southern Water Supply Storage	\$158,540
Destination NSW	May-19	Regional Tourism Fund major advertising campaign	\$352,000
DFSI Valuation Services	Dec-18	Residential and Non-Residential 2018-19 valuation	\$161,650
Downer EDI Works	Jul-18	Beach Road (Birdland) Road Sealing and AC Work	\$319,653
Downer EDI Works	Oct-18	Intersection of George Bass Drive Tomakin Road Roundabout	\$394,523
Downer EDI Works	Nov-18	AC night works (Stage 1) AC20 and AC14 supply, lay and compaction to specifications	\$213,103
Downer EDI Works	Nov-18	Hanging Rock Car Park, Hanging Rock Place, Corrigans Car Park and Riverside Car Park	\$292,174
Dunstans Construction Group	Nov-18	Horizontal directional drill for a new sewer rising main at Long Beach	\$3,676,150
DWL Holdings	Apr-19	GPT South Street	\$226,600
Eurocoast Water	Jul-18	Water tanker support – Council's Grading Team	\$310,080
Fulton Hogan Industries	Nov-18	Spray sealing works 2018-20	\$1,625,086
G.C. Schmidt	Aug-18	George Bass Drive / Tomakin roundabout	\$217,800
G.C. Schmidt	Oct-18	Select materials	\$165,000
G.C. Schmidt	Dec-18	Select materials at Moruya Airport	\$742,720
International Cleaning Services Pty Ltd	Jul-18	Cleaning of public toilets	\$428,660
Jardine Lloyd Thompson	Oct-18	Work, Health and Safety Management System	\$213,950
JRC Electrical services	Sep-18	Glenella Road roundabout electrical relocation works	\$316,201



Successful tender	Commencement Date	Description of goods/services/ consultancy	Estimated contract value (\$)
NBRS and Partners Pty Ltd	Sep-18	Principal design consultant – Batemans Bay Regional Aquatic, Arts and Leisure Centre	\$3,235,570
Parkequip Pty Ltd	Feb-19	Construction of waterplay at the Narooma pool	\$333,328
RD Miller Pty Ltd	Sep-18	Preddy Wharf, Water and Sewer Trunk Mains	\$254,544
RD Miller Pty Ltd	Apr-19	Augmentation of Sewage Pumping Station BB01 at Surf Beach, Batemans Bay	\$1,554,504
Rhelm Pty Ltd	Jul-18	Flood study brief - Batemans Bay urban creeks	\$164,968
Roads & Maritime Services	Aug-18	Traffic signalling work, Beach Road	\$657,189
Roads & Maritime Services	May-19	Clyde River Underbore, Water and Sewer	\$2,508,990
Roadwork Profiling Pty Ltd	May-19	Supply and lay asphalt	\$427,919
Various - Provision of Plant Hire	Jul-18	Individual contract prices subject to each project brief	N/A
Various - Provision of Professional Services	Nov-18	Individual contract prices subject to each project brief	N/A
Wilde and Woollard Pacific Pty Ltd	Oct-18	Quantity surveying services – Batemans Bay Regional Aquatic, Arts and Leisure Centre	\$215,904
WMA Water Pty Ltd	Jul-18	Flood risk management study and plan for coastal inlets in Dalmeny, Kianga and Narroma.	\$154,028

* Includes GST



STORMWATER LEVY

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

During 2018-19 the stormwater management service charge raised approximately \$0.45 million from residential and business properties not including vacant land or land owned by the Crown or land held under lease for private purposes under the *Housing Act 2001* or the *Aboriginal Housing Act 1998*. The funds raised are separately accounted for and are used to assist to provide stormwater management services across the Eurobodalla.

			2018-19 (\$*)
Funds brought forward from 2017-18			27,194
2018-19 Stormwater charge funds			465,684
Council funds			818,307
Expenditure (detailed below)	Capital	Operational	(1,311,185)
Stormwater Piping - Bay Lane, Narooma	7,026		
Drainage Construction - Crag Road, Batehaven	32,005		
Drainage Construction - Kianga, Stage One	83,656		
Drainage Construction - Miller Street, Batemans Bay, Stage One	72,954		
Stormwater Piping - South Street, Batemans Bay	102,110		
Stormwater Piping - Montague Hillcrest, Kianga	30		
Stormwater Piping - George Bass Drive, Sunshine Bay	82,737		
Stormwater Drainage Upgrade Anderson Avenue, Tuross head	198,623		
Drainage Construction Program	2,762		
Drainage Renewals - Shire wide	29,999		
South Street GPT	215,579		
Drainage - GPT Maintenance		159,402	
Urban Water Quality		53,524	
Stormwater/Drainage management		178,164	
Dam Break Analysis - Surf Beach Detention Basin		5,520	
Closing balance			87,094

* Amounts do not include depreciation or internal corporate overheads.



ENVIRONMENT LEVY

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

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

Income	Original budget (\$)	Actual (\$)
Rates	976,265	974,551
Other Revenue	250,579	239,659
Grants & Contributions - operating	146,705	368,292
Total Income	1,373,549	1,582,503
Expenditure (details below)		
Employees	778,668	895,355
Depreciation	1,843	1,604
Other	706,520	1,470,449
Total Expenditure	1,487,032	2,367,408
Net Operating Result - profit/(loss)	(113,483)	(784,905)

Coastal and Estuary Management	Actual (\$)
Eurobodalla Estuaries	211,358
Subtotal	211,358
Environmental Protection Projects	
Flying Fox Program	622,644
Asset Protection	71,288
Weed Control	74,754
Dune Protection	37,337
Eurobodalla Dunes	18,492



ENVIRONMENT LEVY

	Actual (\$)
Wetlands Projects	11,370
Environment Protection Program	8,047
Lewis Island Erosion	3,005
Subtotal	846,938
Invasive Species	
Widespread Weeds	165,460
Manage New Incursions	124,360
Lanata Works	50,252
Other	47,129
Subtotal	387,201
Landcare Projects	
Landcare Program	68,399
Protect Enhance Endangered Ecological Communities	19,997
Deua River Restoration and Revegation	642
Other	11,978
Subtotal	101,016
Sustainability Projects	
Sustainability Education	19,483
Environmental Education	8,397
Subtotal	27,880
Other Projects, Overheads and Depreciation	
Septic Tank Compliance	201,933
Compliance	226,778
Environmental Program Management	178,749
Environmental Management	161,312
Depreciation and Other	24,244
Total	2,367,408



SPECIAL RATE - INFRASTRUCTURE MAINTENANCE AND RENEWAL

There have been three rate variations approved on a permanent basis, raising funds for the purpose of infrastructure maintenance and renewal (10% from 2003–04, 5% from 2005–06 and 5% from 2006–07). The special rate has been increased by the rate peg each year and in 2018-19, over \$4 million was raised for the purpose of infrastructure maintenance and renewal. The funds were spent across a range of activities as set out in the Operational Plan 2018-19 with \$1,339,849 remaining at year end; \$247,132 of this to be used on completing projects underway at the end of 2018-19.

Asset Type	Budget (\$)			Actual (\$)	
	Infrastructure Fund	Budget Variations	Total	2018–19	Revoted to 2019–20
Resurfacing sealed roads (reseals)	638,671	-	638,671	590,337	-
Resurfacing dirt roads (resheets)	646,890	-	646,890	758,105	-
Bridge Replacement	55,755	306,500	362,255	70,143	-
Sealed roads rehabilitation and defeat repairs (roads and paths)	632,295	346,458	978,753	1,012,987	124,761
Building and structures maintenance	1,795,289	(549,064)	1,246,225	1,377,701	122,371
Sports fields	155,675	(155,675)	-	-	-
Footpaths	78,722	33,226	111,948	131,932	-
Wharves, jetties and boat ramps	91,272	48,991	140,263	54,967	-
Asset management implementation	90,665	7,406	98,071	114,063	-
Total	4,185,234	37,842	4,223,076	4,110,234	247,132
Funds raised from rate variation			4,110,234		
Available/uncommitted funds from previous year			1,339,849		
Total available funds			5,450,083		

SPECIAL RATE - COMMUNITY AND TRANSPORT INFRASTRUCTURE

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

Assistance Grants. Detail on expenditure is reported on pages 40-44 of this report.

Projected revenue, expenses and operating balance

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

Operating Statement Summary	Forecast (\$'000)	Actual (\$'000)
Total revenue (including capital grants and contributions)	22,027	22,605
Total expenses	20,199	17,152
Operating result from continuing operations	1,828	5,453
Net operating result before capital grants and contributions	440	3,985



REPORTING REQUIREMENTS UNDER OTHER ACTS

Planning Agreements

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

There were no planning agreements in place during the 2018-19 financial year.

Compliance with the NSW Carers (Recognition) Act 2010

Educational Strategies

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

Consultation and liaison with carers

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

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

Staff who are carers

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

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

Bushfire Risk Management

Rural Fires Act 1997 - Division 2 Section 74

Managing Bushfire Risk

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

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

Implementation of the Bushfire Risk Management Plan

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

Activity Report 2018-19

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

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

- 147ha asset protection zone slashing
- 12.6ha asset protection zone hand clearing
- 1.53ha asset protection zone grooming
- 1.3ha fire mitigation burns.



Three hazard reduction activities totalling 27.6ha were undertaken using prescribed burning in accordance with the BFRMP Treatment No.8 Monitor and Maintain Strategic Fire Advantage Zones. Hazard reduction burning activities are undertaken by the NSW Rural Fire Service on behalf of Council.

Avoiding the risk

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

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

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

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



DISABILITY INCLUSION ACTION PLAN

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

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

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

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

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

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

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

Highlights for 2018-19

Attitudes and behaviours

In 2018-19 Council set out to address 14 actions under the focus area of Attitudes and behaviours. The following is a summary of activities and actions achieved:

- The design and construction of new Visitor Centre and Pavilion at the Eurobodalla Regional Botanic Garden has incorporated facilities and features for people with disabilities to assist future events such as an accessible car space adjacent to the new building.
- Council's Youth committee had a member with a disability. He was supported to participate fully.
- An informal program of celebrating champions of inclusion and access has been realised in 2018-19 to support the generation of a culture of inclusion across the organisation and the idea that disability is everyone's business. Council created films and issued media releases around key projects that celebrate disability improvements, including the Changing Places toilet installed at the Variety Inclusive Playground Batemans Bay, which featured a project engineer talking about the features. Further activities include advocacy around disability as part of the Batemans Bay Bridge and foreshore project and the inclusion of an access award in the Eurobodalla business awards.
- Inclusion initiatives this year included 'Dementia Friendly community' promotions.
- Council has worked across the community with services that support people with a disability as well as with individual artists with a disability. These include the Disability Trust, the Dr Mackay Centre's School of Possibilities and South East Arts through the Swell program. In the last 12 months, art exhibitions have been presented by artists with a disability. All creative arts programs are continually assessed for accessibility and inclusion for audience and participants. This includes sightlines, wheelchair and toilet access as well as the provision of assistance for artists with a disability wishing to enter art prizes and exhibitions. Council has purchased three works by artists with a disability for the permanent art collection.



Highlights for 2018-19

Progress Summary

Focus Area	Complete	Ongoing*	On hold	Total
Attitudes and behaviours	2	12	-	14
Liveable communities	5	14	1	20
Employment	-	2	-	2
Total	7	28	1	36

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

- Council continues to work to deliver disability and mental health awareness training to the creative arts industry through their partnership with South East Arts. Information about disability and mental health has been distributed through the arts networking sessions and disability and mental health awareness training has been provided.
- All Chambers of Commerce have been provided with Good Access means Good Business training and resources and are encouraged to promote inclusion principles to their members.
- Images of people with disability were featured in Living in Eurobodalla and Council News during the year and distributed to media for promotions on International Day of People with Disability, volunteering opportunities and photography exhibition.
- Council’s Facebook and Instagram pages also continue to feature images of people with disability throughout the year. The new Changing Places Fully Accessible toilet was promoted by media release, and a video of the facility was put on our social media and YouTube channels.
- Council staff continue to consider the best method to reach people disability and utilise the Disability Inclusion Advisory Committee’s expertise as a first step.
- ‘Tips for inclusive engagement’ and ‘Communicating with people with disability’ are included in the Community Engagement staff toolkit.

Liveable communities

In 2018-19 Council set out to address 20 actions under the focus area of *Liveable communities*. The following is a summary of activities and actions achieved:

- The availability of hearing loops in community facilities and halls is currently promoted by signage in Council's facilities where hearing loops exist and are also identified on Council's website page relating to community halls.
- A hierarchy of standards of parks was developed and is described in the Recreation and Open Space Strategy adopted by Council in February 2018.
- As a result of ongoing improvements of accessibility at most of Council's facilities, Council has not received any Customer Service Requests in relation to specific accessibility issues during this year.
- All new and park renewal projects and associated furniture designs are now assessed for how they can include physical access for people using mobility aids. Recent examples of projects include the renewal of the Tuross playground and planning for the Mogo John Street Park accessible amenities block.
- All upgrades and renewal projects are based around the Australian Standard series 1428 "Design for access and Mobility". All new works and designs incorporate accessibility as a mandatory criteria for the designers.
- Youth cafes are open to all young people in the community. Currently there are three young people with disabilities attending. Attendance is impacted by carer availability at times. One of the cafe volunteers is on the National Disability Insurance Scheme and they are supported and encouraged to participate actively in the day to day running of café activities. Council's youth cafes are accessible places with wheelchair access and accessible toilets.
- Young people with disabilities are encouraged to participate in the Ydrive program. Three young people with disabilities were registered with and participating in the program during the year.
- More than 150 people with a disability were provided with National Disability Insurance Scheme (NDIS) supports through Council's Community Care services (Involve Eurobodalla). This includes 12 participants residing in three Specialist Disability Accommodation services. Additional direct support staff have been recruited to meet increased demand for service as on average over 1,500 direct services are provided to NDIS participants by Community Care staff each month, plus more than 500 services arranged each month from third party providers.
- The merits of a free access audit program were considered during the year, however there is currently no funding to progress.
- The benefits of improved access, particularly from a business perspective, have been promoted via the 2019 Eurobodalla Business Awards, Good Access category.
- An audit template has been developed and used to conduct an access audit of library buildings across a range of categories. Data will inform actions to be included in the Library strategic plan in 2019-20.
- Moruya library has improved access in the recent refurbishment by providing an accessible computer terminal and large print keyboard, adjustable desk, varied height reception desk, new accessible toilet and have included an access ramp in the construction plan at the rear of the building.
- All youth week activities were inclusive.
- The scope of Batemans Bay Visioning project is to review accessibility for the town, across all modes of transport including cars, pedestrians, cyclists and public transport.



Employment

In 2018-19 Council set out to address two actions under the focus area of *Employment*. The following is a summary of activities and actions achieved:

- Council's Tourism website is to be improved to promote inclusive tourism product.
- Youth disability employment initiatives in place. Council is currently hosting seven Youth trainees and has commenced recruitment for a further seven to commence in early 2020. One traineeship has been designated for a person with a disability and two of these trainees recruited have identified as being persons with a disability.



GLOSSARY

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



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