



Annual Report 2020-21

Eurobodalla Shire Council

Acknowledgement of Country

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

Access to information

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

How to contact us

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

P 02 4474 1000 **F** 02 4474 1234
For after-hours emergencies
call 1800 755 760

PO Box 99, Moruya NSW 2537
DX 4873

E council@esc.nsw.gov.au
W www.esc.nsw.gov.au and click *Have Your Say*

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



WELCOME

Welcome to Eurobodalla Shire Council's Annual Report 2020-21. This report provides our community, Councillors and staff with a comprehensive account of Council's achievements and challenges during the year, including an overview of our financial position and performance against commitments set in our Delivery Program 2017-21 and Operational Plan 2020-21.

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

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

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

We hope you enjoy reading about our 2020-21 year.



MESSAGE FROM MAYOR AND GENERAL MANAGER



We are proud to present this Annual Report, the last one for this Council term. Fire, floods, and a pandemic have had a huge impact on our community and Council has continued to work tirelessly toward the community's vision for a friendly, responsible, thriving and proud Eurobodalla.

Council remains focussed on facilitating community connectedness through its Youth Cafés, Transport Programs, Regional Botanic Garden and Eurobodalla Farmers Network. Through the Eurobodalla Bushfire Recovery Support Service, we have assisted 650 families who had been impacted by the fires. The service, which offers a single point of contact with a Case Management Officer, provides practical and personal support to help manage recovery needs, access relevant services and assist in decision making.

We continue our success with grant funding, securing over \$70 M in funds from the Australian and NSW governments. This funding provides significant investment into our economy along with new and exciting infrastructure. We were delighted to secure \$51.2M from the Australian Government to complete the Southern Water Storage. This project will ensure the Shire's drought resilience into the future.

In September, Council turned the first sod for the construction of the Batemans Bay Aquatic Arts and Leisure Centre. Council engaged brand design specialists, CITIZEN to work with the community on the branding. In May, Council adopted the name 'Bay Pavilions' for the centre and the names of the Yuin Theatre, Clyde Gallery and Garungadj water slides. This exciting project is due to open to the public in mid-2022.

Council continues to ensure its recreation infrastructure is enhanced to reflect the community's aspirations. Council has now commenced or completed 86% of its actions listed in the Recreation and Open Space Strategy 2017. Exciting projects delivered under this strategy include the upgrade and expansion of Jack Buckley Park at Tomakin, a new viewing platform at Guerilla Bay, new sporting amenities at Gunday Oval, refurbishment of the netball courts at Broulee and top dressing our playing fields.

There's been significant progress on the Mogo Adventure Trails Hub. This nature -based tourism product now has a Master Plan and over \$3M in funding from the NSW Government.

Council is excited to commence construction of the facility that is due to open in 2022.

We are persistent in our advocacy efforts to the Australian and NSW governments for community and infrastructure resilience. This included work on the Regional Emergency Management Facility, Eurobodalla Hospital, Moruya Bypass and the NSW Bushfire Inquiries and Royal Commission into National Natural Disasters in late 2019-20. Work was also undertaken on Council's designated emergency evacuation centres, telecommunications infrastructure and significant works on Council's rural road and bridge network. These works complement our advocacy efforts to ensure future resilience for our community.

This year, Council experienced unfavourable financial impacts to its net result (before capital revenue) due to the significant amount of written off assets as a result of the bushfire and flood natural disasters, increased depreciation of our infrastructure and lower than anticipated interest income on its investment portfolio. Pleasingly, Council's Financial Statements show a strong financial position with assets exceeding liabilities, and an increased level of cash reserves during 2020-21.

Council pursues strong relationships with the local industry, organisations and governments. We prepared and adopted the Batemans Bay Waterfront Master Plan and Activation Strategy, Library Strategic Plan, and Road Safety Plan. These blueprints will guide future direction for the Shire to ensure a sustainable, resilient and collaborative community.

The creative arts industry endured the pandemic and remain a popular feature for residents and visitors with 14,094 attending the Bas and an unprecedented number of entries for the prestigious Basil Sellers Art Prize.

We were honoured to award Pam Hamory as this year's Eurobodalla Local Hero at the award ceremony held at the Botanic Garden in June. The Moruya Antique Tractor and Machinery Association were awarded the inaugural Fergus Thomson OAM Award for their work in increasing awareness of heritage in Eurobodalla.

Finally, congratulations to the staff, Councillors and the community for all their work to make Eurobodalla a wonderful place to live, visit and work.

*Councillor Liz Innes Mayor
Dr Catherine Dale General Manager*

OUR EUROBODALLA

Eurobodalla is a vibrant community with strong rural and coastal heritage and Indigenous culture. Our local industry is a diverse economy; built around construction, tourism, retail and health industries. Located close to Canberra and Sydney, Eurobodalla offers an alternative to city living.

The Walbanga people of the Yuin nation are recognised as the first people of our region. The Dhurga speaking Walbanga people have lived in this area for thousands of years and have an enduring custodianship and connection over the land and waterways of Eurobodalla.

Moruya Shire was originally formed in 1906 after the first elections held on 8 December 1906, with E M Mort elected as the first Shire President. In 1954, Eurobodalla Shire was formed and in 2008, Eurobodalla chose its first popularly elected Mayor, Fergus Thomson OAM.

With 143km of coastline, 83 beaches and four major river systems, Eurobodalla is known as the land of many waters. Over three-quarters of our land area is open space, consisting of 10 national parks and 15 state forests.

In 2020 Eurobodalla's estimated resident population was 38,952. Based on current projections, it is expected to reach more than 45,000 by 2036. Our population is spread along the coastline, in the regional centre of Batemans Bay, the main towns of Moruya and Narooma and smaller villages and rural areas.

Eurobodalla is in the NSW state electorate of Bega, it straddles Australian Government electorate boundaries; Gilmore to the north and Eden-Monaro to the south. Eurobodalla also sits in the Southern NSW Local Health District.



BUSHFIRE RECOVERY

501 homes destroyed
80 facilities destroyed
859 outbuildings destroyed
274 homes damaged
49 facilities damaged
297 outbuildings damaged

During the recovery efforts of the Black Summer Bushfires, Eurobodalla experienced seven more declared natural disasters with floods in February, July, August, October, December 2020, March and May 2021.

During the 2019-20 Black Summer Bushfires, our community experienced:

- 81% of the Shire directly fire-impacted
- the tragic loss of three lives
- large loss of native animals and farm stock
- more than 90% of our state forests and national parks burnt
- 501 homes destroyed
- 80 facilities destroyed
- 859 outbuildings destroyed
- 274 houses damaged
- 297 outbuildings damaged, and 49 facilities damaged
- substantial damage to public infrastructure, including roads, bridges, water, sewer and telecommunications
- an estimated \$150.3 million in damage to the local economy or 12.8% of the total economy.



During the recovery efforts of the Black Summer Bushfires, Eurobodalla experienced seven more declared natural disasters with floods in February, July, August, October, December 2020, March and May 2021.

Social Environment

During early 2020, our community entered into the recovery phase which included the establishment of the Community Recovery Centres, outreach programs, cooperation with Laing O'Rourke for bushfire waste to Council landfills, weed and erosion control and replacement of damaged community and transport infrastructure.

On 3 August 2020, Council opened the Eurobodalla Bushfire Recovery Support Service. Joint funded by the Australian and NSW governments, this service ensures that people who have been impacted by the fires can access the recovery support they need. The service offers a single point of contact with a Case Management Officer who will provide practical and personal support to help manage recovery needs, access relevant services and assist in decision making.

This service has supported over 650 clients and the team worked closely with other government and non-government agencies with case managing clients and resolving practical issues. Clients continue to receive information, advice and assistance regarding grants, mental health, legal and financial counselling services, re-building, donations through GIVIT and other supports. The service has coordinated 1,278 separate donated items from GIVIT for our clients, including household goods, gardening equipment, furniture bedding, chainsaws etc.

Council, along with Resilience NSW, has worked in partnership with the Recovery Support Service, National Recovery and Resilience Agency and Service NSW to identify roles and support funding for incoming volunteer groups wishing to support bushfire impacted communities. These groups include: Disaster Relief Australia, People Helping People and BlazeAid.

Disaster Relief Australia (DRA) completed a significant amount of work on over 50 properties. This work included mostly felling and piling up large trees, and some clearing of fence lines and burnt materials.

People Helping People (PHP) offered to assist residents in one of the most isolated and hardest hit areas including Nerrigundah, Cadgee, Tinpot and Belowra. 80% of Nerrigundah's homes were destroyed on New Year's Eve 2019. Despite the terrifying ordeal, many residents decided to stay and rebuild. PHP brought in a band of volunteers to help with the recovery efforts. Arriving in April 2021, they completed work on 16 properties during their three week stay, including

building small sheds, gardens, chook houses, pergolas, painting, tidy ups, and fencing. PHP will also return to the area in October 2021.

BlazeAid have built 191,000 meters of fencing and cleared over 123,000 meters of destroyed material.

Volunteers for Recovery Program

Council's Volunteers for Bushfire Recovery Program provided opportunities for volunteers to make a difference and contribute to the health and wellbeing of people in our community who have been impacted by the bushfires by increasing opportunities for socialisation and community connectedness. 15 volunteers were recruited.

Mental Health

Council worked with local health providers to simplify access to mental health support and information. Council hosted the Eurobodalla Mental Health Forum on 17 March 2021. 60 agency delegates attended this planning day to establish an effective ongoing mental health network. A mental health working group has now been established to deliver the specific projects and actions that were identified by the Forum.

Council host monthly meetings of the Eurobodalla Bushfire Health and Wellbeing Subcommittee. The Subcommittee is a collective of up to 35 agencies working collaboratively on a range of bushfire recovery initiatives in Eurobodalla.

Since December 2020, 41 Community Led Recovery events were organised by Council staff and bushfire recovery agencies, with assistance from community groups, agencies and associations. As a result of these events, services and outreach programs were available for 3,277 attendees.

Council prepared evidence-based programs for community development, arts and cultural and recreational programs that provide social and economic benefits towards recovery.

The Bas hosted the Untold Eurobodalla exhibition, celebrating resilience in our community and the Library Service hosted healing workshops during 2020.

Council's Community Development team ran a Grow to Give project, with community members growing and donating plants to bushfire affected community members, with the aim of revitalising burnt gardens and providing a platform for the community to assist itself positively.



Eurobodalla has been overwhelmed by generous donations to our fire affected residents. To date \$319,503 has been received. The funds were broken down into phases as follows:

- **Phase 1** - Supporting individuals whose primary place of residence was significantly impacted by the bushfires. 127 eligible applicants (172 applications received) each eligible application received \$1,350.
- **Phase 2** – Grants to lift community’s spirits. Eight successful applicants (40 applications received) – a total of \$80,398 paid.
- **Phase 1 relaunch** - Supporting individuals whose primary place of residence was significantly impacted by the bushfires. 43 eligible applicants (75 applications received) each eligible application received \$1,350.
- **Business Resilience Grants** – Helping local businesses with bushfire recovery. \$267,015 committed to 86 eligible applicants (89 applications received). To date, 58 applicants have returned documentation and have been reimbursed \$164,712.

Natural Environment

Council successfully obtained \$1.8M in grants for projects associated with environmental bushfire recovery. Council advocated for a regional approach to prioritise works across south east NSW to minimise negative environmental impacts and for this work to be funded.

Council’s invasive species team developed a weed control plan, in consultation with the Mogo Village

Business Chamber, Local Aboriginal Land Council and South East Local Land Services, and in May 2021, Council commenced removal of weeds from Cabbage Tree Creek in Mogo.

Built Environment

Council has received a total of 309 development applications, this includes modification of existing approvals, lodged for rebuild from 1 January 2020. Of the 309 applications lodged, 258 have been approved with an average turnaround time of 35.80 days.

Through Council’s Disaster Relief Fund, eligible ratepayers can apply for up to \$1,000 to assist with Development Application fees if they owned property during the bushfires. To date, 92 applications have been approved, with \$75,666 being reimbursed.

Waste Management Facilities

Council worked with the NSW Government and Laing O’Rourke on bushfire clean-up waste. 759 properties have been cleared equating to 67,500 tonnes of waste.

Infrastructure

Continued post-fire efforts by Council and other agencies has ensured that our local transport, telecommunication and community infrastructure is more resilient.

Despite the many additional challenges of seven natural disaster floods since the bushfires, works have been undertaken on permanent repair or reconstruction of 14 of the 18 damaged bridges. As a result of positive advocacy, the new structures are replaced with fire resistant concrete bridges.



The electricity network is more robust with new poles and Essential Energy has even delivered standalone power supplies in remote communities. Telstra has installed new back-up systems, while our shire's evacuation centres are hard wired with back-up power.

Works on the highways and local roads are less susceptible to tree fall, with significant burnt and hazardous trees removed.

Council continued to advocate for a combined emergency services precinct and resilient infrastructure. Council has been successful in obtaining funding for the completion of the southern water storage facility.

Economic Environment

Eurobodalla participated in an initiative driven by Ernst and Young (EY) and the Department of Regional NSW (RNSW) to establish a virtual business drop-in centre. The drop-in centre provided free, tailored support needed by local businesses to help them move from the immediate bushfire response phase into a mid-term recovery phase. 131 businesses participated in this program.

Council received funding from the Australian Government Regional Tourism Bushfire Recovery Program of \$340,000 for Narooma Oyster Festival, Tilba Festival, Eurobodalla Food Trail, Observation Point Coastal Walk, River of Art and Taste of Eurobodalla.

This funding provides an opportunity to support tourism products and local events that had been impacted or cancelled as a consequence of the bushfires.

Work was also undertaken on a range of projects to assist with longer term recovery through product development, including:

- Mogo Adventure Trails Hub Master Plan
- Observation Point and Coastal Headland Walking Trail
- Short walks and food trail
- Review of Scenic Drives
- Working with regional partners on Capital coast Walk and Great South Coast Drive.

Council has used its communications platforms to share important recovery information with the community, with the focus on providing media-friendly content to ensure the broadest possible reach. Content covers a range of information, from specifics about recovery centre operations, to stories about bush regeneration, and the practical assistance on offer. This year, 23 recovery related media releases were issued.



OUR YEAR IN REVIEW



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

2021

2020

July

NAIDOC Week
Dhurga Dictionary Launch

August

Bushfire Recovery Service commenced

September

Bay Pavilions construction starts
River of Art

October

Mayor's Writing Competition
Little Sellers Art Prize

November

Basil Sellers Art Prize

December

2019-20 Bushfires Commemorative Plaque unveiling
Eurobodalla Farmers Dinner

February

Batemans Bay Triathlon Festival

March

Broulee to Breakers Ocean Swim
Eurobodalla Mental Health Forum

April

Giant Plant Sale and Easter Fair
Power Purchase Agreement signing

Batemans Bay Foreshore
Waterfront Activation

Currents 2021 All-Ages Music event

Batemans Bay Paddle Challenge

Seniors Expo for healthy, active and engaged living

School readiness information sessions

May

KidsFest

Volunteer Expo

Yuin Country Explored Film Screening

Moruya Blues and Roots Festival

June

Local Heroes Award ceremony

Sea Solutions on the Clyde (Bhundoo), Batemans Bay Foreshore



AWARDS AND RECOGNITION

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



Local Hero Pam Hamory and Mayor Liz Innes

Council Awards

The following awards were won by Council during 2020-21:

Sustainable Communities Awards

- Keep Australia Beautiful NSW's environmental communication award for its Young Leaders program.

Australian Institute of Landscape Architects (NSW) Awards

- Batemans Bay Waterfront Master Plan won two awards:
 - Excellence in Urban Design
 - Regional Achievement Award

Local Heroes

Each year in the lead up to National Volunteers Week, Council calls for nominations for the Local Heroes Award. This annual award recognises residents who make outstanding contributions to our community; people who give up their own time for the benefit of others and for our community.

Red Cross champion and all-round "extraordinary Australian" Pam Hamory was named Eurobodalla's Local Hero for 2021. In the nomination for the award, Pam was described as someone who had made a remarkable contribution over five decades of unpaid voluntary work, which started at school and continues well into her retirement.

Finalists in the award were Rachel Dunne and Gary Traynor. Ms Dunne is a mother of five, fulltime school teacher, and a tireless volunteer with the Moruya Football Club, Eurobodalla Football Association and her local school P&C. Mr Traynor was commended for his life of service and for now contributing much of his time instructing army cadets, volunteering with the PCYC and working on valuable projects that acknowledge military history.

Two local residents were also highly commended; Ian Goodrum and Thomas Edrich, who risked their lives in separate incidents to save people caught in rips.





Sam Bath

Mayor's Writing Competition

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

Each year, young authors between the ages of five and 18 are invited to submit an original work. Entrants can submit a short story, essay, poem, or any style of creative writing as long as the writing adheres to word limits set out in the terms and conditions.

In its 13th year, the 2020 Mayor's Writing Competition received hundreds of imaginative and thoughtful entries from young Eurobodalla writers. This competition provides our youth the freedom and confidence to creatively express themselves through writing and illustrating.

The 2020 entries consisted of short stories, poems and essays. All finalists received a professionally bound anthology that includes their own story and illustrations.

Mayor's Writing Competition winners and finalists

Age group 5-6

Winner:
Noah Lloyd

Runner-up:
Avalon Wehner

Encouragement award:
Abigail Pipe

Age group 7-9

Winner:
Charles Boardman

Runner-up:
Mabel Ladmore

Encouragement award:
Moss Smith

Age group 10-12

Winner:
Siena White

Runner-up:
Sean Peard

Encouragement award:
Quade Ryan

11-12 years

Winner:
Iona Kelly

Runner-up:
Charlie Hough

Encouragement award:
Indiana Sale

Age group 13-14

Winner:
Zahlia Kelly

Runner-up:
Emelia Whitla

Encouragement award:
Sarah Tuckwell

Age group 15-18

Winner:
Antoinette McManus

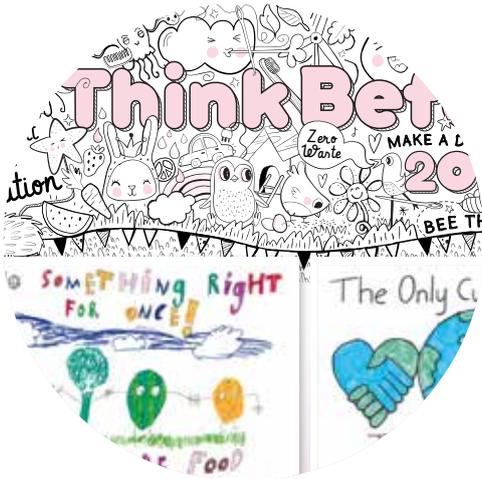
Runner-up:
Mattea Kelly

Encouragement award:
Teagan Moses

Syd Hayes Creative Writing Award

Zahlia Kelly

AWARDS AND RECOGNITION



Environment Calendar

Celebrating its 23rd year, the 2021 calendar features 14 student artworks under the theme 'think before you buy'. Each year all Eurobodalla primary schools create artwork for the calendar under a different theme and shortlisted entries from each school are featured on the following year's calendar.

The 2021 calendar artists are:

George van Zyl

Tilba Primary School

Freya Dunn

Broulee Public School

Matilda Gilmour

Batemans Bay Public School

Bailey Hummel

Narooma Public School

Kobie Hines

St Peter's Anglican College

Memphis Retallick

Broulee Public School

Nicholas Cullen

Mogo Public School

Sophia Ferderer

Moruya Public School

Abbie Tiffen

Narooma Public School

Mia Lake

Batemans Bay Public School

Xavier Wild

Sunshine Bay Public School

Charlie Jameson

St Bernard's Primary School

Bella Kravtsov

Sunshine Bay Public School

Willow Baxter

Moruya Public School





“ THE LITTLE SELLERS
ART PRIZE RECEIVED
OVER 150 ENTRIES
FROM EUROBODALLA
YOUNG PEOPLE. ”

13-15 age group winner:
Alexys Hunter, *Self Portrait*
Charcoal on paper 297 x 420mm

Little Sellers Art Prize

In its fifth year, the Little Sellers Art Prize received over 200 entries from Eurobodalla young people. The Prize aims to showcase the artistic talents of Eurobodalla's youth and is run as an addition to the biennial Basil Sellers Art Prize. Artists aged between five and 18 were encouraged to interpret the 'North, South, East and West' theme in a creative and meaningful way. Finalists in each of the four age categories were recognised for their efforts in a special exhibition opening held at the Council Chambers, with their works exhibited in the three libraries during school holidays.

Little Sellers Art Prize winners and finalists

Overall winner:
Courtnei Whittaker

**Children's Services
Award:**
Iona Lola Kelly

Youth Services Award:
Makadda Ethell

**5-8 age group
Winner:**
Millie Forrest

Runner-up:
Isabelle Mayar

**9-12 age group
Winner:**
Indiana Sale

Runner-up:
Tahj Dimmer

**13-15 age group
Winner:**
Courtnei Whittaker

Runner-up:
Raphaella Herford

**16-18 age group
Winner:**
Kody Jeffery

Runner Up:
Catalina Gomez



Basil Sellers Art Prize

The Basil Sellers Art Prize is a biennial competition celebrating and awarding artistic excellence and creative practice and offers a prize pool of over \$25,000.

The Basil Sellers Art Prize was founded in 2004 by businessman, philanthropist and art collector Mr Basil Sellers AM. Through a chance connection to Moruya, Mr Sellers developed a long and fruitful partnership with our Shire that has supported Eurobodalla’s artistic community in a meaningful way.

The ninth edition of the prize was won by Peter Matthew Yates’ small oil painting *Connection*. The winning artwork was acquired by Mr Basil Sellers AM to add to his personal collection.

Prize patron Basil Sellers AM announced the winner online with the winner awarded \$20,000. The Eurobodalla Mayor Liz Innes announced Raewyn Lawrence as the winner of the \$5,000 Eurobodalla Prize for her work *Smoke*. The \$500 People’s Choice Award Winner, nominated by exhibition viewers, was awarded to Karyn Thompson for her artwork *Portents*.



Winning artwork:
Peter Matthew Yates’
Connection, 2020
Oil on linen, 30 x 25cm

Fergus Thomson OAM Heritage Award

The Fergus Thomson OAM Heritage award recognises projects contributing to the community’s appreciation and awareness of the Eurobodalla’s heritage.

The annual award honours the former shire mayor, the late Fergus Thomson OAM, who had a strong commitment to the preservation of the cultural heritage of the region.

The Moruya Antique Tractor and Machinery Association won the inaugural 2020 award in recognition of its outstanding efforts in bringing the shire’s agricultural and industrial stories to a wider audience.

Citizenship

Under the *Citizenship Act 2007*, Council assists the Australian Government by hosting citizenship ceremonies for conferees in Eurobodalla. Attending a citizenship ceremony and making the pledge of commitment in front of a Presiding Officer is the final legal step to becoming an Australian Citizen by conferral.

During 2020-21, Council hosted ten Citizenship Ceremonies to welcome 55 new citizens to Eurobodalla from all over the world. The following table shows the number of people who were conferred as Australian citizens in Eurobodalla during 2020-21, according to their former nationality.

COUNTRY OF NATIONALITY	NO. OF PEOPLE	COUNTRY OF NATIONALITY	NO. OF PEOPLE
Argentina	1	Netherlands	1
Belarus	1	New Zealand	4
Cambodia	1	Philippines	3
Canada	2	Singapore	1
China	2	South Africa	4
France	1	Sri Lanka	1
Germany	1	Taiwan	2
India	7	United Kingdom	18
Ireland	2	United States	1
Italy	2	Total	55



GRANTS RECEIVED

Council advocates for funding from Australian and NSW governments to assist Council to build infrastructure and provide services for our community.

During 2020-21, Council was successful in receiving over \$70 million in grant funds. This demonstrates that Council has the necessary structures, systems, resources and capability to deliver key initiatives and infrastructure projects for the community.

Council submitted grant applications under the following programs:

- Building Better Regions Fund - Community Investment Stream
- Building Better Regions Fund - Infrastructure Stream
- Bushfire Community Resilience and Recovery Fund - Phase 2
- Bushfire Local Economic Recovery Fund
- Bushfire Recovery for Wildlife and Habitat Community Grants Program
- Everyone Can Play
- Growing Local Economies NSW
- Local Roads and Community Infrastructure Program
- Regional Airports Program - Round 2
- Regional Bushfire Tourism Recovery
- Streets as Shared Spaces
- Stronger Country Communities NSW

SERVICE AREA	CAPITAL GRANT (\$)	OPERATING GRANT (\$)	TOTAL (\$)
Business Development	124,320	100,443	224,762
Children's Services	-	486,421	486,421
Commercial Entities	772,284	124,514	896,798
Community and Cultural Development	103,592	251,112	354,704
Community Care	-	2,252,958	2,252,958
Community Facilities	98,977	-	98,977
Corporate and Community Leadership	-	1,260,563	1,260,563
Development Assessment and Building Certification	-	199,897	199,897
Environmental Management	23,104	697,838	720,942
Finance and Central Treasury	-	121,258	121,258
Information Technology	44,000	-	44,000
Libraries	128,626	114,048	242,674
Public and Environmental Health	-	18,438	18,438
Public Order and Safety	2,070,770	746,155	2,816,925
Rates and General Revenue	-	5,883,831	5,883,831
Recreation	1,764,609	301,671	2,066,280
Sewer Services	828,275	191,310	1,019,585
Strategic Planning	28,151,667	182,533	28,334,200
Tourism	55,116	195,206	250,322
Transport	16,874,550	4,174,072	21,048,623
Waste Management	-	323,427	323,427
Water Services	1,251,881	199,057	1,450,938
Youth Services	-	301,157	301,157
Total	52,291,771	18,125,910	70,417,681

*Subject to rounding

The table on the previous page identifies the capital and operating grants received during 2020-21 that assisted in the funding of projects and services for the year. In addition, some of these grants will continue to be utilised in following years to fund ongoing and future projects.



MANAGING THE MONEY

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

During 2020-21, Council managed an income of \$128.6 million* collected from rates, fees and charges, grants and contributions, and investments. Council also received \$59.1 million in capital revenue. Our expenditure was \$137.5 million and paid for service delivery, maintenance, grants to the community and wages.

There were a number of important considerations in managing Council funds this year including: recovery from the natural disaster events including the catastrophic bushfire and floods, the COVID-19 pandemic, as well as Council's ongoing efforts to increase efficiencies in service delivery and maintain financial sustainability.

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

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

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

For the purpose of this annual report we consolidate these three funds into one to show Council's overall performance.

The following information presents a summary of consolidated financial results for 2020- 21. Full details of Council's financial statements will be available on Council's website in November 2021.

**Consolidated entity (before capital income)*

2020-21 BUDGET RESULTS

Budget: \$5.55 million surplus

Result: \$8.94 million deficit

(Net operating result **before** capital revenue)

Budget: \$78.47 million surplus

Result: \$50.18 million surplus

(Net operating result **after** capital revenue)

Significant items that contribute to this result include:

- loss on disposal of assets primarily related to bushfire impacted infrastructure such as roads and buildings
- timing of grant funded projects, including disaster recovery works, with funds received in the previous financial year, spent during this financial year
- increased depreciation resulting from the transport asset revaluation cycle
- unfavourable variances in investment interest income as a result of lower than anticipated interest rates across Council wide portfolio
- additional user fees and charges related to continued NSW Government funded Bushfire Recovery Clean Up works
- bushfire damage insurance proceeds received (including bushfire business interruption insurance).

How does our performance compare with previous years?

During 2020-21 Council has continued to receive funding to support community and business resilience as a result of recent disaster events. Impacts across our whole asset portfolio including increased depreciation, loss on disposal of assets together with lower investment interest resulting from low interest rates has had a significant unfavourable impact on this year's result.

2019-20 saw a significant surplus due to the timing of funding received to support community and business resilience as a result of the bushfires and pandemic, to be spent in future years, and increased waste revenue under the NSW Government funded clean-up program.

There remains a significant task ahead to rebuild after the devastation of the bushfire, floods and pandemic events experienced during the past two years. Council continues to advocate to the Australian and NSW governments for critical resilience strategies to be identified, funded and implemented to help rebuild Eurobodalla's social, built, economic and natural environment.



Net result

	Net result (before capital revenue)	Net result (after capital revenue)
2017–18	\$2.4 million surplus	\$21.6 million surplus
2018-19	\$0.7 million surplus	\$35.4 million surplus
2019-20	\$6.8 million surplus	\$33.3 million surplus
2020-21	\$8.9 million deficit	\$50.2 million surplus

Council's Financial Statements show a strong financial position, with assets exceeding liabilities and an increased level of cash reserves during 2020-21.



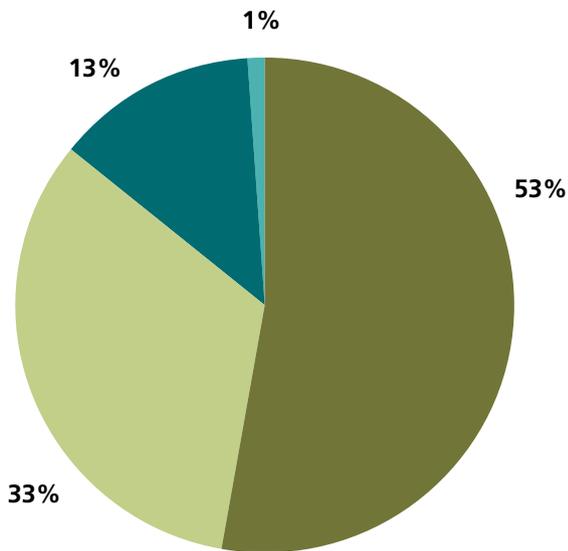
Where did our money come from?

Budget: \$122.1 million

Result: \$128.6 million

The result was \$6.5M higher due to:

- continued natural disaster relief and funding received from the Australian and NSW governments together with increased Transport for NSW funded works on the King’s Highway and levy support for the increased Emergency Services Levy
- business interruption insurance and bushfire damage insurance proceeds received (including proceeds for Batemans Bay Out of School Hours building)
- continued user fees and charges revenue as a result of NSW Government funded Bushfire Recovery Clean-up works
- offset by decreased investment income across Council’s portfolio.



- **53%** Rates and annual charges
- **33%** User charges and fees and other
- **13%** Operating grants and contributions
- **1%** Investment revenue

Income 2020-21

INCOME SOURCE	AMOUNT (\$'000)	% OF TOTAL INCOME
Rates and annual charges	67,913	53%
User charges and fees and other	42,977	33%
Operating grants and contributions	16,868	13%
Investment revenue	846	1%
Total	128,604	100%

Income (\$'000)

2017-18	\$112,523
2018-19	\$120,787
2019-20	\$135,949
2020-21	\$128,604



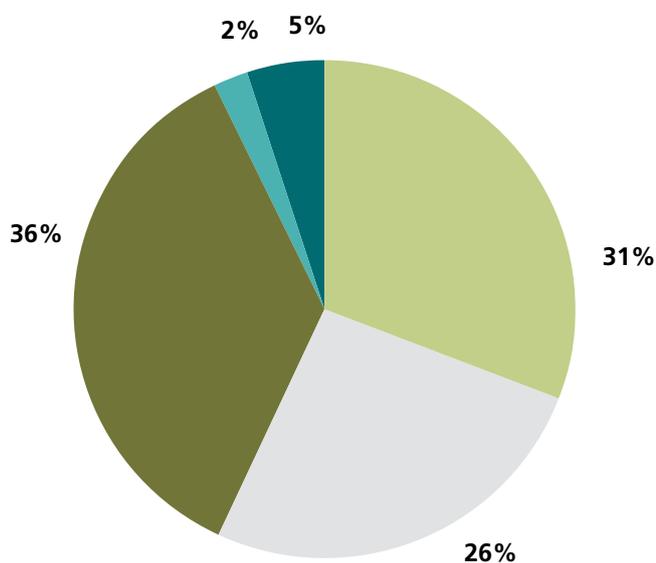
Where did our money go?

Budget: \$116.5 million

Result: \$137.5 million

The result was \$21M higher due to:

- significant loss on disposal of assets primarily related to bushfire impacted roads, infrastructure and building assets partially offset by sales of council owned land and equipment
- timing of Disaster Recovery works, with some funds received in the previous financial year, spent during this financial year
- increased depreciation resulting from the transport asset revaluation cycle
- increased operational expenditure including Bushfire Recovery Support Service and Transport for NSW funded King's Highway works



- **31%** Employee costs
- **26%** Depreciation
- **36%** Materials and contracts
- **2%** Borrowing costs
- **5%** Net loss from disposal of assets

Expenditure 2020-21

EXPENDITURE TYPE	AMOUNT (\$'000)	% OF TOTAL EXPENDITURE
Employee costs	42,834	31%
Depreciation	36,063	26%
Materials and contracts	49,313	36%
Borrowing costs	2,200	2%
Net loss from disposal of assets	7,133	5%
Total	137,543	100%

Expenditure (\$'000)

2017-18	\$110,050
2018-19	\$120,076
2019-20	\$129,194
2020-21	\$137,543





SERVICE RESULTS



Our operating result for Council's 31 services are outlined on pages 28-29. The table shows the original adopted budget, the actuals for 2020-21 and the variances between the two. The net result is the income minus the expenditure and shows the cost to Council to provide each service to the community in 2020-21.

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



SERVICE	INCOME (\$'000)		
	ORIGINAL BUDGET	ACTUAL	VARIANCE
Business Development	14	108	94
Children's Services	1,503	2,652	1,149
Commercial Entities	5,449	6,010	561
Communications	-	-	-
Community and Cultural Development	105	284	179
Community Care	8,958	7,746	(1,212)
Community Facilities	370	349	(21)
Corporate and Community Leadership	5	1,266	1,261
Customer Assistance and Records	11	34	23
Development Assessment and Building Certification	2,225	2,256	31
Environmental Management	249	766	517
Finance and Central Treasury	207	356	149
Fleet and Plant	75	72	(3)
Information Technology	4	10	6
Libraries	192	154	(38)
Property	517	700	183
Public and Environmental Health	400	267	(133)
Public Order and Safety	414	962	548
Recreation	609	839	230
Risk and Insurance	5	53	48
Stormwater	473	474	1
Strategic Planning	47	197	150
Technical Services	25	17	(8)
Tourism	49	244	195
Transport	5,182	8,053	2,871
Waste Management	13,118	15,710	2,592
Works and Operations	114	120	6
Workforce Development	74	226	152
Youth Services	4	317	313
Sewer Services	21,962	21,676	(286)
Water Services	19,689	18,634	(1,055)
Corporate Overheads *	-	-	-
Rates and General Revenue **	40,006	38,052	(1,954)
Total	122,055	128,604	6,549

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

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

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

EXPENDITURE (\$'000)			NET RESULT (\$'000)		
ORIGINAL BUDGET	ACTUAL	VARIANCE	ORIGINAL BUDGET	ACTUAL	VARIANCE
686	504	182	(672)	(396)	276
1,690	2,171	(481)	(187)	481	668
4,867	8,425	(3,558)	582	(2,415)	(2,997)
757	787	(30)	(757)	(787)	(30)
1,172	1,118	54	(1,067)	(834)	233
7,328	7,793	(465)	1,630	(47)	(1,677)
2,623	2,832	(209)	(2,253)	(2,483)	(230)
2,695	3,377	(682)	(2,690)	(2,112)	578
1,082	932	150	(1,071)	(898)	173
3,930	3,613	317	(1,705)	(1,357)	348
1,100	1,963	(863)	(851)	(1,198)	(347)
3,991	2,596	1,395	(3,784)	(2,240)	1,544
664	70	594	(589)	1	590
3,547	3,840	(293)	(3,543)	(3,830)	(287)
2,027	2,003	24	(1,835)	(1,848)	(13)
909	(606)	1,515	(392)	1,306	1,698
1,045	897	148	(645)	(631)	14
3,046	5,053	(2,007)	(2,632)	(4,091)	(1,459)
7,966	8,669	(703)	(7,357)	(7,830)	(473)
1,461	1,347	114	(1,456)	(1,294)	162
1,550	1,946	(396)	(1,077)	(1,472)	(395)
1,187	1,485	(298)	(1,140)	(1,288)	(148)
1,963	1,862	101	(1,938)	(1,846)	92
1,422	1,559	(137)	(1,373)	(1,315)	58
18,772	30,718	(11,946)	(13,590)	(22,665)	(9,075)
11,520	13,745	(2,225)	1,598	1,966	368
4,312	4,356	(44)	(4,198)	(4,237)	(39)
1,726	1,589	137	(1,652)	(1,363)	289
426	591	(165)	(422)	(274)	148
20,501	21,438	(937)	1,461	238	(1,223)
17,291	18,032	(741)	2,398	602	(1,796)
(16,887)	(17,140)	253	16,887	17,140	253
132	(24)	156	39,874	38,076	(1,798)
116,501	137,543	(21,042)	5,554	(8,938)	(14,492)

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

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

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

CAPITAL WORKS

Budget: \$123.3 million

Result: \$86.2 million

Council's adopted capital program for 2020-21 was \$123.3 million. This included confirmed external funding (capital grants and contributions) of \$51.8 million as at 30 June 2021. As per previous years, additional grants were received during the year which resulted in a change to the adopted capital program. The total capital grants and contributions received was \$59.1 million.

The total capital expenditure was \$37.1 million lower than budgeted due to revised timing of major projects including the Bay Pavilions, Shellfish Hatchery, recreational reserve works, bushfire impacted bridgeworks and water and sewer infrastructure works including Southern Water Storage project. Our capital budget can be spent on renewing assets or building additional infrastructure.



Notes:

Further detail on capital works undertaken during 2020-21 is available in each individual service area in the 'Our Achievements' section of this report.

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

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



SERVICE	CAPITAL EXPENDITURE (\$'000)		
	ORIGINAL BUDGET	ACTUAL	VARIANCE
Business Development	1,644	136	1,508
Children's Services	-	683	(683)
Commercial Entities	1,089	2,575	(1,486)
Community and Cultural Development	8	-	8
Community Care	-	29	(29)
Community Facilities	623	501	122
Environmental Management	-	23	(23)
Fleet and Plant	1,647	2,274	(627)
Information Technology	1,207	1,022	185
Libraries	175	199	(24)
Property	-	4	(4)
Public Order and Safety	1,300	81	1,219
Recreation	4,630	3,938	692
Stormwater	471	342	129
Strategic Planning	45,000	31,733	13,267
Technical Services	521	3	518
Tourism	-	55	(55)
Transport	9,271	21,173	(11,902)
Waste Management	2,150	-	2,150
Works and Operations	34	138	(104)
Sewer Services	20,220	14,098	6,122
Water Services	33,320	7,152	26,168
Total	123,310	86,159	37,151

Capital expenditure by type

TYPE OF EXPENDITURE	2017-18		2018-19		2019-20		2020-21	
	(\$'000)	(%)	(\$'000)	(%)	(\$'000)	(%)	(\$'000)	(%)
Renewal of assets	21,440	40	25,243	51%	19,549	48%	35,171	41%
New assets	31,923	60	24,794	49%	21,123	52%	50,988	59%
Total	53,363		50,037		40,672		86,159	



DONATIONS

Council contributes to a wide range of organisations and community groups under Section 356 of the *Local Government Act, 1993*. Grants and donations totalling \$192,115 were made to support community groups, safety organisations, education, cultural events and grant programs during 2020-21.

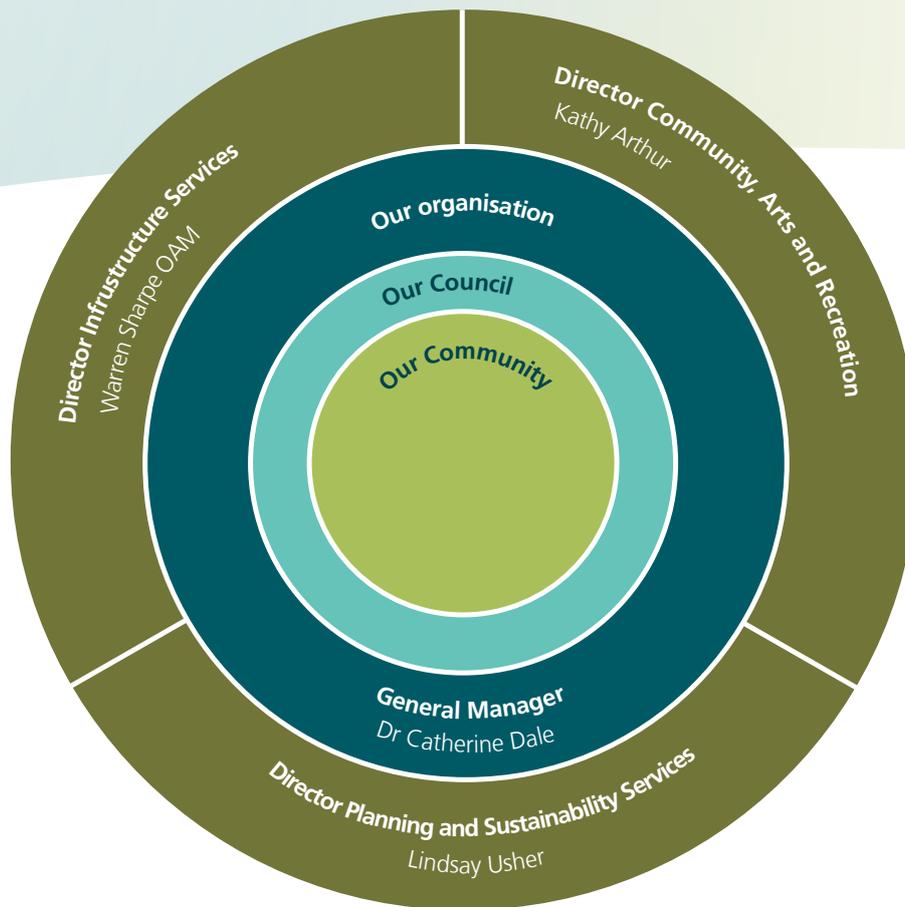
RECIPIENTS	AMOUNT (\$)*
Safety	
Surf Life Saving Clubs	10,278
Voluntary Rescue Squads	25,099
Other Safety Donations	1,504
Total Safety	36,881
Schools and Education	
Schools Education Grants	3,350
Total Schools and Education	3,350
Sports and Recreation	
Moruya Batemans Bay Pistol Club - Rates	619
Thelmore Range - Rates	790
Events Assistance Program	8,818
Total Sports and Recreation	10,227
Community and Health	
Wreaths	1,355
Active Recovery Program - Small Communities	1,500
CWA Hall - Narooma - Rates	2,103
CWA Halls - Batemans Bay - Rates	2,950
CWA Halls - Moruya - Rates	1,849
Moruya Historical Society - Rates	1,903
Narooma Mens Shed - Rates	1,553
Local Heritage Fund	30,200
Mayoral Grants	10,283
Healthy Communities Grants	23,024
Total Community and Health	76,719

Cultural	
Eurobodalla Arts Council - Rates	1,997
Regional Arts Development Board	12,502
Bay Theatre Players - Rates	1,986
School of Arts - Narooma - Rates	4,502
School of Arts - Central Tilba - Rates	2,279
Eurobodalla Access Radio - Rates	1,646
Basil Sellers Art Prize	25,500
NAIDOC Week	9,288
Youth Events	5,237
Total Cultural	64,938
GRAND TOTAL	192,115

* Subject to rounding



OUR ORGANISATION



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

How council operates

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

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

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

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



OUR COUNCIL

The nine elected councillors, which includes the popularly elected Mayor, represent the interests of residents and ratepayers. They provide community leadership and guidance, channel communication between the community and Council, and consider the issues facing Eurobodalla, ensuring that ratepayers' money is allocated in the most effective way.

This means balancing the needs of the community and the needs of individuals, considering the long- and short-term implications of decisions.

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



Our Council

**Councillor Liz Innes
(Mayor)**



Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee (Chair)
Eurobodalla Disaster Relief Committee (Chair)

Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee (Chair)

External Committee

Canberra Joint Regional Organisation
Community Safety Precinct Committee (Chair)

Ministerial appointment

Gulaga National Park Board of Management (Alternative)

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



Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee
Eurobodalla Disaster Relief Committee

Ministerial Appointment

Regional Development Australia (Far South Coast)

Councillor Lindsay Brown



Advisory Committee

Audit, Risk and Improvement Committee
Disability Inclusion Advisory Committee (Alternative)
Public Art Advisory Committee (Chair)

External Committee

South East Arts

Councillor Phil Constable



Advisory Committee

Audit, Risk and Improvement Committee
Eurobodalla Aboriginal Advisory Committee (Alternative)

External Committee

Eurobodalla Bushfire Management Committee



Our Council

Councillor Anthony Mayne



Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee

External Committee

Eurobodalla Local Traffic Committee (Chair)

South East Australian Transport Strategy (SEATS)

Councillor Pat McGinlay



Advisory Committee

Batemans Bay Mackay Park Precinct Sunset Committee (Alternative)

Eurobodalla Aboriginal Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee

External Committee

Floodplain Management Association of NSW (Alternative)

Councillor Maureen Nathan



Advisory Committee

Eurobodalla Heritage Advisory Committee (Chair)

Councillor Jack Tait



Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee

Ministerial Appointment

Batemans Marine Park Advisory Committee

Councillor James Thomson



Advisory Committee

Disability Inclusion Advisory Committee (Chair)

Eurobodalla Heritage Advisory Committee

Public Art Advisory Committee (Alternative)

External Committee

Floodplain Management Association of NSW

Ministerial Appointment

Gulaga National Park Board of Management

Elected Appointments

NSW representative on Australian Coastal Councils Committee



COUNCIL MEETINGS AND DECISION MAKING

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

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

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

Community involvement

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

Community members can address Councillors during Public Forum or Public Access. Public Forum, held prior to each Council meeting, provides an opportunity for community member to talk on agenda items. Public Access session, held once per month, provides an opportunity for community members to address Council on issues that are not listed on an upcoming agenda.

During 2020-21:

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

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

Live streaming of council meetings

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

MONTH	LIVE VIEWS	ARCHIVED VIEWS	TOTAL VIEWS
2020			
July	151	121	272
August	55	97	152
September	28	55	83
October	43	127	170
November	113	76	189
December	184	91	275
2021			
January	N/A	78	78
February	55	102	157
March	39	64	103
April	33	22	55
May	114	88	202
June	101	203	304
Total	916	1,124	2,040



SPEAKING ON BEHALF OF OUR COMMUNITY

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

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

- Eurobodalla Regional Integrated Emergency Services Precinct
- Eurobodalla Hospital with Council working with the NSW Government on planning and infrastructure requirements
- NSW Bushfire Inquiries and Royal Commission into National Natural Disasters in late 2019-20
- Increase mental health services and greater collaboration and coordination, including hosting Mental Health Summit with over 60 agencies attending
- Transport disadvantage for youth
- Bushfire recovery and resilience
- Disaster Assistance following severe storms and floods in New South Wales
- Increased resilience for telecommunication
- Support for community groups in bushfire and other grant funding opportunities
- Funding for Eurobodalla Regional Botanic Garden Sensory Garden

- Continuation of regular air services by Regional Express
- Araluen Road – urgent request for funding support
- Moruya Bypass

Council made submissions to the following issues:

- NSW inquiry into the problem of feral and domestic cats in Australia
- Inquiry in the integrity, efficacy and value for money for NSW Government grant programs
- *Local Government Amendment (Pecuniary Interest Disclosures) Bill 2020*
- OLG Towards a Fairer Rating System
- Remote attendance at Council and committee meetings
- Dual naming applications for and on behalf of Biamanga and Gulaga National Parks Board of Management
- OLG draft Model Councillor and Staff Interaction Policy

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

- NSW Local Roads Congress (virtual meeting)
- National General Assembly
- LGNSW Destination and Visitor Economy Conference



ADVISORY AND SUNSET COMMITTEES

Council has a number of Advisory Committees which generally meet quarterly to share ideas, gather feedback and provide advice to Council on broad areas of interest. Committees that operated in 2020-21 include:

- Audit, Risk and Improvement Committee
- Disability Inclusion Advisory Committee
- Eurobodalla Aboriginal Advisory Committee
- Eurobodalla Coastal and Environmental Management Advisory Committee
- Eurobodalla Disaster Relief Committee
- Eurobodalla Heritage Advisory Committee
- Public Art Advisory Committee

From time to time we also establish sunset committees which are similar to advisory committees but are formed for a defined period of time to address a specific issue. During 2020-21 Council had no sunset committees in operation.

Both advisory and sunset committees have Councillor representation. To see which Councillors were members of each committee during 2020-21 see page 36-37 of this report.

AUDIT, RISK AND IMPROVEMENT COMMITTEE

Excellence in governance relies on continuous and comprehensive accountability. Council's Audit, Risk and Improvement Committee (ARIC) comprised three independent members and two Councillors.

This committee provided independent assurance and assistance to Council in relation to risk, control and compliance framework, financial management and external accountability, and reporting responsibilities.

During 2020-21, the ARIC met on four occasions and reviewed and/or monitored a number of regular (standard agenda items) and one-off issues such as:

- Draft Financial Statements for year ending 30 June 2020 referred for audit
- NSW Audit Office – management letter for year ending 30 June 2020, and the draft annual engagement plan for the financial year ending 30 June 2021
- Oversight of the Special Rate Variation (SRV) and Fit for the Future (FFF) frameworks
- Investment reports
- Batemans Bay Beach Resort - monitoring financial and occupancy trends
- Batemans Bay Regional Aquatic, Arts and Leisure Centre (now known as Bay Pavilions) progress
- Insurance claims update
- ICAC and other external bodies reports/matters
- Corporate Business System (eConnect) implementation
- Bushfire and disaster recovery updates
- COVID-19 pandemic updates
- Draft Delivery Plan 2017-22 and Operation Plan 2021-22
- Internal Audit progress reports on:
 - Holiday Parks
 - Property
 - Debtors
 - Information Technology
 - Water and Sewer
 - Asset Management
 - Development Engineering
 - Developer Contributions
 - Payroll
 - Purchase Cards
 - Procurement



COUNCILLOR ALLOWANCES AND EXPENSES

Allowances

The NSW Local Government Remuneration Tribunal is responsible for categorising councils and determining the amounts of allowances to be paid to Councillors and Mayors in each category. There is normally a rise in the recommended allowance each year. Eurobodalla's Mayor received \$64,530 for the year and the Councillors received \$20,280.

Expenses

In addition to the annual allowance, Council also covers some of the expenses incurred by Councillors in the performance of their official duties. These expenses include the provision of iPads and mobile telephones, travel and accommodation, catering and other items and activities directly related to Council business.

The adopted policy for the payment of mayoral and councillor allowances and expenses can be found on Council's website.

*Mayoral and Councillor allowances and expenses
Local Government (General) Regulations 2005 - 217 (1) (a1)*

COUNCILLOR	ALLOWANCE	PROFESSIONAL DEVELOPMENT	CONFERENCE/ SEMINAR	PHONE/ INTERNET	OTHER (INCL TRAVEL)	TOTAL
Clr Lindsay Brown	20,280			513	1,895	22,688
Clr Phil Constable	20,280			398	712	21,390
Clr Liz Innes	64,530			783	16,100	81,412
Clr Anthony Mayne	20,280	4,879	890	804	3,127	29,980
Clr Pat McGinlay	20,280			530	1,554	22,363
Clr Maureen Nathan	20,280		200	398	38	20,915
Clr Rob Pollock	20,280		1,273	400	3,686	25,639
Clr Jack Tait	20,280			408	409	21,097
Clr James Thomson	20,280			407	1,462	22,149
Total (\$)	226,770	4,879	2,363	4,639	28,983	267,634

**Subject to rounding*



Professional Development

Local Government (General) Regulations 2005 – 186

Induction and Orientation Training

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

No induction training was undertaken during 2020-21.

Ongoing professional development

Two professional development opportunities were provided for Councillors including:

- Social Media training conducted in October 2020
- Councillor Development Day held in February 2021.

Seminars, circulars and other activities delivered

Councillors attended the following industry sector conferences and seminars:

LGNSW Destination and Visitor Economy Conference	Clr Rob Pollock
National General Assembly	Clr Anthony Mayne
Local Roads Congress (Virtual Conference)	Clr Phil Constable Clr Rob Pollock

In addition, Councillors received 51 councillor newsletters. The newsletter is a weekly publication which highlights operational issues that have been addressed by staff, highlights the Office of Local Government circulars, Planning and Infrastructure circulars and updates from the Canberra Region Joint Organisation.

21 briefing sessions were undertaken. The briefing sessions outline the matters that are to be presented to Council for questions and discussion.



CONNECTING WITH OUR COMMUNITY

Council uses diverse platforms to inform the community about our services, projects, events and decisions.

We recognise communication is a two-way street. Using diverse channels – print, online and social media platforms – helps make sure everyone can access our communications in a way that suits them.

Community and stakeholder engagement

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

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

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

Communications by numbers

In 2020-21:

- 240,744 visitors used Council's website, viewing 1,144,767 pages
- 23,561 homes received three editions of Living in Eurobodalla residents' print newsletter in their mailbox
- 16,067 people liked our Facebook page, while we grew to 2,303 followers on Instagram. Between four and ten social media posts were interacted with on a weekly basis
- 2,862 subscribers received our monthly email newsletter
- 240 media releases were distributed to regional news outlets
- 112 media queries on specific issues were responded to, resulting in a range of positive coverage in print, online, radio and TV around Council activities and events.

18,370
SOCIAL
MEDIA
FOLLOWERS



OUR PEOPLE

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

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

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

Staff profile

Council Structure

Council's organisational structure consists of the positions that make up Council's permanent workforce arranged into functional business units. At the end of June 2021, Council had an established permanent workforce of 524 positions equating to 482.3 Fulltime Equivalent (FTE).

Staff numbers

On 30 June 2021 Council employed 487 people in permanent roles and 93 people in temporary roles. Temporary roles are additional to the organisation structure and are in place to achieve a short-term outcome such as the Community and Transport Infrastructure projects. In addition to special projects these temporary roles include:

- 35 Trainees and Apprentices
- Five Cadets.

Staff turnover

Staff turnover for 2020-21 was 8.72% and remains significantly less than the median turnover for Group 4 NSW councils at 14.1%.

Staff age

The age spread of our staff (see graph on next page) is generally consistent with Australia's ageing workforce trend. This presents challenges in recruiting and retaining younger staff, as increasing numbers of our employees move towards retirement.

Council continues to address this issue through initiatives such as traineeship programs, succession planning, flexible working arrangements, family friendly policies, and learning and development programs.

Staff gender and diversity

Gender split for our Council is 60% male and 40% female. This is more balanced than the Rural Large median of 66.7% male and 33.3% female split.

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

4.8% of Council employees self-identify as Aboriginal/Torres Strait Islander people. Less than 1% of Council staff are of non-English speaking background and less than 1% report as having a disability.

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

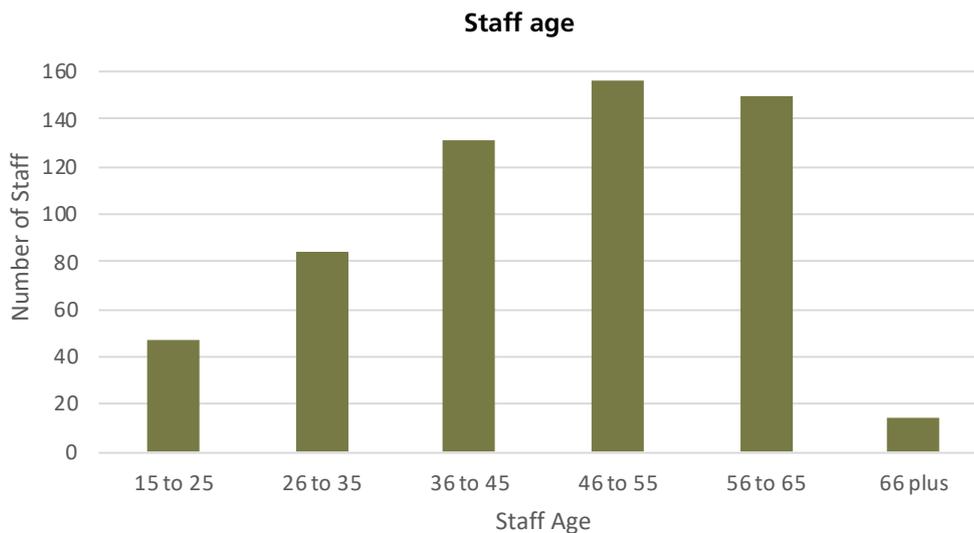
Equal employment opportunities

Local Government (General) Regulation 2005 217 (1) (a9)

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

Council offers opportunities through targeted recruitment for females in operational areas and people with a disability. During 2020-21, Council employed six women in operational roles and two people with a disability.





Trainees

The 2020 intake of Youth Trainees successfully completed their formal face to face training requirements in December 2020 to achieve a nationally recognised qualification across the following areas:

- Four Certificate III Business Administration
- Three Certificate IV Business Administration

The 2021 intake of seven Youth Business Administration Trainees are progressing well with their formal TAFE training and gaining valuable workplace experience across numerous areas in Council.

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

Our ongoing investment in trainee, apprentice and cadet programs, along with a strong culture of learning and development has already paid dividends. High skill

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

Recruitment

In 2020-21 interest for positions at Council has again remained high and we continue to experience high volumes of traffic on our Jobs at Council web page. Council processed 1,408 job applications for 231 recruitment events.

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





Learning and Development

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

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

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

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

In 2020-21, 618 learning events were held, providing 1,841 places to staff across the following categories:

- Work, Health, Safety operational training
- Organisational programs
- Professional development opportunities
- Leadership and management

These statistics include Performance Feedback sessions that were provided to introduce and support the staff with the new system established to complete their feedback forms.

Additionally, and in response to COVID-19, a learning management capability was implemented to facilitate the efficient delivery of e-learning packages to staff from their desktops, tablets or phones.

Providing a safe workplace

Council has an obligation under legislation to minimise risk to its employees but also recognises that it has a moral duty to provide a safe and healthy workplace. Health programs conducted through 2020-21 include provision of flu shots for employees and immediate family. Council also provides the required vaccinations and health checks for 'at risk' workers and maintains an employee assistance program for Council employees.

Whilst these initiatives are in place to assist our employees, we do experience work related injuries from time to time. Over the past year Council saw 40 workers compensation claims lodged. Of these, there were 15 lost time injuries. The balance of claims did not result in lost time and were swiftly resolved.

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





OUR ACHIEVEMENTS



This section provides a detailed performance report on the status of actions and measures committed to in our Delivery Program 2017-21 and Operational Plan 2020-21.

Under the nine objectives in the Community Strategic Plan 2017 –

One Community, the Delivery Program 2017-21 identifies 71 activities Council aims to deliver in its four-year term. The Operational Plan 2020-21 breaks down these activities into 168 actions that Council committed to delivering during the year.

Summary

In the Operational Plan 2020-21, Council committed to delivering 168 actions across 31 services, with 89 services outputs in place to assess performance.

The performance against these one-year actions and service outputs demonstrates Council’s progress in implementing the Delivery Program 2017-21.

Each year, Council achieves a significant number of additional projects and programs compared to the original plan and budget. These additional works are largely a result of successful grant fund applications.

During 2020-21, bushfire recovery and the COVID-19 pandemic continued to impact some actions and service output results. These instances are identified in the following pages.

Objective	Complete (✓)	Deferred (-)
1. Strong Communities, Desirable Lifestyle	24	1
2. Celebrated Creativity, Culture and Learning	14	
3. Protected and Valued Natural Environment	19	
4. Sustainable Living	17	
5. Vibrant and Diverse Economy	15	
6. Responsible and Balanced Development	13	
7. Connected and Accessible Places	17	
8. Collaborative and Engaged Community	11	
9. Innovative and Proactive Leadership	37	
Total	167	1





1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE



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

This outcome focuses on the importance of encouraging health and wellbeing, community pride and a sense of belonging. We can achieve this by maintaining a caring and connected community with active community participation and high volunteer rates. This outcome is also about providing affordable lifestyle and recreational facilities and services coupled with the right programs and opportunities for all of our community members, especially target groups like young people, old people and people with a disability. This all contributes to a work life balance that will help strengthen our community.

Eurobodalla Regional Botanic Garden

The Eurobodalla Regional Botanic Garden was devastated by fire during the 2019-20 Black Summer Bushfires. The majority of the garden, along with most structural elements within the garden, were destroyed or damaged.

In July of 2020, the Garden reopened to the public for the first time since the fires. Despite COVID-19 restrictions throughout the year, the gardens were still able to attract over 61,000 visitors during the year.

During 2020-21, the design work for rebuilding of all facilities lost in the fires has been completed and construction has commenced on some replacements such as playgrounds and picnic facilities.

Volunteers and Friends of the Garden have remained dedicated to the recovery of the Eurobodalla Regional Botanic Garden and instrumental in the re-creation of garden displays.

In May 2021, Council was successful in obtaining grant funding including \$451,942 from the NSW Government's Everyone Can Play program for a new playspace to delight all the senses, including the sense of adventure to replace the existing sensory garden, which was destroyed by fire. This new sensory garden will cover around 650m² and link to the new inspirational Naturescape display gardens which are near completion.

Plants to touch, smell and taste will grow alongside interactive elements in a series of restful and active zones, framed by meandering pathways. Sounds of the forest will be broadcast with the push of a button, splashing water from a seemingly dry creek bed will create intrigue, giant insects will confuse the sense of scale, and smooth and rough bark, hard and soft leaves, and the brush of grasses will contrast with colourful mosaics and rigid sculptures.

The Forest Sensory Playspace will have an important role in connecting people with the amazing natural world around them and will be inclusive for all people regardless of culture, age or ability.

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

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

Action	Service	Comment	Status
1.1.1.1 Coordinate the Police Liaison committee and associated projects	Community and Cultural Development	Two meetings were held, and Council also liaised with NSW Police regularly via email and telephone during the year, covering the following matters: <ul style="list-style-type: none"> - Christmas holiday season - Campgrounds - Tourists travelling to Eurobodalla - Various large events scheduled - Community safety. 	✓
1.1.1.2 Provide road safety programs and activities	Transport	Road safety programs and activities included: <ul style="list-style-type: none"> - Helping Learner Drivers Become Safer Drivers - Look Out Before You Step Out - Fatality Free Friday - Road Safety and Your Work - Under five, Road Safety - Hold My Hand – Blue Dinosaur Awareness Campaign - Medications, Driving and the Most Misunderstood Road Rules - A Metre Matters - Jump On Your Bike - National Road Safety Week - Fatigue, War on Waste. 	✓
1.1.1.3 Coordinate the management of beach safety	Public Order and Safety	Lifeguarding Services Australia Pty Ltd were contracted to provide lifeguard services at eight beaches. This service was delivered in coordination with four volunteer surf lifesaving clubs. The beach safety program commenced on 21 December 2020 and concluded on 26 January 2021. The program incorporated COVID-19 management strategies to further support the community in staying safe. The Beach Safety Program was completed successfully with key results including: <ul style="list-style-type: none"> - 100,905 beach attendances - Zero lives lost on Council's patrolled beaches - Lifeguards performed over 2,481 preventative actions and conducted 22 rescues - Council's contractor responded to six joint emergency call outs over the patrol season. 	✓
Link	Outcome		2020-21
1.1.1.2	Number of road safety programs		11



1.1.2 - Deliver legislated health protection and regulatory programs			
Action	Service	Comment	Status
1.1.2.1 Undertake the food inspection program	Public and Environmental Health	214 inspections conducted with 97% of businesses complying to food safety requirements. Due to the Black Summer Bushfires, fees were waived for the 2020 calendar year. Primary food inspections for food businesses were carried out in the period 1 July to 31 December 2020. Visits were also conducted to provide advice and assistance with implementing COVID-19 safety requirements. Where food premises required a follow up inspection, fees were applied.	✓
1.1.2.2 Provide companion animal management services	Public Order and Safety	241 animals entered the animal pound with 93% rehomed or returned to owner. Continued collaboration with Animal Welfare agencies, such as the RSPCA and the Animal Welfare League, ensure rehoming rates remain high. Upgrade works occurred at the animal shelter.	✓
1.1.2.3 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	1,886 customer service requests were raised, of which, 96% were attended to within time frames. There was a substantial increase in number of reports regarding overgrown premises and illegal dumping incidents.	✓
Link	Outcome		2020-21
1.1.2.1	Percentage of complying food inspections		97%

1.2 – IMPROVE LOCAL ACCESS TO HEALTH SERVICES

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

Action	Service	Comment	Status
1.2.1.1 Advocate for improved local health services including mental health services	Community and Cultural Development	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. Council successfully advocated to the Australian Government for funding for a Headspace mental health service in Batemans Bay. This service commenced in July 2020. 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.	✓



1.3 – ENCOURAGE AND ENABLE HEALTHY LIFESTYLE CHOICES

1.3.1 - Activate and motivate our community to embrace healthy lifestyles

Action	Service	Comment	Status
1.3.1.1 Support community and recreation groups to manage and develop their clubs	Recreation	<p>Council has worked closely with sport, recreation and community groups to assist them in the delivery of quality programs that benefit the community. Initiatives include:</p> <ul style="list-style-type: none"> - Providing fee relief for winter seasonal hire for sport clubs in response to COVID-19 impacted seasons. - Providing support to assist clubs navigate the changing COVID-19 landscape and ensuring they remained COVID-19 compliant. - Supporting numerous sport and recreation clubs in grant applications. - Planning and facilitating 'Sustainability In Sport' workshops for the sporting community to explore how we collectively ensure a sustainable future for sport across the shire. - Partnering with Cricket NSW in the launch of a Moruya Cricket Program - Implemented 'Book A Court' online booking system for Batemans Bay Tennis Courts. - Assisting indoor hockey to launch its inaugural season. 	✓
1.3.1.2 Coordinate Healthy Communities and Seniors Week grants	Community and Cultural Development	<p>Healthy Communities and Recovery grants and Seniors Week grants were awarded to 30 applicants. A total of \$23,024 was allocated in grants of up to \$2,000 to 27 applicants. The additional three projects were funded through the bushfire recovery project. The funding will 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.</p>	✓

1.3.2 - Plan for and provide a safe and accessible network of recreation and community facilities

Action	Service	Comment	Status
1.3.2.1 Provide a booking service for recreation and community facilities and promote use of the facilities	Recreation	<p>The total number of community bookings relating to use of Council's sporting facilities, reserves and halls was 11,758, or an average of 32 bookings per day, across 64 facilities. This represents a 9% drop on the previous year which is largely due to cancellations in response to COVID-19 restrictions.</p>	✓



		Council has made enhancements to the facility booking pages on our website to help showcase our community facilities.	
1.3.2.2 Progress the implementation of the Recreation and Open Space Strategy 2018	Recreation	<p>Implementation of the Recreation and Open Space Strategy (ROSS) continues to progress strongly, with 57 of the 85 actions now complete (67%) and a further 16 (19%) underway. This represents progress on 86% of all ROSS actions since it was adopted in February 2018.</p> <p>Key actions significantly progressed or completed during 2020-21 include:</p> <ul style="list-style-type: none"> - C1/E31 – upgrade and expansion of the Jack Buckley Park and play space in Tomakin, supported by extensive community consultation. - N1 – establishment of a new playground at the reclassified South Durras Local Recreation Park (formerly 'Local Sports Park'/Durras Oval), with wide support from the community. - N25 – preparation of a draft master plan for Malua Bay Beach Reserve and applications for grant funding submitted for implementation. - N27 – construction of beach access stairs to Nuns Beach at South Rosedale, co-funded by the community. - N29 - construction of a viewing platform at Burrewarra Point in Guerilla Bay, with interpretive signage developed with community input. - E27 – delivery of skateboard/scooter events as part of Youth Week. - E29 – Adoption of the plans of management for the Narooma Sport and Leisure Precinct and Moruya Golf Course and Showground, and further progress on plans of management for Hanging Rock, Corrigans Beach and Observation Point Reserves, and general Developed Reserves and Facilities. - E30 – completion of professional sports field condition assessments to inform ongoing field maintenance plans and future field renovation works. 	✓
1.3.2.3 Build, renew, operate and maintain recreation and community facilities	Recreation	<p>Construction and renewal capital projects were completed per works schedule and included:</p> <ul style="list-style-type: none"> - Developing a new amenity building at Gundry Oval. 	✓



		<ul style="list-style-type: none"> - Developing eight new acrylic netball courts at Captain Oldrey Park. - Upgrading the amenities building at Captain Oldrey Park. - Extending the amenities building at Bill Smyth Oval. - Developing a new viewing platform at Burrewarra Point. - Public toilet replacement at Surf Beach Reserve. - Internal upgrade of changeroom toilets at Mackay Park. - Jack Buckley Park Tomakin skatepark and playground upgrade. - Sandy Place playground. - Upgrading evacuation centres at Batemans Bay, Moruya and Narooma which included installing alternative power connections, amenities upgrades and new accessible toilet at the Moruya facility. - The essential services for Council's facilities are continuing to be managed and on track for compliance including fire services, automatic doors and disability access. - Topdressing sports fields - Mackay Park field one, Hanging Rock rugby and AFL, Captain Oldrey field two, Gundry soccer field one, Ack Weyman Oval, Bill Smyth Oval, Bodalla Oval and Dalmeny Oval. 	
<p>1.3.2.4 Manage public swimming pools</p>	<p>Recreation</p>	<p>The Narooma pool had 40,177 visitations. This represents a 20% increase on the same period of the previous year. The Moruya pool had 29,525 visitations. This represents a 21% increase on the same period the previous year. The Batemans Bay Pool closed in September to align with construction of the Batemans Bay Regional Aquatic, Arts and Leisure Centre. Council have commenced a tender process for contract management of the new facility with the final stage of that processes expected to be completed in the first quarter of 2021-22. Council's swimming pools are operated under a contract management agreement with Community Aquatics Pty Ltd and the contractor continues 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. The pools contractor has successfully navigated COVID-19 restrictions to ensure both</p>	



		pools have remained open to the community and obeying all public health orders.	
1.3.2.5 Provide, maintain and upgrade Council's cemeteries	Community Facilities	Council successfully managed all cemeteries. This included: <ul style="list-style-type: none"> - 64 burials and nine inurnments. - Fence renewal at Tilba Cemetery. - Nerrigundah cemetery fence repaired following fire impact, materials were supplied by Council and works undertaken by BlazeAid in May 2021. - Fire affected trees removed and garden bed at inurnment wall rebuilt at Nelligen Cemetery. 	✓
1.3.2.6 Prepare Plans of Management for Council managed Crown Reserves	Recreation	Council has adopted Plans of Management for Narooma Sport and Leisure Precinct and the Moruya Golf Course and Showground Reserves. Staff are finalising revisions for the Plan of Management for Hanging Rock, Corrigans Beach and Observation Point Reserves before final adoption. Staff are continuing to progress the planning for Plans of Management for Facilities and Developed Reserves and Undeveloped and Natural Areas Reserves to align with new legislated requirements provided by Crown Lands.	✓
Link	Outcome		2020-21
1.3.2.1	Number of bookings for recreation and community facilities		11,758
1.3.2.3	Recreation capital renewal, upgrade and new works program >85% complete		100
1.3.2.4	Visitation numbers at swimming pools		69,702
1.3.2.5	Number of burials and inurnments		73

1.3.3 - Develop and manage the Eurobodalla Regional Botanic Gardens

Action	Service	Comment	Status
1.3.3.1 Manage the visitor facilities, services and programs at the Eurobodalla Regional Botanic Garden	Commercial Entities	Although COVID-19 restrictions have had a negative effect on tourism and events, the garden attracted over 61,000 visitors and achieved budgeted revenue targets. All design work for the rebuilding of facilities lost in the Black Summer Bushfires has been completed with construction now under way for replacements. New display gardens open to the public in July 2021 and the grant funded new Forest Sensory Garden planning has commenced. Funding has been secured to permit the resumption of our Year 4 education program in 2022 and an Interpretation Plan funded by the Friends of the Garden has been completed. The Gardens continue to be very strongly supported	✓



		by volunteers and the community in general. A phenomenal amount of garden recovery work has been carried out by staff and volunteers with many parts of the garden now starting to look attractive and resemble pre fire conditions.	
Link	Outcome		2020-21
1.3.3.1	Funding secured from sources other than rates and charges		\$509,000
1.3.3.1	Visitation numbers at the Eurobodalla Regional Botanic Garden		61,000

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

1.4.1 - Plan for and provide opportunities, services and activities for youth

Action	Service	Comment	Status
1.4.1.1 Provide services and opportunities for young people	Youth Services	<p>The Youth Committee formally met ten times during the year and also visited the new Headspace Service in Batemans Bay.</p> <p>Youth cafés have been active in Narooma and Moruya. Moruya youth café being strongly supported by Aboriginal community volunteers, PCYC and Campbell Page. 666 young people have utilised the services and engaged in 278 activities.</p> <p>Highlights for the year include:</p> <ul style="list-style-type: none"> - Facilitated Eurobodalla representative to attend 'Advocate for Children and Young People - Children's and Youth Parliament'. - Hosted a climate resilience youth forum. - Three youth newsletters 'What's Buzzin' distributed to 200 subscribers. - Pop-up drive-in run in partnership with Club Catalina and Love the Bay which was a sold-out event. - Two \$5,000 grants were received from the NSW Government to support school holiday activities. - Youth Volunteer guide was collated, published and printed with a launch of the document at the volunteer expo. - Eurobodalla Youth Employment Strategy was implemented. The project facilitated 18 innovative employment programs in collaboration with construction, health care, hospitality, tourism and local government industry sectors. Promoted over 2,800 jobs to community, supported 168 local businesses to successfully recruit new employees. Provided employment, training and career information to 133 	✓



		<p>clients, assisting 128 clients into jobs, of which 83% are still employed.</p> <ul style="list-style-type: none"> - The Job Shop, an employment and training program hub, was established. - Ydrive program restarted in February 2021. 32 learner drivers on the program, of which three have obtained P's and the others are building their driving 120-hours with 28 mentors. Three vehicles provided 685 logbook hours and driven 15,242kms. A new addition to Ydrive is pre-Learner support to help participants obtain their L plates. 	
1.4.1.2 Support and inform local and regional youth service networks	Youth Services	<p>Local youth interagency, Workers with Youth Network (WWYN):</p> <ul style="list-style-type: none"> - Four meetings held. - Council coordinated a local e-group enabling over 140 subscribers to exchange information and opportunities for services and young people locally. <p>Local networks:</p> <ul style="list-style-type: none"> - Participated in the Local Drug Action Group meetings (LDAT) to organise activities and events in the Eurobodalla. - Participated in Eurobodalla Mental Health working group meetings. - Participated in Growing Stronger key stakeholder meetings. - Attended two NSW youth sector meetings and worked with Save the Children to develop a project plan to run community engagement activities in the Eurobodalla to collect feedback and data post disaster to form a report. <p>Regional networks:</p> <ul style="list-style-type: none"> - Submissions written to the Natural Disaster Royal Commission; the NSW Bushfire Inquiry and the NSW Joint Standing Committee on Road Safety regarding support for rural and regional learner drivers. Further detailed paper was presented to the Royal Commission with information about the Youth in Recovery Forum. - Attended monthly Local Jobs Transport working group meetings and attended the first Indigenous Interagency meeting. 	✓
Link	Outcome		2020-21
1.4.1.1	Youth café attendance		666

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 (NDIS) participants	Community Care	<p>Council's Involve Eurobodalla supported 126 participants in the NDIS, 65 of which receive Support Coordination services and 101 receive Plan Management services. 11 residents supported with 24/7 care in our three Supported Independent Living facilities.</p> <p>On average, over 1,500 services provided each month from the Planners and Direct Support Workers. The value of these service for 2020-21 was over \$3.5M.</p> <p>On average, 1,040 services per month planned and provided by third party providers to the value of over \$2.5M.</p>	✓
1.4.2.2 Provide support services for older people	Community Care	<p>Social Support and Respite Services provided services to 152 clients.</p> <p>Over 5,000 hours of individual support and respite provided. Also provided 762 hours of support for group activities such as craft, lunch, movie groups. May 2021 saw the commencement of a new Wednesday group with a focus on being active.</p> <p>24 new volunteers joined the team.</p> <p>Community Transport provided 8,760 trips with restrictions on number of people in cars back in force for much of the time.</p> <p>Home Care packages delivered to 45 clients, with 3,792 hours of service provided this year. Recruitment of new direct support workers has been beneficial to our clients enabling us to provide more hours of service.</p>	✓
1.4.2.3 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	<p>Reduced number of meetings have been held due to COVID-19. At the two meetings that were held the following was discussed:</p> <ul style="list-style-type: none"> - Bushfire Recovery Support Service and how members of the community can receive assistance. - Evacuation centres and how to improve what is available at these centres. - A presentation was made by the Community Recovery Officer on key issues affecting the community, the Bushfire Health and Wellbeing Subcommittee, new communication methods and access upgrades to public facilities. - Presentations were made to the committee regarding Climate Adaptability and the upcoming Inclusion Campaign. 	✓



1.4.2.4 Identify and promote accessible features within town centres	Tourism	<p>Updates on the new corporate website were completed highlighting accessible transport linkages and competitive advantages of the region.</p> <p>Raised pedestrian crossing platforms were installed in Ford Street and Shore Street, Moruya and Clyde Street, Batemans Bay.</p> <p>The Local Traffic Committee approved the addition of an accessible parking space at the boat ramp toilets in Kingston Place, Tomakin.</p>	✓
1.4.2.5 Review the Disability Inclusion Action Plan	Community Care	<p>Due to the postponement of the Local Government elections, the implementation of the current Disability Inclusion Action Plan (DIAP) and associated Council Disability Advisory Committee continued for an additional year. Following advice from the NSW Government, the review and development of a new Disability Inclusion Action Plan was moved to 2021-22, in line with the revised Integrated Planning and Reporting timetable. A budget for the project has been included in the 2021-22, with a detailed review of the current DIAP to be included in the new Plan.</p>	—
Link	Outcome	2020-21	
1.4.2.1	Number of NDIS participants supported	126	
1.4.2.2	Number of community transport trips/clients	8,760	
1.4.2.3	Number of clients provided in-home care	152	

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

1.5.1 - Strengthen community connections through community development initiatives

Action	Service	Comment	Status
1.5.1.1 Implement volunteer programs and initiatives	Community and Cultural Development	<p>Council programs continued to enjoy volunteer support. Volunteer programs/initiatives included:</p> <ul style="list-style-type: none"> - The Basil Sellers Exhibition Centre (Bas) Support network of 30 volunteers who undertake gallery minding and information duties at the Bas. A volunteer drive has been undertaken this year and new volunteer inductions are in the planning stage to build the volunteer base. - 23 new volunteers were inducted and trained to support Community Transport and Social Support clients. - Three volunteer newsletters were distributed. 	✓



		<ul style="list-style-type: none"> - A barefoot bowls and pizza night was held during Volunteer Week. - Both our Social Support Groups and Community Transport have had disruptions due to COVID-19, however despite this, we have been able to host some events during the year. - Regular volunteer updates provided through email and health alerts ensuring all volunteers are up to date with any changes to NSW Government health protocols and operational changes. - Volunteers at youth cafes in Eurobodalla have given 735 hours of their time, cooked 1,574 meals and supported running 278 activities. - The Live Life program supported COVID-19 Scottish dancing classes. They have run for 36 weeks and two instructors have given 130 hours of their time to the community. Most of this time was spent cleaning and sanitising to ensure a COVID-safe program. Learn to play bridge started again in March and our volunteer instructors has given 41 hours of their time to run the program. - Ydrive recommenced operating in February 2021. We have 28 mentors supporting 32 learners build their driving experience. They have driven 15,242 kms and clocked 685 hours of volunteering time to the learners. 	
1.5.1.2 Develop and promote local community activities	Community and Cultural Development	<ul style="list-style-type: none"> - Staff attended the Eurobodalla Health and Wellbeing Recovery meetings and the Indigenous Interagency meeting. - Ran two beginner bridge programs and worked with the Parkinson's Support Group to run a 'Painting with Parkinson's' program at the Botanic Gardens. - Staff participated in meetings with Headspace Bega and Batemans Bay and the NSW Club Grants committee. - Regrow - Convoy of Hope project delivered to grow and supply over 1,800 native plants for fire affected homes in Eurobodalla. - Schools were supported with school uniform support grant to purchase uniforms for bush fire affected families. 	✓



		<ul style="list-style-type: none"> - Three Live Life newsletter distributed to 900 subscribers on local activities. - Development of, and posts to, eurofarmers e-group and recovery networks to advise on grants and programs available. - A farmers gathering coordinated and delivered in December to build networks and support the farming community. - A vegetable grower gathering was sponsored through a Coordinaire grant. - Grow to Give project resulted in community members donating approximately 400 plants to those impacted by the bushfires. - Coordinated the 'Art of Hosting' workshop. 15 people attended from across the South Coast. - Developed designed and distributed Eurobodalla transport guide which lists transport services available in the area. - Other bushfire related projects include – yoga sessions at Long Beach; sports and community day at the Deua; mental health workshops in Narooma; a seniors morning tea for the lapidary group in Batemans Bay; mental health, drug and alcohol service expansion support in Narooma; support for youth Nations of Origin event; NAIDOC week activities; south coast reconciliation sport, health and wellbeing gala day; heart space workshops in Bodalla, Durras and Batemans Bay; upgrade community noticeboard in Long Beach, and mental health workshops in Narooma. 	
Link	Outcome	2020-21	
1.5.1.1	Number of volunteers	194	



2. CELEBRATED CREATIVITY CULTURE AND LEARNING



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

This outcome focuses on the knowledge, diversity and creativity of our community. It looks at how our lives are enriched through access to community based lifelong learning and quality education at all levels. It recognises the need to respect and acknowledge our heritage and history and help to develop opportunities, activities and events that celebrate our diversity, culture and community.

Yuin Country Explored

The Yuwinj-Dhari Bulwal – Yuin Country Explored project was a collaboration between the National Museum of Australia, Eurobodalla Council and its Aboriginal and Torres Strait community through the Cultural Connections Initiative.

The Cultural Connections Initiative is a community outreach program to support Aboriginal and Torres Strait Islander cultural practitioners, and grassroots cultural work.

The Yuin Country Explored is a documentary presenting the important stories surrounding Captain Cook's arrival in the HMB Endeavour along the NSW south coast and the past and present consequences for local Aboriginal people. It featured local dance, stories and art celebrating the spirit, strength and resilience of the Yuin Nation.

2020 marked 250 years since James Cook's voyage along Australia's east coast, with particular significance for Eurobodalla. Stories from the region are mentioned in Cook's diary entries and they remain embedded in our local Aboriginal culture.

This documentary has improved our knowledge of our region's history and culture from a First Nation's perspective.

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

2.1.1 - Develop and promote creative arts activities and industries

Action	Service	Comment	Status
<p>2.1.1.1 Coordinate the Public Art Advisory Committee and associated projects</p>	<p>Community and Cultural Development</p>	<p>The Public Art Advisory Committee (PAAC) has met five times and provided advice and recommendations to Council and staff via email during COVID-19 restrictions.</p> <p>The committee provided ongoing consultation and advice on the following matters:</p> <ul style="list-style-type: none"> - Mackay Park Development, public art artist brief. - Sculpture on Clyde (SFC) visioning and development including site selection, Native Title and site assessment completed. Sites and considerations for sculptures submissions sent to SFC and agreed to by both the PAAC and SFC. - Installation of two Sculpture for Clyde acquisitions. - All SFC donated works included on Council’s asset register and insurance. - The Ack Weyman Memorial Sculpture and relocation of the Mick Weyman Bronze statue. - The River of Art Revive Mural project completed. - Finalised the draft for The Public Art Strategy. - The John Holland Bridge Mural artist brief completed. - The preparation and management of a commissioned public artwork gift from Basil Sellers, for the Council building in Moruya. The design has been completed and accepted by Council and the fabrication currently under way. - Two artwork acquisitions have occurred for the permanent Council collection. 	
<p>2.1.1.2 Continue to implement the Creative Arts Strategy</p>	<p>Community and Cultural Development</p>	<p>The Creative Arts Strategy consists of 46 actions: 13 high priority, 15 medium priority, 3 low priority and 15 ongoing.</p> <p>High priority highlights were:</p> <ul style="list-style-type: none"> - The implementation of the 2021 annual program in The Bas. - The development of Aboriginal creative arts, through the completion of the Yuin Country Explored Project 	

		<p>in collaboration with the National Museum of Australia.</p> <ul style="list-style-type: none"> - Investigation into an annual capital allocation for Public Art commenced. - The implementation of the Public Art Policy and Code of Practice with the commissioning of four major public artworks. <p>Medium priority highlights were:</p> <ul style="list-style-type: none"> - Showcasing best practice creative arts programs with 73 creative arts programs and activities delivered including exhibitions, opening events, workshops, micro residencies, performance presentations, digital openings, the delivery of the Basil Sellers Art Prize and Little Sellers Art Prize, online artist profiles, volunteer previews, gallery and digital tours. - Engaging the private sector to increase investment in creative arts infrastructure and programming through the gift of \$100K public artwork by Basil Sellers and the loan of a significant exhibition of Aboriginal artwork of Horse Island and the donation of sculpture to the Moruya Library and Art Centre Garden. - Successful grant application to the Country Arts Support Program to support three exhibitions in the Mechanics Institute. <p>Low priority highlights include:</p> <ul style="list-style-type: none"> - The provision of Eurobodalla Art Prize opportunities has been achieved with three art prizes currently being offered. <p>Ongoing actions include:</p> <ul style="list-style-type: none"> - Facilitating opportunities to engage creative arts practitioners and groups with 94 artists showcased this year through the Bas. - Monitoring of audience attendance and feedback has seen 14,094 visitors to the Bas this year. 	
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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 11 exhibitions delivered. The Basil Sellers Art Prize was also delivered this year receiving an unprecedented number of entries, more than doubling that of previous years. Development of the prize continues with the increase of the prize money to \$25,000 and the geographic extension to become a national prize in 2022 confirmed. The Bas maintained a strong visitor presence despite COVID-19 restrictions being in place for a significant part of the program.	✓
2.1.2.2 Implement Moruya Library and Arts Centre Landscape Plan	Libraries	The Library's water-wise garden alongside the Moruya Library and Arts Centre is now well established. Regular low-level maintenance is being undertaken by volunteers who have been recruited to help with this task. Council's environment team ran talks and a plant swap in the water-wise garden and plans for the inclusion of interpretive signage and sculptures will continue to add value to the garden as an outdoor learning space.	✓

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

2.2.1 - Develop and provide early education services and programs

Action	Service	Comment	Status
2.2.1.1 Provide support services for children and families	Children's Services	Family Day Care and Outside School Hours (OOSH) care have been essential services for families during COVID -19 restrictions. The programs have adapted to COVID-19 restrictions by providing nature-based activities away from the public. The OOSH programs increased child attendance over the year. The new Batemans Bay OOSH building has progressed and is estimated to open in 2021-22. In April 2021, Narooma OOSH met all quality standards of the NSW Education and Care Quality Assessment and Rating Framework. OOSH have provided 7,909 occasions of service during after school care and 3,370 occasions of service during the school holidays. Family Day Care has a waitlist of 62 families seeking care. Educators and staff participated in WHS, programming and quality standards training during February, March and June 2021. Family Day Care have provided 123,901 hours of care to 122 families via 17 educators.	✓

		<p>3Bs re-established a supported playgroup at Bodalla adding to the existing locations at Batemans Bay, Catalina, Sunshine Bay, Moruya, Dalmeny and Wallaga Lake. 3Bs had 101 families and 134 children engaged in the program.</p> <p>Embracing Participation provided individual support to four families to access and connect with allied health, medical services, and community programs. The program also provided 90 sessions of the Embracing Babies program to 71 families. This program has been a highlight for families throughout the year and has allowed families with babies to maintain connection with services.</p> <p>The Children's Services Facebook page has been effective in engaging with families and keeping them informed about activities and events and Council's programs.</p>	
Link	Outcome	2020-21	
2.2.1.1	Number of Family Day Care attendees	175	
2.2.1.1	Number of Family Day Care educators	17	
2.2.1.1	Number of Out of School Hours occasions of service	7,909	
2.2.1.1	Number of Vacation Care occasions of service	3,370	

2.2.2 - Provide quality library services, programs and resources			
Action	Service	Comment	Status
2.2.2.1 Provide lending collections, reference, information and online services	Libraries	<p>During 2020-21:</p> <ul style="list-style-type: none"> - A total of 213,574 items were borrowed from the library collections <ul style="list-style-type: none"> - 159,016 physical items - 54,558 e-resources - 1,009 new members joined the library service - 183,600 reference and information requests were answered by library staff - 101,643 library visitors with numbers being impacted by COVID-19 restrictions - Over 4,335 registered users for our e-resources platforms (BorrowBox, RBDigital, Indyreads and Overdrive) - Library members had access to approximately 18,562 e-books, 10,007 e-audio titles and 3,434 e-magazines. <p>Libraries were quick to adapt to the COVID-19 situation and were able to implement workflows and amended protocols that</p>	✓



		<p>allowed them to continue to offer services and access to collections throughout the year.</p> <p>Even though Library visitation was down by 12% on the previous year, overall borrowing numbers were up, due to the increased demand for e-resources, particularly e-audio, which continues to grow each year (up by 23%). The number of active users of e-resources also rose significantly during the last 12 months.</p>	
2.2.2.2 Implement the Library Strategic Plan	Libraries	<p>Work has commenced on the implementation of the Library Strategic Plan 2020-25, which was adopted by Council in September 2020. The plan has 56 actions to be implemented and library staff have been working on the actions identified as high priority. Action highlights include:</p> <ul style="list-style-type: none"> - Increasing the use of technology to support operational efficiencies. - Providing curriculum appropriate resources for local students via online study tuition support tool. - Providing opportunities for the community to borrow technology via new iPad program and learn technology skills, development of marketing plan. - Increased use of outdoor spaces. - Development of a volunteer program. - Activating library spaces and providing literacy and skill development programs. - Strategic planning events with staff. - Participating in South East library meetings and consortium purchasing, conducting customer satisfaction surveys, and investigating a Home Library service. 	✓
Link	Outcome		2020-21
2.2.2.1	Visitation numbers at the Libraries		101,643
2.2.2.1	Number of items borrowed from the library collections		213,574

2.2.3 - Work in partnership to improve educational opportunities			
Action	Service	Comment	Status
2.2.3.1 Collaborate with stakeholders to address the local educational needs	Community and Cultural Development	Council continued 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 now under construction.	✓

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

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

Action	Service	Comment	Status
2.3.1.1 Coordinate the Aboriginal Advisory committee and associated projects	Community and Cultural Development	Two meetings held. The Yuin Country Explored project ran with many online activities and events due to COVID-19 showcasing our local knowledge and artists during restrictions. This project was run through the support of a grant from the National Museum of Australia. The committee: <ul style="list-style-type: none"> - Promoted the Aboriginal Action Plan. - Developed draft protocols for Welcome to Country. - Endorsed support for dual naming rights of key landmarks. - Participated in NAIDOC week grant selection. - Provided input into the wayfinding strategy and development of new signage. 	✓
2.3.1.2 Implement the Aboriginal Action Plan	Community and Cultural Development	The Aboriginal Action Plan has been published and shared with the community. Of the 30 actions contained in the plan, 26 are currently being actioned. Projects included: <ul style="list-style-type: none"> - Promoting NAIDOC week events. - Advocating for the Aboriginal community at mental health and bushfire 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. - Working on developing an Aboriginal protocols and guidelines document for the community and endorsing Aboriginal Place names dual naming proposal from NSW Parks and Wildlife 	✓



		Service for Montague Island, Mount Dromedary and Little Dromedary.	
2.3.1.3 Coordinate and promote significant events such as NAIDOC and reconciliation week activities	Community and Cultural Development	<p>NAIDOC week 2020 was run in November due to COVID-19 restrictions. Council's flag raising ceremony was online and many of the usual community events were cancelled due to COVID-19.</p> <p>The 2020 NAIDOC week grant program was postponed until November and received a total of ten applications. \$4,673 was allocated in this round. The 2021 program allocated 13 grants totalling \$6,915. Programs supported include cultural days in schools, development of bush tucker gardens, sports days, elders functions, erection of flag pole to hang Aboriginal flag, printing historical material and cooking programs.</p> <p>Sorry Day activities were cancelled in 2020 due to COVID-19 restrictions, and in 2021 Council supported the Eurobodalla Boys to Men and other community groups to host a successful bridge walk in Batemans Bay. Council held a small flag raising ceremony to acknowledge the start of Reconciliation week.</p> <p>The National Aboriginal and Torres Strait Islanders Children's Day event was successfully held online.</p>	✓
Link	Outcome		2020-21
2.3.1.2	Revised Aboriginal Action Plan adopted		Revised

2.3.2 - Manage and promote our Heritage			
Action	Service	Comment	Status
2.3.2.1 Implement the Eurobodalla Heritage Strategy	Community and Cultural Development	<p>Council's Heritage Strategy continued to be successfully implemented through three meetings of the Heritage Advisory Committee, eight visits to the Batemans Bay, Narooma and Moruya museums by our Museum Advisor, and advice provided from our Heritage Advisor for 22 heritage items across the Eurobodalla.</p> <p>The inaugural Fergus Thompson OAM Award was presented by Yvonne and James Thompson at a ceremony in December 2020 to the Moruya Antique Tractor and Machinery Association for their work in increasing awareness of heritage inside and outside Eurobodalla.</p> <p>Conservation and restoration work on heritage listed items in the Eurobodalla were financially supported by Council and Heritage NSW through the annual Local Heritage Grants program. Grants totalling \$23,500 supported</p>	✓

		seven projects to the value of \$99,725. This not only represents the saving of our history; it is also economic stimulation to the local economy. Council provided advice to owners of heritage listed properties affected by bushfire to facilitate rebuilding of homes.	
Link	Outcome		2020-21
2.3.2.1	Number of Heritage advice sessions		22

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

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

Action	Service	Comment	Status
2.4.1.1 Coordinate program of events for Youth week	Youth Services	<p>Youth week activities included:</p> <ul style="list-style-type: none"> - Hosting an all ages youth music event attended by over 750 people. - Managed the 'Photos of Hope' project and displayed images of hope post bushfires. - Subsidised cinema attendance in Batemans Bay. - Ran five skate workshops in each skate park in the Eurobodalla. <p>Youth grants were advertised in February 2021 and five applications were received. All were funded with a total of \$2,937 granted supporting equine therapy, safer driving, leadership and fitness programs and a community colour run to raise awareness of domestic violence support.</p>	✓
2.4.1.2 Deliver community programs and events through the libraries	Libraries	<p>During the year, 2,217 people attended 236 events delivered by the libraries.</p> <p>Libraries continue to deliver regular school holiday programs at all libraries, historic photographic exhibitions in collaboration with the Historical Societies, digital literacy training programs and the "Borrow an iPad" program.</p> <p>Early literacy programs were extended by introducing a 'Baby Rhyme Time' for parents with babies up to 18 months and have been extremely popular.</p> <p>Other events this year included:</p> <ul style="list-style-type: none"> - A NAIDOC week book launch for the Dhurga language dictionary by local authors Patricia Ellis, Kerry Boyenga and Waine Donovan. - Author talk from bestselling author Chris Hammer. 	✓



		<ul style="list-style-type: none"> - A Seniors Expo at Moruya Library in April 2021 in celebration of healthy aging in Eurobodalla. - The annual National Simultaneous Storytime event including an exciting live streamed special reading from space with astronaut Dr Shannon Walker from the International Space Station. - The 13th annual Mayor’s Writing Competition. The Mayor presented 30 prizes to young Eurobodalla authors aged five to 18 years for their original works of creative writing. <p>The Library e-newsletter was delivered by email each month to over 5,500 library members.</p>	
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Link	Outcome	2020-21
2.4.1.1	Youth week program attendance	2,200
2.4.1.2	Number of community events and programs at libraries	236



3. PROTECTED AND VALUED NATURAL ENVIRONMENT



Our natural environment is valued and respected for the lifestyle and economic benefits it provides. We make wise environmental management decisions that enable us to support growth and change, retain balance and address impacts and issues in a measured way.

This outcome seeks to recognise the importance of our diverse natural environment. It involves protecting our rivers, creeks, waterways, mountains, bushland and ecological communities. Maintaining our natural assets ensures we are able to retain and enhance our current lifestyle, visitor experiences and support a growing economy.

Mogo creek restoration begins

In May, Council began a project to remove weeds from Cabbage Tree Creek, which runs through Mogo.

The area was severely burnt during the fires and much of the vegetation growing back contained weeds, which boomed following high rainfall.

The creek area is on private properties and Crown Land not managed by Council. The Mogo community saw the section of the creek running through the township as a priority and asked Council for help to restore it.

Council's invasive species team developed a weed control plan, in consultation with the Mogo Village Business Chamber, Local Aboriginal Land Council and South East Local Land Services, which was implemented with a combination of bushfire recovery and environmental funding.

Consent from NSW Crown Lands and the property owners had been obtained to conduct the works.

The work was undertaken using manual, mechanical and chemical weed control in stages to minimise disturbance to the creek banks. Where there's a risk, erosion control methods and immediate revegetation with native plants is implemented to ensure bank stability.

The work was conducted along the creek between the Mogo Public School in the south, and the bridge opposite Dog Trap Road in the north. Works were staged, starting at John Street Reserve, progressing north. All four stages will be completed by the end of 2021.



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

3.1.1 - Manage coastal use and hazards

Action	Service	Comment	Status
3.1.1.1 Prepare the Eurobodalla Coastal Management Program	Strategic Planning	Council engaged specialist consultants Rhelm and Baird to prepare the Open Coast Coastal Management Program (CMP). The scoping study was completed, and geotechnical works were undertaken to inform the vulnerability assessment. Council's Coastal and Environment Management Advisory Committee (CEMAC) was re-established and briefed on the CMP process in March 2021. Specific engagement with Aboriginal stakeholders was undertaken. Council and relevant NSW Government agencies have been working with consultants to prepare the draft Estuaries CMP (ECMP) for Moruya, Wagonga and Mummaga estuaries.	✓
3.1.1.2 Manage lake openings	Stormwater	Council managed lake openings in accordance with lake opening protocols as follows: <ul style="list-style-type: none"> - Joes Creek was opened during flood events July, August, October, December 2020 and March 2021. - Durras Lake was opened during a July 2020 flood event. - Coila Lake was opened 4 January 2021 and 18 June 2021. - Kianga Lake opened 25 June 2021. 	✓
Link	Outcome		2020-21
3.1.1.1	Adoption of the Eurobodalla Coastal Management Plan		50%

3.1.2 - Minimise the impact of flooding on development and people

Action	Service	Comment	Status
3.1.2.1 Continue to develop Shire flood risk management plans	Strategic Planning	Council engaged consultants to prepare a flood risk management plan for Narooma catchment area and a flood study for Batemans Bay urban creek catchment area. Preparation of the Narooma Flood Risk Management Plan continued with a staff review and feedback to the consultants. The Batemans Bay Urban Creeks Flood Study was reviewed by the Council's Coastal and Environment Management Advisory Committee (CEMAC) and publicly exhibited in June 2021.	✓



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

Action	Service	Comment	Status
3.1.3.1 Advocate for the strategic review of emergency services	Public Order and Safety	<p>Ongoing advocacy undertaken included:</p> <ul style="list-style-type: none"> - for a Regional Integrated Emergency Services Centre in Moruya to co-locate Rural Fire Service (RFS), NSW Ambulance, NSW Fire and Rescue, State Emergency Service and Emergency Operations Centre. - Received a response to Council advocacy from Parliamentary Secretary for Emergency Services advising Eurobodalla Emergency Operations Centre (EOC) will be reviewed under the NSW EOC Strategic Review project. - Rural Fire Service (RFS), NSW Fire and Rescue, NSW Police and NSW Ambulance have indicated in-principle support for the proposal at a regional level. Council requested agency Commissioners to advocate directly to the NSW Government in support of Council's position. - Support of Regional Emergency Operations Controller and Regional Emergency Management Officer gained. - NSW Mayors regarding Council's position on Emergency Services at the Country Mayors Association meeting and AGM. - Council has requested RFS advise the timeframe for the implementation of recommendations adopted by the Royal Commission. - Council 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. - Presentation to Australian Local Government Association National Roads, Regions and Resilience Conference, National Municipal Works and Engineering Conference, IPWEA NSW State Conference and NSW Roads Congress to advocate Council's position on payment of emergency services levies by NSW Government, improved infrastructure 	✓



		<p>resilience and changes to emergency management arrangements.</p> <ul style="list-style-type: none"> - Advocated to NSW Government Regional Infrastructure Delivery Working Group, Health NSW Infrastructure and RFS for integrated Emergency Services precinct in Moruya to potentially be co-located with Moruya Regional Hospital (when built). - Requested Regional Emergency Management Committee follow up with Resilience NSW on proposed implementation of 76 recommendations arising from the NSW Government Bushfire Inquiry. - Office of Local Government and IPWEA NSW for NSW Government to remove Emergency Services cost burden from councils. - National Recovery and Resilience Agency for NSW Government to lead, plan and fund Emergency Services through a restructure of Resilience NSW. 	
<p>3.1.3.2 Undertake fire mitigation program on Council controlled land</p>	<p>Public Order and Safety</p>	<p>Fire mitigation program on Council controlled land included:</p> <ul style="list-style-type: none"> - Significant additional workload following the bushfires due to the high level of inquiry within the community. - Removal of fire impacted trees approved by RFS as part of the 'make safe' plan on Council reserves. - Additional secondary death trees identified and grants submitted to Environmental Protection Authority (EPA) to fund extra work under the green waste program. - Routine inspections of asset protection zones. - 15.81ha routine asset protection zone hand clearing works. - Three new hand clearing sites implemented, Tomakin, Broulee and Moruya Heads. - 91.01ha of routine fire mitigation mowing and slashing commenced in mid-October. - 1.4ha of routine fire mitigation grooming works undertaken. 	



		<ul style="list-style-type: none"> - Strategic fire advantage zone burns on Council controlled lands by RFS were deferred due to wet conditions. - RFS mitigation crews assisted by undertaking preparation work on two fire mitigation sites in Guerilla Bay and two sites in Dalmeny. - All bushfire complaints referred to RFS for review. - Grant applications approved via RFS Rural Fire Fighting Fund received. Council allocated \$125,100 for specific hazard reduction sites. 	
3.1.3.3 Support emergency services agencies in planning and responding to disasters	Public Order and Safety	<p>To support emergency service agencies to plan and respond to disasters, Council:</p> <ul style="list-style-type: none"> - Commenced reviewing the NSW Bushfire Inquiry recommendations. - Commenced a post bushfire review of Local Emergency Management Plan. - COVID-19 Community Safety Plan developed and implemented with emergency services agencies including review of new procedures for evacuation centres. - Responded to declared natural disaster floods (February, July, August, October, December 2020 and March and May 2021) which resulted in extensive damage to local road infrastructure. - Eurobodalla Infrastructure Resilience Plan put in place to track progress of resilience for Council roads, water and sewer infrastructure, along with progress by others on telecommunications, power, highways, emergency services facilities, aged care, fuel supplies, food retailers. - Advocated to Telstra, NBN Co and Essential Energy to improve resilience of their infrastructure and critical infrastructure site preparation. - Collaborated with Essential Energy to submit grant applications to improve power pole resilience within Eurobodalla, confirmed that Peak Alone line to be replaced in fire resistant composite poles. - Secured funding and works undertaken to upgrade back-up power connections and facilities at 	✓



		<p>Hanging Rock Function Centre, Batemans Bay Basketball Stadium, Moruya Basketball Stadium and Narooma Leisure Centre.</p> <ul style="list-style-type: none"> - Received funding agreement for replacement of 18 fire affected and one flood damaged bridge to replace 17 of these structures replaced in concrete and two repaired/replaced. Two structures on Araluen Road delayed due to access issue resulting from landslides. - Funding secured resulting in Codys Bridge on Larrys Mountain Road also replaced in concrete. - Total of 16 bridges replaced/repared as at 30 June 2021. - Secured funding to replace another eight timber bridges under the Fixing Country Bridges Program in 2021-23. - Advocated to service providers and agencies, such as service stations and food retailers, to improve resilience by adding back up power systems. - Secured funding through CommBank grant with RFS and the community to provide a shelter and BBQ adjacent to Nerrigundah RFS shed for the community. Project completed. - Workshopped evacuation procedures in a COVID-19 environment with Local Emergency Management Committee members. - Report prepared on Mount Wandera with direct advocacy to the Crown, Local Emergency Management Committee and Eurobodalla Bushfire Management Committee to achieve more resilient outcomes for this critical telecommunications site. - Advocated to Crown Lands to undertake removal of wattle regrowth in Mogo Village on Crown road reserves. - Advocated to NSW Health, National Recovery Agency and Resilience NSW to improve resilience in aged care facilities across Eurobodalla. 	
<p>3.1.3.4 Provide funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation</p>	<p>Public Order and Safety</p>	<p>Contributions were provided as per legislative requirements.</p> <p>Advocated for the cost of NSW Government emergency services to be funded by the NSW Government to relieve Eurobodalla ratepayers</p>	



		of this cost and allow funds to be diverted to local infrastructure resilience.	
3.1.3.5 Participate in Local Emergency Management, Local Rescue, Regional Emergency Management and Eurobodalla Bushfire Risk Management Committees	Public Order and Safety	<p>Council staff:</p> <ul style="list-style-type: none"> - Chaired an Extraordinary Local Emergency Management Committee meeting to discuss the 2020-21 fire season and COVID-19. - Chaired Local Emergency Management Committee meetings. - Participated in the Eurobodalla Bushfire Management Committee quarterly meetings. - Held discussions with 'near miss' communities such as South Durras, Central Tilba, Mystery Bay and Meringo communities with RFS, NPWS and Forestry Corporation. - RFS agreement secured to develop new Community Protection Plans for Central Tilba and Tilba Tilba. Additional funding secured to prepare a Central Tilba Resilience Plan. - Provided regular updates to emergency services on disaster recovery works and resilience advocacy. - Participated in Canberra Region Joint Organisation Community Resilience and Preparedness Working Group and Local Emergency Management Officer Group. 	✓

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

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

Action	Service	Comment	Status
3.2.1.1 Undertake biosecurity programs (weeds and pest management)	Environmental Management	<p>2,104 private properties, 23 public land parcels and 1,129km of high-risk pathways inspections were conducted. The drought affected agricultural weeds project helped landholders in the Tuross and Buckenbowra/Runnyford catchments, focusing on control of Blackberry, Fireweed, Paterson's Curse, Giant Parramatta Grass, Tree of Heaven and various environmental weeds. Across our reserves and roadsides, St John's wort, lantana, serrated tussock, blackberry, fireweed, bitou bush, boneseed, and African love grass have been controlled.</p> <p>Rabbit control continued in the central part of Eurobodalla, with some additional grant funded works taking place in fire affected areas</p>	✓



		such as Rosedale and Malua Bay. Assistance to fire impacted properties was ongoing and supported with grant funding.	
Link	Outcome		2020-21
3.2.1.1	Percentage of complying biosecurity inspections		100%

3.2.2 - Work in partnership to provide natural resource management

Action	Service	Comment	Status
3.2.2.1 Assist Landcare and community groups and projects	Environmental Management	26 local Landcare groups supported contributing approximately 10,000 hours of on groundwork. Focus has been post bushfire weed control as well as multiple community working bees/education events and marine debris clean ups. Three Landcare projects have been completed. Additional grant funding of \$131,000 has been confirmed to support Landcare groups in bushfire impacted landscapes. Volunteerism continued to be strong.	✓
3.2.2.2 Plan and implement environmental protection and restoration program	Environmental Management	Projects continued to prioritise environmental bushfire and flood recovery on Council land and support for private landholders including vegetation monitoring, erosion and sediment control, weed control, revegetation and nest boxes for wildlife.	✓
3.2.2.3 Implement the Eurobodalla Flying Fox Management Plan	Environmental Management	Ongoing monitoring continued and Council's website is updated and includes an educational video. At the peak of the season, 3,380 flying foxes were counted at the five camps – Batemans Bay Water Gardens, Catalina golf club, Moruya, Tuross Head, and Narooma. This is the lowest recorded since official counts started in 2012. Progressed projects include removal of 175 Cocos Palms around the Batemans Bay camps (105 removed to date) as the fruit from this exotic species is detrimental to the health of the flying foxes and also reduces impacts on residents when flying foxes feed on the fruit of the palms. Commenced creating a YouTube short film to communicate effective methods of removing bat faeces from affected surfaces. Odour neutralising trial was completed and the report for this trial will be available in 2021-22. Weed maintenance and planting continued in camps and buffer zones. Flying-fox education day conducted at Water Gardens and flying-fox signage installed at the Water Gardens and Catalina golf course.	✓
Link	Outcome		2020-21
3.2.2.1	Number of volunteer hours in natural resource management		10,000



3.2.3 - Plan to improve the quality of the Natural Environment

Action	Service	Comment	Status
3.2.3.1 Continue the preparation of the Biodiversity Strategy	Strategic Planning	Possible priority areas for Biodiversity Stewardship Agreements (offset sites) and other biodiversity management options across Eurobodalla were identified. A draft structure for the biodiversity strategy document was prepared.	✓

3.3 – MAINTAIN CLEAN HEALTHY WATERWAYS AND CATCHMENTS**3.3.1 - Undertake estuary planning and management**

Action	Service	Comment	Status
3.3.1.1 Undertake estuary management projects	Public and Environmental Health	The final year of a three-year grant funded estuary management project has been completed with conservation works across 700 hectares of the Clyde, Tomaga, Moruya, Coila, Tuross, Mummaga and Wagonga estuaries. Two grant applications were successful to extend and expand this project for another three years. The first year of 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 drafted the South East Catchment and Waterways Bushfire Recovery Plan which will guide future restoration works in the Eurobodalla, Shoalhaven and Bega local government areas.	✓

3.3.2 - Monitor and manage impacts on our waterways

Action	Service	Comment	Status
3.3.2.1 Participate in the Beachwatch program	Public and Environmental Health	Continued participating in the NSW Government's Beachwatch program ensures that water quality at 11 popular beaches in Eurobodalla is monitored during the warmer months. Weekly sampling commenced in November and continued through to the end of March with results posted on Council's website each week during this period. Council continues to investigate water quality issues identified at Surf Beach through the Beachwatch program.	✓
3.3.2.2 Undertake estuary monitoring	Public and Environmental Health	Estuary monitoring continued across the six major estuaries in Eurobodalla. Council was successful in gaining grant funding for additional sampling and analysis of potential water quality impacts associated with the Black Summer Bushfires. Estuary health data is used to prepare report cards for each of the major	✓

		estuaries which are available on Council's website.	
3.3.2.3 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	811 inspections were conducted with 93% compliance. The scheduled program was incomplete due to assistance and support provided to bushfire recovery efforts and also disruptions due to COVID-19. 137 new systems approved, and 224 referrals assessed. Inspections not carried out in 2020-21 will be incorporated into the 2021-22 program to ensure compliance is met.	✓
3.3.2.4 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with NSW Health requirements and Environmental Protection Licences.	✓
Link	Outcome		2020-21
3.3.2.2	Estuary report cards		100%
3.3.2.3	Percentage of complying onsite sewerage management system inspections		93%

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

3.4.1 - Monitor and manage public and environmental health

Action	Service	Comment	Status
3.4.1.1 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	Council received 845 customer service requests for public and environmental health related matters such as noise, air, land and water pollution and development compliance. 89% of these were attended to within time frames and in accordance with legislative requirements and Council's Compliance Policy.	✓
3.4.1.2 Undertake the commercial public pool water quality inspection program	Public and Environmental Health	45 public pool inspections were conducted with 91% of public swimming pools compliant with the <i>Public Health Act</i> . Where non-compliance occurred, Council worked with the operators to ensure the pools were compliant. Public pool inspections help pool owners comply with NSW Health requirements and protect public health and includes pools at holiday parks, motels and other holiday accommodation as well as the Council owned swimming pools at Moruya and Narooma.	✓
Link	Outcome		2020-21
3.4.1.1	Percentage of public and environmental health matters responded within timeframe		89%



4. SUSTAINABLE LIVING



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

This outcome involves supporting our community to make sustainable lifestyle choices, to use materials, energy and water resources efficiently and to work together to recognise, manage and strive to reduce our impact on the natural environment.

Southern Water Storage

Major funding was secured from NSW Government (\$25.612M) and Australian Government (\$51.2M) for Eurobodalla Southern Water Supply after significant background preparation and advocacy work. This \$105M critical water security and resilience project is now able to proceed.

The 3,000 megalitre storage will be built west of Bodalla, pumping water from the Tuross River in times of high flow to an off-stream storage and water treatment plant.

With the announcement of Australian Government grant funding, Council now has three quarters of the funding for the project. The remainder will be funded by Council.

In 2020-21, the project progressed by commencing land acquisitions and in February, the Tuross River Pumping Station commenced construction.

The Southern Water Supply will complement Council's Deep Creek Dam and water treatment plant in Batemans Bay, providing drought security and bushfire resilience, and increase capacity for peak holiday water demand and predicted population growth.

The project will give water security to Eurobodalla residents and businesses for decades to come.

Construction of the Tuross River pump station is expected to be completed in early 2022, and the dam site is expected to be cleared in February 2022.

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

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

Action	Service	Comment	Status
4.1.1.1 Build, renew, operate and maintain water supply systems	Water Service	<p>Completed operational and maintenance activities and installed 159 new water service connections.</p> <p>Capital and renewal activities on track, including water main renewals at the following locations:</p> <ul style="list-style-type: none"> - Old Punt Road, North Batemans Bay - Highcliffe Road, North Batemans Bay - Wharf Road, North Batemans Bay - Orient Street, Batemans Bay - Mackay Park, Batemans Bay - Gregory Street, Batemans Bay - Herarde Street, Batemans Bay - Clyde River underbore, Batemans Bay - Clyde Street, Batemans Bay - Beach Road, Catalina - Grandfathers Gully, Lilli Pilli - Mulgowrie Street, Malua Bay - Queen Street, Mogo - Shore Street, Moruya - Caswell Street, Moruya - Maunsell Street, Moruya - Luck Street, Moruya - Moruya Airport - Wave Street, Tuross Head - Potato Point Village - Potato Point Road - Costin Street, Narooma - Loader Parade, Narooma - Davidson Street, Narooma <p>Council provided a drinking water supply that meets Australian Drinking Water Quality via:</p> <ul style="list-style-type: none"> - 21,825 water connections - 628 km of reticulated water mains - 292 km of trunk water mains - 2 river offtakes (Moruya River and Tuross Alluvial bores) - 1 water storage (Deep Creek Dam) - 2 water treatment plants - 34 service reservoirs - 11 water pump stations 	✓
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Services	<p>Sewerage services continued to be provided efficiently through:</p> <ul style="list-style-type: none"> - 568km of gravity or pressure sewer mains 	✓



		<ul style="list-style-type: none"> - 136 sewage pumping stations - 6 sewage treatment plants <p>New community provisions included:</p> <ul style="list-style-type: none"> - Quota Park pressure sewer pod and gravity network. - Gundry Oval gravity network extension for new amenities building. - Mackay Park clubhouse/amenities building. <p>Sewerage augmentations behind schedule with approximately 65% of revised budget spent:</p> <ul style="list-style-type: none"> - Tenders closed for Batemans Bay sewage treatment plant. - Broulee SPS substantially completed. - Narooma STP delayed due to lack of tender responses. - Tuross sewage treatment plant in progress. - Tomakin STP design is progressing. <p>New sewerage schemes progressed with 100% of budget spent:</p> <ul style="list-style-type: none"> - Potato Point – transfer systems and pressure sewer system contracts progressed. - Nelligen sewerage scheme detailed design 85% completed. - Akolele sewerage scheme concept design completed. <p>Several major and minor sewer spills occurred due to heavy rainfall events during the year.</p>	
4.1.1.3 Undertake liquid trade waste inspections	Public and Environmental Health	Liquid Trade Waste development application referrals and customer queries attended to. 142 inspections undertaken. Delays in the inspections were due to bushfire recovery and COVID-19.	✓
Link	Outcome	2020-21	
4.1.1.1	Water capital renewal, upgrade and new works program >85% complete		100%
4.1.1.1	Length of water mains maintained		628km
4.1.1.1	Number of water pump stations		11
4.1.1.2	Sewer capital renewal, upgrade and new works program >85% complete		95%
4.1.1.2	Number of sewage pump stations and treatment plants maintained		142
4.1.1.2	Length of sewer mains maintained		568km



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

Action	Service	Comment	Status
4.1.2.1 Provide treated effluent for reuse in the community	Sewer Services	Treated effluent supplied for reuse at: <ul style="list-style-type: none"> - Catalina Golf Course - Hanging Rock Sports Fields - Moruya Golf Course - Moruya High School playing field - Moruya Riverside park - Tuross Golf Course 	✓
4.1.2.2 Provide incentives to encourage use of water saving devices in homes	Water Services	Rebates provided: <ul style="list-style-type: none"> - 300 washing machines - 131 dual-flush toilets 	✓
Link	Outcome	2020-21	
4.1.2.1	Number of customers on reticulated sewer	21,057	
4.1.2.2	Number of water rebates issued	431	

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	Major funding was secured from NSW Government (\$25.6M) and Australian Government (\$51.2M) for Eurobodalla Southern Water Supply after significant background preparation and advocacy work. This \$105M critical water security and resilience project is now proceeding. Land acquisitions were progressed and the construction contract for Tuross River Pumping Station has also progressed.	✓

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	Responsible	Comment	Status
4.2.1.1 Build, renew, operate and maintain waste landfill sites and transfer stations	Waste Management	Large plant machinery was purchased for Surf Beach waste management facility to improve landfill operations at the site. Council has applied for grant funds under the Environment Protection Authority's bushfire recovery program for Council landfills. If successful, this will offset some of the operational costs and impacts associated with the 2019-20 bushfire disaster.	✓
4.2.1.2 Manage kerbside collection	Waste Management	Council's kerbside collection of waste, recycling and green waste is progressed as per contractual arrangements and without any	✓



		major disruption, servicing approximately 46,000 bins each week.	
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	The annual hazardous waste collection took place in September 2020 with events held at Batemans Bay, Narooma and Moruya. The following quantities of hazardous waste were collected at the individual sites: <ul style="list-style-type: none"> - Batemans Bay - 7,932kg - Moruya - 7,861kg - Narooma - 5,540kg These quantities were 50% higher than amounts collected at the 2019 hazardous waste collection.	✓
Link	Outcome		2020-21
4.2.1.1	Waste capital renewal, upgrade and new works program >85% complete		100%
4.2.1.2	Kerbside collection customer requests attended to within timeframe		100%

4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives

Action	Service	Comment	Status
4.2.2.1 Participate in regional collaboration and develop strategic partnerships	Waste Management	Council is a member of the Canberra Region Joint Organisation (CRJO) and attended regular Resource Recovery Working Group meetings. The CRJO assisted Council to prepare and submit information for phase one of the bushfire generated green waste grant and bushfire impact assessments for Council landfills. Funding obtained through the CRJO enabled Council to implement several waste minimisation initiatives including mobile community recycling stations, and container deposit scheme recycling of cans and bottles for local sporting groups. Council worked with the CRJO working group to showcase our composting workshop as a model for roll out to other councils, and on the food donations work group to divert food waste from landfill. Identifying regional opportunities for managing problem waste streams has been a recent focus of the Resource Recovery Working Group.	✓
4.2.2.2 Deliver community education on waste minimisation	Waste Management	Council has provided compost and worm farming education across 17 public workshops, four community group presentations, and three online trouble shooting sessions with participation of over 600 attendees, and 50 preschool students attended composting presentations. School education is continued around the themes of litter, waste, and recycling with waste audits conducted at four schools and a waste themed forum sponsored by CRJO conducted at two secondary schools	✓

		with 70 students attending. Education associated with CRJO initiatives such as the mobile community recycling stations, container deposit scheme recycling of cans and bottles for local sporting groups, food donation diversion from landfill, and composting workshops occurred online and through media. A waste/water and sustainability residential camp was held and attended by 14 students from secondary schools. Regular marine debris clean ups continued across the estuaries supporting events such as the seaside scavenge.	
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4.2.3 - Minimise illegal dumping			
Action	Service	Comment	Status
4.2.3.1 Coordinate Clean Up Australia day activities	Waste Management	Clean up Australia day was held on 7 March 2021 with more than 160 volunteers cleaning up 37 Eurobodalla community and school sites. Over 27 cubic metres of rubbish comprising bulky items, like dumped furniture, household items, foam, tyres and building materials including asbestos, was removed from the local environment.	✓
4.2.3.2 Investigate and manage illegal dumping incidents	Waste Management	158 incidents investigated within time frames.	✓
Link	Outcome	2020-21	
4.2.3.2	Number of illegal dumping incidents	158	

4.3 – SUPPORT AND ENCOURAGE SUSTAINABLE CHOICES AND LIFESTYLES			
4.3.1 - Partner with schools and community to deliver environmental education programs and projects			
Action	Service	Comment	Status
4.3.1.1 Provide environmental and sustainability education programs	Environmental Management	Educational events and activities have been undertaken with schools and the community including plant swaps, garden visits and excursions. Some have turned to online or alternative activities to adhere to COVID-19 restrictions. Ongoing projects are continuing to assist businesses to monitor and reduce water and single use plastics.	✓
Link	Outcome	2020-21	
4.3.1.1	Participation in sustainability education programs	8,000	

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

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

Action	Service	Comment	Status
4.4.1.1 Implement and review the Emissions Reduction Plan	Environmental Management	Ongoing actions from the Emissions Reduction Plan have been implemented and the review is occurring to form the basis of the Climate Resilience Plan. A Power Purchase Agreement was entered into for Council where 80% of energy is from renewables.	✓
4.4.1.2 Develop a Council Variable and Changing Climate Adaptation Strategy	Environmental Management	A draft Climate Resilience Plan was commenced with consultation with internal and external stakeholders. Delays occurred due to staff changes, bushfire recovery efforts and COVID-19. The Plan will consider adaptation and mitigation for both Council and the broader Eurobodalla community and is anticipated for public exhibition in 2022.	✓
Link	Outcome		2020-21
4.4.1.1	Reduction in the amount of Council's emissions since 2005-06		20%

4.4.2 - Work in partnership to explore clean energy opportunities

Action	Service	Comment	Status
4.4.2.1 Explore clean energy options	Environmental Management	Council investigated renewable energy via Power Purchase Agreements (PPA) to meet the Council target of sourcing 100% renewable by 2030. A ten-year PPA will be entered into on 1 July 2021, where 80% of energy for larger energy use sites, like the Moruya admin building, pools, libraries, water and sewer pump stations, treatment plants and streetlights will be from renewables.	✓

5. VIBRANT AND DIVERSE ECONOMY



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

This outcome looks at how we attract and grow strategic investment and facilitate employment diversity. It includes strengthening and diversifying our economy by targeting new industries as well as building on our existing strengths such as tourism, local food production and our diverse and unique natural assets.

Bay Pavilions

The Batemans Bay Aquatic, Arts and Leisure Centre, now known as the Bay Pavilions, commenced construction on Friday 25 September 2020.

A sod-turning ceremony was held where Mayor Liz Innes was joined by Deputy Prime Minister Michael McCormack, Bega MP Andrew Constance, Gilmore MP Fiona Phillips and Senator Hollie Hughes, along with representatives from construction company ADCO Constructions.

The multi-million dollar facility is replacing the old outdoor Batemans Bay Pool with an indoor multi-pool aquatic centre, complete with four water slides and internal and external water play, as well as meeting

spaces, gymnasium and a 350-seat theatre, all joined by a gallery walk that will also house visitor information and a café.

During the year, the piling had been completed, concrete bases and walls for the pools had progressed, ground slabs were poured, and the roofing structures commenced. Designs for the waterslides have been finalised and a brief for public art around the centre has also been developed.

From January to June, Council engaged brand design specialist CITIZEN to work with Council to develop the branding and naming for the centre. Councillors, stakeholders and community members attended sessions with the consultants and showed general support for CITIZEN's proposed three-tiered approach to branding.

This means one name would identify the precinct as a whole, the aquatic and arts centres would have their own names, and there would be the possibility for further naming of areas such as the theatre, meeting rooms, and gallery.

In addition to the construction work at the centre and the new branding, Council conducted a detailed tender evaluation process to procure the services of an experienced contractor to manage the operations of the new Batemans Bay Regional Aquatic, Arts and Leisure Centre at the best possible value.

It is anticipated that the Bay Pavilions will be open to the community in the first half of 2022.

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

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

Action	Service	Comment	Status
5.1.1.1 Facilitate business, education and employment partnerships and employment generating initiatives	Business Development	<p>Coordination of NSW and Australian business support services led to five meetings for officers to share information on trends and issues to tailor responses and referrals for one-to-one business support.</p> <p>Updated details of business support services and NSW business support programs was distributed to eligible businesses following the introduction of Dine and Discover, flood support and ongoing COVID-19 assistance for businesses.</p> <p>Assistance was provided to businesses making application to the regional growth fund of which the creation of five fulltime equivalent jobs is a requirement. Business capacity building programs were delivered in April to May 2021 with 65 participants.</p> <p>The Job Shop has taken a lead role in facilitating provider specific training to engage employers with prospective employees in the aged care and social services sector.</p>	✓
5.1.1.2 Implement Advancing Eurobodalla	Business Development	<p>Council continued to implement Advancing Eurobodalla. Highlights included:</p> <ul style="list-style-type: none"> - Engaged directly with 211 businesses providing information on projects and business development services. - Communicated with the five Chambers of Commerce to determine strategic priorities for the year with a focus on town centre enhancement. - Business capacity building program delivered three workshops during April and May 2021. - Inaugural business confidence survey was distributed to ascertain business sentiment. - Draft of renewed marketing materials and content for the corporate website completed with quarterly updates introduced to the new economic overview available online. - Provided local information and data to potential new businesses and investment enquiries. - Investigated Canberra market access and investment opportunities with RDA ACT. - Monitored major projects indicating continued growth in the health and 	✓

		<p>community services sector and construction.</p> <ul style="list-style-type: none"> - Received funding from the NSW Government for trial activations to take place in Narooma and Batemans Bay, enabling data to be captured to inform future infrastructure planning decisions. - An original performance piece was developed in partnership with the Narooma Chamber of Commerce and the Narooma Youth Theatre. 'Regeneration' was attended by 264 people across three performances and was funded by the NSW Government's Summer Fund. - The Batemans Bay Waterfront Master Plan and Activation Strategy 2021 received funding under the NSW Government Streets as Shared Spaces program to trial a range of youth-oriented activations. 	
Link	Outcome		2020-21
5.1.1.4	Attendance at skill development workshops and seminars		65

5.1.2 - Support the growth of a sustainable rural industry

Action	Service	Comment	Status
5.1.2.1 Seek grant funding for the development of a Eurobodalla Food Systems/Production Plan	Business Development	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
5.1.3.1 Begin construction of the Regional Aquatic, Arts and leisure Centre Batemans Bay, subject to all Council and Development Application approvals	Strategic Planning	<p>Council has secured funding for the construction of the Batemans Bay Regional Arts, Aquatic and Leisure Centre, and Development Applications have been approved.</p> <p>Council commissioned ADCO Construction to complete the building works, which commenced in September 2020 and works have progressed well. Council and ADCO have been working closely together to ensure the project is delivered on time and on budget, in line with community expectations.</p>	✓
5.1.3.2 Conduct a tender process for the management of the Regional Aquatic, Arts and Leisure Centre	Strategic Planning	Council have conducted a detailed tender evaluation process to procure the services of an experienced contractor to manage the operations of the new Batemans Bay Regional Aquatic, Arts and Leisure Centre at the best	✓



Batemans Bay, subject to all Council and Development approvals		possible value. With the tender evaluation process complete, a recommendation on a preferred tenderer will be presented to Council in July 2021.	
5.1.3.3 Finalise an Expression of Interest process for the redevelopment of the northern precinct of Mackay Park	Strategic Planning	Expressions of Interest (EOI) for suitable organisations to propose development outcomes on the northern precinct of the Mackay Park site in Batemans Bay, were sought. The EOI was advertised widely in May 2021 with a closure date of 8 July 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
5.2.1.1 Work with industry and Chambers of Commerce to facilitate project-based working groups and economic development projects	Business Development	<p>Topics for business capacity building training were identified from direct business interactions leading to the conduct of business succession and social media training.</p> <p>Engagement commenced with Moruya Chamber to assist advocating for a master plan to enable better outcomes from the proposed bypass and new regional hospital builds.</p> <p>Mogo Village Business Chamber actively engaged in the development of the rebuild and place activation strategy.</p> <p>Requests were submitted to the Chambers of Commerce to identify business strategic priorities for delivery of the Economic Development Strategy 2021-22.</p> <p>Summer activation programs for Narooma and Batemans Bay were completed in partnership with the respective Chambers.</p> <p>Support was given for grant applications and strategic projects through the Place Score process and dissemination of the Place Score reports to chambers.</p>	✓

5.2.2 - Support the business community to build capacity

Action	Service	Comment	Status
5.2.2.1 Identify local business needs in terms of business training, design and promote capacity building programs	Business Development	Succession planning workshops for Moruya and Batemans Bay were held in April and May 2021 in conjunction with local professional service providers to advise business owners of financial and legal implications to consider well before implementing an exit strategy. Social media training was delivered in Tilba by the southern region Business Enterprise Centre under the Australian Small Business Advisory Services Advisory Service (ASBAS) program.	✓



5.3.1 - Work in partnership to continue to develop the tourism industry			
Action	Service	Comment	Status
5.3.1.1 Progress the implementation of the Eurobodalla Tourism Wayfinding and Signage Strategy	Tourism	Mogo Town entry signs have been completed and shire entry signs planning has commenced.	✓
5.3.1.2 Implement the adopted findings from the Visitor Information Services Review recommendations	Tourism	Implemented the new business partnership model.	✓
5.3.1.3 Progress the implementation of the Eurobodalla Destination Action Plan	Tourism	<p>Council continued to implement the Eurobodalla Destination Action Plan which was due to be completed by 30 June 2021.</p> <p>All actions in the plan that required a discrete outcome over the four years were completed including:</p> <ul style="list-style-type: none"> - The preparation and implementation of the Events Strategy. - The Brand Review and implementations of related marketing strategies, collateral and social and digital assets. - Visitor Information Servicing Review. - Batemans Bay Waterfront Plan. - Nature Based Tourism Study and implementation. - Product development including Mogo Trails, Coastal Headland Walk and Observation Point. - Implementation of new research framework including SpendMapp and Air DnA. - Operational actions continued in accordance with the goals and objectives of the Eurobodalla Destination Action Plan. 	✓
5.3.1.4 Progress the implementation of the Nature Based Tourism Study	Tourism	<p>The implementation of the Nature Based Tourism Feasibility Study continued for the Mogo Adventure Trails Hub and the Coastal Headlands Walking Trail projects. Council sought tenders from consultants to design and construct the Mogo Adventure Trails Hub.</p> <p>Council is working with Public Works on the initial stages of the Coastal Headlands Walk project. Council commenced preparing an interpretation plan for Batemans Bay and Observation Point.</p> <p>Council continues to work with National Parks and Wildlife Service (NPWS) on the development of the Murramarang 4 Day Walk Master Plan.</p> <p>Staff continue to meet with regional government agency representatives, including Destination NSW, NPWS, NSW Crown Lands and Forestry Corporation for NSW about Nature Based Tourism projects.</p>	✓



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

Action	Service	Comment	Status
5.3.2.1 Progress the implementation of the Event Strategy 2020-2024	Business Development	Event support funding was allocated, and staff worked with event organisers to deliver events where possible under COVID-19 restrictions. A range of new information for event organisers has been integrated into the corporate website. Updated and made the booking event form automated to ensure event organiser can get all the required base level information in as a starting point. The ability to now assess all event applications for funding on a matrix to ensure that the process is fair and equitable.	✓
5.3.2.2 Seek grant funding for the implementation of the Mogo Adventure Trail	Business Development	Council received \$8M in funding through the NSW Government Growing Local Economies Fund and the Bushfire Local Economic Recovery Fund to undertake detailed design and construction of the Mogo trails. The funding will enable the delivery of all trails identified in the Mogo Trails Master Plan as well as supporting infrastructure such as toilets, bike wash, showers, signage and trail head infrastructure.	✓
Link	Outcome		2020-21
5.3.2.2	Number of events provided with support		41

5.4 – ENSURE BUSINESSES HAVE ACCESS TO SUPPORTIVE PUBLIC AND TECHNOLOGY INFRASTRUCTURE**5.4.1 - Advocate and plan for infrastructure to support economic growth**

Action	Service	Comment	Status
5.4.1.1 Advocate for improved transport and telecommunications services (mobile and NBN)	Business Development	Advocacy continued to seek support and funding for a Moruya Master Plan and Activation Strategy due to the pending bypass and regional hospital development. Advocacy to seek funding to support a Higher Mass Limit B-double coupling/de-coupling bay continued. Support for ongoing development at the Moruya Airport with the reintroduction of additional Regular Public Transport air services. Council staff attended to launch of the Batemans Bay NBN co Business Fibre Zone and a briefing on growth to Southern Phone product expansion.	✓



6. RESPONSIBLE AND BALANCED DEVELOPMENT



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

This outcome seeks to ensure planning and development to support our future growth protects our environment and rural lands, respects our heritage and provides housing choice that meets community need with regard to supply, variety, type, design quality, sustainability and affordability.

Batemans Bay Waterfront Master Plan and Activation Strategy

In December 2020, the Council endorsed the Batemans Bay Waterfront Master Plan and Activation Strategy.

The plan positions the Central Business District foreshore as an inviting backdrop for Batemans Bay's residents and visitors and it was developed by Council after extensive discussions with local community groups, business and tourism enterprises, landholders, and planning experts.

Council commenced the activation program in February 2019 to implement the NSW Government Streets as Shared Spaces grant of \$93,446. The activation program involved creating playful and energetic space, creating a safe, comfortable, and inviting place, using the waterfront as a stage, and creating spaces for spontaneous acts.

The activations program repurposed 18 car parking spaces to create multiple play opportunities including: a temporary basketball half court and a skate spot street circuit, installation of a Wi-Fi network for 12 months, dining pods and an Instagram style photo frame. A further \$465,000 additional funding under the same program was granted to Council to deliver more activation projects on the Batemans Bay waterfront.

The Batemans Bay Waterfront Master Plan and Activation Strategy won two Australian Institute of Landscape Architects (NSW) Awards. Announced at an online ceremony in June, the Council and consulting partners in the project, Inspiring Place, won the Excellence in Urban Design category and took out the Regional Achievement Award.

The Batemans Bay Waterfront Master Plan and Activation Strategy will now proceed to the national Australian Institute of Landscape architects awards in October 2021.

The Batemans Bay Waterfront Master Plan and Activation Strategy will continue to be implemented over the next ten years.

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	<p>Council reviewed draft policy and legislative reforms including:</p> <ul style="list-style-type: none"> - Options for a NSW Agricultural Land Use Planning Strategy. - Draft guidelines for calculating native vegetation extent. - Proposed changes to the way that payments to the Biodiversity Conservation Trust are determined under the Biodiversity Offsets Scheme. - Draft conservation advice under the Environment and Biodiversity Protection Act 1999. - Draft NSW Coastal Design Guidelines. - Clause 4.6 of the Standard Instrument Local Environmental Plan. - Strategic planning for natural hazards in NSW and Design. - Place SEPP. <p>Council attended several webinars relating to bushfire recovery planning and community resilience.</p> <p>Council made submissions related to the employment zones reform and planning amendments proposed to support Agritourism. Council made an expression of interest to be part of targeted engagement related to a special flood considerations clause in the Local Environmental Plan.</p>	✓
6.1.1.2 Advocate and seek funding for Strategic Town Planning in towns and villages	Strategic Planning	<p>Council engaged a consultant to work with the community 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 bush fires. The project is funded through bushfire recovery funding.</p> <p>Council has advocated for and sought funding for strategic town planning in Moruya to leverage off opportunities and expected changes related to the Princes Highway Bypass and regional hospital projects being delivered by the NSW Government.</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.</p> <p>Council started developing draft subdivision provisions to be incorporated in the relevant Eurobodalla Development Control Plans and inform future subdivision. Council commenced drafting a planning proposal that would implement the reclassification and rezoning of land identified in Council's adopted Recreation and Open Space Strategy.</p> <p>Council commenced work with property owners in the Dalmeny land release area to prepare a Development Control Plan.</p>	✓
6.1.2.2 Implement the Batemans Bay Waterfront Master Plan and Activation Strategy	Strategic Planning	<p>Council commenced an activations program in February 2021 to implement the NSW Government Streets as Shared Spaces grant of \$93,446. Addressing the four guiding principles of the Batemans Bay Waterfront Masterplan and Activation Strategy, the activations program involved creating playful and energetic space, creating a safe, comfortable, and inviting place, using the waterfront as a stage, and creating spaces for spontaneous acts. The activations program repurposed 18 car parking spaces to create multiple play opportunities including: a temporary basketball half court and a skate spot street circuit, installation of a Wi-Fi network for 12 months, dining pods and an Instagram style photo frame.</p> <p>Working in partnership with the Batemans Bay Chamber of Commerce, pop up style performances occurred using a boat for staging during night-time events with other performers appearing in designated locations. Similarly, the River of Art local community organisation was contracted to provide a pop-up activity with artists painting portable mural canvases on the waterfront.</p> <p>Council received a further \$465,000 funding under the same program to deliver more activation projects on the Batemans Bay waterfront. Preparation of an interpretation plan for Batemans Bay waterfront commenced as part of this program.</p>	✓
6.1.2.3 Continue to review Infrastructure Contributions Plans	Strategic Planning	<p>Council engaged a contributions plan consultant to work with and advise an internal working group about the Council's Infrastructure Contribution Plan review. Draft works schedules</p>	✓

		were developed to form the basis of the plan. Council's cross organisation working group has commenced the review of the Plans.	
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6.2 – ENSURE DEVELOPMENT IS SUSTAINABLE, AND REFLECTS COMMUNITY VALUES AND THE DESIRED LOCAL SETTING

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

Action	Service	Comment	Status
6.2.1.1 Share information through builder and developer forums	Development Assessment and Building Certification	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. Further communications distributed to advise the development community about changes to the way applications are lodged and processed commencing July 2021, i.e. through the NSW Planning Portal.	✓
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	89 formal pre-lodgement meetings have been held with applicants. There were also 26,204 emails and 20,753 phone calls received, a total of 46,957 enquiries.	✓

6.2.2 - Provide receptive and responsive development assessment services

Action	Service	Comment	Status
6.2.2.1 Assess and determine development applications	Development Assessment and Building Certification	The average processing time for development applications and section 4.55 applications (previously section 96) is 37.44 days. Council received 1,065 applications. This is up 19% on last year financial year and up 15% on the five-year average. The total number of applications determined was 956. This is up 29% on the last financial year and up 18% on the five-year average. Council received 2,252 planning (10.7) certificates, with 79.6% processed in less than two days; 18.1% processed in more than two days and 2.3% processed in more than four days (note days include weekends).	✓
6.2.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	109 construction certificates received and 92 determined.	✓
6.2.2.3 Assess and determine complying development applications	Development Assessment and Building Certification	13 complying development certificates received and 10 determined.	✓



6.2.2.4 Provide certification inspection services	Development Assessment and Building Certification	2,353 building and plumbing inspections carried out including 1,414 plumbing inspections and 939 certification inspections. 95% of these were carried out within 24 hours of the initial request.	✓
6.2.2.5 Undertake pool fence inspection compliance program	Development Assessment and Building Certification	227 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.	✓
Link	Outcome		2020-21
6.2.2.1	Number of development assessments received		1,065
6.2.2.1	Number of development assessments determined		956
6.2.2.1	Percentage of 10.7 planning certificates issued within agreed timeframe		100%
6.2.2.2	Number of construction certificates issued		92
6.2.2.4	Percentage of certification inspection carried out within 24 hours of request		95%

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

6.3.1 - Enable housing choice through responsive planning instruments

Action	Service	Comment	Status
6.3.1.1 Implement responsive planning instruments	Strategic Planning	Council continues to progress actions listed in Council's adopted Local Strategic Planning Statement, including the preparation of the Biodiversity Strategy and the development of subdivision planning controls.	✓



7. CONNECTED AND ACCESSIBLE PLACES



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

This outcome targets the delivery of effective transport options for our community. This involves the continual development of connections into and around Eurobodalla including local and regional roads, traffic congestion at peak times, footpaths, shared pathways, public transport, and freight and tourism connections.

Bridges

The 2019-20 Black Summer Bushfires had a significant impact on roads infrastructure including roads, bridges and signage.

Many of the shires small communities were isolated after the fires damaged or destroyed 18 timber bridges across Eurobodalla, at a cost of around \$8 million. One additional bridge was also damaged by floods in early 2020.

Throughout the year Council worked hard to replace or repair these bridges to restore connectivity to remote areas of Eurobodalla.

To 30 June 2021, 16 of the 18 bridges have been replaced or repaired over the 18-month period since the fires. This has been a huge feat for our staff and contractors. Usually constructing one bridge of this size takes anywhere between 20 and 26 weeks to complete.

Wherever possible, bridges have been replaced with concrete rather than timber and using modular bridges which are comprised of components that are manufactured off site and then put together on site.

Many of the damaged bridges were west of the Princes Highway and provided critical access to and from regional properties. Restoring access to these communities allowed families to access supplies, children to attend school and farmers to effectively run their businesses.

In addition to the construction work that has taken place during the year, Council has also secured funding to replace another eight timber bridges under the Fixing Country Bridges Program in 2021-23. This will significantly increase the communities resilience into the future.

Council appreciates the support of the Australian and NSW Government's combined Disaster Recovery Funding Arrangements.

Council continues to work closely with Transport for NSW and John Holland to facilitate the construction of the Batemans Bay bridge and foreshore areas.

Eurobodalla Road Safety Plan

Implementation of this plan aims to save lives and reduce road related trauma. A feature was the \$3.8 million in stimulus grant funding secured toward the major realignment of George Bass Drive at Grandfathers Gully bends. This project was designed to facilitate re-use of surplus fill material to accelerate five road safety projects along the George Bass Drive growth corridor with construction works planned to be complete over 2020-22.

7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK

7.1.1 - Advocate for improved transport links, services and infrastructure

Action	Service	Comment	Status
7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure	Transport	<p>Proactively working through the NSW Roads and Transport Directorate to advocate for improved funding for local and regional roads. New NSW Government \$500M Fixing Local Roads (FLR) and \$500M Fixing Country Bridge (FCB) Programs in place. \$3,125,000 in grants secured under FLRs program round 1 and \$537,000 under FLRs round 2.</p> <p>Successful applications lodged under FCBs program (\$7,116,900) to allow replacement of eight timber bridges in 2021-23, significantly increasing community resilience.</p> <p>Partnered with IPWEA NSW and NSW Roads and Transport Directorate.</p> <p>Worked with Canberra Joint Region Organisation of Councils (CRJO) on transport infrastructure package for major local and regional road grants and pathways.</p> <p>Advocated to TfNSW for improved pedestrian facilities in Moruya, Mogo, Bodalla and Narooma on the Princes Highway. Projects now under design by TfNSW in Mogo and Bodalla. Narooma pedestrian refuge delivered near Kinema by TfNSW. Funding secured in Moruya for roundabout in Ford Street, project delivered by Council.</p> <p>Continued work with TfNSW to improve pedestrian movement across the Princes Highway, at Mogo school, to upgrade the Princes Highway/Tomakin Road intersection. Negotiated grant application under stimulus funding by TfNSW for upgrades to local roads and parking in Mogo (awaiting outcome).</p> <p>Successful advocacy to improve signage following changes made to the Princes Highway/Centenary Drive intersection to reduce impacts on residents and business.</p> <p>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.</p> <p>Presentation to the NSW Roads Conference on the Eurobodalla bushfires provided to the Regional Local Government Conference, YIPWEA Australasian Forum, Illawarra LEMC and Australian Local Government Association Roads Regions and Resilience conference promoting a new paradigm</p>	✓



		<p>in emergency management and infrastructure resilience.</p> <p>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 and recovery of Council roads, including dealing with massive secondary tree death issue across 490km of local road.</p> <p>Successfully advocated for provision of stimulus funding from the NSW and Australian governments for various transport related programs. \$3.8M secured for Grandfathers Gully bends.</p> <p>Submission made to TfNSW on Regional Road Classification Review and Regional Road Transfer.</p> <p>Provided a submission to the National Road Safety Strategy 2021-30.</p> <p>Secured an initial \$300,000 extra funding from Resilience NSW and then an extended deadline for removal of second wave bushfire affected hazardous trees on local roads.</p> <p>Successful advocacy to Transport for NSW to approve and fund a new road alignment for Araluen Road to permanently bypass landslide sites at 22km mark.</p>	
<p>7.1.1.2 Seek grant and other funding to sustain and improve the local and regional transport network</p>	<p>Transport</p>	<p>Grants funds secured:</p> <ul style="list-style-type: none"> - \$7.1M under Fixing Country Bridges Round One to be leveraged against annual bridge renewal funding 2021-23 for: <ul style="list-style-type: none"> - Grumleys Bridge \$600,150 - Cobra Bridge \$407,650 - Clarkson Bridge \$600,150 - Punkalla Bridge \$1,145,750 - Cowdroys Bridge \$407,650 - Silo Farm Bridge \$2,297,750 - Potato Point Bridge \$600,150 - Tilba Tilba Bridge \$1,057,650 - \$3.8M under the Australian and NSW Government Stimulus Commitment for realignment of Grandfathers Gully bends, George Bass Drive Lilli Pilli to be leveraged against Section 94 contributions for Grandfathers Gully Road and Arterial Roads. - \$3.125M under Fixing Local Roads Program Round One for various projects. - \$1.04M from Australian Government Local Roads and Community Infrastructure: 	



		<ul style="list-style-type: none"> - Codys Bridge Larrys Mountain Road, Moruya \$100,000 - Beach Road, Batemans Bay \$250,000 - Pathways (various) \$150,000 - Ridge Road, Tilba \$150,000 - Nerrigundah Mountain Road \$100,000 - Bill Smyth Oval, Narooma \$289,292 - \$850,000 under the Australian Government Bridges Renewal Program for Garlandtown bridge. - \$537,000 under Fixing Local Roads Program Round Two with 25% matching funding for: <ul style="list-style-type: none"> - Peninsula Drive, Surfside \$273,750 - Wallarah Street, Surfside \$263,250 - \$360,000 under Australian Government Road Safety Program, School Zone Infrastructure Sub-program for installation of Pedestrian Crossings at six sites. - \$72,000 for Bodalla Driver Reviver – partnership with Bodalla RFS. - \$50,000 from TfNSW Ford Street/Ford Lane roundabout. - Australian Government Road Safety Stimulus Funding via Transport for NSW for Tuross Head off highway bus facility \$270,000. <p>Grant applications submitted:</p> <ul style="list-style-type: none"> - \$2.5M from NSW Government Fixing Country Roads for Roundabout at George Bass Drive, Kuppa Avenue and Sylvan Street, Malua Bay requiring matching funding of \$500,000 from Section 94 Arterial Roads. - \$1.6M from Australian Government Road Safety Stimulus Funding via Transport for NSW for Mogo road safety upgrades including roundabout at Tomakin Road/Charles Street, off street parking near Bateman Street, Charles Street connection (Annetts Street to Charles Street carpark). - \$1M for widening shoulders and signage under NSW Safer Roads Program. - \$500,000 application submitted to NSW Government High Street(s) to upgrade Moruya CBD East economic development 	
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		including footpaths, traffic calming and footpath trading (unsuccessful). - Fixing local Roads Program Round Three.	
Link	Outcome		2020-21
7.1.1.2	Funding secured from sources other than rates and charges		\$8,794,000

7.1.2 - Provide a safe efficient and integrated transport network

Action	Service	Comment	Status
7.1.2.1 Provide a safe efficient and integrated transport network	Transport	<p>Inspection and maintenance of the road network ongoing as per schedule. Delays due to re-prioritisation of resources due to flood impacts.</p> <p>The 2019-20 bushfires and subsequent seven declared natural disaster flooding events resulted in significant damage to the local road network including:</p> <ul style="list-style-type: none"> - 490 km of bushfire affected roads. - 18 timber bridges damaged or destroyed by fire and one timber bridge damaged by flood. - Significant flood damage to the local road network including a major landslide on Araluen Road, Cadgee Mountain Road, Nerrigundah Mountain Road and Reedy Creek Road. - Significant damage on various locations on the sealed and unsealed road network. - Significant landslides and longitudinal cracking across local road network with highly specialised solutions required to recover the road at those sites. - Damage to drainage structures and drains. <p>Significant natural disaster declaration work from Black Summer Bushfires and February, July, August, October, December 2020 and March and May 2021 floods including clean-up from each event and on-going recovery work funded under the Natural Disaster Relief and Recovery Arrangements (NDRRA) complete and in progress over 2019-22.</p> <p>Araluen Road – major landslides</p> <ul style="list-style-type: none"> - Regular direct letters to residents, media releases and a public meeting held. - Temporary route initially upgraded immediately following late October flood and landslide. Additional upgrades negotiated with TfNSW complete. - 19km mark – detailed investigations undertaken, initial soil nailing and 	✓



		<p>associated works complete to improve safety. Additional work planned for 2021-22.</p> <ul style="list-style-type: none"> - 22km mark - detailed investigations and designs complete. Approval for funding under NDRRA successfully obtained with collaboration from TfNSW and Resilience NSW. - 43km mark – Public Works Advisory engaged to undertake. - Numerous smaller sites rectified. - Remaining sites scheduled for 2021-22. <p>The following bridges were replaced (following repairs in 2019-20):</p> <ul style="list-style-type: none"> - Rosedale footbridge - Old Tomakin Road, Mogo - Sinclairs Bridge, Eurobodalla Road - Cheese Factory, Eurobodalla Road - Gulph Creek, Nerrigundah Road - Bradbury’s Bridge, Araluen Road - Reedy Creek Bridge, Eurobodalla Road - Peach Tree Bridge, Eurobodalla Road - Belowra Bridge, Belowra Road - Belimbla Creek Bridge, Belowra Road - Sitters Creek Bridge, Belowra Road <p>The following bridges received approval for replacement in concrete by TfNSW:</p> <ul style="list-style-type: none"> - Kennys Creek Bridge, Araluen Road contract let – delayed due to landslides March 2021 flood - McGregors Creek Bridge, Araluen Road contract let – start delayed due to landslides March 2021 flood - Murphy Bridge, Eurobodalla Road – bridge components ordered - Old Bolaro Road Bridge, Old Bolaro Road – under design <p>Codys Bridge, Larrys Mountain Road funded under the Local Roads Community Infrastructure Program.</p> <p>Capital renewal and upgrade works in Operational Plan 2020-21 progressed with some impacts due to flooding.</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 following major bushfire clean-up impacts.</p> <p>Resealing local and regional roads under new Local Government Procurement contract complete</p> <p>Additional projects to those within the Operational Plan in 2020-21:</p>	
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		<p>Urban road reconstruction:</p> <ul style="list-style-type: none"> - Trafalgar Road, Tuross Head - Old Highway, Narooma - Wave Street, Tuross Head - Bowen Street, Narooma - Mulgowrie Street, Malua Bay - Annetts Street, Mogo - Queen Street, Mogo (in progress - delayed due to floods) - Costin Street, Narooma (in progress - delayed due to floods) <p>Pavement rehabilitation:</p> <ul style="list-style-type: none"> - Riverside Drive, Narooma - Bergalia Street, Moruya - Tomakin Road, East of Dunn’s Creek c - Heron Road, Catalina - George Bass Drive at Joes Creek, Catalina - Litchfield Crescent, Long Beach - Bowerbird Place, Malua Bay (in progress) - North Head Drive (in progress) <p>Rural Roads:</p> <ul style="list-style-type: none"> - Nerrigundah Road, Eurobodalla - Congo Road South, Congo - Dunns Creek Road realignment (road safety) - Tomakin Road stage one (road safety funding over three years) - George Bass Drive Lilli Pilli realignment (in progress) <p>Car parks:</p> <ul style="list-style-type: none"> - Moruya Showground parking upgrade - Nelligen Boatramp carpark - South Durras Boatramp carpark <p>Road Safety:</p> <ul style="list-style-type: none"> - Ford Street roundabout, Moruya - Shore Street, Moruya pedestrian safety improvements - Heron Road, Catalina - Clyde Street, Batemans Bay pedestrian safety improvements and pathways (funded by T4NSW). - Beach Road median island, Batemans Bay 	
<p>7.1.2.2 Build, renew and maintain the stormwater network</p>	<p>Stormwater</p>	<p>Inspection and maintenance of the stormwater network complete as per schedule. Capital renewal and upgrade works in Operational Plan 2020-21 substantially complete.</p>	
<p>7.1.2.3 Provide traffic management and transport planning</p>	<p>Transport</p>	<p>Adopted Road Safety Plan 2019-22 (RSP) used as basis of advocacy to secure funding. RSP</p>	



		<p>presented Goulburn SEATS meeting with positive feedback from member Councils.</p> <p>Moruya CBD east pedestrian improvement plan implementation commenced with positive feedback from the community and Chamber of Commerce.</p> <ul style="list-style-type: none"> - Two raised pedestrian crossings installed on Ford Street and Shore Street. - Additional \$50,000 grant secured from Transport for NSW to install roundabout Ford Street/Ford Lane. <p>Funding secured from TfNSW for safety works in Clyde Street Batemans Bay including two raised pedestrian crossings complete.</p> <p>Collaboration with TfNSW on various upgrades to traffic and pedestrian facilities on the Princes Highway including joint work on pursuit of stimulus funding.</p> <p>TfNSW agreement secured to install 30km/hr high pedestrian activity speed zones in Moruya CBD east.</p> <p>Advocacy to TfNSW to install 30km/hr speed zones in high pedestrian activity zones in Batemans Bay CBD west (Beach Road to west of new bridge on Clyde Street).</p>	
7.1.2.4 Coordinate the Local Traffic Committee	Transport	Nine meetings held.	✓
7.1.2.5 Investigate technology options to monitor and manage parking demand and compliance	Transport	<p>Trial parking sensors in place in Clyde Street Batemans Bay.</p> <p>Trailer being fitted out as mobile device to collect data that can potentially include other sites (including pedestrian and vehicle counts).</p>	✓
Link	Outcome		2020-21
7.1.2.1	Transport capital renewal, upgrade and new works program >85% complete		100%
7.1.2.1	Length of local and regional road maintained		1,018.5km
7.1.2.2	Stormwater capital renewal, upgrade and new works program >85% complete		100%
7.1.2.2	Length of local and regional stormwater maintained		190km
7.1.2.3	Number of car parks maintained		148

7.2 – IMPROVE PROVISION AND LINKAGES OF OUR PATHWAY NETWORK

7.2.1 - Provide and enhance the pathway network

Action	Service	Comment	Status
7.2.1.1 Build, renew and maintain pathway network	Transport	<p>Inspection and maintenance of the pathway network complete as per schedule.</p> <p>Capital renewal and upgrade works in Operational Plan 2020-21 on schedule.</p> <p>New pathway installations completed at the following locations:</p>	✓



		<ul style="list-style-type: none"> - Old Highway, Narooma 238m - Annetts Street, Mogo 200m - Park Street, Mogo 210m - Corunna Street, Narooma 73m - Shore Street, Moruya 100m - Luck Street, Moruya 280m - Noble Parade, Dalmeney 250m - Myamba Parade, Surfside 200m - Timbara Crescent, Surfside 50m - Northcove Drive, Longbeach 300m - South Head Drive, Moruya 30m (plus 350m gravel) 	
7.2.1.2 Leverage existing funding to accelerate expansion of the network	Transport	<p>Applications made to the NSW Government under the Active Transport Program for nine projects. Funding secured under the Australian Government:</p> <ul style="list-style-type: none"> - Local Roads and Community Infrastructure Program for five pathways \$150,000 - Disaster Recovery Funding, councils affected by bushfires \$145,300 Annetts Street, Mogo \$30,300 and Church Street/Park Street, Mogo - Community Development Grant \$250,000 - South Head Road. 	✓
Link	Outcome	2020-21	
7.2.1.1	Pathways capital renewal, upgrade and new works program >85% complete	100%	
7.2.1.1	Length of new pathways constructed	2.28km	
7.2.1.1	Length of local and regional pathways maintained	131km	
7.2.1.2	Funding secured from sources other than rates and charges	\$545,300	

7.3 – EXPLORE AND DEVELOP PUBLIC TRANSPORT OPTIONS AND SYSTEMS

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

Action	Service	Comment	Status
7.3.1.1 Advocate for improved public transport	Transport	<p>\$270,000 funding secured under stimulus road safety funding for major car park upgrade at corner of Princes Highway/Hector McWilliam Drive, Tuross Head. Works substantially advanced with crews diverted to other works due to natural disasters. Works to be complete, including lighting upgrades by the end of 2021</p> <p>Funding received from the NSW Government Country Passenger Transport Infrastructure Grants Scheme for new bus shelters to be completed by November 2022 at:</p> <ul style="list-style-type: none"> - Trafalgar Road, Tuross \$11,000 - landra Road, Surfside \$11,000 - Lilli Pilli Road, Lilli Pilli \$11,000 	✓

		- Dalmeny Drive, Kianga \$11,000	
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7.4 – ENHANCE CONNECTIVITY INTO AND OUT OF EUROBODALLA THROUGH IMPROVED AIR, ROAD AND MARINE TRANSPORT LINKS

7.4.1 - Provide and enhance the Regional Airport

Action	Service	Comment	Status
7.4.1.1 Operate and maintain the Moruya Airport	Commercial Entities	<p>Passenger numbers have fluctuated significantly during the year but overall are significantly down due to COVID-19.</p> <p>The airport remains fully operational and passenger flights returned to a pre-COVID-19 level on 29 March 2021.</p> <p>The airport has seen a 20% increase in general aviation traffic over last year.</p>	✓
7.4.1.2 Continue the implementation of the Moruya Airport Master Plan	Commercial Entities	The 11-lot subdivision is complete with internal road now finished and an Expression of Interest process has been undertaken to secure lessees for the new precinct.	✓
Link	Outcome		2020-21
7.4.1.1	Number of landings at the airport		12,082
7.4.1.2	Moruya Airport Master Plan progress		100%
7.4.1.1	Number of passengers		6,488

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

Action	Service	Comment	Status
7.4.2.1 Work with key partners to advocate for the progressive upgrade of the Princes and Kings Highways and the electric highway	Transport	<p>Roads Maintenance Management Contract work undertaken on Kings Highway for Transport for NSW (TfNSW).</p> <p>Advocated successfully to TfNSW for clearing of bushfire affected trees on the Kings Highway and Princes Highway and to remove secondary tree death to improve resilience. Additional funding secured to address secondary tree death on Clyde Mountain with works planned under the direct management of TfNSW in the first half of 2021-22 (subject to approvals).</p> <p>Proactively worked directly, and through SEATS, to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades. Virtual presence at SEATS meetings and presenting the Eurobodalla Road Safety Plan 2019-22 and impacts of natural disasters seeking assistance.</p> <p>Worked with Canberra Joint Region Organisation of Councils (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway.</p>	✓



		<p>Worked with TfNSW on the pre-construction activities for the design of the South Batemans Bay Link Road connection.</p> <p>Worked with TfNSW and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with proposed regional hospital.</p> <p>Worked with the NSW Roads and Transport Directorate in accord with the NSW Roads Congress Communique 2020.</p> <p>Attended Local Roads Congress 2021 and presenting on emergency services arrangements and advocating for a new paradigm</p> <p>Participated in TfNSW Princes Highway Moruya Bypass Value Management and Princes Highway Burrill Lake to Batemans Bay Strategic Options Assessment Workshops. Electric highway issues advocated in those forums.</p> <p>Additional funding secured and works complete by Council under contract to TfNSW for road safety upgrades on the Kings Highway:</p> <ul style="list-style-type: none"> - West of Allards Lane - East of Leachey Flat - West of Western Distributor <p>Designs complete in accord with TfNSW scope for the upgrade of the Kings Highway east of Lyons Road.</p> <p>Advocated to TfNSW to conduct additional select tree works to improve resilience of Princes Highway from South Durras Moruya to Bega (June 2021). Request also made via LEMC and BFMC.</p> <p>Major advancements on Princes Highway by TfNSW including Batemans Bay bridge, Albion Park by-pass, planning for Ulladulla by-pass, planning for Moruya by-pass, corridor planning for duplication of the highway from Nowra to Batemans Bay (refer to TfNSW for further detail).</p> <p>Substantial mass action road safety projects underway along Princes Highway.</p>	
<p>7.4.2.2 Continue to advocate to the NSW Government to optimise outcomes from delivery of the new Batemans Bay bridge</p>	<p>Transport</p>	<p>Council proactively worked directly with TfNSW to implement outcomes arising from Foreshore Advisory Committee on foreshore improvements, and Council’s submission on proposed foreshore plans.</p> <p>Successfully advocated for funding to modify parking within Clyde Street and provide improved pedestrian facilities (two raised marked pedestrian threshold treatments with proposed 30km/hr speed zone). First stage of work completed by Council.</p> <p>Foreshore work underway by TfNSW/John Holland.</p>	



		<p>Welcome signage agreed to be provided by TfNSW for people accessing Batemans Bay via the proposed new floating pontoon. Signage to include both Indigenous and European welcome.</p> <p>Regular teleconferences held with Batemans Bay Bridge Project Managers (TfNSW and John Holland) to track progress and assist project logistics.</p> <p>Working with TfNSW to optimise bus turning arrangements on Clyde Street west. Parking arrangements modified.</p>	
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7.4.3 - Work in partnership to develop marine infrastructure

Action	Service	Comment	Status
<p>7.4.3.1 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels</p>	Transport	<p>Marine Infrastructure Asset Management Plan (MIAMP) to recommence in first half of 2021-22 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 Marine Parks, Fisheries and 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. Maritime NSW agreement to undertake monitoring of depths in 2021-22 agreed.</p> <p>Ongoing 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> <p>Council has advocated successfully for a state funded fishing platform and floating pontoon to be incorporated as part of the replacement Batemans Bay bridge works on the foreshore and has funding to upgrade various Council owned boating facilities in the next financial year.</p> <p>Substantial grant funding secured for local boating facilities upgrades from NSW Government.</p> <p>Discussions on funding opportunities under the NSW Government’s Marine Estate Management Strategy underway.</p>	✓
<p>7.4.3.2 Seek additional funding for local boating and marine infrastructure</p>	Transport	<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 28 Sept 2020:</p> <ul style="list-style-type: none"> - Mill Bay fish cleaning table replacement \$9,005 	✓

		<ul style="list-style-type: none"> - Hanging Rock fish cleaning tables cover \$14,336 <p>Four Boating Now Grants submitted March 2020 were approved 30 July 2020:</p> <ul style="list-style-type: none"> - Hanging Rock boat ramp facility upgrade \$300,000 - Apex park boat ramp pontoon upgrade \$58,000 - Mossy Point boat ramp facility upgrade \$60,000 - Brierleys boat ramp facility upgrade \$700,000 <p>One application made under the Recreational Fishing Trust for a new Fishing Platform at Jack Buckley Park \$9,865.</p>	
7.4.3.3 Maintain, renew and upgrade boating and marine infrastructure	Transport	<p>Inspection and maintenance of boating and marine infrastructure undertaken within budget. Capital renewal and upgrade works in Operational Plan 2020-21 on schedule.</p> <p>Additional grant funded works planned across 2020-21 and 2021-22 include:</p> <ul style="list-style-type: none"> - Hanging Rock Boatramp, Batemans Bay facilities upgrade including washdown hardstand, pontoon extension installation in progress and streetlighting design procured. - Apex Park, Narooma pontoon replacement. - Brierleys Boatramp, Moruya approval applications to NSW Government in progress. - Moruya River rockwall protection, Northhead Drive, Moruya. 	✓
Link	Outcome		2020-21
7.4.3.2	Funding secured from sources other than rates and charges		\$1,141,341
7.4.3.3	Capital renewal, upgrade and new works program >85% complete		100%

8. COLLABORATIVE AND ENGAGED COMMUNITY



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

This outcome focuses on building a collaborative and connected community that recognises our mutual responsibility to work towards our goals, and actively participates and engages to improve outcomes for Eurobodalla. This involves being informed, having access to up to date information about local issues, and a variety of options to easily and readily engage in an open dialogue with community leaders and organisations to express their views.

Bushfire Commemorations

Twelve months on from the start of the 2019-20 Black Summer Bushfires in Eurobodalla, Council held bushfire commemorations to reflect and remember, but also to give thanks to the people who kept us safe during the bushfires.

On Thursday 26 November 2020, Council's flags were flown at half-mast to mark the anniversary of the start of the Currowan bushfire. Extreme weather conditions saw the Black Summer Fires devastate 79 per cent of the shire's landscape, with the loss of three lives and more than 500 homes destroyed.

On Wednesday 9 December 2020, Council hosted a bushfire commemorations ceremony, which was attended by representatives from agencies and organisations such as the NSW Rural Fire Service, NSW Police, Fire and Rescue NSW, State Emergency Service, Essential Energy, Forestry NSW and Surf Life Saving Clubs.

Eurobodalla Mayor Liz Innes and Deputy Mayor Cllr Rob Pollock, alongside Gilmore MP Fiona Phillips and Bega MP Andrew Constance, unveiled a commemorative plaque located in the Council Administration building forecourt in Moruya. The plaque reads "Eurobodalla Council gives thanks for the courage and compassion of all who helped through the dark days of the emergency and recovery efforts since."

In addition to the plaque unveiling, agencies and organisations were presented with commemorative pins. The pins were designed to incorporate banksias to symbolise regeneration, storing energy in tubers for quick regrowth and woody seedpods which burst once fire passes by. The black cockatoos symbolise the power of spirit. In Aboriginal lore these celebratory birds bring happiness and contentment, and they are often said to herald rain.

Council's flags flew at half-mast again on 4 March 2021, signalling fires declared out in Eurobodalla.

Eurobodalla Mayor Liz Innes gave thanks to the many people who served Eurobodalla during the 2019-20 bushfire emergency and the recovery efforts since.

8.1 – ENCOURAGE AN INFORMED COMMUNITY**8.1.1 - Coordinate delivery of effective media coverage across a range of channels**

Action	Service	Comment	Status
8.1.1.1 Manage media relations and advice and respond to queries	Communications	Advice was provided to staff on media and communication matters. Council continues to nurture strong relations with local media, including a significant number of journalists new to the area. Media queries were responded to promptly, with collaboration of staff where appropriate.	✓
8.1.1.2 Prepare and distribute media releases	Communications	Council prepared and distributed 240 media releases for coverage in print, online and radio media, which resulted in 66 requests for interviews.	✓
Link	Outcome	2020-21	
8.1.1.1	Number of media queries	112	
8.1.1.2	Number of media releases distributed	240	

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

Action	Service	Comment	Status
8.1.2.1 Assist to develop and implement communication strategies for key projects	Communications	Communications support was provided for the following campaigns and projects: 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, YDrive learner driver program, Youth Week and Currents live music event, Local Hero Award, Mayor's Writing Competition, Ford Street roundabout, Clean Up Australia Day, Batemans Bay activation events, March floods, Bay Pavilions branding engagement, COVID safety compliance, pre-Easter compliance messaging, non-resident ratepayer pre-election communication, ongoing bushfire recovery communications including monthly newsletter.	✓
8.1.2.2 Prepare, design and publish Council's communications	Communications	Design projects included the designing of Council's Annual Report, Delivery Program and Operational Plan; design and review of bushfire anniversary pin, booklet and plaque; all three editions of Living in Eurobodalla including extra two-page insert for Bay	✓



		<p>Pavilions in third quarter; 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; 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; brochures and fact sheets for water bill; vacation care; cat bibs; penguins, Snapper Island signage; design and review of the heritage award; Eurobodalla Libraries sub-branding project; Botanic Garden interpretive signage, map, website and other collateral; development of Eurobodalla Seed Library brand and collateral; signage for Children’s Services; Eurobodalla Transport Guide; detailed designs, Request For Quotation specs and supplier appointment for town entry signage; Youth Week promotional collateral; Mogo Activation Plan engagement materials; giant photo frame branding decals; bushfire recovery contacts flyer; Umbarra signage production and final artwork; library bags and cards, Eurobodalla Libraries logo; Our Eurobodalla logo and concept board; Basil Sellers Art Prize logo, branding and retrospective signage; and 3Bs.</p>	
8.1.2.3 Manage corporate websites	Communications	<p>The new corporate website was launched on 4 February 2021. The site offers a fresh new look, easier navigation, and all-round improved usability. The search function is much improved and the site now works effectively on tablets and phones. Positive feedback has been received from residents and agencies. Work continues on new sites for the Botanic Garden and the Bas.</p>	✓
8.1.2.4 Manage social media channels	Communications	<p>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. Council has 16,067 Facebook followers, 2,303 Instagram followers and 89 YouTube followers.</p>	✓
Link	Outcome	2020-21	
8.1.2.2	Number of Council News subscribers	2,862	
8.1.2.3	Website traffic	240,744	
8.1.2.4	Number of social media followers	18,459	



8.2 – PROVIDE OPPORTUNITIES FOR BROAD AND MEANINGFUL ENGAGEMENT TO OCCUR

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

Action	Service	Comment	Status
8.2.1.1 Support and provide advice to staff on effective community engagement	Communications	Communications support was provided through 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
8.2.2.1 Develop effective communications that support quality engagement	Communications	Specific engagement communication support was developed for the Coastal Management Program; Mogo Rebuild activities and the Mogo Activation Plan; the Batemans Bay Regional Aquatic, Arts and Leisure Centre branding project; voting for non-resident ratepayers in the upcoming local government election, and information about disaster resilience, assisting the shire's rental shortage; and how to stay up to date by subscribing or engaging with Council's platforms.	✓

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

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

Action	Service	Comment	Status
8.3.1.1 Publish regular Mayoral 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, Delivery Program 2017-22 and Operational Plan 2021-22 and the Annual Report 2019-20.</p> <p>Several digital Mayoral messages were uploaded to Council's 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/Power FM.</p>	✓
8.3.1.2 Facilitate and support civic functions	Corporate and Community Leadership	<p>The following civic functions were facilitated by the Mayor:</p> <ul style="list-style-type: none"> - BlazeAid relaunch and welcome BBQ. - Citizenship ceremonies. - Welcome Back to Your Botanic Garden. - Sod Turning for Bay Pavilions. - Bushfire Commemorations. 	✓



		<ul style="list-style-type: none"> - BlazeAid thank you dinner. - Visit by Deputy Prime Minister regarding Southern Water Storage funding. - Local Hero Awards. - Mayor's Writing Competition Presentation. <p>It should be noted that a number of functions were not held due to COVID-19 restrictions.</p>	
Link	Outcome		2020-21
8.3.1.1	Number of Mayoral messages published		5

8.3.2 - Provide advice and public relations management in response to issues			
Action	Service	Comment	Status
8.3.2.1 Manage media and public relations issues	Communications	Issues managed on an ongoing basis.	✓



9. INNOVATIVE AND PROACTIVE LEADERSHIP



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

This outcome focuses on council as a leader and the way we operate as an organisation. This involves ensuring council practices sound, sustainable, ethical and transparent decision making, provides a fair and safe workplace and manages community finances and assets responsibly.

Trainees and Apprentices

Eurobodalla Shire Council's annual Trainee and Apprenticeships program continued during 2020-21.

Seven Youth Business Administration Trainees completed their formal training through TAFE NSW at the end of 2020, obtaining a Certificate III in Business Administration. Due to the COVID-19 impacts during the year, most of their classes were delivered online. Three of the seven Youth Trainees went on to secure temporary positions at Council, which began in 2021.

In September of 2020, the recruitment process for 2021 Trainees and Apprentices commenced with eight youth business administration traineeships, five water operations traineeships and a carpentry apprentice.

In October the recruitment process was finalised and in November 2020, eight trainees and one apprentice commenced their on the job training early across various areas of Council. The remaining trainees and additional apprentices commenced, as usual, in February 2021.

These trainees have progressed well with their studies and on the job training between February and June, with many having already been signed off on several units of competency.

The traineeship and apprenticeship program has been extremely successful over the past decade. It has seen 99 trainees, apprentices and cadets complete their studies and achieve various qualifications across many different areas of Council.



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

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

Action	Service	Comment	Status
9.1.1.1 Review Council's Delivery Program and prepare the Operational Plan	Corporate and Community Leadership	The review of the 2017-22 Delivery Program and finalisation of the 2021-22 Operational Plan, including the budget and fees and charges, was finalised and adopted in June 2021. Council's Delivery Program 2017-21 was extended to cover the 2017-22 period due to the deferral of Council elections and the extension of the current Council's term (to December 2021).	✓
9.1.1.2 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. Of the 184 actions planned to be delivered, 182 (98.9%) were complete and two (1.1%) were deferred.	✓
9.1.1.3 Review and update the Resourcing Strategy	Corporate and Community Leadership	The Resourcing Strategy has been reviewed to take into consideration the 2021-22 Operational Plan.	✓
9.1.1.4 Undertake a review of capacity and functionality upgrades in the transport asset class	Technical Services	Route plan for George Bass Drive commenced with grant funding secured for the realignment of Grandfathers Gully Bends (\$3.8M). Surplus fill utilised on additional road safety improvements along George Bass Drive and Cullendulla Drive to advance delivery of Road Safety Plan 2019-22. Section 94 works program developed and estimated for transport, stormwater, pathways and marine works. Review of Section 94 Rural Roads program underway.	✓
9.1.1.5 Revalue community land and other assets	Technical Services	Revaluation of community land and other assets on track for final audit in October 2021.	✓

9.1.2 - Implement effective governance

Action	Service	Comment	Status
9.1.2.1 Facilitate community grants and donations	Corporate and Community Leadership	Community grant applications received included: <ul style="list-style-type: none"> - 32 Healthy Communities and Senior Week Recovery Grants - 25 Education School Grants - 24 NAIDOC Week Grants - 17 Mayoral Grants - Five Youth Week Grants - Two Schools Learning for Life Grants 	✓
9.1.2.2 Assist the Council in meeting its statutory obligations and roles	Corporate and Community Leadership	19 Council meetings held. The meeting schedule and administration of meetings was amended to reflect the COVID-19 restrictions. Four Mayoral reports were presented: <ul style="list-style-type: none"> - Use of Mayoral Executive Instrument 	✓



		<ul style="list-style-type: none"> - Mogo Pathway - Community Relationship Development Inner West Council - Rairdance Money <p>Seven Notice of Motions submitted on:</p> <ul style="list-style-type: none"> - Community Sport Sustainability Program - Promoting Eurobodalla as a place to live - Reclassification of Land - Outdoor Dining - Lease of Batemans Bay Community Centre - Moruya Bypass Community Feedback - Application for Gate Permit - Coopers Island Road <p>Seven Questions on Notice reports were submitted by Councillors regarding:</p> <ul style="list-style-type: none"> - Promoting Eurobodalla as a place to relocate post-COVID-19 - Future of the Batemans Bay Clyde Street Boat Ramp - Batemans Bay Community Centre Lease - Council's role for commercial and domestic fire response - TechnologyOne system implementation - Outcome of NSW Bushfire Inquiry Recommendation - Clarification of the role of the Audit, Risk and Improvement Committee <p>One Petition Report was submitted by a Councillor regarding Coopers Island Road.</p> <p>One Delegates report highlighting Councillor's experience at the conference was presented for 2020 NSW Local Roads Congress.</p> <p>Ten community members registered to speak at public access session and 48 people registered to speak at public forum on matters listed on the Council agenda.</p> <p>Minutes were prepared and published online within one week of each meeting.</p>	
<p>9.1.2.3 Provide professional development opportunities for Councillors</p>	<p>Corporate and Community Leadership</p>	<p>Councillors were provided with limited opportunities to attend sector specific conference due to COVID-19.</p> <ul style="list-style-type: none"> - Councillors Rob Pollock and Phil Constable attend the 2021 NSW Local Roads Congress on 7 June 2021 – remotely (online). - Councillor Anthony Mayne attended National General Assembly (NGA) – 20 June – 22 June 2021 –in Canberra, in person. 	



		- Councillor Rob Pollock attend the LGNSW Destination and Visitor Economy Conference on 26-28 May 2021 in Port Macquarie, in person.	
Link	Outcome		2020-21
9.1.2.1	Number of community grant applications		105
9.1.2.2	Number of Council meetings		19

9.1.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Comment	Status
9.1.3.1 Actively participate in a Joint Organisation	Corporate and Community Leadership	Council is an active member of the Canberra Region Joint Organisation (CRJO) and has attended six Board meetings. The Board meetings focussed on governance processes, advocacy plans and regional priorities.	✓
9.1.3.2 Seek sources of funding to implement community vision	Corporate and Community Leadership	Council's grant advocacy performed strongly during 2020-21 resulting in the following successful grant applications: <ul style="list-style-type: none"> - Streets as Shared Spaces <ul style="list-style-type: none"> - \$465,000 Light up the Bay - Bushfire Community Resilience and Recovery Fund - Phase 2 <ul style="list-style-type: none"> - \$100,000 Botanic Gardens - \$60,000 Tilba Plan - \$90,000 Airport Plan - Regional Airports Program - Round 2 <ul style="list-style-type: none"> - \$300,000 Resurface Moruya Airport taxiway - Bushfire Local Economic Recovery Fund <ul style="list-style-type: none"> - \$5M Mogo Trails - \$10M Southern Storage Dam - \$5.25M Coastal Headlands Walk - Growing Local Economies <ul style="list-style-type: none"> - \$3M Mogo Trails 	✓
9.1.3.3 Develop and maintain strategic partnerships	Corporate and Community Leadership	Council is a member of the Canberra Region Joint Organisation (CRJO). 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. Councillor James Thomson continued as NSW representative on Australian Coastal Council's Association and Gulaga Board Member. Councillor Lindsay Brown is a member of South East Arts.	✓



		<p>Councillor Anthony Mayne is a member of the South East Transport Strategy.</p> <p>Councillor Jack Tait is a member of the Batemans Marine Park Advisory Committee.</p> <p>Councillor Rob Pollock OAM is a member of the Joint Regional Planning Panel.</p> <p>Warren Sharpe OAM was 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 and Joint Regional Planning 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
9.2.1.1 Provide customer assistance in main administration building and depots	Customer Assistance and Records	<p>Council continues to provide customer assistance to the community in the main administration building and depots.</p> <p>Council has served 90.6% of the 62,151 calls that were made to the Council Switchboard. There were no calls that timed out. The Council Switchboard maintained an average of 35 seconds for conversation and transfer time.</p> <p>Council has responded to 87% of 10,701 registered correspondence within allocated time frames.</p> <p>Council closed 90.7% of 12,078 customer service requests within allocated time frames.</p>	✓
9.2.1.2 Manage public access to government information and privacy (GIPA)	Corporate and Community Leadership	14 GIPA applications received during reporting period and 13 applications determined.	✓
9.2.1.3 Provide effective records management	Customer Assistance and Records	<p>Council continues to provide an effective records management system.</p> <p>Council has received 7,799 hard copy letters and 32,198 emails to council@esc.nsw.gov.au. 211,355 documents have been registered into Council's records management system.</p>	✓
9.2.1.4 Manage Council's secondary websites	Information Technology	Delivery of Council's secondary websites continue to evolve with work continuing to convert The Bas and Eurobodalla Regional Botanic Garden sites to the new platform.	✓
Link	Outcome	2020-21	
9.2.1.1	Percentage of enquires addressed at point of contact	90.6%	
9.2.1.1	Percentage of correspondence dealt with within timeframes	87%	
9.2.1.1	Percentage of customer service requests resolved within time frames	90.7%	
9.2.1.2	Number of GIPA applications received	14	



9.2.1.2	Number of GIPA applications determined	13
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9.2.2 - Manage land under Council control to achieve a return for the community			
Action	Service	Comment	Status
9.2.2.1 Manage leases and licences	Property	Council manages approximately 150 leases and licences. This involves signing up new licences and managing renewals and rent reviews for existing ones. Leases with TAFE NSW for a new site at Hanging Rock and SEARMS for the Batemans Bay Community Centre were enacted. Rents for holiday parks are being affected by COVID-19 but overall minimal impact to revenue.	✓
9.2.2.2 Facilitate property sales and development	Property	Property sales continued with ten properties being settled during the reporting period. Sales contracts have been exchanged on a further four properties. An additional six properties are currently being prepared for sale.	✓
9.2.2.3 Strategic management of Council operational land	Property	Operational land parcels reviewed on an ongoing basis to ensure current use is appropriate. Two of four new parcels of land on the market have sold.	✓
9.2.2.4 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 and continuing to return a profit. Council's campgrounds and caravan park have bounced back well as COVID-19 travel restrictions have eased although some costs have increased.	✓
Link	Outcome		2020-21
9.2.2.1	Income generated from leases and licences		\$2,100,000

9.2.3 - Provide administrative, technical and trade services to support the organisation			
Action	Service	Comment	Status
9.2.3.1 Provide information technology and geographic information systems services	Information Technology	Ongoing support to the organisation for the provision of secure, reliable Information Services including support of all servers, computers, mobile telephones, and tablets and the development of an organisation wide IT security posture. The provision of regular maintenance and replacement of hardware and software has been undertaken during the period to ensure staff have access to the most appropriate tools to carry out their tasks. Information and Communication Technology services continue to be delivered to remote staff during the COVID-19.	✓
9.2.3.2 Provide depots and workshops	Works and Operations	Depots and workshops supporting operational activities and customer service as required.	✓



9.2.3.3 Manage fleet and procurement services	Fleet and Plant	100% of fleet capital funding commitment however delayed delivery of some fleet assets due to the COVID-19 pandemic. The pandemic has significantly impacted vehicle/truck/crane manufacturing resulting in long delivery time frames. Contracts register is up to date and available of council's website. The Store's stocktake was successfully conducted in May 2021. There have been improvements in the accuracy of the stocktake compared to previous years.	✓
9.2.3.4 Provide risk and insurance services	Risk and Insurance	Total insurance claims: - 47 motor vehicle - 21 public liability – property damage	✓
9.2.3.5 Provide technical services	Technical Services	Technical support provided for works program, customer inquiries, development matters and strategic infrastructure planning.	✓
9.2.3.6 Undertake private works	Works and Operations	159 private works orders undertaken or commenced, to the value of \$129,660.	✓
Link	Outcome		2020-21
9.2.3.4	Number of insurance claims processed		68

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

Action	Service	Comment	Status
9.2.4.1 Monitor and report on key financial results	Finance and Central Treasury	All statutory deadlines have been met.	✓
9.2.4.2 Provide financial management and reporting	Finance and Central Treasury	All required quarterly reviews presented to Council within the statutory time frame.	✓
9.2.4.3 Collect rates and charges	Finance and Central Treasury	Rates and charges have been levied and collected within statutory timeframes.	✓
Link	Outcome		2020-21
9.2.4.1	Annual Accounts lodged with Office of Local Government by statutory deadline		100%
9.2.4.2	Quarterly budget review statements presented to Council within statutory timeframes		100%

9.2.5 - Benchmark and review Council fees and charges

Action	Service	Comment	Status
9.2.5.1 Review the use of Council Reserves and Public Buildings fees and charges	Finance and Central Treasury	Fees and charges were reviewed and exhibited as part of the Operational Plan 2020-21 process. A sample of Council's fees and charges were benchmarked against other relevant councils.	✓



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	<p>During 2020-21 Council was awarded the following:</p> <ul style="list-style-type: none"> - Keep Australia Beautiful NSW's environmental communication award for its Young Leaders program at the Sustainable Communities Awards - Two Australian Institute of Landscape Architects (NSW) Awards for the Batemans Bay Waterfront Master Plan 	✓
9.3.1.2 Progress the eConnect project	Information Technology	<p>The Request Management module of eConnect was successfully implemented in April 2021.</p> <p>Scoping and configuration of workflows for the Department of Planning, Industry and Environment (DPIE) portal complete in preparation for the commencement of the Planning Portal on 1 July 2021.</p> <p>To streamline the interaction between DPIE and Council, the re-engineering of the interface between the Portal and eConnect has begun.</p> <p>Implementation of the Enterprise Assets Management (EAM) module commenced with work on reactive and scheduled maintenance, including use of the Field App in the Water and Sewer Division, with a planned go-live during the second quarter of 2021-22.</p> <p>Scoping and prototyping work for the Leasing and Licensing module has begun with a planned project completion of March 2022.</p>	✓
9.3.1.3 Coordinate the internal audit program and the implementation of recommendations	Finance and Central Treasury	<p>The internal audit plan continued to be impacted as a result of bushfire and flood recovery efforts and COVID-19. Scheduled audits, including Developer Contributions and Development Engineering, have been re-scheduled to 2021-22 to accommodate the business needs of internal departments.</p> <p>Despite the disruptions, Council continued to complete required action items, successfully finalising the following previously conducted internal audits:</p> <ul style="list-style-type: none"> - Water and Sewer - Property - eConnect - Asset maintenance - Debtors - Purchase / credit cards 	✓

		<p>Three internal audits were undertaken during 2020-21, which identified 35 recommendations for improvements in the following services:</p> <ul style="list-style-type: none"> - Payroll (7) - Procurement (14) - Purchase / credit cards (14) 	
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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 performance feedback system in TechnologyOne for the annual formal review for all staff was successfully implemented during 2020-21. Both probationary assessments and annual appraisals are now captured in the one system providing improved accessibility and availability for staff.	✓
9.3.2.2 Provide employee learning and development opportunities	Workforce Development	<p>618 learning events coordinated providing 1,841 places to staff across the following categories:</p> <ul style="list-style-type: none"> - Work, Health, Safety operational training - Organisational programs - Professional development opportunities - Leadership and Management - Vocational Education Training <p>These statistics include Performance Feedback sessions to support our staff using TechnologyOne to complete their feedback forms.</p> <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>Eight Work, Health and Safety and six corporate e-learning packages developed and allocated to staff where a training gap or requirement was identified.</p> <p>432 staff completed 1,297 e-learning lessons.</p>	✓
9.3.2.3 Provide human resource management	Workforce Development	The full range of Human Resource Management functions has been delivered and continues to support the provision of a well-equipped workforce capable of delivering quality services to the community.	✓
9.3.2.4 Implement Work, Health and Safety strategy	Workforce Development	<p>Four of the five programs identified in the Work, Health and Safety (WHS) strategy has been completed including:</p> <ul style="list-style-type: none"> - WHS Management System Implementation - WHS Inspection Program - Corrective and Preventative Actions - Fitness Passport 	✓



		The Hazardous Materials Management Plan is currently in progress.	
9.3.2.5 Undertake youth employment	Workforce Development	<p>Seven youth trainees completed the formal training with TAFE at the end of 2020. Due to COVID-19 most of their studies was delivered in a virtual classroom environment. This resulted in the Trainees having the opportunity to learn new skills in additional software, such as MS Teams, the application used to facilitate these sessions.</p> <p>Three Trainees have secured temporary positions at Council in 2021 with one of these undertaking a Certificate IV Business Administration qualification.</p> <p>The recruitment for eight new YETS trainees was finalised in 2020. These trainees commenced late November 2020, earlier than usual, gaining valuable on the job experience in various work areas across Council ahead of their formal TAFE training which kicked off in March 2021. These eight new YETS trainees are progressing well through their qualification and have several units of competency already signed off.</p>	✓
Link	Outcome	2020-21	
9.3.2.2	Number of learning and development opportunities provided	1,841	
9.3.2.3	Number of recruitment activities	231	
9.3.2.3	Number of successful recruitment activities	189	
9.3.2.4	Workers lost time injury incidents	15	
9.3.2.4	Number of participants in Health and Wellbeing activities	1,051	
9.3.2.4	Number of Work, Health and Safety inspections	158	
9.3.2.5	Number of Youth positions provided	8	
9.3.2.5	Completion rate of Youth trainees	100%	





STATUTORY AND OTHER INFORMATION

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

Code of Conduct

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

During 2020-21, there were five Code of Conduct complaints received. All complaints were referred to an external Conduct Reviewer. All complaints were found to have no action required. Code of Conduct complaints cost Council \$14,991 this year.

Public access to information

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

During 2020-21 Council received a total of 14 formal access applications under the GIPA Act with all applications decided within the required statutory decision period.

Legal Proceedings

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

The following summaries the amounts incurred by Council during the year in relation to legal proceedings by or against the Council.

Proceeding	Details	Status/Result	Cost to Council
District Court	Incorrect asbestos advice provided to Council.	Out-of-court settlement in favour of Council	(19,360)
Class 1 Appeal	Appeal against Council for an DA refusal.	Appeal withdrawn before hearing	1,358
Class 1 Appeal	Appeal against Council's determination that consent had lapsed.	Deed of release/ settled	8,947
Class 1 Appeal	Appeal against Council's letter that there was no dwelling entitlement on land.	Decision in favour of Council	10,291
District Court	Injury claim for trip.	Settlement paid	40,000
District Court	Injury claim for slip and fall.	Ongoing	
District Court	Injury claim for fall on steps in nature strip.	Ongoing	
District Court	Injury claim for a trip on wheel stop in front of disabled parking space.	Ongoing	

* Amounts in brackets are monies Council received.

Private works

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

Council undertook private works in 2020-21 to the value of \$163,010 (2019-20 \$217,683) resulting in a \$11,346 profit (2019-20 \$16,279). The profit margin represents a return of 6.96% (last year 7.48%) compared to the target return of 15%. No subsidies were provided, and all work was intended to be carried out on a full cost recovery basis in accordance with Council's policy. Overhead allocation /activity base costing methodology assumes that an appropriate and reliable share of overheads is approximately 10 -15% of revenue turnover.

Written off rates and charges

Local Government (General) Regulation 2005 - 132
During 2020-21, \$140,698 was written off rates and charges and \$1,878,063 was written off pensioner rebates.

Financial Assistance

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

In 2020-21, Council provided \$192,115 in grants and subsidies to a wide range of community groups. Refer to pages 32-33 of this report for details on the grants and subsidies provided during the year.

Details of external bodies, companies and partnerships

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

Committees of Council

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

Advisory Committees

- Audit, Risk and Improvement Committee
- Disability Inclusion Advisory Committee
- Eurobodalla Aboriginal Advisory Committee

- Eurobodalla Coastal and Environmental Management Advisory Committee
- Eurobodalla Heritage Advisory Committee
- Public Art Advisory Committee
- Eurobodalla Disaster Relief Committee

External Committees

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

External Committees – Ministerial Appointments

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

External Committees - Sectors Appointments

- Australian Coastal Councils Committee

Management Committees – without Councillor representation

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

Sunset /Steering Committees

- Batemans Bay Mackay Park Precinct Sunset Committee

Delegation to external bodies

In 2020-21 Council delegated none of its functions to external bodies.



Interests in companies, partnerships, joint ventures and co operatives

In 2020-21 Council did not hold a controlling interest in any company, joint venture or partnership. A listing and description of significant agreements, cooperatives and partnerships are as follows:

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

Mayoral and Councillor's fees

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

In accordance with the Council Policy for the payment of allowances, reimbursement of expenses and provision of facilities for Councillors and the Mayor, total payments to Councillors in 2020-21 were \$267,634 as itemised on page 41.

A further amount of \$3,566 was paid for catering of meetings, \$902 for phone / internet cost associated with the Councillor's room within Council's administration building. The Mayor is provided with a Mayoral Car at a cost of \$19,651, and leaseback contributions are made towards this vehicle.

Overseas visits

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

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

Senior Staff Salaries

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

Council had four senior staff positions during 2020-21. The General Manager during this period had a remuneration package of \$330,946. Three Directors were employed for 2020-21. Their combined total remuneration for the financial year was \$787,127.

Companion Animals

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

In 2020-21 Council spent \$234,464 on the management and control of companion animals, excluding administrative support or additional support provided by regulatory officers.

Council retained a commission on the collection of



541 new Companion Animal Registration fees totalling \$37,897. This is used to partially offset the costs of companion animal management. Animal control officers managed 220 companion animals in Council's pound during 2020-21.

- 22 returned to owners prior to impounding
- 22 sold
- 39 released to animal welfare organisations
- 0 surrendered
- 125 returned to owners post impounding
- 12 euthanised.

In addition to 1,322 companion animal control customer service requests, staff also prepare and maintain information to support community education programs to promote and assist the desexing of dogs and cats. Procedures are also in place with animal welfare organisations to promote and provide financial assistance for desexing of animals purchased from Council's pound. Regular press releases and articles are prepared for the local media.

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

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

MAJOR CONTRACTS AWARDED

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

Council seeks tenders for major contracts including major works, projects and supply panels including the supply of materials for construction works such as topsoil, fine sand, coarse sand, road base, road subbase, ready mix concrete and hire of plant. Council selects preferred suppliers from the submitted tenders.

Purchase decisions may vary for particular works depending upon availability and location. Council undertakes procurement in a variety of ways that promote the principles of value for money, equity and fair dealing. This includes:

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



SUCCESSFUL TENDER	COMMENCEMENT DATE	DESCRIPTION OF GOODS/ SERVICES/CONSULTANCY	ESTIMATED CONTRACT VALUE (\$)
ACT Line Marking	1/07/2020	Supply of line marking services to various locations across Eurobodalla Shire.	300,000
InQuik Pty Ltd	11/09/2020	Supply of replacement bridges for the fire-affected Reedy Creek Bridge and Peach Tree Bridge.	456,605
HD Civil Pty Ltd	11/09/2020	Installation of replacement bridges for the fire-affected Reedy Creek Bridge and Peach Tree Bridge.	354,141
InQuik Pty Ltd	11/09/2020	Supply of a replacement bridge/culvert for the fire affected Belowra Bridge.	262,170
HD Civil Pty Ltd	11/09/2020	Installation of a replacement bridge/ culvert for the fire affected Belowra Bridge.	200,254
InQuik Pty Ltd	11/09/2020	Supply of a replacement bridge for the flood-affected Bradbury's Bridge.	257,395
East Coast Civil Construction Pty Ltd	11/09/2020	Installation of a replacement bridge for the flood-affected Bradbury's Bridge.	323,838
Inquik Pty Ltd	11/09/2020	Supply of a replacement bridge for the fire-affected McGregor's Bridge.	355,960
East Coast Civil Construction Pty Ltd	11/09/2020	Installation of a replacement bridge for the fire-affected McGregor's Bridge.	225,170
InQuik Pty Ltd	11/09/2020	Supply of a replacement bridge for the fire-affected Kenny's Creek Bridge.	216,700
East Coast Civil Construction Pty Ltd	11/09/2020	Installation of a replacement bridge for the fire-affected Kenny's Creek Bridge.	170,313
Downer EDI Works Pty Ltd	11/09/2020	Mill and remove existing pavement on George Bass Drive at Beach Road intersection and replace with hot mix asphalt.	1,426,696
DWL Holding Pty Ltd	3/11/2020	MR51 McCarty's Creek Road Safety Project.	207,801
Coastal Auto Group	6/11/2020	Bulk supply of commercial utility requirements for 2020-21.	426,330
Webber Earthmoving	6/11/2020	MR51 Leechy Flat Road Safety Project.	255,890
Suppliers Noted on Council Class 1 Contract Register	20/11/2020	Supply of trucks, bodies, and cranes.	533,736
Downers EDI Works Pty Ltd	23/11/2020	Asphalting, Joes Creek, George Bass Drive.	158,575
Court Craft Pty Ltd	24/11/2020	Construction of two new netball courts and resurfacing of eight netball courts with Plexipave finishing product.	457,125



SUCCESSFUL TENDER	COMMENCEMENT DATE	DESCRIPTION OF GOODS/ SERVICES/CONSULTANCY	ESTIMATED CONTRACT VALUE (\$)
Hammertime Constructions	1/12/2020	Construction of new changerooms, showers, toilets, storage areas, and upgrade of existing changerooms and access.	417,000
QMax Pumping Systems Pty Ltd	2/12/2020	Sewage Pumping Station M021 at Moruya Airport.	404,527
InQuik Pty Ltd	11/01/2021	Supply of replacement bridge for the fire affected Belimbla Bridge.	457,380
HD Civil Pty Ltd	11/01/2021	Installation of replacement bridge for the fire affected Belimbla Bridge.	331,783
Rhelm Pty Ltd	01/02/2021	Preparation of the Open Coast Coastal Management Program through to certification.	329,549
Suppliers Noted on Council Class 1 Contract Register	1/03/2021	Provision of garden, hardware, plumbing, stormwater, and related products.	Est 500,000
DWL Holdings Pty Ltd	9/3/2021	Grading, drainage, and resheeting works on River Road as part of the natural disaster works.	184,360
Ecosave Pty Ltd	10/03/2021	Upgrade of HVAC systems at Narooma Pool.	603,780
Euro Civil Pty Ltd	11/3/2021	MR51 Currowan Road Safety Project Guard Rails.	175,208
Earthmoving Equipment Australia	13/04/2021	Supply of Case 580ST Backhoe Loader.	207,900
SD Civil Engineering Pty Ltd T/A SD Group Civil and Infrastructure	22/04/2021	Widening of Garlandtown Bridge deck and realignment of its approaches.	702,777
InQuik Pty Ltd	30/04/2021	Supply of replacement bridge for the fire affected Murphys Bridge.	823,700
PCA Ground Engineering	11/05/2021	Install soil nailing and shotcreting to natural disaster damaged section of Araluen Road at Chainage 19000.	183,810
RD Miller Pty Ltd	27/05/2021	Grading and resheeting of the Araluen Road Detour required as part of natural disaster works.	222,986
WesTrac Pty Ltd	5/06/2021	Supply of Traxcavator (Crawler Loader) for Council's Waste Transfer Station.	489,854
Porter Equipment Australia	8/06/2021	Supply of Wheeled Loader for Council's Waste Transfer Station.	288,991



STORMWATER LEVY

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

During 2020-21, the stormwater management service charge raised approximately \$0.47 million from residential and business properties not including vacant land or land owned by the Crown or land held under lease for private purposes under the *Housing Act 2001* or the *Aboriginal Housing Act 1998*. The funds raised are separately accounted for and are used to assist to provide stormwater management services across the Eurobodalla.

			2020-21 (\$*)
Funds brought forward from 2019-20			179,957
2020-21 Stormwater charge funds			473,565
Council funds			1,629,420
Expenditure (detailed below)	Capital	Operational	(1,977,442)
Local Urban Roads Reconstruction Program	1,559,915		
Drainage Construction - Maunsell St South Head	79,835		
Drainage Construction - Miller Street, Stage One	66,932		
Drainage Construction - Miller Street Stage 2, Batemans Bay	21,380		
Drainage Construction - Ford St Moruya	7,540		
Drainage - GPT Maintenance		148,469	
Urban Water Quality		50,910	
Stormwater/Drainage Management		42,460	
Closing balance	1,735,602	241,839	305,500

* Amounts do not include depreciation or internal corporate overheads.



ENVIRONMENT LEVY

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

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

INCOME	ORIGINAL BUDGET (\$)	ACTUAL (\$)
Rates	1,039,561	1,036,963
Other Revenue	9,752	68,013
Grants and Contributions - operating	258,442	758,444
Total Income	1,307,755	1,863,420
Expenditure (details below)		
Employees	537,156	809,730
Depreciation	-	107
Other	567,883	1,214,597
Total Expenditure	1,105,039	2,024,435
Net Operating Result - profit/(loss)	202,716	(161,015)



PROJECT	AMOUNT (\$)
Coastal and Estuary Management	
Eurobodalla Estuaries	480,724
Subtotal	480,724
Environmental Protection Projects	
Flying Fox Program	205,025
Asset Protection	61,045
Weed Control	5,248
Dune Protection	45,962
Environment Protection Program	117,717
Subtotal	434,997
Invasive Species	
Widespread Weeds	215,290
Manage New Incursions	138,659
Lanata Works	5,307
Other	267,531
Subtotal	626,787
Landcare Projects	
Landcare Program	68,006
Protect Enhance Endangered Ecological Communities	302
Other	1,218
Subtotal	69,526
Sustainability Projects	
Sustainability Education	29,503
Environmental Education	7,272
Subtotal	36,774
Other Projects, Overheads and Depreciation	
Environmental Program Management	375,519
Depreciation and Other	107
Total	2,024,435



SPECIAL RATE - COMMUNITY AND TRANSPORT INFRASTRUCTURE

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

and additional operational costs associated with new or upgraded facilities, and \$4.9 million to fund losses related to pausing the indexation of the Federal Assistance Grants.

The table below gives a high level summary of performance against our adopted program for 2020-21. Additional information available on the following pages.

2020-21	Application (\$'000)	Actual (\$'000)
Income from rate variation	3,061	2,895
Total income	3,061	2,895
Increased operating expenditure	875	682
Capital expenditure	1,274	1,906
Other uses*	912	311
Total expenditure	3,061	2,899

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

** Amounts subject to rounding.



In 2020-21, the Community and Transport Infrastructure program raised an additional \$2.9 million in revenue, and delivered \$1.9 million of capital, renewal and maintenance works for our community. The program delivered upgrades to sporting facilities, community halls and playgrounds, parks, roads and bridges and pathways and is detailed on the following page.

Delivery of this program has helped our community work towards social, environmental, economic and governance outcomes necessary to achieve our vision to be friendly, responsible, thriving and proud including:

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



DESCRIPTION	ACTUAL EXPENDITURE 2020-21 (\$)	ACTUAL SRV FUNDING 2020-21 (\$)
Facilities Management		
Batemans Bay Tennis Access Upgrade	10,489	10,489
Beach Access – South Rosedale	35,875	17,709
Captain Oldrey Reserve Amenities Upgrades	438,265	14,847
Gundry Oval Amenities Extension	578,668	373,235
Bill Smyth Reserve Lighting	187,689	16,000
Narooma Tennis Court Replacement	28,260	16,682
Total Facilities Management	1,279,246	448,962
Transport		
Footpath - Noble Parade, Dalmeny (Jocelyn to William)	82,989	58,000
Rural Road Reconstruction - Congo Road South	83,569	84,167
Tuross Head Boat Ramp - Dredging	1,761	951
Reseal - Local Urban Sealed	377,584	103,568
Reseal - Local Rural Sealed	403,648	110,717
Reseal - Car Parks	38,530	10,568
Kiora Street - Sealing	29,427	8,072
Asphalt Renewal - Car Parks	140,249	38,469
Asphalt Renewal - Local Urban Road	655,261	179,732
Asphalt Renewal - Local Rural Road	46,936	12,874
Gravel Resheet - The River Road	77,144	13,920
Gravel Resheet - Bushlands Road	13,742	2,479
Gravel Resheet - Malabar Drive	35,600	6,423
Gravel Resheet - Wamban Road	80,006	14,436
Gravel Resheet - Araluen Road, Deua	106,509	19,218
Gravel Resheet - Cadgee Mountain Road	52,626	9,496
Gravel Resheet - Brou Lake Road	81,065	14,627
Gravel Resheet - Belowra Road	49,677	8,964
Gravel Resheet - Spot Gravelling	20,852	3,762
Gravel Resheet various - Public Works	28,458	5,135
Gravel Resheet - Moruya Street, Nerrigundah	10,442	1,884
Gravel Resheet - William Street, Nerrigundah	19,407	3,502
Gravel Resheet - Short Street Mogo - Public Works	67,646	12,206
Total Transport	2,503,125	723,169



DESCRIPTION	ACTUAL EXPENDITURE 2020-21 (\$)	ACTUAL SRV FUNDING 2020-21 (\$)
Recreation		
Kyla Park Hall Thermal Efficiency Upgrade	13,704	9,886
Burri Point, Guerrilla Bay	58,913	58,913
Captain Oldrey Park - Field 2 Refurbishment	170,490	170,491
Gundry Oval - Fields 2 and 3 Refurbishment	457,033	97,746
Moruya Showground - Construct Parking	86,898	76,082
Observation Point, Batehaven Viewing Platform	43,479	789
Parks Facilities Renewals - Seats/Tables	176,473	66,830
Jack Buckley Park, Tomakin – Recreation Upgrade	177,393	34,844
South Durras Playground Renewal	60,158	26,788
Total Recreation	1,244,541	542,369
Public Conveniences		
Drainage Renewals - Shirewide	12,650	9,912
Drainage Renewal – Annetts Parade, Mossy Point	99,263	89,371
Pleasant Place Stormwater Relining	40,938	38,000
Grantham Road Stormwater Relining	10,218	10,218
Nuyen Place Stormwater Relining	8,634	8,634
Corrigans Crescent Stormwater Relining	12,362	12,362
Campbell Street Stormwater Relining	13,544	13,544
Beach Road Stormwater Relining	8,967	6,726
Surf Beach Avenue No 16 Stormwater Relining	26,527	26,000
Total Public Conveniences	233,101	214,767
Environment Works		
Beach Road (Caseys Beach) Rockwall Stage 1	-	(23,495)
Total Environment Works	-	(23,495)
Total Program	5,260,013	1,905,772

* Subject to rounding





Welcome Burrewarra Point

This incredible place is home to the Waburri people of the Tulin nation, the traditional custodians of these lands. As you follow the trail, tune-in to the sights and sounds and discover the wonders of Burrewarra Point.



Keep an eye out for yellow-bellied Black Cockatoos. You may see them swooping or green-eared jays of the Old Man Banksia or Bawaka wattle, that are prominent in the area. If the Orange language of the Waburri people, Waburri wattle, has leaves in yellow or orange.



Simply spectacular

LOOK OUT for humpback, southern and southern right whales. Humpback whales are the most common whale seen in the area. They are known for their breaching, which can be seen from the viewing platform. Southern right whales are also seen in the area. They are known for their breaching, which can be seen from the viewing platform.

LOOK AWAY from the whales. It is important to keep a safe distance from the whales. Do not feed or touch the whales. Do not get too close to the whales. Do not use flash photography. Do not use binoculars. Do not use a camera. Do not use a phone. Do not use a drone. Do not use a boat. Do not use a plane. Do not use a helicopter. Do not use a hot air balloon. Do not use a parachute. Do not use a skydiving. Do not use a bungee jumping. Do not use a ziplining. Do not use a rappelling. Do not use a climbing. Do not use a rappelling. Do not use a climbing. Do not use a rappelling. Do not use a climbing.



REPORTING REQUIREMENTS UNDER OTHER ACTS

Planning Agreements

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

Council currently has one Voluntary Planning Agreement (VPA). The VPA is a Deed of Agreement between Council and the landowner of Eurobodalla Quarry that requires the payment of a levy for road maintenance on Nerrigundah Mountain Road and Eurobodalla Road.

Further information on the VPA can be found on Council's website.

Carers

NSW Carers (Recognition) Act 2010

As a public sector agency, Council must take all reasonable steps to ensure that staff and agents of Council have an awareness and understanding of the NSW Carers Charter. The NSW Carers Charter acknowledges:

- Carers make a valuable contribution to the community
- Carers' health and well-being is important
- Carers are diverse and have individual needs within and beyond their caring role
- Carers are partners in care

During 2020-21 Council provided the following:

Educational Strategies

Council is committed to ensuring staff are aware of the principles of the Carers Charter and that they are reflected in their work. Council's intranet will be updated in the next 12 months to provide resources for staff with carer responsibilities. The intranet content will collate a range of useful information for carers in one easy to access online place.

Consultation and liaison with carers

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

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

Staff who are carers

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

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



Bushfire Risk Management

Rural Fires Act 1997 - Division 2 Section 74

Managing Bushfire Risk

Council is represented on the Eurobodalla Bushfire Management Committee (BFMC) which comprises of the major land managers and emergency response agencies across the Eurobodalla. This Committee prepares and implements a Bushfire Risk Management Plan (BFRMP) for the area. The 2011 Eurobodalla Bushfire Risk Management Plan has been reviewed and was adopted by the Eurobodalla Bushfire Risk Management Committee in Spring 2019. The plan is yet to be formally adopted by the State Bushfire Coordinating Committee. The Plan identifies and assesses bushfire risk of the Eurobodalla BFMC area and sets out priorities to address the risk and agencies that are responsible for implementing the Plan.

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

Implementation of the Bushfire Risk Management Plan

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

Activity Report 2020-21

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

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

- 91ha asset protection zone slashing
- 15.8ha asset protection zone hand clearing
- 1.4ha asset protection zone grooming
- 1.1ha fire mitigation burns
- Three new APZ sites implemented.

One hazard reduction burning activity was undertaken on Council land by the NSW Rural Fire Service on behalf of Council. Wet conditions had hampered many attempts to undertake the planned hazard reduction burning activities during the season.

Avoiding the risk

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

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

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

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



DISABILITY INCLUSION ACTION PLAN

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

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

The 2017-21 DIAP Plan cumulatively builds on the achievements of previous plans that span 15 years in total. Through these plans, Council has delivered a policy platform that responds to the legislative requirements and the needs and aspirations of the Eurobodalla community.

By implementing these plans, Council has delivered more accessible buildings, amenities and access routes; increased awareness and information sharing and engendered greater participation by people with disability through the Disability Advisory Committee and various sunset committees.

The development of the current DIAP involved significant community engagement, with detailed surveys sent to Eurobodalla businesses, community groups and people with disability, resulting in 159 responses. Further to this, five focus groups were held with 44 participants representing families with children under 14, young people aged 15 to 25, older people aged over 65, the Disability Inclusion Advisory Committee and Council staff.

The DIAP is incorporated into the Integrated Planning and Reporting Framework, with all activities recorded quarterly and reported annually. Council has commenced a review of the current DIAP in the lead up to the development and adoption of a new DIAP by 30 June 2022.

Highlights for 2020-21

Attitudes and behaviours

In 2020-21 Council set out to address 12 actions under the focus area of Attitudes and Behaviours. The following is a summary of activities and actions achieved:

Mental health awareness training

- Mental health awareness training programs have been widely promoted to various community groups and have been well attended.
- Undertook an interim role in the distribution of mental health awareness information across the Eurobodalla Mental Health Network.
- Co-hosted the Eurobodalla Mental Health Forum with Resilience NSW and NSW Health where 60 delegates participated in a review and advancement of mental health practices including Mental Awareness.
- Conducted Mental Health First Aid workshops for arts workers, artists and volunteers.

Conduct inclusion and disability awareness raising events at the Eurobodalla Botanic Gardens

- The Garden facilities and café have been promoted and utilised as accessible venues for bushfire recovery and disability support groups, the annual performance of Shakespeare and a book fair.
- Planning for inclusion and disability awareness raising events in 2021-22 is occurring in conjunction with Friends of the Gardens and Council's Creative Arts Services within the scope of bushfire recovery works and the pandemic.

Seek to recruit a young person with a disability to the Youth Committee

- Young people with disabilities are encouraged to join the Youth Committee. One person with a disability sat on the Committee in 2020 with nominations now being sought from schools to fill the vacancy in the new term of Council.



Highlights for 2020-21

Progress Summary

FOCUS AREA	ONGOING*	ON HOLD	TOTAL
Attitudes and behaviours	12	1	13
Liveable	14		14
Employment	2		2
Total	28	1	29

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

Deliver a campaign promoting inclusive practices to business, recreation and community groups

- In a collaboration with the Disability Inclusion Advisory Committee, a range of new resources, including the 'Accessible and Inclusive Eurobodalla' webpage and hard copy flyers, have been developed and distributed to enable businesses, sporting groups and community organisations to improve access and inclusion. The resource includes a self-assessment checklist for organisations to audit the accessibility of their services and premises.
- A meeting of local Business Chambers the NSW Business Chamber in March 2021 acknowledged the need for local Chambers to take a more active role in the coordination of future Business Awards.

Creative arts

Creative Arts Services has collaborated with strategic partners to promote inclusion and community access events and programs. This collaboration involved - River of Art, National Museum of Australia, South East Arts, Music NSW and Outlandish Arts.

Liveable communities

In 2020-21, Council set out to address 15 actions under liveable Communities, a summary highlighted below.

Promote community facilities and halls with a hearing loop

- Community halls with hearing loops are promoted through on site signage and via Council's website which identifies the designated facilities.

Investigate and respond to access issues identified by the community as a customer service request

- All access issues identified in Customer Service Request (CSR) system are investigated and responded to. For example, as a result of CSRs, beach access and signage has been installed at South Rosedale.

Undertake access audits and upgrades to meet accessibility standards, including in the area of public transport.

- All new Council facilities are designed to meet accessibility standards. Community facilities that do not meet accessibility standards are prioritised and progressively upgraded as budgets allow.
- A detailed audit of beach access has been prepared which identifies and prioritises current and suitable future beach accessibility options for future funding.



Increase participation by youth with a disability in workshops for instructing learner drivers

- Of the 32 young people involved in the YDrive Learner Driver Program, seven are registered as having disabilities.

Raise the proportion of people with disability who volunteer in the community from 38% to 45% by 2021

- One young person with a disability attended the youth climate resilience forum in June 2021, and two people with vision impairment volunteered at the all-age music event in youth week 2021.
- A new grant funded volunteer coordinator has been appointed for 18 months to support bushfire impacted residents. Of the with 20 volunteers recruited, one person is registered as having a disability.

Develop, resource and promote inclusive and accessible Youth Week activities

- All Youth Week marketing material developed is accessible and inclusive with online information accessible to screen reader software. Radio interviews, social media and commercial advertising is used to ensure that Youth Week events ensuring are widely publicised.

Work with schools to support children with disabilities

- Eurobodalla primary schools report that volunteering remains strong in reading programs from K-6.
- Children's Services continues to provide volunteers and link with professional agencies to support children with disability in school, at preschool, Family Day Care and Before and After School and Vacation Care Programs.
- The 3Bs playgroups, including the 'Start Strong' Multicultural Playgroup, build positive supportive relationships with families and provides diagnostic and logistical support to families in partnership with Muddy Puddles, to include children with disability into early education, specialist care and transition to school programs.
- Embracing Participation and Embracing Babies Programs support families with babies with socialisation and understanding of child development.

Employment

In 2020-21, Council set out to address two areas related to Employment, a summary can be found below.

Investigate the merits of event(s) that promote good access and inclusion

- Council's Economic Development Services in collaboration with the Disability Inclusion Advisory Committee, developed the 'Accessible and Inclusive Eurobodalla' webpage and resources to be more reflective of contemporary considerations to create improved access and inclusion. New resources were sent to local Chambers of Commerce and featured in a business newsletter with subscriptions numbering 1,240 recipients. As a result of this campaign, seven businesses sought additional direct support.

Support the annual intake of local youth with disabilities through work experience

- While the annual Work Experience Program was postponed due to COVID-19 restrictions, Council's Job Shop assisted ten young people with disability to access vocational training, work readiness and employment.



GLOSSARY

Acronym	Meaning	Acronym	Meaning
APZ	Asset Protection Zone	IT	Information technology
ARSC	Australasian Road Safety Conference	IWCMS	Integrated Water Cycle Management Strategy (or Plan)
ATSI	Aboriginal and Torres Strait Island	LEP	Local Environmental Plan
BAS	Basil Sellers Exhibition Centre	LGA	Local Government Authority
BFMC	Bushfire Management Committee	MIAMP	Marine Infrastructure Asset Management Plan
BFRMP	Bushfire Risk Management Plan	MIDO	Marine Infrastructure Delivery Office
CASA	Civil Aviation Safety Authority	MIP	Marine Infrastructure Plan
CEMAC	Coastal Management Advisory Committee	ML	Mega litres
CIP	Continuous Improvement Project	MLALC	Merrimans Local Aboriginal Land Council
CMA	Country Mayors Association	MWH	Megawatt hours
CMP	Coastal Management Plan	NAIDOC	National Aborigines and Islanders Day Observance Committee
COAG	Council of Australian Governments	NDIS	National Disability Insurance Scheme
COPW	Condition of Public Works Report	NPWS	National Parks and Wildlife Service
CRJO	Canberra Regional Joint Organisation	NRM	Natural Resource Management
CSR	Customer Service Request	OHS	Occupational Health and Safety
DA	Development Application	OLG	Office of Local Government
DCP	Development Control Plan	OOSH	Out of School Hours
DEEWR	Department of Employment, Education and Workplace Relations	OSSM	On Site Sewage Management System
DPIE	Department of Planning, Industry and Environment	POEO	Protection of the Environment Operations Act
ECM	Enterprise Content Management	PCYC	Police and Citizens Youth Club
EEO	Equal Employment Opportunity	REF	Review of Environmental Factors
EMP	Estuary Management Plan	RFS	Rural Fire Service
EMPLAN	Local Emergency Management Plan	RFT	Recreation Fishing Trust
EOC	Emergency Operation Centre	RLF	Regional Leaders Forum
EOI	Expressions of Interest	ROSS	Recreation and Open Space Strategy
EPandA	Environment Planning and Assessment Act	S64	S64 Contributions Plan
ESC	Eurobodalla Shire Council	S94	S94 Contributions Plan
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs	S94A	S94A Contributions Plan Levy Plan
GIPA	Government Information (Public Access) Act 2009	SEATS	South East Australia Transport Strategy (Inc)
GIS	Geographic Information System	SEPP	State Environmental Planning Policy
GSAHS	Greater Southern Area Health Service	SFAZ	Strategic Fire Advantage Zones
GST	Goods and Services Tax	T4NSW	Transport for New South Wales
HIA	Housing Industry Association	VPA	Voluntary Planning Agreement
IPWEA	Institute Public Works Engineers Australia	WWYN	Workers with Youth Network



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