

# DELIVERY PROGRAM

2017-21

# OPERATIONAL PLAN

2020-21

# SIX MONTHLY PERFORMANCE UPDATE





July – December 2020



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## KEY

	On Track
	On Hold
	Needs Attention
	Actions that may include Bushfire Recovery efforts



# 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
<b>1.1.1.1</b> Coordinate the Police Liaison committee and associated projects	Community and Cultural Development	Due to COVID-19 there were no meetings between July and November. Members kept in touch via telephone and email to discuss items of interest or concern.  A meeting was held in December where the committee discussed the upcoming holiday season. Campgrounds and the number of tourists travelling to the area were the main items on the agenda.	
<b>1.1.1.2</b> Provide road safety programs and activities	Transport	The following road safety programs were conducted: <ul style="list-style-type: none"> <li>- Helping Learner Drivers Become Safer Drivers –eight people participated plus one driving school instructor</li> <li>- Look Out before you Step Out</li> <li>- Jump on Your Bike</li> <li>- National Road Safety Week</li> </ul> The following programs are scheduled to occur before June 2021: <ul style="list-style-type: none"> <li>- Fatality Free Friday – 28 May 2021</li> <li>- Road Safety and Your Work</li> <li>- Under 5, Road Safety</li> <li>- A Meter Matters</li> <li>- Fatigue, War on Waste</li> <li>- Eurobodalla Seniors</li> </ul>	
<b>1.1.1.3</b> Coordinate the management of beach safety	Public Order and Safety	Council's professional lifeguard services have been successfully delivered at eight public beaches and are contracted until the end of January 2021.	


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

Action	Service	Comment	Status
<b>1.1.2.1</b> Undertake the food inspection program 	Public and Environmental Health	215 food inspections were carried out with 97% compliance.	

		<p>During July, 140 businesses connected with Council on COVID-19 requirements and food safety.</p> <p>All annual inspection fees were waived (GMR20/004) to support food premises post bushfire with NSW Government funding.</p>	
<b>1.1.2.2</b> Provide companion animal management services	Public Order and Safety	117 animals entered the animal pound with 95% of impounded animals rehomed or returned to owner.	
<b>1.1.2.3</b> Monitor, inspect and respond to issues in relation to public safety 	Public Order and Safety	<p>96% of customer service requests were attended to within timeframes.</p> <p>Substantial increase in community concerns regarding overgrown premises and illegal dumping post bushfires reported.</p>	


## 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
<b>1.2.1.1</b> Advocate for improved local health services including mental health services 	Community and Cultural Development	<p>The NSW Government continue to progress the new Eurobodalla Hospital. Council has worked with the NSW Government to assist in finding a suitable location. Council is now working with the Government on planning and infrastructure requirements.</p> <p>Council successfully advocated to the Australian Government for funding for a Headspace mental health service in Batemans Bay. This service commenced in July 2020.</p> <p>Council continues to advocate for a Regional Emergency Management Facility to the NSW Government to be located centrally in 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
<b>1.3.1.1</b> Support community and recreation groups to manage and develop their clubs	Recreation	<p>Council has worked with community sporting groups and other stakeholders to assist in the delivery of sport and active recreation across the community. Key projects include:</p> <ul style="list-style-type: none"> <li>- Advocated for pro-rata seasonal hire fees</li> </ul>	



		<ul style="list-style-type: none"> <li>- Supported Broulee soccer, Dalmeny tennis, Batemans Bay tennis, Malua Bay tennis and Batemans Bay BMX in grant submissions</li> <li>- Supported indoor hockey in the launch of its inaugural season</li> <li>- Supported Cricket NSW in the launch of a Moruya Cricket Blast program</li> <li>- Implemented 'Book a Court' online booking system at Batemans Bay Tennis</li> <li>- Delivered Swim Australia Teacher program to provide dedicated and accredited teachers for people with a disability.</li> <li>- Hosted online sports forum with Office of Sport detailing their regional sports</li> <li>- Delivered sustainable sports workshops.</li> </ul>	
<b>1.3.1.2</b> Coordinate Healthy Communities and Seniors Week grants	Community and Cultural Development	Healthy communities, bushfire recovery and seniors week grants have been finalised. 33 applications were received with 30 meeting the funding guidelines. The sum of \$23,024 was allocated in grants of up to \$2,000. The funding is to be used to support a wide variety of projects which include activities such as intergenerational activities, education programs, cultural tours, arts activities, gardening projects and sporting programs.	

1.3.2 - Plan for and provide a safe and accessible network of recreation and community facilities			
Action	Service	Comment	Status
<b>1.3.2.1</b> Provide a booking service for recreation and community facilities and promote use of the facilities	Recreation	<p>Council's Booking Office continues to support the community in booking our public buildings, sports grounds, and other hireable spaces.</p> <p>The total number of community bookings for July – December 2020 was 4,955, or an average of 27 per day, across 64 facilities. This is approximately a 40% reduction on previous years and largely a result of COVID-19.</p> <p>Council's Booking Office have developed COVID-19 safety plans and amended hire terms and conditions to meet the challenges of the current environment.</p> <p>Council's website continues to provide detailed information relating to each site.</p>	
<b>1.3.2.2</b> Progress the implementation of the Recreation and Open Space Strategy 2018	Recreation	<p>Implementation of the Recreation and Open Space Strategy 2018 continues. Key progress has been made on the following actions:</p> <ul style="list-style-type: none"> <li>- Mogo Adventure Trails – public exhibition of the strategy and successful in receiving \$3m grant funds</li> </ul>	

		<ul style="list-style-type: none"> <li>- Guidelines drafted for future development or upgrade of skateparks across the Shire</li> <li>- Community consultation and playground design was undertaken to provide assets and reclassify South Durras Sporting Oval to a Local Recreation Park</li> <li>- \$5.25m in grant funding was obtained towards the Batemans Bay Coastal Headlands Walking Trail</li> <li>- A concept landscape master plan was designed for Malua Bay Beach Reserve</li> <li>- Community consultation and landscape design was undertaken to provide assets and upgrade Jack Buckley Park in Tomakin to a District Recreation Park.</li> </ul>	
<p><b>1.3.2.3</b> Build, renew, operate and maintain recreation and community facilities</p> 	<p>Recreation</p>	<p>Construction and renewal capital projects are underway per works schedule.</p> <p>These projects included:</p> <ul style="list-style-type: none"> <li>- Gundry Oval New Amenities Building - construction is underway</li> <li>- Bill Smyth Oval Amenities Building Extension – this project is complete, with two change rooms, storage, first aid room and canteen added to the building</li> <li>- Burrewarra Point viewing platform - a new viewing platform was constructed, and the surrounding area revegetated</li> <li>- Evacuation Centres (Batemans Bay, Moruya and Narooma) – generator and alternative power connections installed, amenities upgrades and new accessible toilet developed at the Moruya facility.</li> </ul> <p>Existing facilities essential services managed and on track for compliance including fire services, automatic doors and disability access.</p>	
<p><b>1.3.2.4</b> Manage public swimming pools</p>	<p>Recreation</p>	<p>Council's swimming pools are operated under a contract management agreement with Community Aquatics Pty Ltd and continue to offer a range of aquatic activities including learn to swim, squad coaching, school education, aqua classes and general public swimming in a safe and professionally operated environment.</p> <p>The pools contractor has successfully navigated COVID-19 restrictions to ensure both pools have remained open to the community and obeying all public health orders.</p> <p>The Batemans Bay Pool closed in September to enable the construction of the Batemans Bay Regional Aquatic, Arts and Leisure Centre.</p>	



		The Narooma pool had 20,533 visitations. This represents a 13% decrease in patronage compared to the same period last year. Moruya pool had 16,832 visitations. This represents an 11% increase in patronage compared to the same period last year.	
<b>1.3.2.5</b> Provide, maintain and upgrade Council's cemeteries	Community Facilities	Nerrigundah and Batemans Bay cemetery fences were impacted by the bushfires and are scheduled to be replaced in 2021. Tilba Cemetery – fence renewal quote has been accepted.	
<b>1.3.2.6</b> Prepare Plans of Management for Council managed Crown Reserves	Recreation	The draft Narooma Sport and Leisure Precinct Plan of Management was adopted The draft Hanging Rock, Corrigans Beach and Observation Point Reserves Plan of Management was endorsed by Council and submitted to Crown Lands for consent to publicly exhibit. The Plans of Management for Developed Reserves and Natural Areas is progressing.	

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


Action	Service	Comment	Status
<b>1.3.3.1</b> Manage the visitor facilities, services and programs at the Eurobodalla Regional Botanic Garden 	Commercial Entities	Rebuilding of facilities destroyed in the bushfires is continuing. The new maintenance depot structure is complete with planning and redesigns of all other buildings also complete. Insurance continues to cover these components. Visitor numbers continue to be strong regardless of COVID-19 restrictions and NSW Health orders and show a 7% increase over the same period last year. Retail sales, site bookings and donations continue to grow and currently exceed budgeted revenue.	

## 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
<b>1.4.1.1</b> Provide services and opportunities for young people 	Youth Services	Youth committee <ul style="list-style-type: none"> <li>- Five meetings held via zoom.</li> <li>- Held an informal meeting to introduce team to the new Headspace Service in Batemans Bay and the Save the Children project.</li> </ul>	





		<ul style="list-style-type: none"> <li>- Facilitated Eurobodalla representative to attend Advocate for Children and Young People Children’s Parliament.</li> </ul> <p>Youth Cafes</p> <ul style="list-style-type: none"> <li>- Two services being provided one in Narooma and Moruya. Moruya youth café being strongly supported by Aboriginal community volunteers, PCYC and Campbell Page.</li> </ul> <p>Two youth opportunities newsletter ‘What’s Buzzin’ distributed to 200 subscribers</p> <p>Youth events/activities</p> <ul style="list-style-type: none"> <li>- Partnered with Club Catalina and Love Bay for pop-up drive-in.</li> </ul> <p>Employment project</p> <ul style="list-style-type: none"> <li>- Eurobodalla Employment Projects team received additional funding from the NSW Government to extend the service for a further 12 months. This service provides training supports to our community. This service won the NSW Local Government Professionals Community Partnership Award.</li> <li>- Established the 'Job Shop' in Moruya, to operate the Employment Revolution project from.</li> <li>- The team supported 63 people into employment and promoted 1,616 local jobs via the Eurobodalla Jobs and Training Facebook page.</li> <li>- Conducted three skills for work programs and provided job seeker support for 40 people and 11 employers.</li> <li>- Held the fourth jobs drive which offered 80 employment opportunities in partnership with 13 employers.</li> </ul> <p>YDrive</p> <ul style="list-style-type: none"> <li>- Project has received funding to extend the program for the next five years.</li> <li>- Currently recruiting to fill the project officer to run the program which will begin again in February 2021.</li> </ul>	
<p><b>1.4.1.2</b> Support and inform local and regional youth service networks</p>	<p>Youth Services</p>	<p>Local youth interagency</p> <ul style="list-style-type: none"> <li>- Two meetings held.</li> <li>- Council coordinates a local e-group enabling over 140 subscribers to exchange information and opportunities for services and young people locally.</li> </ul> <p>Local networks</p>	

		<ul style="list-style-type: none"> <li>- Participate in the Local Drug Action Group meetings (LDAT) to organise activities and events in the Eurobodalla.</li> <li>- Participated in Eurobodalla Mental Health working group meetings and south coast virtual youth hub project.</li> </ul> <p>NSW youth sector</p> <ul style="list-style-type: none"> <li>- Attended two youth sector meetings and worked with Save the Children to develop a project plan to run community engagement activities in the Eurobodalla.</li> </ul>	
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#### 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	Involve Eurobodalla had 111 active participants, 97 for Direct Support services, 55 for Support Coordination services and 92 for Plan Management services. In addition, we supported 11 residents with full time care. The Support Planning team has increased its capacity to an additional 24 participants. The Direct Support services is currently at capacity.	
1.4.2.2 Provide support services for older people 	Community Care	The Social Support and Respite program provided services to 123 clients. 6,778 hours of service were provided to these clients. Services are still reduced due to some clients deciding not to have people visiting them in their homes or taking them on an outing. Community Transport provided 4,261 trips to 231 eligible clients. Transport is provided with less people per vehicle to ensure COVID safety. Home Care packages are fluctuating in numbers with 29 active packages and an increase in the higher-level packages. Compacts and Healthy at Home signed up 48 clients 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	Reduced number of meetings have been held due to COVID-19. At the two meetings that were held the following was discussed: <ul style="list-style-type: none"> <li>- Bushfire Recovery Support Service and how members of the community could get help.</li> <li>- Evacuation centres. The committee talked about ways to improve what is available at these centres, i.e. improved</li> </ul>	

		<p>electricians at all venues to enable use of big generators.</p> <ul style="list-style-type: none"> <li>- A presentation was made by the Community Recovery Officer regarding key issues affecting the community, the Bushfire Health and Wellbeing Subcommittee, new communication methods and access upgrades to key public facilities.</li> </ul>	
<b>1.4.2.4</b> Identify and promote accessible features within town centres	Tourism	The targeted campaign to drive new residents to the region has been postponed due to the current high levels of visitation and occupancy rates. The campaign was designed to be delivered at any time.	
<b>1.4.2.5</b> Review the Disability Inclusion Action Plan	Community Care	The review of the Disability Inclusion Action Plan has been delayed due to COVID-19. Council is awaiting guidance from the NSW Government on the required timeframe for the next plan.	

## 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
<b>1.5.1.1</b> Implement volunteer programs and initiatives 	Community and Cultural Development	<p>Community Transport and Social Support Programs</p> <ul style="list-style-type: none"> <li>- Three face-to-face, COVID-Safe first aid training sessions held in December with 55 attendees.</li> <li>- Regular volunteer updates provided through email and health alerts ensured all volunteers were up to date with any changes to NSW Government health protocols and operational changes.</li> </ul> <p>Volunteer recruitment</p> <ul style="list-style-type: none"> <li>- Two inductions were held with 11 new applicants.</li> <li>- Five training sessions for new volunteers in community transport and social support programs.</li> <li>- The community care team with nearly 100 volunteers, including those on hold due to vulnerable age or health, were nominated for the Volunteer Team of the year award South Coast region. The team received an award of recognition for their continued service in the face of fires, floods and COVID-19.</li> </ul> <p>The Basil Sellers Exhibition Centre (Bas)</p>	

		<ul style="list-style-type: none"> <li>- Support network of 30 volunteers who undertake gallery minding and information duties at the Bas. During COVID restrictions, these duties were limited, to protect vulnerable members of the volunteer pool. With restrictions easing, volunteers are beginning to return to active duties.</li> </ul> <p>Volunteers at youth cafes in Eurobodalla have given 305 hours of their time, cooked 543 meals and supported running 108 activities.</p> <p>The Live Life program supported a COVID-19 Scottish dancing class. It was run for 16 weeks and had two instructors give 64 hours of their time to the community. Most of this time was spent cleaning and sanitising to ensure a COVID-safe program.</p> <p>Ydrive has been put on hold at present due to the safety for all participants during COVID-19.</p>	
<p><b>1.5.1.2</b> Develop and promote local community activities</p>	<p>Community Care</p>	<p>Staff attended two Eurobodalla Local Drug Action and Eurobodalla Health and Wellbeing meetings.</p> <p>Worked with Scottish dancers to run two COVID safe dancing programs for the community in Bodalla and support to establish Painting with Parkinson's program.</p> <p>Partnerships developed with Headspace Bega and Batemans Bay, Save the Children and the NSW club grants committee.</p> <p>Regrow - Convoy of Hope project to grow and supply over 1,800 native plants for fire affected homes in the shire.</p> <p>Schools supplied with \$50,000 school uniform support grant to purchase uniforms for bush fire affected families.</p> <p>Two Live Life newsletter distributed to 900 subscribers on local activities.</p> <p>WWYN e- group maintained to 125 subscribers. Posts to eurofarmers e-group and recovery networks to advise on grants and programs available. A farmer's gathering was held in December to build networks and support the farming community.</p> <p>Council's bushfire recovery funds supported two projects for Longbeach and one for Narooma.</p> <p>Grow to Give project – community members donated approximately 400 plants to community members impacted by the bushfires.</p> <p>Partnered with Bush Fire Recovery team to host and run the Art of Hosting workshop.</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
<b>2.1.1.1</b> Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	<p>The Public Art Advisory Committee has met three times as well as given advice and recommendations to Council and staff via email during COVID restrictions.</p> <p>The committee has provided ongoing consultation and advice on the following matters:</p> <ul style="list-style-type: none"> <li>- RMS/John Holland Public Art Artist Brief as part of the Bridge Replacement Project.</li> <li>- Mackay Park Development Public Art Artist Brief.</li> <li>- Sculpture on Clyde Visioning and development.</li> <li>- Installation of two Sculpture for Clyde acquisitions.</li> <li>- The Ack Weyman Memorial Sculpture and relocation of the Mick Weyman Bronze.</li> <li>- The River of Art Revive Mural project.</li> <li>- The Public Art Strategy.</li> <li>- The John Holland Bridge Mural.</li> <li>- The preparation and management of a commissioned public artwork gift from Basil Sellers, for the Council building in Moruya.</li> <li>- Two artwork acquisitions for the permanent Council collection.</li> </ul>	
<b>2.1.1.2</b> Continue to implement the Creative Arts Strategy	Community and Cultural Development	<p>The Creative Arts Strategy consists of 46 actions: 13 high priority, 15 medium priority, three low priority and 15 ongoing.</p> <p>High Priority highlights include:</p> <ul style="list-style-type: none"> <li>- The finalisation of the 2021 annual program in the Bas.</li> <li>- The development of Aboriginal creative arts, through the completion of the Yuin Country Explored collaboration with the National Museum of Australia.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Development of promotional material that showcase local creative arts, through focussed attention on social media and web presence during ongoing COVID-19 disruptions.</li> </ul> <p>Medium priority highlights are:</p> <ul style="list-style-type: none"> <li>- Showcasing best practice creative arts programs with 34 creative arts programs and activities delivered including exhibitions, digital opening of the Basil Sellers Art Prize and the Little Sellers Art Prize, online artist profiles, volunteer previews, digital tours and kids' spots.</li> <li>- Seed funding and grant support is actively being sought with a successful application to the Country Arts Support Program to support three exhibitions in the Mechanics Institute.</li> </ul> <p>Low priority highlights include:</p> <ul style="list-style-type: none"> <li>- The provision of Eurobodalla art prize opportunities has been achieved with three art prizes currently being offered through Creative Arts Services – the Basil Sellers Art Prize, the Little Sellers Art Prize and the Eurobodalla Award.</li> </ul> <p>Ongoing actions include:</p> <ul style="list-style-type: none"> <li>- Facilitating opportunities to engage creative arts practitioners and groups with 41 art practitioners having been showcased this year to date.</li> <li>- The monitoring of audience attendance and feedback has continued this quarter with comments and feedback collected for each exhibition.</li> </ul> <p>The Bas has welcomed 8,448 visitors in person and 3,543 visitors to the online tours and artist profiles on the Bas website.</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 Implement the Basil Sellers Exhibition Centre arts program	Community and Cultural Development	The Basil Sellers Exhibition Centre program has been implemented with six exhibitions delivered, including the Basil Sellers Art Prize. In 2020 the prize received an unprecedented number of entries, more than doubling that of previous years and maintaining a strong visitor presence despite COVID restrictions still being in place. Plans for developing the identity of the prize and expanding the reach are under way.	


<p><b>2.1.2.2</b> Implement Moruya Library and Arts Centre Landscape Plan</p>	<p>Community and Cultural Development</p>	<p>The Library's new "waterwise" garden alongside the Moruya Library and Arts Centre is now established. Volunteers have been recruited to help with regular low-level maintenance (watering and weeding). There are plans for a second volunteer planting day to coincide with Council's sustainability team's weed swap event. Additional locally sourced native and hybrid plants will be incorporated into the garden beds. Discussions regarding interpretive signage continues. Plans for the second phase of the garden development is due to commence in 2021.</p>	
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## 2.2 – IMPROVE LOCAL ACCESS TO HIGHER EDUCATION AND LIFELONG LEARNING OPPORTUNITIES, FACILITIES AND SERVICES

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


Action	Service	Comment	Status
<p><b>2.2.1.1</b> Provide support services for children and families</p> 	<p>Children's Services</p>	<p>Children's Services have continued to provide service to families and children. Our community-based programs, such as Embracing Participation and 3Bs have been enticing families back to playgroups through nature based outdoor activities that explore Eurobodalla's beautiful coast and hinterland. The Children's Services Facebook page has been effective in engaging families in games and activities and coming together to celebrate Children's Week. Families and children have been engaging in nature trail walks with an early literacy focus as well as transition to school games. The OOSH programs have continued to limit excursions to high risk venues and opted for outdoor based activities. The Family Day Care educators have returned to nature-based excursions that limit contact with the general public. The new Batemans Bay OOSH building is progressing well and estimated to reopen during 2021. OOSH have provided 3,308 occasions of service during after school care and 1,058 occasions of service during the school holidays. Family Day Care have provided 64,198 hours of care.</p>	

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

Action	Service	Comment	Status
<p><b>2.2.2.1</b> Provide lending collections, reference, information and online services</p>	<p>Libraries</p>	<p>From 1 July until 7 December the libraries continued to operate under modified opening hours to accommodate the workflows and</p>	


		<p>protocols required by Council's COVID-19 safe plan. From December 7, inline with easing of restrictions, all libraries returned to regular opening hours (including weekends).</p> <p>During this period:</p> <ul style="list-style-type: none"> <li>• 43,188 people visited our libraries.</li> <li>• 76,406 physical items have been loaned</li> <li>• 419 new members joined the library</li> <li>• Library staff assisted with 52,982 customer information and technology requests.</li> <li>• Our digital collections remained in high demand with over 10,061 eBooks, 11,590 eAudio books and 5,817 eMagazines downloaded during this year.</li> </ul>	
<b>2.2.2.2</b> Implement the Library Strategic Plan	Libraries	<p>At its meeting on 22 September 2020, Council adopted the new Library Strategic Plan 2020-25. The plan has 56 actions of which 35 are being enacted. Identified for high priority action in 2021 is the investigation of a Home Library service, improving technology use, inclusion of volunteers, and making available school tuition support.</p>	

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



Action	Service	Comment	Status
<b>2.2.3.1</b> Collaborate with stakeholders to address the local educational needs	Community and Cultural Development	<p>Council continues to work with TAFE NSW to progress 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.</p> <p>Council continues to investigate the potential for a tertiary online education centre (such as the Country Universities Centre) to support youth and adults seeking to continue their education.</p>	



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

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

Action	Service	Comment	Status
<b>2.3.1.1</b> Coordinate the Aboriginal Advisory committee and associated projects	Community and Cultural Development	<p>One meeting was held and another was cancelled due to a quorum unable to be reached. The Yuin Country Explored project provided online activities and events showcasing local Aboriginal knowledge and artists during COVID-19 restrictions in partnership with the National</p>	





		Museum of Australia. The project documentary is in the final stages of editing and will be shared with the community in early 2021.	
<b>2.3.1.2</b> Implement the Aboriginal Action Plan	Community and Cultural Development	The Aboriginal Action Plan has been printed and shared with the community. Of the 30 actions contained in the plan 21 are currently being actioned. Projects include promoting NAIDOC week events, advocating for the Aboriginal community at mental health and bush fire recovery meetings, physical acknowledgement of Traditional owners in Council buildings, promoting Aboriginal heritage and projects via Council website, seeking funds to support cultural heritage, supporting Aboriginal employment, linking community groups and activities with Aboriginal community members.	
<b>2.3.1.3</b> Coordinate and promote significant events such as NAIDOC and reconciliation week activities	Community and Cultural Development	<p>NAIDOC week was held in November 2020 due to COVID-19 restrictions. Council's flag raising ceremony was held online.</p> <p>The NAIDOC week grant program was advertised and promoted to the community with a total of 10 applications received. \$4,673 was allocated to all these groups to run a variety of activities including a colour run, cultural days in schools, printing historical material, bush tucker and cooking programs.</p> <p>Sorry Day activities were cancelled due to COVID-19 restrictions.</p> <p>The National Aboriginal and Torres Strait Islanders Children's Day event was successfully held online.</p>	

2.3.2 - Manage and promote our Heritage			
Action	Service	Comment	Status
<b>2.3.2.1</b> Implement the Eurobodalla Heritage Strategy 	Community and Cultural Development	<p>Council's Heritage Strategy continues to be successfully implemented through three meetings of the Heritage Advisory Committee, five visits to the Batemans Bay and Moruya museums by our Museum Advisor, and advice provided from our Heritage Advisor for eight heritage items across Eurobodalla.</p> <p>The Fergus Thompson OAM Award was presented by Yvonne and James Thompson at a small ceremony in December to the Moruya Antique Tractor and Machinery Association for their work in increasing awareness of heritage inside and outside the Shire.</p>	

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



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

Action	Service	Comment	Status
<b>2.4.1.1</b> Coordinate program of events for Youth week	Youth Services	Planning for projects and funding submissions for Youth week has commenced. Youth Week is scheduled during April 2021.	
<b>2.4.1.2</b> Deliver community programs and events through the libraries	Libraries	<p>At the start of the year libraries were not able to offer any face to face Storytime sessions or programs with Library staff creating weekly online Storytime sessions and school holiday craft tutorials (19 videos uploaded to YouTube this YTD). Library staff have since delivered 50 events with 295 participants attending a variety of exciting activities. Events held included a very successful author talk from the authors of the new Dhurga dictionary during NAIDOC week, Christmas craft and Storytime sessions for junior members and the continuation of the ever-popular grant funded "Be Connected" and "Tech Savvy Seniors" programs,</p> <p>The new "Borrow an iPad" program is very popular with a waiting list for the five new iPads we have available for loan. Digital literacy training programs continue to remain a high priority.</p> <p>The annual Book Week event in October was a big success. This year's theme was 'Curious Creatures, Wild Minds', with a special visit from some cute sausage dogs to help in the celebrations.</p> <p>This year's Mayor's Writing Competition for children and young people saw winners announced in October 2020. The competition has grown over the eleven and has had more than 2,500 entries during that time.</p> <p>In December, with the lifting of COVID-19 restrictions Library staff were delighted to be able to recommence face to face weekly Storytime sessions for the first time since March. The regular family groups and patrons are slowly returning to the library again.</p>	


## 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
<b>3.1.1.1</b> Prepare the Eurobodalla Coastal Management Program	Strategic Planning	<p>Council called for tenders on 15 August 2020 for the finalisation of the open coast Coastal Management Program. The Tender Evaluation Panel received and evaluated the tenders and recommended Council reject all tenders and directly negotiate with the preferred compliant tenderer.</p> <p>A draft estuary Coastal Management Program for Moruya, Wagonga and Mummaga has been prepared and reviewed by relevant staff and government agencies. The draft Estuary Coastal Management Program reflects the input received through community consultation in August.</p>	
<b>3.1.1.2</b> Manage lake openings	Stormwater	<p>Joes Creek opened during flood events July, August and October in accordance with lake opening protocols.</p> <p>Durras Lake opened during July flood event in accordance with lake opening protocols.</p>	



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

Action	Service	Comment	Status
<b>3.1.2.1</b> Continue to develop Shire flood risk management plans	Strategic Planning	<p>Council has engaged consultants to prepare a flood risk management plan for Narooma catchment area and a flood study for Batemans Bay urban creek catchment area.</p> <p>A presentation by WMAwater highlighted flood issues and opportunities in the Narooma catchment areas. The presentation raised various management options to be considered and potentially included in the Narooma Flood Risk Management Plan.</p> <p>The draft Batemans Bay Urban Creeks Flood Study has been updated based on Council' and agency feedback and a revised version is ready for presentation to the Coastal and Environment Management Advisory Committee.</p>	

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

Action	Service	Comment	Status
<p><b>3.1.3.1</b> Advocate for the strategic review of emergency services</p> 	Public Order and Safety	<ul style="list-style-type: none"> <li>- Ongoing advocacy to NSW Minister for Emergency Services Hon David Elliott MP, Hon Andrew Constance MP, Hon John Barilaro MP, Hon Shelley Hancock MP, and Emergency Services Commissioners for a Regional Integrated Emergency Services Centre in Moruya to co-locate Rural Fire Service, NSW Ambulance, NSW Fire and Rescue, State Emergency Service and Emergency Operations Centre, sent on 3 July 2020 and 11 September 2020</li> <li>- Response to Council advocacy received from Parliamentary Secretary for Emergency Services advising Eurobodalla Emergency Operations Centre (EOC) will be reviewed under the NSW EOC Strategic Review project.</li> <li>- Rural Fire Service, NSW Fire and Rescue, NSW Police and NSW Ambulance have indicated in-principle support for the proposal at a regional level. Council has requested agency Commissioners to advocate directly to the NSW Government in support of Council's position.</li> <li>- Support of Regional Emergency Operations Controller and Regional Emergency Management Officer gained.</li> <li>- Eurobodalla Mayor Liz Innes wrote to NSW Mayors to advocate our position on Emergency Services at the Country Mayors association meeting and AGM.</li> <li>- Council has requested RFS advise the timeframe for the implementation of recommendations adopted by the Royal Commission.</li> <li>- Council has submitted a request to Resilience NSW for resources to support Emergency Management Officers and implement a decentralised model for emergency management to support regional integrated facilities.</li> <li>- Presentation by Director Infrastructure Services to ALGA National Roads, Regions and Resilience Conference to advocate Council's position on payment of emergency services levies and changes to emergency management arrangements.</li> </ul>	



<p><b>3.1.3.2</b> Undertake fire mitigation program on Council controlled land</p> 	<p>Public Order and Safety</p>	<p>Fire mitigation program on Council controlled land including:</p> <ul style="list-style-type: none"> <li>- Significant additional workload post bushfires due to the high level of inquiry, anxiety within the community and post bushfire work</li> <li>- Removal of fire impacted trees approved by RFS as part of the 'make safe' plan on Council reserves and work commenced</li> <li>- Routine inspections of asset protection zones being undertaken</li> <li>- 3.71ha routine asset protection zone hand clearing works</li> <li>- Three new hand clearing sites implemented - Tomakin, Broulee and Moruya Heads.</li> <li>- 40.8ha of routine fire mitigation mowing and slashing commenced in October</li> <li>- 0.25ha of routine fire mitigation grooming works undertaken</li> <li>- RFS mitigation crews assisted by undertaking work on two fire mitigation sites in Guerilla Bay</li> <li>- Burning of land management zones within Eurobodalla unable to proceed due to extensive burns resulting from the bushfire</li> <li>- All bushfire complaints referred to the RFS for review</li> <li>- Grant applications approved via RFS RFFF received and Council allocated \$125,100 for specific hazard reduction sites.</li> </ul>	
<p><b>3.1.3.3</b> Support emergency services agencies in planning and responding to disasters</p> 	<p>Public Order and Safety</p>	<ul style="list-style-type: none"> <li>- Detailed submissions submitted to the NSW Bushfire Inquiries and Royal Commission into National Natural Disasters in late 2019-20. NSW Bushfire Inquiry recommendations under review.</li> <li>- Post bushfire review of Local Emergency Management Plan (EMPLAN) commenced.</li> <li>- COVID-19 Community Safety Plan developed.</li> <li>- Responded to two floods (July and August 2020). Extensive damage to infrastructure. Both events declared natural disasters (adding to the recovery effort underway from the 2019-20 bushfires and February 2020 floods).</li> </ul>	

		<ul style="list-style-type: none"> <li>- Eurobodalla Infrastructure Resilience Plan in place to track progress to improve resilience.</li> <li>- On-going advocacy to Telstra, NBN Co and Essential Energy to improve resilience of their infrastructure and critical infrastructure site preparation. Significant power upgrades in place to telecommunications towers undertaken by Telstra.</li> <li>- Collaborated with Essential Energy to submit grant applications to improve power pole resilience within Eurobodalla.</li> <li>- Funding secured and works undertaken to upgrade back-up power connections and facilities at Hanging Rock Function Centre, Batemans Bay Basketball Stadium, Moruya Basketball Stadium and Pavilion and Narooma Leisure Centre.</li> <li>- Funding agreement received for replacement of 16 fire affected and one flood damaged bridge to replace these structures in concrete. Replacement works impacted by floods yet remain on schedule.</li> <li>- Advocacy to service providers and agencies to improve resilience by adding back up power systems (to service stations, retirement villages, surf lifesaving clubs, service clubs and food retailers)</li> <li>- Funding secured working with RFS and community through Commbank grant to provide a shelter and BBQ adjacent to Nerrigundah RFS shed for the community.</li> <li>- Workshopped evacuation procedures in a COVID environment with Local Emergency Management Committee members.</li> </ul>	
<b>3.1.3.4</b> Provide funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation	Public Order and Safety	<ul style="list-style-type: none"> <li>- Contributions provided as per legislative requirements.</li> <li>- Advocacy ongoing for the cost of NSW Government emergency services (Rural Fire Service, State Emergency Service, NSW Fire and Rescue) to be funded by the NSW Government to relieve Eurobodalla ratepayers of this cost.</li> </ul>	
<b>3.1.3.5</b> Participate in Local Emergency Management, Local Rescue, Regional Emergency Management and	Public Order and Safety	<ul style="list-style-type: none"> <li>- Chaired an Extraordinary Local Emergency Management Committee</li> </ul>	






Eurobodalla Bushfire Risk Management Committees		<p>meeting to discuss upcoming fire season.</p> <ul style="list-style-type: none"> <li>- Chaired Local Emergency Management Committee Meeting.</li> <li>- Pro-active participation the Bushfire Risk Management Committee quarterly meeting.</li> <li>- Pro-active discussions with 'near miss' community meetings held working with Rural Fire Service, National Parks and Wildlife Service, Forestry NSW and Council with South Durras, Central Tilba, Mystery Bay and Meringo communities</li> <li>- Rural Fire Service agreement secured to develop new Community Protection Plans for Central Tilba and Tilba Tilba as the next priority within Eurobodalla working with the community.</li> </ul>	
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## 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
<p><b>3.2.1.1</b> Undertake biosecurity programs (weeds and pest management)</p> 	Environmental Management	<p>The wet and warm weather has seen a surge of plant growth, including weeds with increased demand for on ground control and extension requests from landholders. Priority weeds such as blackberry and African love grass have been controlled, in our beach reserves, coastal areas and roadsides that lead into popularly utilised areas. St John's Wort has been controlled across all public land and private property inspections conducted, with subsequent work being carried out by affected landholders. Agricultural weeds assistance has been provided for drought and fire affected properties focusing on Belowra, Nerrigundah, Cadgee, Runnyford and Buckenbowra. Most infestations of blackberry have been mapped across Belowra with spray crews conducting control works. Rabbit control follow up in the north of the shire has been conducted at Rosedale where all warrens in the foreshore reserve have been fumigated and destroyed. Work in the central area of the Shire (Moruya to Bodalla) included monitoring of all suburbs, fumigation and destruction of warrens and culling in the Tuross and Coila foreshore reserves.</p>	

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

Action	Service	Comment	Status
<b>3.2.2.1</b> Assist Landcare and community groups and projects 	Environmental Management	<p>Council hosts the Local Landcare Coordinator who supports 25 groups including two new groups at Tuross Valley and Nelligen. These were formed post bushfires and focussed on bushfire recovery work.</p> <p>Seven grant funded Landcare projects are being implemented, mostly aimed at weed control on public land. Volunteers have recommenced group works with COVID-19 measures in place.</p>	
<b>3.2.2.2</b> Plan and implement environmental protection and restoration program 	Environmental Management	<p>Current projects continue to prioritise environmental bushfire recovery on Council land and supporting landholders with activities including vegetation monitoring; erosion and sediment control; weed control; and revegetation.</p> <p>Signage was erected at Snapper Island, Batemans Bay, to alert people that there is no landing permissible on the island. This is aiming to reduce penguin disturbance including burrow and nest abandonment. As of November 2020, the penguins have been breeding strongly with over 70 nesting sites, 40 chicks fledged, and several pairs breeding for a second time this season. This is a significant positive trend since the commencement of the management for weeds and revegetation two years ago.</p>	
<b>3.2.2.3</b> Implement the Eurobodalla Flying Fox Management Plan	Environmental Management	<p>Ongoing monitoring of Flying Foxes has continued. The Catalina Golf Course camp is the only known camp to have been occupied in this reporting period with approximately 750 Flying Foxes.</p> <p>Development of website, education materials and a video and draft signage for the Water Gardens, Batemans Bay, underway.</p>	



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

Action	Service	Comment	Status
<b>3.2.3.1</b> Continue the preparation of the Biodiversity Strategy	Strategic Planning	<p>Council is continuing to prepare the Biodiversity Strategy including an engagement plan. Possible priority areas for Biodiversity Stewardship Agreements (offset sites) and other biodiversity management options across Eurobodalla have been identified and analysis of these sites is continuing.</p>	










### 3.3 – MAINTAIN CLEAN HEALTHY WATERWAYS AND CATCHMENTS




#### 3.3.1 - Undertake estuary planning and management

Action	Service	Comment	Status
<b>3.3.1.1</b> Undertake estuary management projects 	Strategic Planning	<p>The final year of a three year grant funded estuary management project has commenced with conservation works being implemented across the Clyde, Tomaga, Moruya, Coila, Tuross, Mummaga and Wagonga estuaries. Two grant applications have been submitted to extend and expand this project for another three years.</p> <p>Implementation of a three-year grant of \$1.105m has commenced to mitigate the impacts of the bushfires on estuary health and water quality. Consultants have commenced work on the South East Catchment and Waterways Bushfire Recovery Plan which will cover the Eurobodalla, Shoalhaven and Bega local government areas.</p>	

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

Action	Service	Comment	Status
<b>3.3.2.1</b> Participate in the Beachwatch program 	Public and Environmental Health	Program continuing to monitor 11 sites five times per month and recommenced in November 2020. The impacts of the bushfires are still evident on beaches and with significant rainfall debris continues to impact the waterways.	
<b>3.3.2.2</b> Undertake estuary monitoring 	Public and Environmental Health	Estuary monitoring continues across the six major estuaries. Council is also undertaking additional grant funded sampling to monitor the estuary health and recovery of bushfire impacted estuaries.	
<b>3.3.2.3</b> Deliver the Onsite Sewage Management System inspection program 	Public and Environmental Health	Program being undertaken with 90% compliance. Additional support was provided for bushfire impacted properties via free onsite inspections to assist property owners in repairing and maintaining damaged systems. This program is ongoing.	
<b>3.3.2.4</b> Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with NSW Health requirements and Environmental Protection 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
<b>3.4.1.1</b> Monitor, inspect and respond to public and environmental health matters 	Public and Environmental Health	88% of customer service requests were responded to within timeframes. Increased community concerns post bushfires on vegetation removal, on-site sewage systems and water quality.	
<b>3.4.1.2</b> Undertake the commercial public pool water quality inspection program	Public and Environmental Health	<p>20 public pools were inspected during December, with the focus being on holiday parks and resorts due to their high usage rate. Four pools required reinspecting. The remaining 39 public pools will be inspected in the 2021.</p> <p>The inspection fee was waived this year, (GMR20/004,) to support premises post bushfire. Pools which failed the chemistry testing were charged for laboratory analysis costs.</p>	



## 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
<b>4.1.1.1</b> Build, renew, operate and maintain water supply systems	Water Services	Operational and maintenance activities as per schedule. Capital and renewal activities on track, including the following watermain renewals: <ul style="list-style-type: none"> <li>- Old Punt Road, Batemans Bay</li> <li>- Beach Road, Batemans Bay</li> <li>- Herarde Street, Batemans Bay</li> <li>- Clyde River under bore</li> <li>- Clyde Street, Batemans Bay</li> <li>- Mulgowrie Street, Malua Bay</li> <li>- Caswell Street, Moruya</li> <li>- Maunsell Street, Moruya</li> <li>- Wave Street, Tuross Head</li> <li>- Potato Point village</li> <li>- Moruya Airport</li> </ul> 91 new water service connections	
<b>4.1.1.2</b> Build, renew, operate and maintain sewerage systems	 Sewer Services	Operational and maintenance activities as per schedule. Renewal program on track with 38% of capital renewals budget spent to date. Sewerage Augmentations progressing: <ul style="list-style-type: none"> <li>- Batemans Bay sewage treatment plant – design 99% complete</li> <li>- Tuross sewage treatment plant – construction contract awarded</li> </ul> New sewerage schemes progressing: <ul style="list-style-type: none"> <li>- Potato Point – transfer systems and pressure sewer system contracts awarded</li> <li>- Nelligen sewerage scheme – detailed design 80% complete</li> <li>- Akolele sewerage scheme - concept design complete</li> </ul>	
<b>4.1.1.3</b> Undertake liquid trade waste inspections	Public and Environmental Health	117 inspections undertaken. Program is on track.	

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

Action	Service	Comment	Status
4.1.2.1 Provide treated effluent for reuse in the community	Water Services	Treated effluent supplied for re-use at: <ul style="list-style-type: none"> <li>- Catalina Golf Course</li> <li>- Hanging Rock Sports Fields</li> <li>- Moruya Golf Course</li> <li>- Moruya High School playing field</li> <li>- Moruya Riverside park</li> <li>- Tuross Golf Course</li> </ul>	
4.1.2.2 Provide incentives to encourage use of water saving devices in homes 	Water Services	<ul style="list-style-type: none"> <li>- 54 washing machine rebates provided.</li> <li>- 31 dual-flush toilet rebates provided (11 single installations and 10 double installations)</li> </ul>	


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



Action	Service	Comment	Status
4.1.3.1 Commence stage 1 construction of Southern Water Supply Storage	Water Services	<ul style="list-style-type: none"> <li>- Design complete and approvals in place.</li> <li>- NSW Government funding of \$25.612m secured.</li> <li>- Land acquisitions being progressed.</li> <li>- Construction contract for Tuross River Pumping Station awarded.</li> <li>- Advocacy to the Australian Government for funding on-going.</li> <li>- Met with Eurobodalla valley farmers, with support provided.</li> </ul>	




### 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 waste facilities are proceeding with no major incidents occurring. Small quantities of bushfire waste are still being received and disposed of, mainly at Surfbeach Waste Management Facility as part of the NSW Government funded bushfire clean up. An update of plant and equipment is being undertaken with the specifications and requirements of essential large plant being analysed and finalised.	
4.2.1.2 Manage kerbside collection 	Waste Management	Council's kerbside collection of waste, recycling and green waste is progressing as per contractual arrangements and without any major	


		disruption, servicing approximately 46,000 bins each week.	
<b>4.2.1.3</b> Undertake annual hazardous waste collection	Waste Management	The annual hazardous waste collection took place in September with events held at Batemans Bay, Narooma and Moruya. The following quantities (by weight) of hazardous waste were collected at the individual sites: <ul style="list-style-type: none"> <li>- Batemans Bay - 7,932 kg</li> <li>- Moruya - 7,861 kg</li> <li>- Narooma - 5,540 kg</li> </ul> These quantities were 50% higher than amounts collected at the 2019 hazardous waste collection.	

4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives			
Action	Service	Comment	Status
<b>4.2.2.1</b> Participate in regional collaboration and develop strategic partnerships	Waste Management	Council is a member of the Canberra Region Joint Organisation (CRJO) and attends regular Resource Recovery Working Group meetings. The recent focus has been on sourcing and applying for grants for bushfire related programs.	
<b>4.2.2.2</b> Deliver community education on waste minimisation	Waste Management	Compost and worm farming workshops were held in various forums, including nine public workshops, two presentations to community groups and three online trouble shooting sessions with a total audience of over 200 attendees. The EnviroMentors education team presented general waste, recycling and food waste education programs to 10 primary schools across the region, with an audience of approximately 500 children and school staff. 15 litter and marine debris presentations and educational activities were provided to the four schools around the Clyde Estuary whilst a litter and marine environment virtual shopfront was held in Narooma.	

4.2.3 - Minimise illegal dumping			
Action	Service	Comment	Status
<b>4.2.3.1</b> Coordinate Clean Up Australia day activities 	Waste Management	Preliminary works have commenced for the Clean Up Australia Day event that will be held in March.	
<b>4.2.3.2</b> Investigate and manage illegal dumping incidents	Waste Management	53 incidents investigated within time frames.	



### 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
<b>4.3.1.1</b> Provide environmental and sustainability education programs	Environmental Management	Face to face educational programs have been limited due to COVID-19 restrictions. Programs have been adapted for online delivery where possible. Weekly media stories and support for schools and the community continue to be provided. Projects are continuing to assist businesses to monitor and reduce water and single use plastics. The 2021 calendar 'think before you buy' was launched. Face to face community and school events are being planned for 2021.	

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

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

Action	Service	Comment	Status
<b>4.4.1.1</b> Implement and review the Emissions Reduction Plan	Environmental Management	Progress on the Emissions Reduction Plan 2017-21 was reported to Council in August 2020 (PSR20/019) and actions are ongoing. Work is to commence updating the Emissions Reduction Plan and to include a climate adaptation strategy.	
<b>4.4.1.2</b> Develop a Council Variable and Changing Climate Adaptation Strategy	Environmental Management	The Climate Adaptation Strategy will be included in the review of the Emission Reduction Plan and be titled Emissions Reduction and Climate Adaptation Plan. A draft climate change risk assessment for Council operations is underway.	




#### 4.4.2 - Work in partnership to explore clean energy opportunities

Action	Service	Comment	Status
<b>4.4.2.1</b> Explore clean energy options	Environmental Management	Opportunities are being investigated to secure renewable energy for Council. Streetlighting LED upgrades were completed.	

## 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
<b>5.1.1.1</b> Facilitate business, education and employment partnerships and employment generating initiatives	Business Development	Focus remains on post bushfire and COVID-19 related business recovery and resilience. Coordination and distribution of support services information continues to be provided to businesses through multiple communication mediums, The Eurobodalla Employment Revolution conducted a jobs drive in November targeting recruitment for health sector roles. Job monitoring indicates challenges for businesses to recruit holiday casuals. Availability of housing is impacting on new residents.	
<b>5.1.1.2</b> Implement Advancing Eurobodalla 	Business Development	The newly appointed Manager Economic Development and Place Activation commenced work in November. A status review of key priorities and actions completed to inform the annual implementation plan. Bushfire and COVID-19 responses for businesses remain a focus. Activation projects for Narooma and Batemans Bay are currently being planned in response to funding received from the NSW government.	

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


Action	Service	Comment	Status
<b>5.1.2.1</b> Seek grant funding for the development of a Eurobodalla Food Systems/Production Plan	Business Development	Minimal action has been taken on this due to a focus on business and industry development post bushfire and COVID-19. Grant funding has been received to commence a Eurobodalla Food Trail. This project will work with rural producers to leverage opportunities to sell product or participate in the tourism experience.	

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

Action	Service	Comment	Status
<b>5.1.3.2</b> Conduct a tender process for the management of the Regional Aquatic, Arts and Leisure Centre Batemans Bay, subject to all Council and Development approvals	Strategic Planning	Tender documentation is being prepared with Tender expected to be released in April and a decision on the tender outcome to appoint a management contract will be presented to Council in June 2021.	
<b>5.1.3.1</b> Begin construction of the Regional Aquatic, Arts and leisure Centre Batemans Bay, subject to all Council and Development Application approvals	Strategic Planning	Demolition work on the site is complete. Over 80% of the piles are now in place the remainder to be completed by late January 2021. Excavation for most of the pools is now complete and the blinding for the 25-metre pool and balance tanks was poured prior to the Christmas shutdown. The offsite design work is continuing to progress. The contractors, ADCO, has engaged most subcontractors for the key components of the construction including the pool contractor.	
<b>5.1.3.3</b> Finalise an Expression of Interest process for the redevelopment of the northern precinct of Mackay Park	Strategic Planning	All the components of the Expressions of Interest (EIO) are largely complete and have been reviewed and cleared through an external legal team. It is anticipated that the EOI will be released in 2021.	



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

### 5.2.1 - Strengthen partnerships with the business community

Action	Service	Comment	Status
<b>5.2.1.1</b> Work with industry and Chambers of Commerce to facilitate project-based working groups and economic development projects	Business Development	With the assistance of the NSW Chamber, a meeting was coordinated in December 2020 to enable Council staff to present economic information and discuss the status of strategic priorities within towns.  Advised Chambers of the status review of the Economic Development Strategy and intention to circulate the implementation plan for comment.  Activation programs scheduled for Narooma and Batemans Bay are in the planning stages with funding support from the NSW Government.  Identified training will be co-presented with the Chambers.	









## 5.2.2 - Support the business community to build capacity

Action	Service	Comment	Status
<b>5.2.2.1</b> Identify local business needs in terms of business training, design and promote capacity building programs 	Business Development	<p>An audit to identify needs has found that a priority is to assist businesses with succession planning to commence investigating exit options for the future.</p> <p>NSW Government's recent announcements regarding the new Regional Hospital and Moruya Bypass offer local businesses opportunities as suppliers. To support local businesses training is being arranged to assist businesses to understand the documentation required by the Government to enable them to bid for work.</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
<b>5.3.1.1</b> Progress the implementation of the Eurobodalla Tourism Wayfinding and Signage Strategy	Tourism	<p>The Signage Style guide was finalised in December 2020. This guide informed the designs for the new shire and town entry signs that were subsequently supported by Council at its meeting on 8 December 2020.</p> <p>Planning of the location and siting of new shire and town entry signs to be delivered through the Stronger Country Communities fund. Priority is being given to the Shire and Mogo town entries.</p>	
<b>5.3.1.2</b> Implement the adopted findings from the Visitor Information Services Review recommendations	Tourism	<p>The final visitor services report was presented to Council and adopted in December 2020.</p> <p>This outlined that the Batemans Bay Visitor Centre will be closed permanently from 26 February 2021 and Narooma will be closed in May 2021.</p> <p>The Visiting Friends and Relatives campaign continues with the e-postcards. A review of operations has enabled additional focus for an industry development assistant to develop the dispersed business model of visitor information servicing.</p>	
<b>5.3.1.3</b> Progress the implementation of the Eurobodalla Destination Action Plan 	Tourism	<p>The comprehensive review of visitor information services was completed with a decision by Council to deliver visitor services in a more cost effective way than continuing to operate static Accredited Visitor Information Centres.</p> <p>Council commenced the utilisation of AirDNA and SpendMapp data to assess tourism trends.</p>	



		<p>A new event website was launched to promote all events happening in Eurobodalla.</p> <p>Opportunities to enhance cultural tourism experiences as part of key infrastructure projects such as Observation Point, the Mogo Adventure Trails Hub and the Batemans Bay Waterfront were identified and work commenced to develop these further.</p> <p>Eurobodalla hosted approximately 100 delegates from Tourism Australia who chose the area to undertake a family as part of their domestic campaign development.</p>	
<p><b>5.3.1.4</b> Progress the implementation of the Nature Based Tourism Study</p> 	Tourism	<p>The implementation of the Nature Based Tourism Feasibility Study continues to occur through the secured funding for the Mogo Adventure Trails Hub and the Coastal Headlands Walking Trail projects. In addition, staff have been involved in reviewing the Murramarang South Coast Walk Masterplan being prepared by National Parks and Wildlife Services (NPWS). In building cooperative arrangements, staff have been holding regular meetings with regional government agency representatives, including Destination NSW, NPWS, NSW Crown Lands and Forestry Corporation for NSW. The recent adoption of the Batemans Bay Waterfront Masterplan and Activation Strategy provides the waterfront a clear vision and a sound platform to develop infrastructure to support marine nature-based tourism.</p> <p>The secured funding to deliver the Mogo Adventure Trails Hub project will be a significant driver in the economic recovery of Batemans Bay, Mogo and surrounding areas from the bushfires.</p>	

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

Action	Service	Comment	Status
<p><b>5.3.2.1</b> Progress the implementation of the Event Strategy 2020-2024</p> 	Business Development	<p>\$8,000 funding for community events and \$20,000 for tourism events implemented.</p> <p>Developed a new events website to showcase all events happening in Eurobodalla.</p> <p>Brought a new sporting event to Eurobodalla by Surfing NSW.</p>	
<p><b>5.3.2.2</b> Seek grant funding for the implementation of the Mogo Adventure Trail</p>	Business Development	<p>The draft Mogo Adventure Trails Hub Masterplan was publicly exhibited during September and October 2020 and was well supported by the community. As a result, the draft Masterplan was adopted by Council on 8 December 2020. Council was successful in receiving funding through the NSW Government Growing Local</p>	

		<p>Economies fund to design and construct stage one of the trail hub. Seeking additional funding through the Bushfire Local Economic Recovery Fund to construct the second stage of the project.</p> <p>Preparation of tender documentation to design and construct the first stage of the trail hub and continue to work closely with Forestry Corporation of NSW and NSW Crown Lands to establish the relevant permissions to develop and manage the land.</p>	
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## 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
<p><b>5.4.1.1</b> Advocate for improved transport and telecommunications services (mobile and NBN)</p> 	<p>Business Development</p>	<p>Council staff engaged in a series of visioning workshops facilitated by Transport for NSW as part of the Princes Highway Upgrades project. Council staff also attended options analysis workshops regarding the Moruya Bypass. Advocacy has commenced to seek funding to support the development of a Moruya Bypass Town Master plan and Activation Strategy.</p>	

# 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 participated in a local government survey on employment zones reform and attended several webinars relating to bushfire recovery planning and community resilience.	
6.1.1.2 Advocate and seek funding for Strategic Town Planning in towns and villages 	Strategic Planning	<p>Council continues to advocate and seek funding to strategic plan our towns and villages.</p> <p>Council is continuing to advocate to the NSW Government to fund and prepare a town centre master plan for Moruya as part the of Moruya bypass and Eurobodalla Regional Hospital projects.</p> <p>A project brief was sent out requesting for quotes for consultants to prepare the Mogo Village Place Activation Plan. The plan is the second stage of the Mogo rebuild process which seeks to further activate the local economy of Mogo and strengthen community resilience in the village since the bushfires. The project is funded through bushfire recovery funding.</p>	





### 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	<p>Council worked with the property owners in Mogo who lost commercial buildings in the bushfire, to rebuild and streamline the development application process through the preparation of the Mogo Rebuild Study. This Study will inform the development assessment process moving forward.</p> <p>Council have begun developing subdivision provisions to be incorporated in the relevant Eurobodalla Development Control Plans and inform future subdivision.</p>	
6.1.2.2 Implement the Batemans Bay Waterfront Masterplan and Activation Strategy	Strategic Planning	The Batemans Bay Waterfront Masterplan and Activation Strategy was adopted by Council on 8 December 2020. Council secured \$93,446 from the NSW Government's Streets and Shared Spaces Grant Program to temporarily transform	





		carparking spaces into multiple play opportunities to activate the foreshore. Council is continuing to seek grant opportunities to implement the Strategy.	
<b>6.1.2.3</b> Continue to review Infrastructure Contributions Plans	Strategic Planning	Council is continuing to develop capital work schedules to inform the review of the plans.	






## 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
<b>6.2.1.1</b> Share information through builder and developer forums 	Development Assessment and Building Certification	Largely due to COVID-19 restrictions, no forums have been held. A Builders and Developers newsletter was distributed during December 2020 with information regarding changes in legislation, an e-planning update and bushfire rebuild.	
<b>6.2.1.2</b> Provide pre-lodgement advice and assistance to applicants 	Development Assessment and Building Certification	52 formal pre-lodgement meetings have been held with (potential) applicants. There were 14,328 emails and 10,132 phone calls received, a total of 24,460 enquiries excluding over the counter enquiries.	


### 6.2.2 - Provide receptive and responsive development assessment services

Action	Service	Comment	Status
<b>6.2.2.1</b> Assess and determine development applications 	Development Assessment and Building Certification	The average processing time for development applications and section 4.55 applications (previously section 96) has been 35.97 days. Council has received 548 DA applications. This is up 37% on last year financial year and up 21% on the five-year average. The total number of applications determined is 506 applications. This is up 42% on the last financial year and up 25% on the five-year average. Council received 1,086 planning (10.7) certificates with 80.7% processed in less than two days; 16.9% processed in more than two days and 2.4% processed in more than four days (days include weekends).	
<b>6.2.2.2</b> Assess and determine construction certificates 	Development Assessment and Building Certification	55 construction certificates received and 48 determined.	

<b>6.2.2.3</b> Assess and determine complying development applications 	Development Assessment and Building Certification	Seven complying development certificates received and determined.	
<b>6.2.2.4</b> Provide certification inspection services 	Development Assessment and Building Certification	1,301 building and plumbing inspections carried out including 839 plumbing inspections and 462 certification inspections and 95% of these were carried out within 24 hours of the initial request.	
<b>6.2.2.5</b> Undertake pool fence inspection compliance program	Development Assessment and Building Certification	52 swimming pool inspections were carried out. The Swimming Pool Barrier Compliance Program has been temporarily reduced in its scope to deal with sales/leases and complaints whilst recruitment occurs for replacement building certifiers.	

### 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
<b>6.3.1.1</b> Implement responsive planning instruments	Strategic Planning	Through the adoption and implementation of the Eurobodalla Local Strategic Planning Statement, staff has progressed several actions listed in the Statement, including the preparation of the Biodiversity Strategy and the development of subdivision planning controls.	

## 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><b>7.1.1.1</b> Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure</p> 	Transport	<ul style="list-style-type: none"> <li>- Pro-actively working through the NSW Roads and Transport Directorate to advocate for improved funding for local and regional roads.</li> <li>- Partnered with IPWEA NSW and NSW Roads and Transport Directorate.</li> <li>- 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).</li> <li>- Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package for major local and regional road grants and pathways.</li> <li>- Working with Transport for NSW (TfNSW) on the Princes Highway/Batemans Bay Link Road intersection and proposed connection (\$30m funding provided by the NSW Government).</li> <li>- Working with TfNSW and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with proposed regional hospital. Participated in TfNSW Princes Highway Moruya Bypass Value Management and Princes Highway Burrill Lake to Batemans Bay Strategic Options Assessment workshops.</li> <li>- Advocacy to TfNSW for improved pedestrian facilities in Moruya, Mogo, Bodalla and Narooma on the Princes Highway. Successful advocacy to improve signage following changes made to the Princes Highway/Centenary</li> </ul>	


		<p>Drive intersection to reduce impacts on residents and business.</p> <ul style="list-style-type: none"> <li>- NSW Roads Conference communique adopted by Council and advocated to the NSW Premier, Deputy Premier and Ministers promoting outcomes of the Local Roads Congress communique 2020.</li> <li>- Presentation provided by Director Infrastructure Services to the NSW Roads Conference on the Eurobodalla bushfires provided to the Regional Local Government Conference, YIPWEA Australasian Forum, Illawarra Local Emergency Management Centre and Australian Local Government Association Roads Regions and Resilience conference promoting a new paradigm in emergency management and infrastructure resilience.</li> <li>- Successfully advocated for replacement of bushfire and flood impacted timber bridges to be replaced with more resilient concrete bridges and for provision of funding for the impacts of bushfire clean-up on Council roads.</li> <li>- Successfully advocated for provision of stimulus funding from the NSW and Australian Governments for various transport related programs.</li> <li>- Submission made to TfNSW on Regional Road Classification Review and Regional Road Transfer.</li> <li>- Council secured additional \$300,000 from Resilience NSW for removal of second wave bushfire affected hazardous trees on local roads.</li> </ul>	
<p><b>7.1.1.2</b> Seek grant and other funding to sustain and improve the local and regional transport network</p> 	<p>Transport</p>	<ul style="list-style-type: none"> <li>- \$3.125m grants secured under Fixing Local Roads Program for various project.</li> <li>- \$850,000 grant secured under the Australian Government Bridges Renewal Program for Garlandtown bridge.</li> <li>- \$50,000 secured for Ford Street/Ford Lane roundabout installation from TfNSW.</li> <li>- Funding received under the Fixing Local Roads Program with 25-50% matching funding from Council: <ul style="list-style-type: none"> <li>- Annetts Street Mogo \$112,500</li> <li>- Mulgowrie Street Malua Bay \$295,000</li> <li>- Wave Street Tuross Head \$167,500</li> <li>- Beach Road \$195,000</li> </ul> </li> </ul>	






		<ul style="list-style-type: none"> <li>- North Head Drive Moruya \$690,000</li> <li>- Litchfield Crescent Long beach \$135,000</li> <li>- George Bass Drive at Joes Creek \$585,000</li> <li>- Bowerbird Place Malua Bay \$270,000</li> <li>- Collector roads heavy patching \$675,000</li> <li>- Funding receive under the Australian and NSW Government Stimulus Commitment: <ul style="list-style-type: none"> <li>- Grandfathers Gully Bends, George Bass Drive Lilli Pilli \$3.8m</li> </ul> </li> <li>- Funding received from Australian Government Local Roads and Community Infrastructure (\$1,039,292): <ul style="list-style-type: none"> <li>- Codys Bridge Larrys Mountain Road Moruya \$100,000</li> <li>- Beach Road Batemans Bay \$250,000</li> <li>- Pathways \$150,000</li> <li>- Ridge Road Tilba \$150,000</li> <li>- Nerrigundah Mountain Road \$100,000</li> <li>- Bill Smyth Oval \$289,292</li> </ul> </li> <li>- Funding received from Australian Government Bridges Renewal program Round 5 for Garlandtown Bridge \$850,000</li> <li>- Applications submitted under the Fixing Country Bridges Round One 2020 for: <ul style="list-style-type: none"> <li>- Grumleys Bridge \$600,150</li> <li>- Cobra Bridge \$407,650</li> <li>- Clarkson Bridge \$600,150</li> <li>- Punkalla Bridge \$1,145,750</li> <li>- Cowdroys Bridge \$407,650</li> <li>- Silo Farm Bridge \$2,297,750</li> <li>- Potato Point Bridge \$600,150</li> <li>- Tilba Tilba Bridge \$1,057,650</li> </ul> </li> <li>- Application submitted under the NSW Govt Fixing Country Roads roundabout at George Bass Drive, Kuppa Avenue and Sylvan Street, Malua Bay \$2,502,000. Matching funding of \$500,000 required from Section 94 Arterial Roads.</li> <li>- Applications submitted under the NSW Govt Fixing Local Roads: <ul style="list-style-type: none"> <li>- Illabunda Drive Malua Bay \$402,995</li> <li>- Brighton Street Tuross Head \$920,000</li> <li>- Manly Street Tuross Head \$130,000</li> <li>- Merinda Street, Malua Bay \$313,291</li> </ul> </li> </ul>	
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		<ul style="list-style-type: none"> <li>- Peninsula Drive Batemans Bay \$353,077</li> <li>- Currawong Crescent Malua Bay \$320,394</li> <li>- Bellbird Drive Malua Bay \$502,315</li> <li>- Edward Road Sunshine Bay \$308,279</li> <li>- Gibson Place Sunshine Bay \$328,449</li> <li>- Canning Crescent Sunshine Bay \$227,268</li> <li>- Wallarah Surfside \$350,842</li> <li>- Moruya Transfer Station Access Road Moruya \$226,400</li> <li>- Heron Road Catalina \$514,407</li> <li>- George Bass Drive Sunshine Bay \$1,784,004</li> <li>- Sealed Road Pavement Defects Collector/Local \$794,686</li> <li>- South Head Road \$1,141,488</li> </ul> <p>Funds to be leverage against annual urban roads and pavement rehabilitation programs.</p> <ul style="list-style-type: none"> <li>- Federal Government Road Safety Stimulus Funding submitted for Council via Transport for NSW.</li> <li>- Tuross Head off highway bus facility - \$270,000</li> <li>- Mogo road safety upgrades - \$894,000. Application includes roundabout at Tomakin Road/Charles Street, off street parking near Bateman Street, Charles Street connection.</li> </ul>	
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7.1.2 - Provide a safe efficient and integrated transport network			
Action	Service	Comment	Status
<b>7.1.2.1</b> Provide a safe, efficient, and integrated transport network 	Transport	Inspection and maintenance of the road network complete as per schedule. Some delays to maintenance grading due to flood impacts. 2019-20 bushfires and subsequent flooding events resulted in significant damage to the local road network including: <ul style="list-style-type: none"> <li>- 490 km of fire affected roads</li> <li>- 18 timber bridges damaged or destroyed by fire and one timber bridge damaged by flood</li> <li>- Significant flood damage to the local road network including a major slip on Araluen Road</li> </ul> Natural disaster declaration work from Black Summer bushfires, February, July, August and October floods on-going funded under the	




		<p>Natural Disaster Relief and Recovery arrangements.</p> <p>The following bridges were replaced or commenced:</p> <ul style="list-style-type: none"> <li>- Rosedale footbridge</li> <li>- Old Tomakin Road, Mogo</li> <li>- Sinclairs Bridge, Eurobodalla Road</li> <li>- Cheese Factory, Eurobodalla Road</li> <li>- Gulph Creek, Nerrigundah Road</li> <li>- Reedy Creek Bridge, Eurobodalla Road</li> <li>- Peach Tree Bridge, Eurobodalla Road</li> </ul> <p>Construction commenced on the following bridges:</p> <ul style="list-style-type: none"> <li>- Bradbury’s Bridge, Araluen Road</li> <li>- Belimbla Creek Bridge, Belowra Road</li> <li>- Belowra Bridge, Belowra Road</li> </ul> <p>The following bridges received approval for replacement in concrete by TfNSW:</p> <ul style="list-style-type: none"> <li>- Kennys Creek Bridge, Araluen Road</li> <li>- McGregors Creek Bridge, Araluen Road</li> <li>- Sitters Creek Bridge, Belowra Road</li> <li>- Murphy Bridge, Eurobodalla Road</li> <li>- Old Bolaro Road Bridge, Old Bolaro Road</li> <li>- Codys Bridge, Larrys Mountain Road.</li> </ul> <p>Investigations into the major slip on Araluen Road underway. Alternate route in place for residents. Regular communications to residents implemented.</p> <p>Capital renewal and upgrade works in Operational Plan 2020-21 on schedule.</p> <p>Additional grant funding secured for damage to roads impacted by the bushfire clean-up based on a per tonne rate and for specific sites.</p> <p>Resealing local and regional roads under new Local Government Procurement contract.</p> <p>Additional projects to those within the Operational Plan in 2020-21:</p> <p>Urban road reconstruction</p> <ul style="list-style-type: none"> <li>- Trafalgar Road, Tuross Head complete to prime seal</li> <li>- Old Hwy, Narooma complete to prime seal</li> </ul> <p>Car parks</p> <ul style="list-style-type: none"> <li>- Moruya Showground Parking upgrade complete to prime seal</li> </ul>	
<p><b>7.1.2.2</b> Build, renew and maintain the stormwater network</p>	<p>Transport</p>	<p>Inspection and maintenance of the stormwater network complete as per schedule.</p>	



		Capital renewal and upgrade works in Operational Plan 2020-21 on track.	
<b>7.1.2.3</b> Provide traffic management and transport planning	Transport	Adopted Road Safety Plan 2019-22 used as basis of advocacy to secure funding. Moruya CBD east pedestrian improvement plan implementation commenced with positive feedback from the community and Chamber of Commerce. Additional \$50,000 grant received from Transport for NSW. Collaboration with Transport for NSW on various upgrades to traffic and pedestrian facilities on the Princes Highway including joint work on pursuit of stimulus funding.	
<b>7.1.2.4</b> Coordinate the Local Traffic Committee	Transport	Four meetings held.	
<b>7.1.2.5</b> Investigate technology options to monitor and manage parking demand and compliance	Transport	Trial parking sensors in place in Clyde Street Batemans Bay.	

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


### 7.2.1 - Provide and enhance the pathway network

Action	Service	Comment	Status
<b>7.2.1.1</b> Build, renew and maintain pathway network 	Transport	Inspection and maintenance of the pathway network complete as per schedule. Capital renewal and upgrade works in Operational Plan 2020-21 on schedule. New pathway installations completed at the following locations: <ul style="list-style-type: none"> <li>- Old Highway, Narooma 238m</li> <li>- Annetts Street, Mogo 200m</li> <li>- Corunna Street, Narooma 73m</li> <li>- Shore St, Moruya (part complete 22m)</li> </ul> Replacement of approximately 1,100m of pathways completed with Beach Road Median project.	
<b>7.2.1.2</b> Leverage existing funding to accelerate expansion of the network	Transport	Applications made to the NSW Government under the Active Transport Program for nine projects. Note funding suspended until 2021-22 due to bush fires and COVID-19 limiting NSW government budget. Funding secured: <ul style="list-style-type: none"> <li>- Australian Government Local Roads and Community Infrastructure Program for five pathways \$150,000</li> <li>- 'Disaster Recovery Funding – Commonwealth Government,</li> </ul>	

		<p>Councils Affected by Bushfires' \$30,300</p> <ul style="list-style-type: none"> <li>- Federal Government Community Development Grant of \$250,000 for works at South Head Road</li> </ul>	
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### 7.3 – EXPLORE AND DEVELOP PUBLIC TRANSPORT OPTIONS AND SYSTEMS

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




Action	Service	Comment	Status
<b>7.3.1.1</b> Advocate for improved public transport	Transport	<p>On-going advocacy to improve bus pick-up facilities at the Princes Highway/Hector McWilliam Drive intersection. Grant application to NSW Government Country Passenger Transport Infrastructure Grants Scheme unsuccessful. Second request made under stimulus funding.</p> <p>Funding received from the NSW Government Country Passenger Transport Infrastructure Grants Scheme for new bus shelters at:</p> <ul style="list-style-type: none"> <li>- Trafalgar Road Tuross \$11,000</li> <li>- Landra Road Surfside \$11,000</li> <li>- Lilli Pilli Road Lilli Pilli \$11,000</li> <li>- Dalmeny Drive Kianga \$11,000</li> </ul>	

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

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



Action	Service	Comment	Status
<b>7.4.1.1</b> Operate and maintain the Moruya Airport	Commercial Entities	<p>Passenger numbers have been reduced to a negligible amount due to the COVID-19 but the airport remains fully operational for all other air traffic and has seen a 20% increase in general aviation traffic over the same period last year.</p>	
<b>7.4.1.2</b> Continue the implementation of the Moruya Airport Master Plan	Commercial Entities	<p>All planning and design work for the 11-lot subdivision is complete as is the widening of George Bass Drive. The subdivision works are now well underway.</p>	


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

Action	Service	Comment	Status
<p><b>7.4.2.1</b> Work with key partners to advocate for the progressive upgrade of the Princes and Kings Highways and the electric highway</p> 	Transport	<p>Roads Maintenance Management Contract work undertaken on Kings Highway for Transport for NSW (TfNSW).</p> <p>Advocated successfully to TfNSW for tree clearing on the Kings Highway and Princes Highway to improve resilience.</p> <p>Pro-actively working directly and through SEATS to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades. Virtual presence at SEATS meetings.</p> <p>Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway.</p> <p>Working with TfNSW on the pre-construction activities for the design of the South Batemans Bay Link Road connection</p> <p>Working with TfNSW and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with proposed regional hospital.</p> <p>Working with the NSW Roads and Transport Directorate in accord with the NSW Roads Congress Communique 2020.</p> <p>Participated in TfNSW Princes Highway Moruya Bypass Value Management Workshop and Princes Highway Burrill Lake To Batemans Bay Strategic Options Assessment Workshop.</p> <p>Additional funding secured for road safety upgrades and work complete on the Kings Highway:</p> <ul style="list-style-type: none"> <li>- West of Allards Lane</li> <li>- East of Leachey Flat</li> </ul>	
<p><b>7.4.2.2</b> Continue to advocate to the NSW Government to optimise outcomes from delivery of the new Batemans Bay bridge</p>	Transport	<p>Proactively working directly with Transport for NSW (TfNSW) to implement outcomes arising from Foreshore Advisory Committee on foreshore improvements, and Council's submission on proposed foreshore plans.</p> <p>Working with TfNSW engineering solutions for foreshore related works.</p> <p>Advocating for funding to modify parking within Clyde Street and provide improved pedestrian facilities (two raised marked pedestrian threshold treatments with 30km/hr speed zone). Design and estimates submitted to TfNSW.</p> <p>Welcome signage agreed to be provided by TfNSW for people accessing Batemans Bay via</p>	

		the proposed new floating pontoon. Signage to include both Indigenous and European welcome. Regular teleconferences held with Batemans Bay Bridge Project Manager to track progress and assist project logistics.	
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### 7.4.3 - Work in partnership to develop marine infrastructure

Action	Service	Comment	Status
<b>7.4.3.1</b> Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Transport	<p>Marine Infrastructure Asset Management Plan (MIAMP) to recommence in fourth quarter after reallocation of resources to bushfire response and recovery.</p> <p>Liaison with representatives of key local fishing clubs on list of marine projects for inclusion in funding applications.</p> <p>Engagement with NSW Crown Lands to streamline permit approvals process for marine infrastructure upgrades</p> <p>Ongoing advocacy to NSW Government to fully fund dredging of waterways including Wagonga Inlet.</p> <p>Engagement with TfNSW to integrate Council's MIAMP with the NSW Government's South Coast Boating Network Plan to avoid duplication in managing marine assets.</p>	
<b>7.4.3.2</b> Seek additional funding for local boating and marine infrastructure	Recreation	<p>Grant applications under Boating Now Program and Recreation Fishing Trust successful with 100% funding.</p> <p>Two Fishing Trust Grants submitted in 2019 were approved:</p> <ul style="list-style-type: none"> <li>- Mill Bay fish cleaning table replacement \$9,005</li> <li>- Hanging Rock fish cleaning tables cover \$14,336</li> </ul> <p>Four Boating Now Grants submitted March 2020 were approved:</p> <ul style="list-style-type: none"> <li>- Hanging Rock boat ramp facility upgrade \$300,000</li> <li>- Apex park boat ramp pontoon upgrade \$58,000</li> <li>- Mossy Point boat ramp facility upgrade \$60,000</li> <li>- Brierleys boat ramp facility upgrade \$700,000</li> </ul> <p>One application made under the Recreational Fishing Trust for a new Fishing Platform at Jack Buckley Park \$9,865.</p>	




<b>7.4.3.3</b> Maintain, renew and upgrade boating and marine infrastructure	Recreation	Inspection and maintenance of boating and marine infrastructure undertaken within budget Capital renewal and upgrade works in Operational Plan 2020-21 on schedule.	
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## 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
<b>8.1.1.1</b> Manage media relations and advice and respond to queries 	Communications	Advice was provided to staff on media and communication matters. Council continues to nurture strong relations with local media. 108 media queries were responded to promptly, with collaboration of staff where appropriate.	
<b>8.1.1.2</b> Prepare and distribute media releases	Communications	Council prepared and distributed 110 media releases for coverage in print, online and radio media, which resulted in 38 requests for interviews.	


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

Action	Service	Comment	Status
<b>8.1.2.1</b> Assist to develop and implement communication strategies for key projects	Communications	Communication strategies were developed and implemented for the Basil Sellers and Little Sellers Art Prizes, Grow to Give plant project for bushfire affected residents, Eurobodalla Regional Botanic Garden signage and wayfinding, COVID-19 distancing and visitation requirements, educative companion-animal footpath stencils and annual dogs on beaches, support for Children's Services social media strategy, communication of ongoing implementation of the Bushfire Recovery Plan, developed a suite of advocacy documents to attract funding for major projects, revise and update social media activity to reflect evolving trends and platform constraints and opportunities, renewed focus on internal communications including reissue of staff newsletter.	
<b>8.1.2.2</b> Prepare, design and publish Council's communications 	Communications	Design projects included the design and review of Council's annual report, Delivery Program and Operational Plan; design and review of bushfire anniversary pin, booklet and plaque; first two of four editions of Living in Eurobodalla; design and review of the Aboriginal Action Plan, Library Strategic Plan,	


		Basil Sellers Art Prize catalogue 2020 and Little Sellers Art Prize video; Library window decals; Out Of School Hours, Youth and Children's Services posters; Eurobodalla Regional Botanic Garden signage and wayfinding; rates insert; COVID-19 collateral; Burrewarra Point signage; design of footpath stencils for responsible dog ownership; Local Planning Statement; educative footpath stencils; Road Safety Plan; design and review of the volunteer guide; road-safety e-mail template design; water bill brochure for August and December; review of interpretative signage and style guide; We Care program collateral stages 1 and 2; Mackay Park Branding tender review; posters for South Durras playground; Create with your Mates youth project and several library events; vacation care; catbibs; Snapper Island signage; and the design and review of the heritage award. 2,855 Council News subscribers.	
<b>8.1.2.3</b> Manage corporate websites		Communications Work continued toward the upgrade of the corporate and business websites to better reflect public need. 126,780 corporate website users, 115,949 new users and 529,466 page views or website traffic.	
<b>8.1.2.4</b> Manage social media channels		Communications Council's corporate social media following continued to grow during the period, with an average of four to five Facebook posts each week and ad hoc Instagram posts as suitable content was sourced. 15 new videos were uploaded to Council's YouTube channel, with 14,799 Facebook followers, 2,156 Instagram followers and 73 YouTube followers.	

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

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



Action	Service	Comment	Status
<b>8.2.1.1</b> Support and provide advice to staff on effective community engagement	Communications	Provide editorial assistance and support for eight staff-managed electronic newsletters and support for three staff-managed Facebook pages.	

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


Action	Service	Comment	Status
<b>8.2.2.1</b> Develop effective communications that support quality engagement	Communications	Specific engagement communication support was developed for the Coastal Management program and Mogo Rebuild activities.	

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

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

Action	Service	Comment	Status
<b>8.3.1.1</b> Publish regular Mayoral communications	Communications	<p>Five Mayoral messages were published on Council's Facebook page at the conclusion of each Council meeting.</p> <p>A Mayoral message has been provided in a number of Council's documents including Living In Eurobodalla, Library Strategic Plan and the Annual Report.</p> <p>Several digital Mayoral messages were uploaded to Council social media platforms. This included the topics of Eurobodalla Disaster Relief Fund and Mayor's Writing Competition.</p> <p>In addition, the Mayor undertakes regular radio interviews with ABC South East, 2EARFM and 2EC/PowerFM.</p>	
<b>8.3.1.2</b> Facilitate and support civic functions	Corporate and Community Leadership	<p>It should be noted that several functions were cancelled due to COVID-19 restrictions. NAIDOC Flag raising, Basil Sellers Art Prize and the Mayor's Writing Competition were undertaken as online ceremonies.</p> <p>The following civic functions were facilitated by the Mayor:</p> <ul style="list-style-type: none"> <li>- Citizenship ceremonies</li> <li>- Welcome Back to Your Botanic Garden</li> <li>- Sod Turning for Mackay Park</li> <li>- Bushfire Commemorations</li> <li>- Blazeaid thank you dinner</li> </ul>	






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




Action	Service	Comment	Status
<b>8.3.2.1</b> Manage media and public relations issues	Communications	Issues 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
<b>9.1.1.1</b> Review Council's Delivery Program and prepare the Operational Plan	Corporate and Community Leadership	Council's Delivery Program 2017-21 will be extended to cover the 2017-22 period due to the deferral of Council elections and the extension of the current Councils term (to September 2021). The review and extension of the Delivery Program, and the preparation of its final Operational Plan 2021-22 will commence January 2021.	
<b>9.1.1.2</b> Prepare and table the Annual Report (including Financial Statements)	Corporate and Community Leadership	The 2019-20 Annual Report was tabled at the 24 November 2020 Council meeting.	
<b>9.1.1.3</b> Review and update the Resourcing Strategy	Corporate and Community Leadership	Council's Resourcing Strategies will be reviewed and updated as part of the Community Strategic Plan review commencing January 2021. This review is currently in the planning stages and the Resourcing Strategy is incorporated in the projects scope and timing.	
<b>9.1.1.4</b> Undertake a review of capacity and functionality upgrades in the transport asset class	Technical Services	The Road Safety Plan 2019-22 is available on Council's website. Route plan for George Bass Drive commenced with grant funding secured for the realignment of Grandfathers Gully Bends (\$3.8m). Surplus fill to be utilised on additional road safety improvements on George Bass Drive and Cullendulla Drive to advance delivery of Road Safety Plan. Section 94 works program developed and estimated for transport works. Recreation projects to be developed and estimated by 30 June 2021.	
<b>9.1.1.5</b> Revalue community land and other assets	Technical Services	Revaluation of transport and stormwater assets complete. Commenced revaluation of recreation, waste, marine and other structures.	

9.1.2 - Implement effective governance			
Action	Service	Comment	Status
<b>9.1.2.1</b> Facilitate community grants and donations 	Corporate and Community Leadership	<ul style="list-style-type: none"> <li>- Five Mayoral Grants</li> <li>- 25 Education School Grants</li> <li>- Two Schools Learning for Life Grants</li> <li>- Ten NAIDOC Week Grants</li> <li>- 27 Healthy Communities, Senior Week, Recovery Grants</li> </ul>	
<b>9.1.2.2</b> Assist the Council in meeting its statutory obligations and roles	Corporate and Community Leadership	<p>Council has held 10 Council meetings. The meeting schedule and administration of meetings was amended to reflect COVID-19 restrictions.</p> <p>Two Mayoral report was presented:</p> <ul style="list-style-type: none"> <li>- Community Relationship Development Inner West Council</li> <li>- Rairdance Money</li> </ul> <p>Five Notice of Motions submitted on:</p> <ul style="list-style-type: none"> <li>- Community Sport Sustainability Program</li> <li>- Promoting Eurobodalla as a place to live</li> <li>- Reclassification of Land</li> <li>- Outdoor Dining</li> <li>- Lease of Batemans Bay Community Centre</li> </ul> <p>Five Questions on Notice reports were submitted by Councillors regarding:</p> <ul style="list-style-type: none"> <li>- Promoting Eurobodalla as a place to relocate post-Covid19</li> <li>- Future of the Batemans Bay Clyde Street Boat Ramp</li> <li>- Batemans Bay Community Centre Lease</li> <li>- Council's role for commercial and domestic fire response</li> <li>- TechnologyOne system implementation</li> </ul> <p>One Delegates report highlighting Councillor's experience at the conference was presented for:</p> <ul style="list-style-type: none"> <li>- 2020 NSW Local Roads Congress</li> </ul> <p>No community members registered to speak at public access session and 17 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>	



9.1.2.3 Provide professional development opportunities for Councillors	Corporate and Community Leadership	No attendance at conferences during this reporting period.	
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9.1.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Comment	Status
9.1.3.1 Actively participate in a Joint Organisation 	Corporate and Community Leadership	Council is an active member of the Canberra Joint Organisation (CRJO) and has attended four Board meetings. The Board meetings focussed on governance processes surrounding the organisation, advocacy plan and regional priorities.	
9.1.3.2 Seek sources of funding to implement community vision 	Corporate and Community Leadership	<p>Successful grant applications include:</p> <ul style="list-style-type: none"> <li>- Community Bushfire Resilience and Recovery Fund – Stream 2 Phase 1:</li> <li>- Two planning roles \$184,985</li> <li>- \$65,015 to Disaster Recovery Grant Funding</li> <li>- Streets as Shared Spaces:</li> <li>- \$100,000 Youth Central</li> <li>- \$445,000 Light up the Bay – negotiating</li> <li>- Growing Local Economies</li> <li>- \$3m – Mogo Trails</li> <li>- Bushfire Local Economic Recovery Fund</li> <li>- \$5.25m Coastal Walk and Observation Point Lookout</li> </ul> <p>Grant applications and submissions awaiting outcomes include:</p> <ul style="list-style-type: none"> <li>- Community Bushfire Resilience and Recovery Fund – Stream 2 Phase 2</li> <li>- \$60,000 Tilba Community Resilience Plan</li> <li>- \$100,000 Botanic Gardens Sensory Garden</li> <li>- \$110,000 Rosedale Bushfire Strategic Plan</li> <li>- \$90,000 Moruya Airport Planning</li> <li>- \$300,000 Generators for Evacuation Centres</li> <li>- Everyone Can Play \$180,000 Botanic Gardens – Sensory Playspace</li> <li>- Infrastructure Grant: <ul style="list-style-type: none"> <li>- \$200,000 Generators</li> </ul> </li> <li>- Regional Airport Fund: <ul style="list-style-type: none"> <li>- \$300,000 Resurface taxiway</li> </ul> </li> </ul>	

<p><b>9.1.3.3</b> Develop and maintain strategic partnerships</p> 	<p>Corporate and Community Leadership</p>	<p>Council is a member of the Canberra Region Joint Organisation (CRJO).</p> <p>Council continued to be members of the Australian Coastal Council's Association, Australian Local Government Women's Association, Country Mayor's Association, South East Arts, South East Transport Strategy and Floodplain Management Association.</p> <p>Councillor James Thomson continued as NSW representative on Australian Coastal Council's Association and Gulaga Board Member.</p> <p>Councillor Lindsay Brown is a member of South East Arts.</p> <p>Councillor Anthony Mayne is a member of the South East Transport Strategy.</p> <p>Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia.</p> <p>Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel.</p>	
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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
<p><b>9.2.1.1</b> Provide customer assistance in main administration building and depots</p>	<p>Customer Assistance and Records</p>	<p>Council continues to provide customer assistance to the community in the main administration building and depots.</p> <p>Telephone – Council has served 91% of the 31,339 calls made to the Council Switchboard. There were no calls to the Council Switchboard that timed out. The Council Switchboard maintained an average of 36 seconds for conversation and transfer time.</p> <p>Correspondence – Council has responded to 86% of 5,469 registered correspondence (email and mail) within allocated time frames.</p> <p>Customer Service Requests – Council closed 90% of 5,995 customer service requests within allocated time frames.</p>	
<p><b>9.2.1.2</b> Manage public access to government information and privacy (GIPA)</p>	<p>Corporate and Community Leadership</p>	<p>Nine valid access applications received in the reporting period.</p> <p>Seven access applications determined in the reporting period.</p>	

<b>9.2.1.3</b> Provide effective records management	Customer Assistance and Records	Council continues to provide an effective records management system. Council has received 3,817 hard copy letters and 15,591 emails to council@esc.nsw.gov.au. 100,696 documents have been registered into Council's records management system.	
<b>9.2.1.4</b> Manage Council's secondary websites	Information Technology	Council's secondary websites are being directly managed by their website owners and continue to be evolved to meet the organisation and customer needs.	






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

Action	Service	Comment	Status
<b>9.2.2.1</b> 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. A lease with TAFE NSW for a new site at Hanging Rock has been concluded.	
<b>9.2.2.2</b> Facilitate property sales and development	Property	Property sales continue with four properties being settled in the reporting period and sale contracts exchanged on a further three properties. Offers have been accepted on three further properties with contracts awaiting exchange.	
<b>9.2.2.3</b> Strategic management of Council operational land	Property	Operational land parcels reviewed on an ongoing basis to ensure current use is appropriate and four new parcels of land are now available for sale. Valuations commissioned for several parcels to inform strategy.	
<b>9.2.2.4</b> Manage the operation of Council's campgrounds and Batemans Bay Beach Resort	Commercial Entities	The Batemans Bay Beach Resort remains a premier Holiday Park with excellent consumer reviews. Council's campgrounds and caravan park have bounced back well as COVID-19 travel restrictions have eased although some costs have increased. The Batemans Bay Beach Resort is performing better than the two previous years.	




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

Action	Service	Comment	Status
<b>9.2.3.1</b> Provide information technology and geographic information systems services	Information Technology	Information and communication technology services are being delivered to the organisational requirements. Enhanced focus is being placed on Cyber Security based on the increased threat levels of Australia.	




<b>9.2.3.2</b> Provide depots and workshops	Works and Operations	Depots and workshops supporting operational activities and customer service as required.	
<b>9.2.3.3</b> Manage fleet and procurement services	Fleet and Plant	Ongoing support provided to the organisation by fleet and procurement services. Fleet purchases on track and have capitalised on favourable market conditions. Procurement is currently revising the procurement and tendering codes to merge with stricter compliance controls which will benefit the organisation.	
<b>9.2.3.4</b> Provide risk and insurance services	Risk and Insurance	Claims have been processed as required.	
<b>9.2.3.5</b> Provide technical services	Technical Services	Technical support provided for works program, customer inquiries, development matters and strategic infrastructure planning.	
<b>9.2.3.6</b> Undertake private works	Works and Operations	79 private works orders undertaken or commenced including 43 workshop orders.	

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




Action	Service	Comment	Status
<b>9.2.4.1</b> Monitor and report on key financial results	Finance and Central Treasury	Annual accounts lodged with the Office of Local Government by the statutory deadline.	
<b>9.2.4.2</b> Provide financial management and reporting	Finance and Central Treasury	Quarterly Review presented on time for first quarter and on track for quarter two to be within statutory deadline.	
<b>9.2.4.3</b> Collect rates and charges	Finance and Central Treasury	Rates for year to date have been levied in line with statutory timeframes.	

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



Action	Service	Comment	Status
<b>9.2.5.1</b> Review the use of Council Reserves and Public Buildings fees and charges	Finance and Central Treasury	On track with the annual sample review due for completion by June 2021.	



## 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	Council's achievements are listed and celebrated in its Annual Report.	
9.3.1.2 Progress the E-connect project	Information Technology	Activity has recommenced on Phase 2, Asset Maintenance Management, which has been paused while Council focuses on the higher priority implementation of Request Management within TechnologyOne.  Progress on Phase 3, Property and Rating has continued with Customer Request Management (CRM) planned to go live March 2021. Property Management, for example leases and licences, will be addressed following the implementation of CRM.	
9.3.1.3 Coordinate the internal audit program and the implementation of recommendations	Finance and Central Treasury	The internal audit program has continued as per the 2018-20 audit plan albeit slightly delayed due to the bushfires and COVID-19. The three remaining audits are expected to be finalised by June 2021 with the findings and recommendations reported to the Audit, Risk and Improvement Committee.	

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

Action	Service	Comment	Status
9.3.2.1 Develop performance and capabilities frameworks	Workforce Development	The implementation of the performance framework in the TechnologyOne corporate system is continuing with the ability to generate annual plans and record feedback.	
9.3.2.2 Provide employee learning and development opportunities	Workforce Development	Over the reporting period the Learning and Development team have coordinated 103 learning events, providing 812 places to staff across the following categories: <ul style="list-style-type: none"> <li>- Work, Health, Safety operational training</li> <li>- Organisational programs</li> <li>- Professional development opportunities</li> <li>- Leadership and Management</li> </ul> These statistics include Performance Feedback sessions to support our staff using TechnologyOne to complete their feedback forms.	

		<p>During this reporting period Organisation Development have implemented a Learning Management capability through a TechnologyOne plug-in. This facilitates the efficient delivery of e-learning packages to staff from their desktops, tablets or phones.</p> <p>Learning and Development developed eight WHS and six Corporate e-learning packages and have commenced allocating these to staff where a training gap was identified.</p> <p>In this reporting period 189 staff completed 600 e-learning lessons.</p>	
<b>9.3.2.3</b> Provide human resource management	Workforce Development	<p>A range of human resource (HR) advice and services have been provided that have supported the workforce to continue to effectively perform their roles throughout challenging times such as bushfires and COVID-19.</p> <p>Recruitment has continued at a high volume with quality applicants.</p>	
<b>9.3.2.4</b> Implement Work, Health and Safety strategy	Workforce Development	<p>The delivery of the Work, Health and Safety (WHS) and Wellbeing Plan 2020-21 is progressing. Several of the programs within the Plan are reliant on the completion of the new WHS Management System.</p>	
<b>9.3.2.5</b> Undertake youth employment	Workforce Development	<p>Seven youth trainees have completed the formal training with TAFE. Due to COVID-19 most of their studies was delivered in a virtual classroom environment. This resulted the Trainees the opportunity to learn new skills with MS Teams, the application used to facilitate these sessions.</p> <p>Three Trainees have secured temporary positions at Council in 2021.</p> <p>Approval to commence the 2021 recruitment for eight new YETS trainees was received. These trainees are planned to commence earlier than usual.</p>	