

DELIVERY PROGRAM

2017-21

OPERATIONAL PLAN

2019-20

SIX-MONTHLY




PERFORMANCE UPDATE

JULY – DECEMBER 2019

| 01 |

1. Strong Communities, Desirable Lifestyle	2
2. Celebrated Creativity, Culture and Learning	10
3. Protected and Valued Natural Environment	16
4. Sustainable Living	22
5. Vibrant and Diverse Economy	27
6. Responsible and Balanced Development	33
7. Connected and Accessible Places	36
8. Collaborative and Engaged Community	43
9. Innovative and Proactive Leadership	46

KEY




	On Track
	On Hold
	Needs Attention

CONTENTS




1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE

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

1.1.1 - Collaborate with key partners to address issues of community safety


Action	Service	Comment	Status
1.1.1.1 Coordinate the Police Liaison committee and associated projects	community and cultural Development	The Police Liaison committee did not meet between July and December. However, Council liaised with Police to make sure appropriate measures were in place for alcohol free zones and reserves and the Christmas and New Year holiday traffic along Beach Road, Batemans Bay to Corrigan's Beach Reserve. Members kept up to date with activities/projects via telephone and email. The next meeting is scheduled for March 2020.	
1.1.1.2 Provide road safety programs and activities	Transport	Eight road safety education programs planned and or conducted including the: <ul style="list-style-type: none"> • Eurobodalla Seniors –Stepping On Program • Arsc Adelaide Poster Presentation • Fatigue – War on Waste • Kings Highway Road Safety Partnership • Bike Week • Motorcycle awareness week • Pedestrian safety – Look Out Before You Step Out – Batemans Bay and Mogo • A metre matters. 	
1.1.1.3 Coordinate the management of beach safety	Public Order and Safety	Professional Lifeguarding Services have been contracted to January 2023. Beach safety program commenced on 23 December 2019 for the eight Eurobodalla beaches.	

1.1.2 - Deliver legislated health protection and regulatory programs

Action	Service	Comment	Status
1.1.2.1 Undertake the food inspection program	Public and Environmental Health	The Food Inspection Program is on target with 96% compliance.	
1.1.2.2 Provide companion animal management services	Public Order and Safety	120 animals entered the animal pound with 87% rehomed.	
1.1.2.3 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	97% of customer service requests attended to within timeframes.	

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	<p>The NSW Government announced funding for a new Eurobodalla hospital. Council will work with the NSW Government to find a suitable location for a new hospital.</p> <p>Council continues to advocate to the Australian Government for funding for a Headspace mental health service in Batemans Bay.</p> <p>Council continues to advocate for a Regional Emergency Management Facility with Department of Premier and Cabinet to be located centrally in the Eurobodalla. This will enable emergency services to co-locate at this facility.</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 Community Development Action Plan	Community and Cultural Development	<p>Healthy Communities e-group: The electronic mailing list is used to share information, funding opportunities and provide an avenue for services in the health industry to network.</p> <p>Healthy Communities and Seniors week grants: Council awarded grants in excess of \$12,000 to 22 community groups and organisations. Grants were for activities such as seniors week functions, sporting equipment, cultural awareness activities, first aid and beach safety equipment.</p> <p>Healthy activities: Continue to promote activities through the Live Life newsletter to an electronic mailing list of over 850 people. Council volunteer run programs include bridge lessons, stretch and balance and Scottish dancing.</p> <p>Initiatives for community identity/connectedness: Worked in partnership with Campbell Page to develop a parenting grandparents support group.</p>	

		<p>Empowering Eurobodalla project developed to support local farmers affected by the drought. Activities include hosting a farmers dinner in November 2019, learn to dance programs in Narooma, aquatic classes in Moruya and accidental counsellor training to run out in 2020.</p> <p>External funds: Successful grants received from Coordinaire to run activities and projects to support local farmers, NAIDOC week activities, purchase road safety equipment for Ydrive, Music NSW grant to run all ages music event, Rural and regional youth participation grant to run a youth managed project.</p> <p>Interagency meetings: PCYC, Workers with Youth Network, Wallaga Lake working group, Eurobodalla homelessness forum.</p> <p>Community Directory: Finalised and launched on Council's website in September 2019.</p>	
1.3.1.2 Support community and recreation groups to manage and develop their clubs	Recreation	<ul style="list-style-type: none"> Released the Eurobodalla Cricket Strategy 2019-22 in conjunction with Cricket NSW. Assisted Batemans Bay Basketball in the development of a 5-year strategic plan. Distributed Recreation Matters e-newsletter which included updates on Council initiated recreation projects, club development opportunities, and open grants. The East Coast Coaches Conference, which aims to build the capacity of local sport and recreation coaches, has been postponed until further notice. 	
1.3.1.3 Coordinate Healthy Communities and Seniors Week grants	Community and Cultural Development	<p>Council awarded grants to the total of \$12,633 to 22 community groups and organisations. Grants were for activities such as seniors week functions, sporting equipment, cultural awareness activities, first aid and beach safety equipment.</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	The Facility Booking Office managed 10,609 bookings for the reporting period.	
1.3.2.2 Progress the implementation of the Recreation and Open Space Strategy 2018	Recreation	Council has reviewed the procedure for renewal of parks and reserves to ensure that levels of use, asset condition and future opportunities are incorporated in the assessment and planning stages. The masterplans for Observation Point Reserve, Batehaven, Corrigans Beach Reserve and Hanging Rock precinct have been developed reviewed, and or updated.	

		Sandy Place Reserve, Long Beach was reclassified to a District Recreation Park and its community has been consulted regarding upgrade. Council has also installed a multipurpose play element at John Street Reserve in Mogo.	
1.3.2.3 Build, renew, operate and maintain recreation and community facilities	Recreation	Community Facilities are built, operated and maintained in accordance with relevant legislation. All essential services compliance requirements are up to date and on track for completion this financial year. Council completed Beach access stairs in North Rosedale (Yowani Road) in November, and new toilet facilities at Tuross Head prior to the summer school holidays. Planning has commenced for beach access stairs at Observation Head and a viewing platform at Burrewarra Point.	
1.3.2.4 Manage public swimming pools	Recreation	Narooma swimming pool opens 12 months of the year. The attendance to date is 11,647. An issue with the heating system has been identified and will need to be addressed prior to winter. Moruya and Batemans Bay swimming pools opened in October 2019. Pool attendances to date has been: <ul style="list-style-type: none"> • Moruya – 15,134 • Batemans Bay – 13,425 Filtration issues previously identified for Moruya Pool are being managed and the pool operated successfully over the reporting period.	
1.3.2.5 Provide, maintain and upgrade Council's cemeteries	Community Facilities	<ul style="list-style-type: none"> • Constructed new east and west inurnment walls at Batemans Bay cemetery. • Inurnment wall roof completed November 2019. • The renewal of garden beds at Batemans Bay cemetery was scheduled for planting on 20 December 2019. This was delayed due to fires. • Three new inurnment walls Narooma completed. 	
1.3.2.6 Prepare Plans of Management for Crown Reserve	Recreation	Council has undertaken initial community consultation in preparation for the Plans of Management (POM) and landscape masterplans for Hanging Rock Reserve and Observation Point (incorporating Corrigans Beach Reserve), and work has commenced on the generic POM for Developed Reserves Shirewide. Council endorsed the draft Narooma Sport and Leisure Precinct POM for provision to the NSW Department of Industry Crown Lands to ensure it meets legislative requirements.	


		The POM for the Moruya Showground Reserves was endorsed by Crown Lands in November and is currently on public exhibition until 17 February 2020.	
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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 Garden	Commercial Entities	The Gardens redevelopment project is on track, with its new cafe and toilets in operation. Council took ownership of the redeveloped buildings on 20 December 2019 with an official opening scheduled for 2020.	
1.3.3.2 Actively seek events and promote the Eurobodalla Regional Botanic Garden	Commercial Entities	Planning has commenced for a major cultural event in 2020 in partnership with local industry and community groups. Planning is also underway for the Botanic Garden to host a National Friends of Botanic Gardens conference in 2021. The annual photographic competition was run with the exhibition component scheduled for the next quarter.	




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 services and opportunities for young people	Youth Services	Youth committee: five meetings held and four representatives attended the State Youth Conference. Planning is underway for development of a Shire wide mobile phone policy in schools. Youth Cafes: Three services continue to be provided, one each in Batemans Bay, Narooma and Moruya. Moruya Youth Café is supported by community volunteers, NSW police, PCYC and Campbell Page. The Batemans Bay Youth café was closed temporarily in October with resources transferred to Moruya where there is a greater participation and demand for the service. Two quarterly local youth opportunities newsletter 'What's Buzzin' distributed to 200 subscribers. Youth events and activities held during the reporting period included: Batemans Bay Skate event, Music NSW event for five local bands and one headliner in Moruya, Youth award presented for 'Little Sellers' art prize and Mayors	


		<p>writing competition, Colour Run event in partnership with South East Womens and Childrens Services with 230 runners participating in the event.</p> <p>Employment project: Collaboration with Organisation Development to promote 22 Council and local traineeships/apprenticeships and 65 youth attended application preparation sessions. Local human services careers guide drafted.</p> <p>The Youth Employment project had 47 new young job-seeker sign-ups and 32 young people have been assisted with employment outcomes.</p> <p>YDrive: 11 youth completed their 120 hour driving requirements to obtain 'P' plates, a YDrive e-group developed to support mentors and participants with information, Council staff presented on the YDrive project in Adelaide at the Australasian Road Safety Conference, YBudget program delivered to five participants to prepare for buying a vehicle, and YCheck car maintenance workshop delivered.</p> <p>Headspace Consortia: Two meetings held, Street Smart information handbook for young people and Rent it Keep It course for young people at risk of homelessness conducted.</p>	
1.4.1.2 Support and inform local and regional youth service networks	Youth Services	<p>Local youth interagency (WWYN): Two meetings held. Council coordinates a local youth services e-group enabling over 140 subscribers to exchange information and opportunities for services and young people locally.</p> <p>Regional: Two meetings of local government Community Development and Youth Officers held in Batemans Bay to share resources and information exchange. Connection with Queanbeyan-Palerang and Snowy Monaro Councils youth committee to visit each area to develop leadership skills and strengthen relationships.</p>	


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 National Disability Insurance Scheme participants	Community Care	104 National Disability Insurance scheme (NDIS) participants were provided with direct support, 91 with plan management and support coordination services. 11 residents supported with independent living through our 24/7 Specialist Disability Accommodation (SDA) Services in Moruya and Batemans Bay. Service Bookings to the value of \$7.8m in place.	

		Preparation underway taking place for independent audit of services required for ongoing NDIS registration.	
1.4.2.2 Provide support services for older people	Community Care	Commonwealth Home Support program (CHSP) provided to 171 clients. Services include individual and group social support and flexible respite. Over 4,000 hours of services was provided to the 171 clients. Community Transport provided more than 3,200 trips to 332 individual eligible seniors. Our Home Care package program which commenced on 1 September 2019 had signed up six Home Care package clients by December 2019 with many more in the pipeline. Compacts hospital discharge program provided to 75 people, enabling them to safely leave hospital with adequate services in place to support them at home.	
1.4.2.3 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	The Disability Inclusion Advisory Committee met in August 2019 and discussed the Changing Places toilet in Corrigan's Reserve and a promotional video of the inside of the facility was shown. Presentations on the Pathways Strategy and Draft Moruya Golf Club and Showground Plan of Management were also made to the committee. The Committee also met in November 2019 and discussed the overview of planning for Hanging Rock, Corrigan's Beach and Observation Point Crown Reserves and a letter which was sent to Canberra Hospital regarding residential services.	
1.4.2.4 Identify and promote accessible features within town centres	Tourism	The 2019-20 Tourism and Events Marketing Plan requires the promotion of inclusive tourism products, experiences and services in the new tourism website. This is under development. Two additional accessible parking spaces created at Eurobodalla Regional Botanic Gardens.	

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	The Basil Sellers Exhibition Centre (Bas) currently has a support network of 28 volunteers that cover on average 60 - 70% of the gallery minding shifts. Council have conducted an expertise audit of the current pool of volunteers to identify skills that can be utilised in resourcing the growing demands of the Bas.	

		<p>The volunteers at youth cafes in Eurobodalla have given 335 hours of their time, cooked 823 meals and supported running 337 activities.</p> <p>Three volunteer programs continue to run through the Live Life project – Scottish dancing, learn to play bridge and stretch and balance classes. The five instructors have given 160 hours of time to teach 88 people activities to keep them fit and socially engaged.</p> <p>Council ran a campaign for the recruitment of volunteers for Community Transport and Social Support attracting 24 new applications.</p> <p>Three inductions were hosted for new recruits with follow up training in social support and community transport. Training for existing volunteers included understanding dementia, a tech savvy workshop and accessible vehicle training for 32 volunteers. A half-day training seminar with 41 volunteers covered the aged care rights charter, elder abuse and procedural changes in community transport and social support. The total number of volunteers is currently 121 across the programs.</p>	
<p>1.5.1.2 Develop and promote local community activities</p>	<p>Community and Cultural Development</p>	<p>Council participated in the development of the Eurobodalla Local Drug Action Committee; and in meetings to build knowledge and strengthen community partnerships with CWA; NSW club grants committee; suicide prevention workshop; Power to the People conference; Dying to Know presentation, PCYC committee, Farmers Network and presentation of dinner and Headspace Consortia. Provision of volunteer training in mental health first aid.</p> <p>Implemented a trial of a walking soccer program.</p> <p>Council was successful in the \$20,000 Elsa Dixon Grant to support professional development for Aboriginal staff.</p> <p>Presented Live Life program activities to Eurobodalla Cancer Care centre.</p>	

2. CELEBRATED CREATIVITY, CULTURE AND LEARNING



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

2.1.1 - Develop and promote creative arts activities and industries

Action	Service	Comment	Status
2.1.1.1 Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	<p>The Public Art Advisory Committee has met three times and has provided ongoing consultation and advice on the following matters:</p> <ul style="list-style-type: none"> • The public art submission process and fact sheet. • The Public Art Strategy. • Sculpture on Clyde – Public art acquisition, placement and installation. • Major Public Artworks projects with Transport for NSW, Batemans Bay Regional Aquatic, Arts and Leisure Centre and Basil Sellers. <p>Five works of art have been acquired this year in line with the Permanent Art Collection Strategy 2019-24, two of which, by a highly regarded Aboriginal Elder, have significant local cultural value.</p> <p>A short video for community education surrounding public art has been produced and distributed via Council social media.</p>	
2.1.1.2 Implement the Creative Arts Strategy	Community and Cultural Development	<p>The consultation phase of the Public Art Strategy being completed and key directions for the strategy presented to the Public Art Advisory Committee.</p> <p>The new workshop room additions to the Moruya Library and Arts centre are completed and operational.</p> <p>The finalisation of the 2020 annual program in the Bas.</p> <p>The development of a creative arts volunteer program currently with 30 volunteers supporting creative arts activities.</p> <p>The development of Aboriginal creative arts, through the Yuin Country Explored in collaboration with the National Museum of Australia.</p> <p>Showcasing and modelling best practice creative arts programs and events with 25 exhibitions, 18</p>	


		<p>artist talks, 13 creative arts events and six workshops having been delivered.</p> <p>The development of a marketing strategy for the Bas has begun.</p> <p>Development of a local artist in residence program being negotiated to align with the Bas.</p> <p>Investigation into a creative arts award for the annual Eurobodalla Business awards has begun.</p> <p>The provision of Eurobodalla art prize opportunities has been achieved with three art prizes currently being offered</p> <p>Facilitating opportunities to engage creative arts practitioners and groups with over 50 artists having been showcased in this year.</p> <p>The monitoring of audience attendance and feedback has shown 10,450 visitors to the Bas with comments and feedback collected for each exhibition.</p>	
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2.1.2 - Develop and promote the Moruya Library and Arts Centre Project


Action	Service	Comment	Status
2.1.2.1 Complete remaining stages of the Basil Sellers Exhibition Centre	Community and Cultural Development	The Basil Sellers Exhibition Centre is in the final stages of completion with external signage and landscaping underway. The workshop rooms are completed and being booked by the public. The rear accessible ramp into the building has been completed.	
2.1.2.2 Implement the Basil Sellers Exhibition Centre arts program	Community and Cultural Development	The 2019 art program in the Basil Seller's Exhibition Centre (the Bas) is in its final stages of delivery. The 2020 program is finalised with 13 exhibitions in preparation. The Bas has presented seven exhibitions, six opening night events, 13 artist talks, three literary salon events, six tours and a long table dinner in the gallery space. In addition, the Bas has hosted several, networking and consultation events.	


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 Provide support services for children and families	Children's Services	<p>Councils Family Day Care service supports 148 families and provided 53,683 hours of care to 179 enrolled children, by its 18 educators in the reporting period.</p> <p>Out of School Hours (OOSH) Kids continues service in Batemans Bay, Moruya and Narooma supporting 183 families and 253 school aged children in Eurobodalla. The afterschool programs have provided 3,741 occasions of services and the school holiday programs have provided 1,344 occasions of service. On Christmas evening Batemans Bay OOSH building was destroyed by fire. The service has been temporarily located to MacKay Park.</p> <p>The 3Bs supported playgroup continues to provide playgroups in nine locations across the Eurobodalla and a nature-based playgroup has been operating weekly at Bingie. Additional funding was sourced to present targeted playgroups for children with a disability and children from diverse backgrounds.</p> <p>Embracing Participation's parent groups has established four regular groups supported by the assistance of a volunteer. Parents are supported to learn about early development cues for babies, parenting skills and networking.</p> <p>The services hosted the annual Children's Week Fun Day at the Botanic Gardens with 149 children and 72 adults attending, the annual Children's Christmas Party with 100 families attending, the Westpac Rescue Helicopter Discovery Day with over 200 attending and the NAIDOC Children's Day with 150 attendees.</p>	

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>97,818 items borrowed from the library collections by 22,328 library members with 3,043 new items added to the collection during this period.</p> <p>Whilst demand for printed books remains very strong, there has been a demonstrated increase in the demand for E-resources, particularly e-audio books. We currently have 2,041 active</p>	


		<p>registered users of our BorrowBox service who have access to approximately 14,995 individual titles of e-books and 3,875 individual titles of e-audio books. Demand for this service continues to grow.</p> <p>Zoning of the adult non-fiction completed at all libraries. Implementation of new evidence-based collection management software is progressing steadily with data migration and parameter setting completed. CollectionHQ on track to complete the final setup phase to facilitate efficiencies in the management of the collections via the ability to see trends in customer use to better manage and expand the collections based on customer demand.</p> <p>The demand for e-resources continues to grow. Currently there are over 2,041 registered users for our e-resources platforms (BorrowBox and RBDigital). Year to date 7,726 eBooks and 7,571 eAudio items were borrowed.</p>	
2.2.2.2 Finalise and commence the implementation of the Library Strategic Plan	Libraries	The previous 2014-18 Library Strategic Plan has been reviewed and the draft 2020-25 Plan is continuing to be developed. Consultation with key stakeholders and community satisfaction survey feedback undertaken is being reviewed and incorporated into the strategic directions for the new Plan.	



2.2.3 - Work in partnership to improve educational opportunities

Action	Service	Comment	Status
2.2.3.1 Collaborate with stakeholders to address the local educational needs	Community and Cultural Development	Council is working with TAFE NSW on delivering a connected learning centre for Batemans Bay at the existing TAFE, University of Wollongong and Library complex in Batemans Bay. This project is an election commitment by the NSW government.	


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	One meeting held only to date due inability to meet a quorum. Eurobodalla Aboriginal Advisory Committee newsletter was developed and distributed to committee members and Local Aboriginal Land Councils for distribution throughout the community.	

		<p>Ongoing discussions with the National Museum of Australia regarding the Endeavour 250 project continued which enabled the formalising of the Yuin Country Explored project. The project officer position has been filled and the project began community consultation in November 2019.</p> <p>The group also provided advice regarding the Tourism and Way Finding Strategy and the Public Art Strategic Plan.</p> <p>The first Message Stick newsletter was compiled and delivered electronically to members of the Aboriginal Community who signed up for the newsletter.</p> <p>The Dhurga Timeline has been borrowed twice once for the Aboriginal Indigenous Mentor program at the University of Wollongong at Batemans Bay and once for the Gulaga Reconciliation Tilba festival event.</p>	
2.3.1.2 Implement the Aboriginal Action Plan	Community and Cultural Development	The Aboriginal Action Plan is in draft form, to be ratified at the next Aboriginal Advisory committee.	
2.3.1.3 Coordinate significant events including NAIDOC and reconciliation week activities	Community and Cultural Development	<p>NAIDOC week was held 7-15 July 2019. Activities coordinated and supported by council 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 25 stall holders and saw approximately 400 Aboriginal and non-Aboriginal people participating in the day's activities. Council provided the community activities trailer for the sports day which was attended by approximately 35 children.</p> <p>The National Aboriginal and Torres Strait Islanders Children's Day event was held at Moruya Riverside Park where there were 11 stalls and approximately 150 participants.</p> <p>Negotiations have begun with the Boys to Men group to develop a Memorandum of Understanding for the development and continuation of the Sorry Day March.</p>	



2.3.2 - Manage and promote our Heritage

Action	Service	Comment	Status
2.3.2.1 Coordinate the Heritage Advisory Committee and projects under the Heritage Strategy	Strategic Planning	The Heritage Advisory Committee has met and continue to advise the implementation of the Heritage Strategy, including the Local Heritage Places Grant and the heritage and museum advisory services.	

2.3.2.2 Conduct the Local Heritage Places Grant program	Strategic Planning	Eight local heritage conservation projects are progressing through the Local Heritage Places Grant program. The projects are located through the Eurobodalla, including Central Tilba, Narooma, Trunketabella, Moruya and Mogo.	
2.3.2.3 Coordinate the Heritage Advisory Service and Museum Advisor Program	Strategic Planning	Council's museum advisor continues to provide professional advice to Batemans Bay and Moruya museums, advising on projects and grant applications. The Heritage Advisor continues to provide guidance to the community over projects and development proposals relating to heritage.	
2.3.2.4 Coordinate the Fergus Thomson OAM Heritage Award	Strategic Planning	The Fergus Thomson OAM Heritage Award has been placed on hold due to other work commitments and priorities.	

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	Planning and preparation commenced for the upcoming Youth week.	
2.4.1.2 Deliver community programs and events through the libraries	Libraries	136 Library events have been delivered to date, with over 1,827 people attending. The 'Tech Savvy Seniors' and 'Get Online' Programs targeted at aiding older Australians to learn about technology and the internet continue to be popular programs. Also, well-attended events are regular weekly story time sessions aimed at families with preschool children. In December 2019 Moruya Library and Arts Centre held a Family Fun Day event to celebrate the official opening of the completion of the project. Over 700 community members attended. The service successfully secured a 'Be Connected' grant of \$6,000. The grant is to be used for delivering technology training to seniors in the shire. A new Library e-newsletter service was launched in December 2019 and emailed to over 8,000 library members to replace the paper-based 'Library Link'. This new e-newsletter will allow the library to directly communicate the with Library members about the events and services of the Library to improve communication and increase membership.	



3. PROTECTED AND VALUED NATURAL ENVIRONMENT



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




3.1.1 - Manage coastal use and hazards

Action	Service	Comment	Status
3.1.1.1 Prepare the Eurobodalla Coastal Management Program	Strategic Planning	<p>Council staff have continued to attend meetings of the joint agency task force. The task force has been established to coordinate coastal projects in Batemans Bay and assess their impact on Coastal Management Program (CMP).</p> <p>As a result of legislative changes, additional studies are being prepared that assess the impact of the Batemans Bay bridge construction and Clyde River dredging program on the coastline and the request for additional community consultation, Council staff have revised the project brief and requested additional government funding to finalise the CMP.</p> <p>Council were notified by the Department of Planning, Industry and Environment that they were successful in getting additional funding in December 2019.</p>	
3.1.1.2 Manage lake openings	Stormwater	Nil artificial openings undertaken.	

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	Narooma Flood Risk Management Advisory Committee met to review the draft management plan prepared by WMA Water. The consultants have updated the draft plan as a result of the meeting and it is currently being reviewed by Council and agency staff.	
3.1.2.2 Prepare the Batemans Bay Urban Creek Flood Study	Strategic Planning	A draft Batemans Bay Urban Creek Flood Study has been prepared and being reviewed by Council and agency staff.	


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>Ongoing advocacy to NSW Department of Premier and Cabinet for an integrated Emergency Services Centre in Moruya.</p> <p>Request sent to the Hon David Elliot Minister for Emergency Services requesting update on this proposal.</p> <p>Rural Fire Service, NSW Fire and Rescue, NSW Police and NSW Ambulance have indicated in-principle support for the proposal at a regional level.</p> <p>Proposal submitted to Department of Health for consideration.</p>	
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"> • Inspections of asset protection zones undertaken. • Five locations completed for pruning and removal of trees for hazard reduction. South Durras (Mill Close), Lilli Pilli (Warragai Place), Surf Beach (Explorers Way), Catalina (Yarrabee Drive and Penguin Place). • 40.61ha of fire mitigation slashing. • 6.82ha asset protection zone (APZ) hand clearing works. • 1.9ha of hazard reduction grooming works, mostly in APZ areas throughout the Shire, including fire trails. • Two hazard reduction burns have been completed on Council controlled lands, totalling 3.5ha. • Two wildfire events occurred late October 2019, Broulee Sandmines Carpark arson burnt 8.2ha, and a small wildfire on Burri Point Headland, burning an area of 0.9ha. • Significant bushfire event occurred from the Clyde Mountain fire and impacted the Eurobodalla Shire on 31 December 2019. This bushfire event is still ongoing. • Ongoing working with Rural Fire Service (RFS) to prepare hazard reduction burns on Council controlled lands. • Council has received nine hazard advice notices from the RFS. Eight notices did not require any action following inspection by the RFS. One notice required Council to act regarding a pine tree in a Council reserve. Works scheduled for early February 2020. 	




		<ul style="list-style-type: none"> Assessing sites and projects for the Round 2 - 2019-20 RFS grant funding from the Bush Fire Risk Mitigation and Resilience funding programs for various sites in the Shire to supplement hazard reduction activities. Allocated funding of \$124,700 from the RFS, received through the Rural Fire Fighting Fund program. Quarter 2 expenditure of grant funding total currently \$34, 287. 	
3.1.3.3 Support emergency services agencies in planning and responding to natural and manmade disasters	Public Order and Safety	<p>Local Emergency Management Plan (EMPLAN) adopted at the July Local emergency Management Committee meeting.</p> <p>Trial set up of Emergency Operation Centre (EOC) undertaken 19 September 2019.</p> <p>Currowan Fire started 26 November 2019, Section 44 declared 27 November and Natural Disaster Declaration 6 December 2019. EOC opened or at standby status in the ensuing period to date. Significant Council resources involved in the response.</p>	
3.1.3.4 Provide funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation	Public Order and Safety	Contributions provided as per legislative requirements.	
3.1.3.5 Participate in Local Emergency Management, Local Rescue, Regional Emergency Management and Eurobodalla Bushfire Risk Management Committees	Public Order and safety	<p>Chaired two Local Emergency Management Committee meetings</p> <p>Two Local Rescue Committee meeting attended</p> <p>One Regional Emergency Management Committee meeting attended</p> <p>One Bushfire Risk Management Committee meeting attended</p> <p>The scheduled Council, Rural Fire Service and Surf Lifesaving Australia meeting was delayed due to the Currowan fires</p>	


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


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

Action	Service	Comment	Status
3.2.1.1 Undertake biosecurity programs (weeds and pest management)	Environmental Management	<p>Council's weed control program has targeted Bitou Bush, African Love Grass and Fireweed.</p> <p>Dry conditions have not been conducive to control a wide range of plant species such as lantana. Inspections for biosecurity matter (weeds) commenced in October 2019 and will target 862 properties.</p> <p>Rabbits have been controlled in the northern section of the shire with excellent control</p>	

		achieved to date in Batehaven, Malua Bay, Lilli Pilli, Sunshine Bay, Surf Beach, South Durras, Mogo, Surfside and Long Beach.	
3.2.2.3 Implement the Eurobodalla Flying Fox Management Plan	Environmental Management	An odour neutralising trial has commenced. The flying-foxes left the Eurobodalla area in late July 2019 and returned in mid-October 2019 and current numbers in all known camps in Eurobodalla are approximately 7,600. Due to current environmental conditions this is less than previous years population trends for the same time of year.	


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	23 Landcare groups have been supported to help manage local bushland reserves. Council approved bush regeneration works at 23 Landcare areas for a five-year period, during the reporting period.	
3.2.2.2 Plan and implement environmental protection and restoration program	Environmental Management	The Biodiversity Conservation Trust Outreach project was completed in October. Two new grant funded projects commenced during the reporting period for the protection and enhancement of Moruya River vegetation and for the protection and management of Saltmarsh endangered ecological communities in South Durras, Broulee and Tuross. Four new grant applications were submitted including one focused on Endangered Ecological Communities in Nelligen, a clean up the Clyde River project, a Moruya River bank stabilisation for improved fish habitat project and a project focused on reducing the impacts of feral animals.	
3.2.2.4 Participate in the Office of Environment and Heritage CoastSnap beach monitoring program	Strategic Planning	Implementation of the CoastSnap program is scheduled to be installed on 18 February 2020 at Bengello Beach and Tomakin Cove.	

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	Two grant applications that, if successful, would support the Biodiversity Strategy project were made. One was to the Australian Government's Building Better Regions Fund and the other to the NSW Government's Stronger Country Communities grant streams. Resources spread across many projects continue to delay progress on the Biodiversity Strategy project.	





3.2.3.2 Coordinate the Coastal and Environmental Management and Advisory Committee (CEMAC) and associated projects	Strategic Planning	The re-formalisation of the Coastal and Environmental Management and Advisory Committee (CEMAC) remains on hold until the Coastal Management Program reconvenes.	
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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	Year two of the three-year Estuary Management Project has commenced and is on track with environmental works occurring in 656 hectares of Endangered Ecological Communities and high value estuarine foreshore areas across our six major estuaries – Clyde, Tomaga, Moruya, Coila, Tuross, and Wagonga. Education with landholders and communities in these areas has also commenced.	


3.3.2 - Monitor and manage impacts on our waterways

Action	Service	Comment	Status
3.3.2.1 Participate in the Beachwatch program	Public and Environmental Health	Program continuing to monitor 11 sites.	
3.3.2.2 Undertake estuary monitoring	Public and Environmental Health	The estuary monitoring program is underway for the five major estuaries including: Clyde River; Tomaga River; Moruya River; Coila Lake and Tuross River; and Wagonga Inlet.	
3.3.2.3 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	817 onsite sewage management system inspections have been carried out with 92% compliance.	
3.3.2.4 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with Environment Protection Authority and NSW Health requirements and licences.	

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	97% of all customer service requests are being responded to within timeframes.	


3.4.1.2 Undertake the public pool water quality inspection program	Public and Environmental Health	Program on target with 92% compliance.	
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4. SUSTAINABLE LIVING



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

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


Action	Service	Comment	Status
4.1.1.1 Build, renew, operate and maintain water supply systems	Water Service	<p>Operational and maintenance activities as per schedule.</p> <p>Capital and renewal activities on track including watermain renewals:</p> <ul style="list-style-type: none"> • Orient Street, Batemans Bay • Cranbrook Road, Batemans Bay • Beach Road, Batemans Bay • Parker Avenue, Surf Beach • Francis Street, Broulee • South Head Rd, Moruya • Swordfish/Tuna Street Tuross Head • Eurobodalla Road, Bodalla • Potato Point Village • Noble Parade, Dalmeny • Bowen Street, Narooma • Costin Street, Narooma • Dorothy Drive, Narooma • Old Highway, South Narooma. <p>135 new water service connections.</p> <p>NSW Water Supply and Sewerage Annual Performance Monitoring Report – data submitted by due date.</p> <p>Grant funding secured for:</p> <ul style="list-style-type: none"> • Nelligen Water Supply and Sewerage Schemes \$3,500,000 • Akolele Sewerage Scheme \$762,000 • Eurobodalla Southern Storage \$25,612,500 <p>Water meters replaced 353 (1.83%).</p> <p>Volume of water treated 1,850ML.</p>	
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Service	<p>Operational and maintenance activities as per schedule.</p> <ul style="list-style-type: none"> • Batemans Bay Sewerage Treatment Plan Detailed Design 90% complete. • Tuross Sewerage Treatment Plan Detailed Design 90% complete. • Potato Point sewerage scheme 100% Detailed Design. Tendering for transfer system to commence in the 3rd quarter. 	

		<ul style="list-style-type: none"> • Sewer CCTV approximately 6km sewer mains inspected (27% of annual program) • Renewal program on track with 82% of capital renewals budget spent. • Sewer relining (5.3km of sewer mains and 195 sewer junctions relined) 80% completed. • Sewerage Augmentations progressing but delayed due to bushfire and drought influences. • New sewerage schemes progressing but delayed due to bushfire and drought influences. • Zero major sewer spills, two minor sewer spills. 	
4.1.1.3 Undertake liquid trade waste inspections	Public and Environmental Health	Inspection program on target.	

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	78 Washing Machine rebates provided. 12 Dual-flush toilet rebates provided.	

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	Detailed design and tender documentation complete. Project approval granted. Grant funding \$25,612,500 (NSW SSWP) secured and accepted by Council.	


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	Operations at the Surfbeach Waste Management Facility, Moruya Transfer Station and Brou Waste Management Facility are on track.	
4.2.1.2 Manage kerbside collection	Waste Management	Council's kerbside waste, organics and recycling collection has progressed as per contractual arrangements, servicing approximately 45,000 residential waste, organics and recycling bins each week. 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 in the yellow bin are minimised.	
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	The annual hazardous waste collection took place in September with events held at Batemans Bay, Moruya and Narooma. The following quantities (by weight) of hazardous waste were collected at the individual sites: <ul style="list-style-type: none"> • Batemans Bay – 3,501 kg • Moruya – 2,971 kg • Narooma – 4,801 kg. These quantities were 48% lower than amounts collected at the 2018 hazardous waste collection. This reduction was expected and can be directly attributed to a growth in awareness and effectiveness of the Community Recycling Centre (CRC) that is located at Surfbeach Waste Management Facility. The total volume of waste deposited to the CRC in the last year amounted to 25.87 tonnes.	

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	Council is a member of the Canberra Region Joint Organisation (CRJO) and attended regular Resource Recovery Working Group meetings. The current focus has continued to be on national recycling issues and the development of long-term waste strategies being drafted by the Department of Planning, Industry and Environment and the ACT Government.	



<p>4.2.2.2 Deliver community education on waste minimisation</p>	<p>Waste Management</p>	<p>Regular education and information sessions have been held at schools and community events continuing to highlight the importance of recycling and waste minimisation. Composting and worm farming workshops were held in November, attracting over 160 attendees. Regional educational programs focussing on disposal of hazardous wastes such as gas bottles, paint cans and oils are being prepared with the Canberra Region Joint Organisation (CRJO) for a collaborative approach that will be rolled out via promotional materials and through local industry and retail outlets, minimising illegal dumping of these items.</p>	
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4.2.3 - Minimise illegal dumping

Action	Service	Comment	Status
<p>4.2.3.1 Coordinate Clean Up Australia day activities</p>	<p>Waste Management</p>	<p>The Clean Up Australia event takes place in March 2020. Initial planning and arrangements have commenced to ensure that the event is widely publicised and attended by as many individuals, community groups, businesses and schools as possible.</p>	
<p>4.2.3.2 Investigate and manage illegal dumping incidents</p>	<p>Waste Management</p>	<p>62 customer service requests were attended to within the reporting period.</p>	


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
<p>4.3.1.1 Facilitate Marine Debris working group</p>	<p>Environmental Management</p>	<p>50 clean ups took place in the Eurobodalla, removing 400 kg of debris from our waterways. Members of the group continues to expand and includes volunteers, schools, individuals, enviro groups, Local Aboriginal Lands Council rangers, ESC, National Parks, business and Batemans marine park. A council officer was invited to become an ambassador for the marine debris non-profit Tangaroa Blue.</p>	
<p>4.3.1.2 Provide environmental and sustainability education programs</p>	<p>Environmental Management</p>	<p>68 education activities were held with over 5,900 participants. Some programs delivered included water catchment education and a waterwise play performed to five schools, home composting and worm farming workshops and National Tree Day activities at four schools.</p>	

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 2018-19 Emissions Reduction Plan progress report was tabled at Council during the reporting period. Council have implemented recommendations from this report including writing to the NSW and Australian government advocating for increased certainty and leadership. A workshop with representatives from key community and business groups was conducted on the progress of the Plan and to identify potential additional actions.	




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	The renewable energy Power Purchase Agreement has progressed with Procurement Australia. Negotiations are underway with tenderers. Council is collaborating with community groups on funding applications for electric vehicle charging stations and renewable energy projects.	

5. VIBRANT AND DIVERSE ECONOMY

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

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


Action	Service	Comment	Status
5.1.1.1 Manage the Invest Eurobodalla website and associated programs	Business Development	Updates and reviews continue to keep Invest Eurobodalla the one-stop-shop website for attracting investment and helping small business. Enquiries are monitored and responded to.	
5.1.1.2 Identify local business needs in terms of business training, design and promote capacity building program	Business Development	Council continues to work closely with The Southern Region Business Enterprise Centre and the Chambers of Commerce to determine current capacity building training needs. Digital Marketing workshops covering Facebook and Instagram were held in Batemans Bay and Narooma to help businesses develop their social media activities, e-commerce stores and website optimization. Businesses wanting to improve their National Disability Insurance Scheme offering attended a workshop in Moruya. Capacity Building was also identified as an opportunity for businesses and included in Narooma's Community Strategic Plan, this resulted in a funding application to deliver TAFE Customer Care training to 180 businesses	
5.1.1.3 Work with the University of Wollongong iAccelerate to investigate the establishment of an entrepreneurship program in Eurobodalla	Business Development	Discussions are ongoing on how to best deliver Innovations program such as the Wollongong led iAccelerate. Meetings took place with AusIndustry in November 2019 to discuss their incubator program and have offered support to another application which will assist in building capacity and innovation with our local oyster, sea urchin, kelp, fishers, marine tourism and innovation such as the Smart Oyster App development. A forum on Natural Capital Accounting for oyster farming on the Clyde was also attended in December 2019.	
5.1.1.4 Facilitate business, education and employment partnerships and employment generating initiatives	Business Development	Council continues to deliver the Jobs and Training project led by its Employment Projects team and supported by Business Development. Youth Employment Strategy included the E-YES employment project had a total of 31 new young	


		job-seeker sign-ups and 12 young people have been assisted with employment outcomes. Council attended the Eurobodalla Health Expo providing a jobs board and on-hand support for job seekers to find jobs in the industry. In November, Council ran a Jobs Fair in Moruya, also targeting Health and Social Assistance employment and training. A total of 140 job seekers considered 70 positions by 20 employers supported by four training organisations.	
5.1.1.5 Implement Advancing Eurobodalla	Business Development	Implementation of Advancing Eurobodalla included previous actions along with activities to do with business development, investment attraction, workforce development and infrastructure and place enhancement such as running capacity building events, employment and training events, working with various industries such as oyster, renewables, food producers and Batemans Bay foreshore activation.	

5.1.2 - Support the growth of a sustainable rural industry

Action	Service	Comment	Status
5.1.2.1 Seek grant funding for the development of a Eurobodalla Food Systems/Production Plan	Business Development	A draft Project Management Plan for the delivery of a Food Systems Plan has commenced and staff are currently working on an Issues and Opportunity paper to use in engaging with industry. Council will pursue external grant funding for the development of a Eurobodalla Food Systems Plan.	


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

Action	Service	Comment	Status
5.1.3.1 Conduct a tender process for the construction of the Regional Aquatic, Arts and Leisure Centre Batemans Bay	Strategic Planning	The procurement strategy that underpins the overall tender process has been approved. An open approach to the market was made in October 2019. Council endorsed a short-list of six companies in December 2019 who will be taken through the next stages of the tender process. Representatives from the short-listed companies met with key project staff on 12 December 2019 to be briefed on the project and tender process. The next stage of the tender process is currently with the short-listed tenderers and closes on 6 February 2020. The final tender is scheduled to be released in March 2020. To date, two of the short-listed tenderers have withdrawn from the	

		process. Their withdrawal of these companies is not seen as having any significant impact on the tender process.	
5.1.3.2 Conduct a tender process for the redevelopment of the northern site of the Mackay Park Precinct	Strategic Planning	First stage tender documents are largely 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 Work with industry and Chambers of Commerce to facilitate project-based working groups and economic development projects	Business Development	<p>The 2019 NSW State Business Awards showcase the best businesses in the NSW. Eurobodalla had its largest representation with six businesses across the shire as finalists and Coast and Country Occupational Therapy winning Most Outstanding Young Entrepreneur.</p> <p>Council has worked closely with the Narooma Chamber to inform a draft Strategic Plan for the future of Narooma and surrounding communities. It involved consulting over 90 business leaders.</p>	

5.2.2 - Support the business community to build capacity

Action	Service	Comment	Status
5.2.2.1 Monitor and promote vacant business premises, land availability and housing stock to ensure adequate quantities and to meet market demand	Business Development	<p>Council reviews vacant premises listings on an ongoing basis. Information regarding vacant land and available premises along with businesses for sale is promoted via Invest Eurobodalla with direct links to real estate agents and brokers. In November 2019, Council received a report on Batemans Bay Commercial Market Analysis which looked at the current situation, compared to similar towns, analysing leasing rates, size of premises.</p> <p>Council continues to respond to enquiries for premises and lobby for more favourable conditions to reduce vacancies.</p>	

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	Installation of directional signs (blue/white and brown/white) continues, mostly along George Bass Drive. Six expressions of interest were received for an Aboriginal artist/designer to develop a representation of Umbarra (black duck totem) for the laser cutting on the entry signs. The review panel, which includes a member of the Aboriginal Advisory and Public Art Advisory committees, chose a preferred candidate in December 2019.	
5.3.1.2 Prepare and implement the annual Tourism Industry development plan	Tourism	Work to commence in the second half of the year.	
5.3.1.3 Investigate the best model for the delivery of visitor information services	Tourism	Follow up consultation was undertaken with industry stakeholders in October 2019, together with a presentation to the internal steering group on the early recommendations of the review. A first draft of the Comprehensive Report by Destination Marketing Store was received in December 2019.	
5.3.1.4 Implement the Marketing Plan 2019-20	Tourism	The following actions were undertaken <ul style="list-style-type: none"> • Roll-out of Destinations NSW Co-operative Marketing Campaign • Continued development of the Eurobodalla Tourism Website • Initial content for VFR e-postcard campaign provided • Support provided to Destination NSW for PR activities for campaign • Review of industry databases commenced • VIC merchandise and displays developed. 	
5.3.1.5 Partner with Destination NSW in the new Tourism advertising campaign	Tourism	Campaign activity included: Weekend Sunrise filming at the Moruya Saturday Markets and Corrigans Beach in Batemans Bay over 19-20 October 2019; the We Are Explorers Playground Piece (8 Great Reasons to take your mates to Eurobodalla) and the micro adventure piece featuring the Bingi Dreaming Track.	
5.3.1.6 Progress the implementation of the Eurobodalla Destination Action Plan (EDAP)	Tourism	Implementation of the EDAP included: <ul style="list-style-type: none"> • Receipt of first draft of the Visitor Information Services Review Comprehensive Report • Receipt and publication of the end of financial year Eurobodalla Tourism Monitor 	

		<p>Report; Council adoption of Nature Based Tourism Feasibility Study</p> <ul style="list-style-type: none"> • Allocation of Hallmark Event funding to the Narooma Oyster Festival and the River of Art • Continue to manage the operation of the Batemans Bay VIC and contract with MACS for the Narooma VIC • Progress the Batemans Bay Waterfront Master Plan and Activation Strategy. 	
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5.3.2 - Actively seek and support the development and hosting of events

Action	Service	Comment	Status
5.3.2.1 Introduce new event assessment framework in accordance with the Event Strategy 2019-20	Business Development	Draft Event Assessment Framework completed for Tourism Events with each criterion having an associated key performance indicator to assist decision making.	
5.3.2.2 Progress implementation of the Event Strategy 2019-20	Business Development	<p>Implementation of the Event Strategy continues. Community event funding has been awarded to the Small Farm Field Day.</p> <p>Hallmark funding has been awarded to the Narooma Oyster Festival and the River of Art. Assessment criteria has been completed for Sports Tourism and Destination Events.</p> <p>The Caravan and Camping Expo took place in Batemans Bay during the beginning of December.</p> <p>Council continues to provide assistance to the Eurobodalla Fishing Association to bundle a fishing competition and expo to create a fishing festival to be held in April 2020.</p>	

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 Advocate for improved transport and telecommunications services (mobile and NBN)	Business Development	Council continues to advocate for improved transport and telecommunications services. Council supported a funding application for a project to review public transport in the shire and continued its role on the Love the Bay working group with John Holland and the Batemans Bay Tourism and Business Chamber assisting with positive messaging to community, local businesses and visitors surrounding the disruptions over the next three years construction.	

		Businesses struggling with phone and internet connections regularly contact Council for lobbying assistance.	
5.3.2.3 Develop an adventure trail strategy for Mogo	Business Development	The Mogo Adventure Trails Hub Strategy (trails strategy) is in draft form. Council are delivering an immediate action in the trails strategy which is to prepare a detailed masterplan over the defined trail area. In December, Council engaged Dirt Art to prepare a masterplan in keeping with the findings of the trails strategy. Staff are continuing to engage government agencies and key stakeholders in how to progress the project, considering appropriate governance models and potential funding streams.	



6. RESPONSIBLE AND BALANCED DEVELOPMENT



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

6.1.1 - Investigate and communicate planning opportunities and impacts

Action	Service	Comment	Status
6.1.1.1 Prepare input into policy and legislative reviews	Strategic Planning	Council are awaiting a response from Department of Planning, Industry and Environment (DPIE) regarding Council's submission to the draft short-term rental accommodation code.	
6.1.1.2 Commence investigation into town centre strategies for Narooma and Moruya	Strategic Planning	The draft Narooma Foreshore and Sporting Precinct masterplan and subsequent precinct landscape plans were prepared by Locale Consulting and Ayling and Drury Landscape Architecture and reviewed by staff in October 2019. The plans provide several recommendations to revitalise the Narooma town centre. Council also attended workshops facilitated by the Narooma Business Chamber in developing a community and business plan for Narooma in November 2019. Council await advice on the Moruya Bypass prior to working on Moruya township planning.	



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 Community Engagement Framework and Participation Plan was adopted in November 2019.	
6.1.2.2 Develop a waterfront masterplan for Batemans Bay town centre	Strategic Planning	Council held an engagement weekend in November 2019 to provide the community and key stakeholders an opportunity to view and discuss ideas and concepts considered for the Batemans Bay waterfront. The weekend involved several activities, including live music, temporary public space over car parks (parklet), blackboard for sharing ideas and posters presenting concepts in the Guy Francis building. Council received feedback from over 100 people from the engagement weekend and submission period. This data has been used to start drafting	


		the Batemans Bay Waterfront Masterplan and Activation Strategy.	
6.1.2.3 Review Infrastructure Contributions Plans	Strategic Planning	Infrastructure Contributions Plan has been placed on hold. The plan is awaiting updated work schedules.	
6.1.2.4 Revise and implement development servicing plans for Water and Sewerage	Water and Sewer Services	Draft Development Servicing Plan received for internal review. Final draft to be completed and audited. Public exhibition and adoption by Council scheduled for April-June 2020 for expected commencement on 1 July 2020.	

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	A Builders Forum was held on the 25 July 2019 with discussion and presentations on the following matters: <ul style="list-style-type: none"> Council's e-services and e-lodgement, An update on the new Planning for Bushfire Protection guidelines from the NSW Rural Fire Service, Learnings from 12 months after the introduction of the biodiversity legislation, and Safer by Design for civil projects. 	
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	27 formal pre-lodgement meetings held. 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 is 36 days. Council have received 402 applications to date. This is down 10% with the same period last year (446) and is down 12% on the five-year average (454). 355 applications determined in the reporting period. This is down 15% on last year (419) and is down 12% on the five-year average (401).	

6.2.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	51 Construction Certificates determined. Council issued 48 Construction Certificates for Class 1 and Class 10 buildings (dwellings, shed and carports) and 3 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	1 Complying Development Certificate determined.	
6.2.2.4 Provide certification inspection services	Development Assessment and Building Certification	1,482 building and plumbing inspections carried out. There were 842 plumbing inspections and 640 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	65 swimming pool inspections carried out. Out of the premises inspected 18 premises related to sales/lease requirements. All premises inspected during this period are now compliant and nine premises required follow up inspections.	

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	The Local Environmental Plan Amendment 11 relating to rural lands came into effect in October 2019. The Department of Planning, Industry and Environment made several changes not consistent with the planning proposal, requiring Council to inform affected property owners. Council staff have continued to prepare the Eurobodalla Local Strategic Planning Statement.	


7. CONNECTED AND ACCESSIBLE PLACES





7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK

7.1.1 - Advocate for improved transport links, services and infrastructure

Action	Service	Comment	Status
<p>7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure</p>	Transport	<p>Pro-actively working through the NSW Roads and Transport Directorate to advocate for improved funding for local and regional roads.</p> <p>Pro-actively working with the South East Australian Transport Strategy Inc (SEATS) to advocate on transport priorities for the Eurobodalla, including upgrades to the Princes Highway (highway duplication and bridge upgrades).</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>Working with Transport for NSW (TfNSW) on the Princes Highway/Batemans Bay Link Road intersection treatment, proposed highway duplication and proposed Moruya bypass.</p> <p>Advocacy to TfNSW and Minister Constance on behalf of Mogo Business Chamber for a safe crossing of the highway at Mogo, upgrades to the Narooma Bridge and highway connections with Centenary Drive and Riverside Drive, Narooma.</p> <p>Attended Princes Highway Whole-of-Corridor Strategy workshop hosted by GHD in Bega.</p> <p>Advocated for State Government to retain highway bypass sections to avoid unaffordable depreciation burden on councils.</p> <p>Advocacy letters forwarded to NSW Premier, Deputy Premier and Ministers promoting outcomes of the Local Roads Congress communique 2019.</p> <p>Attended IPWEA NSW and Australasia Board Meetings and conferences.</p>	
<p>7.1.1.2 Seek grant and other funding to sustain and improve the local and regional transport network</p>	Transport	<p>Local Land Services grant funding for:</p> <ul style="list-style-type: none"> gravelling and sealing of a section of Old Highway, Corunna - \$86,146 to seal earthworks for environmental protection 	


		<ul style="list-style-type: none"> • drainage improvements and gravelling of an access and carpark area at Brices Pontoon on Wagonga Scenic Drive - \$21,350 for environmental protection <p>Grant applications submitted to NSW Government Fixing Local Roads Round 1 2019 Grants:</p> <ul style="list-style-type: none"> • Annette Street, Mogo \$224,935 • Mulgowrie Street, Malua Bay \$586,765 • Wave Street, Tuross Head \$335,466 • Tomakin road, east Dunns Creek \$275,899 • Beach Road at Miller Crescent intersection \$254,275 • Peninsula Drive, North Batemans Bay \$353,077 • North Head Drive, Moruya \$917,243 • Litchfield Crescent, Long Beach \$176,358 • George Bass Drive, Joes Creek \$775,876 • Bowerbird Place, Malua Bay \$356,279 • Currawong Crescent, Malua Bay \$320,394 • Moruya Tip Road \$219,806 • Edward Road, Batehaven \$298,156 • Regional roads heavy patching \$1,200,000 • Collector roads heavy patching \$239,112 	
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7.1.2 - Provide a safe efficient and integrated transport network			
Action	Service	Comment	Status
7.1.2.1 Provide a safe efficient and integrated transport network	Transport	<p>Inspection and maintenance of the road network complete as per schedule.</p> <p>Capital renewal and upgrade works in Operational Plan 2019-20 on schedule.</p> <p>Additional projects to those within the Operational Plan:</p> <p>Pavement rehabilitation</p> <ul style="list-style-type: none"> • Campbell Street, Moruya • Broulee Road, Broulee • George Bass Drive (Candlagan Creek Bridge) • Nuyen Place, Long Beach • Scenic Place, Moruya Heads. <p>Urban road reconstruction</p> <ul style="list-style-type: none"> • Swordfish Street and Tuna Street, Tuross Head • Boondi Street, Malua Bay • Binda Street, Malua Bay • Wattle Street, Batehaven • Beach Road and Vesper Street Upgrade. <p>Rural road reconstruction</p>	

		<ul style="list-style-type: none"> Clarkson Bridge Local Land Services grant Eurobodalla Road Pavement Widening George Bass Drive (Sylvan Street South). <p>Car parks</p> <ul style="list-style-type: none"> Durras Car Park, Durras Nelligen Boat Ramp Car Park, Nelligen Car Park Capital Program. <p>Bridges</p> <ul style="list-style-type: none"> Replacement of Moruya Golf Course Pedestrian Bridge Surf Beach Footbridge Renewal Wamban Bridge 2, Wamban Road. <p>Regional roads</p> <ul style="list-style-type: none"> Tomakin Road Safety Improvements, Tomakin. <p>Road Drainage</p> <ul style="list-style-type: none"> Marlin Street, Tuross Hadrill Parade, Dalmeny Grantham Avenue, Batehaven. 	
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>Capital renewal and upgrade works in Operational Plan 2019-20 on schedule.</p>	
7.1.2.3 Provide traffic management and transport planning	Transport	<p>Four significant special events applications and/or traffic management plans approved.</p> <p>146 analysis traffic counts installed.</p>	
7.1.2.4 Coordinate the Local Traffic Committee	Transport	<p>Five meetings held.</p>	
7.1.2.5 Investigate technology options to monitor and manage parking demand and compliance	Transport	<p>Field trials of new technology (e.g. in ground sensors) underway and being monitored in Clyde Street Batemans Bay.</p> <p>Initial discussions with Village Centre and Bridge Plaza undertaken</p> <p>Discussions with Transport for NSW commenced.</p>	

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 stormwater network complete as per schedule</p> <p>Capital renewal and upgrade works in Operational Plan 2019-20 on schedule.</p> <p>Additional projects to those within the Operational Plan:</p>	

		<ul style="list-style-type: none"> • Sunshine Bay Road, Sunshine Bay (part grant funded) • George Bass Drive, Maula Bay (stage 2) • Hill Street Pathway, Batemans Bay • Durras Drive, South Durras • Foam Street, Surfside. <p>Shared pathways in progress:</p> <ul style="list-style-type: none"> • Melalueca Crescent, Catalina • Francis Street, Broulee • Sylvan Street, Malua Bay. 	
7.2.1.2 Leverage existing funding to accelerate expansion of the network	Transport	<p>Batemans Bay Watergardens accessible ramp – applied August 2019 under the Stronger Country communities program - \$54,922.</p> <p>Grants and community funding achieved and reported to Council on 13 August 2019.</p> <p>Active Transport Grant Funding received for shared pathways at:</p> <ul style="list-style-type: none"> • Foam Street, Surfside \$116,000 • Melaleuca Crescent, Catalina \$22,500 • Sunshine Bay Road, Sunshine Bay \$40,000 • Francis Street, Broulee \$37,000 • Sylvan Street, Malua Bay \$83,000. <p>Grant to Durras Community Association from local member Andrew Constance MP \$7,500.</p> <p>Community contribution from Durras Community Association \$7,500.</p>	

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	<p>Batemans Bay CBD Bus Stop – ongoing discussions with Transport for NSW (TFNSW) on impacts to future traffic due to new Batemans Bay bridge.</p> <p>Advocacy continuing to TFNSW to secure improved parking for drop-off at the intersection of Princes Highway/Hector McWilliam Drive to expand the car park to relocate the bus stop off the Princes Highway.</p> <p>Grant applications submitted to TFNSW for bus shelters under Country Passenger Transport Infrastructure Grant Scheme:</p> <ul style="list-style-type: none"> - Trafalgar Road, Tuross Head \$11,000 - Landra Road, Surfside \$11,000 - Lilli Pilli Road, Lilli Pilli \$11,000 	


		- Dalmeny Drive, Kianga \$11,000. Active Transport grant funding application for shared path prepared and awaiting NSW Government update on submission process.	
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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	Moruya Airport operations continue with Civil Aviation Safety Authority's (CASA) annual inspection conducted. Rex passenger numbers are up on two years ago although are slightly down from last year's peak.	
7.4.1.2 Continue the implementation of the Moruya Airport Master Plan	Commercial Entities	Planning for opening the precinct next to George Bass Drive continues. Leasing of first four lots near completion with agreement for lease signed on 3rd lot and EOI conducted for 4th lot. Installation of lighting upgrade including control system. 11 lot subdivision design in progress.	

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 Highways and the electric highway	Transport	Roads Maintenance Management Contract work undertaken on Kings Highway for TFNSW Pro-actively working directly and through SEATS to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades. Presence at SEATS meetings in August and November 2019. Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway. Working with Transport for NSW on the pre-construction activities for the design of the South Batemans Bay Link Road connection (funding announced January 2019). Working with TFNSW and Transport Directorate in accord with the NSW Roads Congress Communique 2019 (adopted by Council 13 August 2019). Attended Princes Highway Whole-of-Corridor Strategy workshop hosted by GHD in Bega (20	

		August 2019). Advocated for State Government to retain highway bypass sections to avoid unaffordable depreciation burden on councils.	
7.4.2.2 Continue to advocate to NSW Government to optimise outcomes from delivery of the new Batemans Bay bridge	Transport	Proactively working directly with TFNSW to implement outcomes arising from Foreshore Advisory Committee on foreshore improvements, and Council's submission on proposed foreshore plans (July 2019). Council's technical staff working with TFNSW engineering solutions for bridge works. Regular teleconferences held with Batemans Bay Bridge Project Manager to track progress and assist project logistics.	



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	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 progress discussion on NSW Government Marine Infrastructure Plan (MIP). Detailed engagement on Eurobodalla Marine Infrastructure Asset Management Plan commenced with a community survey in September 2019. Liaison with representatives of key local fishing clubs on list of marine projects for inclusion in funding applications. South Durras lake and Nelligen boatramp car parks completed.	
7.4.3.2 Seek additional funding for local boating and marine infrastructure	Recreation	Grant applications pursued under NSW Government Recreational Fishing Trust Round 2020-21. Registration of Interest submitted to Boating Now Round 3 Grants. Grant applications lodged with Recreational Fishing Trust (RFT) Round 2020-21: <ul style="list-style-type: none"> • Hanging Rock Fish Cleaning tables cover \$20,136 • Mill Bay Fish Cleaning Table relocation and replacement \$9,905. Registration of Interest submitted to Boating Now Round 3 Grants: <ul style="list-style-type: none"> • Hanging Rock boating facilities - \$20,000 per annum • Apex Park boating facilities - \$20,000 per annum 	

		<ul style="list-style-type: none"> • Hanging Rock boat ramp improvements - \$300,000 • Apex Park pontoon - \$50,000 • Nelligen pontoon - \$125,000 • Mossy point boat ramp -\$35,000 • Mill bay boat ramp - \$30,000 • Brierleys boat ramp - \$600,000 	
7.4.3.3 Maintain, renew and upgrade boating and marine infrastructure	Recreation	<p>Inspection and maintenance of boating and marine infrastructure undertaken within budget</p> <p>Capital renewal and upgrade works in Operational Plan on schedule.</p>	


8. COLLABORATIVE AND ENGAGED COMMUNITY



8.1 – ENCOURAGE AN INFORMED COMMUNITY

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

Action	Service	Comment	Status
8.1.1.1 Manage media relations and advice and respond to queries	Communications	Advice was provided to staff on media and communication matters. Strong relationships with local media were maintained. Media queries were responded to promptly in collaboration with staff.	
8.1.1.2 Prepare and distribute media releases	Communications	Council responded to 55 formal media queries and distributed 108 media releases, resulting in a range of positive media coverage in print, online, radio and TV on Council activities and events.	


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

Action	Service	Comment	Status
8.1.2.1 Assist to develop and implement communication strategies for key projects a	Communications	Communication strategies were developed and implemented for a range of projects including Dog signage, Children's Week, annual hard-waste pickup, Batemans Bay waterfront activation strategy, the Employment Revolution, Eurobodalla libraries and a major shire-wide water restrictions campaign, which continues. Council assisted local businesses and Batemans Bay bridge builders John Holland to launch the Love The Bay campaign.	
8.1.2.2 Prepare, design and publish Council's communications	Communications	Council prepared, designed and published print and electronic communications throughout the period, as well as providing support and advice to staff across the organisation. Material was created and delivered for shire wide water restrictions program. Council continues its major ongoing work for the Basil Sellers Exhibition Centre, the Companion Animal Management Plan signage and education program, Eurobodalla Botanic Gardens redevelopment signage, redevelopment of Children's Services promotional material, and a range of corporate documents including the Annual Report.	


		<p>Ongoing collateral for the 'All Kinds of Natural' tourism campaign.</p> <p>Other large design projects included two editions of Living in Eurobodalla, Library Link and brochures for inclusion with rates notices.</p> <p>Electronic communications included social media posts to Council's Facebook and Instagram, updates to Council's website and Council's regular e-newsletter Council News.</p> <p>2,567 Council News subscribers.</p>	
8.1.2.3 Manage corporate websites	Communications	<p>Earlier in the year the communications team reinstated an approvals process for new content on Council's corporate website and instigated an ongoing training and support program for web editors throughout the organisation.</p> <p>Submitted projected funding application for major upgrade of the corporate website to reflect needs of public.</p> <p>Corporate website users: 125,886</p> <ul style="list-style-type: none"> • New users: 117,209 • Page views: 521,069 	
8.1.2.4 Manage social media channels	Communications	<p>Council's social media following continued to grow, with an average of three to five posts on Facebook and ad hoc posting to Instagram whenever suitable content was sourced.</p> <p>15 new videos were uploaded to Council's YouTube channel.</p> <p>Facebook followers 9,120 and Instagram followers 1,644</p>	

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 Support and provide advice to staff on effective community engagement	Communications	Communications support was provided on a range of engagements including marine infrastructure, tourism, Batemans Bay waterfront activation, the Bas and Moruya library, and road safety.	



8.2.2 - Work in partnership with the community on key projects

Action	Service	Comment	Status
8.2.2.1 Develop effective communications that support quality engagement	Communications	Communications plans were developed and implemented for the Batemans Bay waterfront activation project, marine infrastructure engagement, the Kings Highway road safety	


		campaign, Eurobodalla farmers network and dinner, Rural Lands Strategy, and electric vehicle fleet.	
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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	Communications	A Mayoral message is published on Council's Facebook page at the conclusion of each Council meeting. Seven messages were published. A Mayor's message was published in the July-September and October-December issues of Living In Eurobodalla. The Mayor also undertakes regular radio interviews with ABC South East, 2EARFM and 2EC.	
8.3.1.2 Facilitate and support civic functions	Corporate and Community Leadership	The following civic functions were facilitated by the Mayor: <ul style="list-style-type: none"> • NAIDOC Flag Raising Ceremony • Mayor's Writing Competition • OAM Morning Tea celebration • Eurobodalla Tourism Campaign Launch • Citizenship ceremony • Little Sellers Art Prize • Launch of the 2020 Environment Calendar • Mayor's Christmas Function. 	


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




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 2020-21 Operational Plan and budget is currently in progress with staff and Councillor workshops to be undertaken early 2020.	
9.1.1.2 Report on the progress of implementing community vision	Corporate and Community Leadership	The 2018-19 Annual Report was tabled at the 26 November 2019 Council meeting. Of the 222 actions planned to be delivered, 219 (98.6%) were complete and three (1.4%) were deferred.	
9.1.1.3 Review and update the Resourcing Strategy	Corporate and Community Leadership	The Resource Strategy will be reviewed during the preparation of the 2020-21 Operational Plan including the revision of the Long-Term Financial Plan, Workforce Management Plan and the Asset Management Strategy and plans.	
9.1.1.4 Undertake a review of capacity and functionality upgrades in the transport asset class	Technical Services	Draft road safety plan prepared and road safety review of rural roadside hazards complete. Capacity and functionality upgrades incorporated into the draft road safety plan 2019-21 and revision of the Section 94 plans. Projects under development. New traffic model being developed by Transport for NSW in conjunction with proposed South Batemans Bay Link Road project.	
9.1.1.5 Revalue Transport assets	Technical Services	Revaluation of transport and stormwater assets commenced in accord with Office of Local Government schedule. Condition assessment of sealed road network and large culverts complete and incorporated into Special Schedule 7.	

9.1.2 - Implement effective governance			
Action	Service	Comment	Status
9.1.2.1 Facilitate community grants and donations	Corporate and Community Leadership	Community grant applications received included 22 Seniors and Healthy Communities grants and four Mayoral grants.	

<p>9.1.2.2 Assist the Council in meeting its statutory obligations and roles</p>	<p>Corporate and Community Leadership</p>	<p>Council has held nine Council meetings. One Mayoral Minute was presented covering Eurobodalla Water Supply – Water Restriction</p> <p>Three Question on Notice reports were submitted by Councillors regarding</p> <ul style="list-style-type: none"> • Promoting the benefits of cycling in Eurobodalla • Reducing Single Use Plastic • Dividend from Water and Sewer budgets <p>Ten Notices of Motions submitted on:</p> <ul style="list-style-type: none"> • Climate Emergency • Bins for Blokes • Princes Highway Bypasses and Centenary Drive Intersection • Treatment of Racehorses in NSW • Improved Impound Facilities • Re-Instatement of Specialist Continence Nursing Position in Eurobodalla Shire • Adult Migrant English Program • Bushfire Fuel Reduction Protocols • Mogo Toilets • One Hospital <p>One Delegate Reports, highlighting Councillor’s experience at the conference was presented for the 2019 NSW Local Roads Congress</p> <p>Two petitions were tabled by community members for consideration of Council. These included:</p> <ul style="list-style-type: none"> • Provision for a low impact splashpad within the Plan of Management for Corrigans Reserve, Batehaven • Disabled Access/Parenting Facility in Mogo <p>Seven community members registered to speak at public access sessions and 45 people registered to speak at public forum on matters listed on the Council agenda.</p> <p>Minutes were prepared and published online within one week of each meeting.</p> <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>Apologies received include:</p> <ul style="list-style-type: none"> - Councillor Maureen Nathan - 30 July, 13 August - Councillor Lindsay Brown - 13 August - Councillor Liz Innes - 27 August, 22 October, 10 December - Councillor James Thomson - 10 September, 12 November - Councillor Rob Pollock OAM - 26 November. 	
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<p>9.1.2.3 Provide professional development opportunities for Councillors</p>	<p>Corporate and Community Leadership</p>	<p>Councillors are provided with the opportunity to attend several sector specific conferences. Councillor Maureen Nathan represented Council at the NSW Coastal Conference on 30 October - 1 November 2019 in Terrigal, NSW. Councillors have also participated in Code of Conduct training with an external provider.</p>	
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9.1.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Comment	Status
<p>9.1.3.1 Actively participate in a Joint Organisation</p>	<p>Corporate and Community Leadership</p>	<p>Council is an active member of the Canberra Joint Organisation (CRJO) and has attended two Board meetings. The Board meetings focussed on governance processes surrounding the organisation, advocacy plan and regional priorities.</p>	
<p>9.1.3.2 Seek sources of funding to implement community vision</p>	<p>Corporate and Community Leadership</p>	<p>Grant funding applications submitted and awaiting outcome include:</p> <ul style="list-style-type: none"> • NSW- Infrastructure fund \$100,000 • Commonwealth - Safer Communities Fund \$257,000 • Everyone Can Play \$50,000 • Economic and Community Participation (NDIS) • Building Better Regions Fund (BBRF) Mogo Trails \$1M • BBRF Biodiversity Strategy and Green Space \$30,000 • BBRF Narooma Foreshore \$130,000. <p>Applications submitted and waiting on outcome:</p> <ul style="list-style-type: none"> • NSW Stronger Country Communities - 6 applications - \$758,000 • NSW Growing Local Economies – EOI Mogo Trails to progress to business case \$2M. 	
<p>9.1.3.3 Develop and maintain strategic partnerships</p>	<p>Corporate and Community Leadership</p>	<p>Council is a member of the Canberra Region Joint Organisation (CRJO). Council continues to be members of the Australian Coastal Council's Association, Australian Local Government Women's Association, Country Mayor's Association, South East Arts, South East Transport Strategy and Floodplain Management Association. Councillor James Thomson continues as NSW representative on Australian Coastal Council's Association and Gulaga Board Member. Councillor Lindsay Brown is a member of South East Arts. Councillor Anthony Mayne is a member of the South East Transport Strategy.</p>	




		Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia. Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel.	
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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	Council continues to provide customer assistance to the community in the main administration building and depots. Council processed 4,420 receipts and 30,988 phone calls were received through the switch.	
9.2.1.2 Manage public access to government information and privacy (GIPA)	Corporate and Community Leadership	Four valid applications received with three applications decided during the reporting period.	
9.2.1.3 Manage Council's secondary websites	Customer Assistance and Records	Website services and enhancements are in a continuous state of development with business units to ensure services required are being met.	
9.2.1.3 Provide effective records management	Information Technology	Council continues to provide an effective records management system. Council has received 4,540 hard copy letters and 13,293 emails to the council@esc.nsw.gov.au email address.	

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	<ul style="list-style-type: none"> Two residential properties have been sold. Five lots are on the market. Five lots have had Development Approvals processed for subdivisions. 	
9.2.2.3 Strategic management of Council operational land	Property	Operational land parcels reviewed on an ongoing basis to ensure current use is appropriate.	

<p>9.2.2.4 Manage the operation of Council's campgrounds and Batemans Bay Beach Resort</p>	Property	<p>The Batemans Bay Beach Resort remains a premier Holiday Park with excellent consumer reviews. It continues as a profitable business.</p> <p>A new management contract for the campgrounds has been finalised.</p> <p>Both operations suffered in the run up to Christmas and New Year as bookings cancelled and open fires were banned.</p>	
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9.2.3 - Provide administrative, technical and trade services to support the organisation

Action	Service	Comment	Status
<p>9.2.3.1 Provide information technology and geographic information systems services</p>	Information Technology	<p>Ongoing support provided for the organisation for Information Services, including the support of all servers, computers, mobile phones and tablets. Maintenance and replacement of hardware and software and providing support to all staff.</p>	
<p>9.2.3.2 Provide depots and workshops</p>	Works and Operations	<p>All three depots and the workshop continue to support and assist all Council operations.</p>	
<p>9.2.3.3 Manage fleet</p>	Fleet and Plant	<p>Majority of fleet purchasing completed.</p>	
<p>9.2.3.4 Provide risk and insurance services</p>	Risk and Insurance	<p>The following claims were processed:</p> <ul style="list-style-type: none"> • 20 motor vehicle • six public liability - property damage. 	
<p>9.2.3.5 Provide technical services</p>	Technical Services	<p>Survey, investigation and design on track. Technical support, advice and trade services provided as required.</p>	
<p>9.2.3.6 Provide procurement and stores</p>	Works and Operations	<p>Procurement services and stores have continued to provide support and assistance to all Council operations.</p>	
<p>9.2.3.7 Undertake private works</p>	Works and Operations	<p>95 private works undertaken.</p>	

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




Action	Service	Comment	Status
<p>9.2.4.1 Monitor and report on key financial results</p>	Finance and Central Treasury	<p>There are no concerns about meeting budgets and key financial ratios for the financial year.</p>	
<p>9.2.4.2 Provide financial management and reporting</p>	Finance and Central Treasury	<p>September quarter completed. December to be provided within timeframe.</p>	
<p>9.2.4.3 Collect rates and charges</p>	Finance and Central Treasury	<p>Rates levied and water billing on track.</p>	

9.2.5 - Benchmark and review Council fees and charges




Action	Service	Comment	Status
9.2.5.1 Review the use of Council Reserves and Public Buildings fees and charges	Finance and Central Treasury	To be completed in conjunction with the annual Fees and Charges review undertaken during the preparation of the budgets.	



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 Capitalise on opportunities to acknowledge and celebrate Council's achievements	Corporate and Community Leadership	The 2018-19 Annual Report includes Council's achievements for the year.	
9.3.1.2 Progress the E-connect project	Information Technology	Phase 3, Property and Rating (P and R) went live on 1 July 2019 (excluding Property Management which will be addressed from January 2020). Elements of Customer Request Management (CRM) were introduced in a limited capacity on 1 July 2019 with further extension of this implementation through 2020 and anticipated to complete in August 2020. Enterprise Content Management (ECM) went live as planned in November 2019. The scope and timing of Phase 2 continues to be reviewed.	
9.3.1.3 Coordinate the internal audit program and the implementation of recommendations	Finance and Central Treasury	Internal audits continue to be undertaken per the audit plan. The audits are reported to the Audit, Risk and Improvement Committee including updates on the completion of recommendations.	

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	Successful recruitment of youth trainees for 2020 has taken place and they will commence in the first week of February.	
9.3.2.2 Develop performance and capabilities frameworks	Workforce Development	The 2020 performance appraisal process has been enhanced with performance goals for all employees added.	
9.3.2.3 Provide employee learning and development opportunities	Workforce Development	112 learning events have been delivered, providing 937 places to staff across the following categories: <ul style="list-style-type: none"> • Work, Health, Safety operational training 	

		<ul style="list-style-type: none"> • Organisational programs • Professional development opportunities • Leadership and management programs. 	
9.3.2.4 Provide human resource management	Workforce Development	A range of human resource (HR) advice and services have been provided that have supported the workforce to effectively perform their roles to meet delivery and operational plans. This has included recruitment activities, performance appraisals and payroll functionality.	
9.3.2.5 Implement Work, Health and Safety strategy	Workforce Development	<p>The Work, Health and Safety (WHS) and Wellbeing Plan 2019-20 identified six focus areas:</p> <ul style="list-style-type: none"> • Implement a WHS Management System (WHSMS) • Undertake WHS risk management training • Improve incident investigation within the incident management system • Improve staff awareness of mental health conditions • Develop change management framework • Implement safety practices through procurement, supply chains and networks <p>All eight key priority areas in the WHS and Wellbeing Strategy 2018-22 will have been focused on by the end of June 2020.</p>	
9.3.2.6 Undertake youth employment initiatives	Workforce Development	<p>The 2019 intake of Youth Trainees have successfully completed their formal face to face training requirements to achieve a nationally recognised qualification across the following areas:</p> <ul style="list-style-type: none"> • Two Certificate IV Business Administration • Five Certificate III Business Administration • One Certificate II Business Administration • Two Certificate III Individual Support. <p>They will complete their traineeships at the end of January 2020. Three of these trainees have accepted a second-year term to broaden their employability skills whilst completing a Certificate IV in Business Administration. One trainee was successful in obtaining full time employment in the Community Care team.</p> <p>Additionally, four local youths have accepted a one-year Youth Employment Traineeship with Council, commencing in February 2020. These trainees will obtain valuable work experience while achieving a Business Administration qualification. They will work throughout the following areas of Community Care, Active Living; Executive Services; Infrastructure Support and Recreational Development.</p>	