

Delivery Program

2022-26

Operational Plan


2023-24

Six Month Performance Update July to December 2023

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KEY

Completed	
On Track	
Off Track	



1. OUR SUSTAINABLE SHIRE CELEBRATES OUR NATURAL ENVIRONMENT AND OUTDOOR LIFESTYLES


1.1 – MOVE TOGETHER FOR A SUSTAINABLE FUTURE



1.1.1 - Build community awareness of opportunities to live more sustainably






Action	Service	Progress Update	Status
1.1.1.1 Partner with community groups to promote sustainable practices, and deliver education programs	Environmental Planning and Management	Council partnered with local community groups and other environmental education organisations to deliver over 30 events with a total of 2,897 participants from early learning centres, primary and secondary schools, and businesses. The events, workshops, tours, talks and volunteer opportunities focused on waste, water, biodiversity, and other sustainability topics featured in our Climate Action Plan.	
1.1.1.2 Advocate to NSW Government for support to assist in addressing barriers to enable further investment in sustainability upgrades for business	Economic Development/ Environmental Planning and Management	Council encourages business participation in programs such as the energy savings scheme. This program is communicated through business publications and direct staff engagement.	
Measure		1 July to 31 December 2023	
Number of education programs		30	

1.1.2 - Investigate and encourage renewable energy and technologies for Council and the community

Action	Service	Progress Update	Status
1.1.2.1 Continue to seek renewable energy supply for 100% of Council's electricity demand	Environmental Planning and Management	An energy consultant has been engaged to monitor the market and renegotiate current renewable energy purchase power agreement contracts firming price as per the contract conditions. The consultant will also review other energy contracts and seek alternative renewable options.	
1.1.2.2 Finalise a Council Electric Vehicle (EV) Strategy	Environmental Planning and	Council's Electric Vehicle Strategy remains in the early stages of development. Staff	






	Management/ Plant and Fleet	resources have been required to address day to day fleet operations. Council is currently researching opportunities to leverage off existing strategies or to engage with our neighbouring councils to inform the development of an Electric Vehicle Strategy.	
1.1.2.3 Advocate to NSW and Australian governments for further support of Electric Vehicles	Environmental Planning and Management/ Transport	Council continues to monitor for opportunities from the NSW and Australian governments for further support of electric vehicles	
Measure		1 July to 31 December 2023	
Amount of Council's energy supplies via renewable energy		58%	

1.1.3 - Facilitate waste management services guided by the strategy and asset management plan			
Action	Service	Progress Update	Status
1.1.3.1 Build, renew, operate and maintain waste landfill sites and transfer stations	Waste Management	Operations at the Surf Beach and Brou Waste Management Facilities, and the Moruya Transfer Station are on track with no incidents. The bushfire recovery projects at Surf Beach and Brou waste facilities are progressing. Design works at Surf Beach should be completed by April. Procurement of construction contractors will follow with construction works planned to commence next financial year. Expansion of the Brou Waste Management Facility has been impacted by the requirement to conduct further biodiversity assessment. Subject to the satisfactory outcome of further site investigations and consultation with the NSW Government, a planning proposal may be submitted for gateway determination towards June 2024.	
1.1.3.2 Manage kerbside collection and annual hazardous waste collection	Waste Management	The domestic collection services contract is progressing well with no significant performance issues. Approximately 46,000 bins are serviced each week. The Materials Recovery Facility (MRF) that was used by the contractor for recyclables was destroyed by fire in December 2022. Alternative facilities were identified, and fortnightly recycling collection services have been maintained despite significant supply chain challenges. The household chemical cleanout, funded by the NSW Environment Protection Authority, took place over the October long weekend with residents able to drop off their unwanted	


		chemicals at three drop-off points at Batemans Bay, Moruya, and Narooma.	
1.1.3.3 Prepare the draft Eurobodalla Waste Strategy	Waste Management	The vacancy of the primary position responsible for managing this project has delayed the preparation of the draft waste strategy. A request for quote will be released in January seeking a suitably qualified consultant to prepare the draft strategy. Following community and stakeholder consultation, the draft strategy will be presented to Councillors for public exhibition and adoption. It is anticipated that the waste strategy will be completed in late 2024.	
1.1.3.4 Partner in regional collaborations and develop strategic partnerships for sustainable waste practices	Waste Management	Council continues to collaborate with the Canberra Region Joint Organisation and member councils in the region. Recent focus is on joint procurement, pursuing regional grant opportunities, development of a regional circular economy strategy, and provision of training for waste employees.	
1.1.3.5 Coordinate Clean Up Australia Day activities	Waste Management	Council supports Clean up Australia Day which remains the largest grass roots environmental campaign in Australia. Promotion and coordination of Clean up Australia Day commenced in December 2023 in the lead up to the event on 3 March 2024.	
1.1.3.6 Investigate and manage illegal dumping incidents	Public and Environmental Health	83 illegal dumping incidents were investigated during the six-month period.	
1.1.3.7 Develop a program for remote properties to receive up to four tipping vouchers per year	Waste Management	Key issues have been considered and will be further developed into a number of proposed models for consideration by Council in early 2024.	
Measure	1 July to 31 December 2023		
Kerbside collection customer requests attended to within timeframes	100%		
Number of illegal dumping incidents	83		





1.2 – VALUE, PROTECT, AND ENHANCE OUR NATURAL ENVIRONMENT



1.2.1 - Protect and enhance the landscape and biodiversity values of Eurobodalla

Action	Service	Progress Update	Status
1.2.1.1 Finalise and adopt the Biodiversity Strategy	Strategic Planning	The Biodiversity Strategy continued to be prepared. It is anticipated a draft strategy will be finalised and ready for public exhibition in early 2024.	
1.2.1.2 Provide invasive weed management programs	Environmental Planning and Management	Council's weed control program is on schedule with major works completed for bitou bush, boneseed, alligator weed and St John's wort. Blackberry and African Love Grass control to be rolled out early 2024.	
1.2.1.3 Provide pest management	Environmental Planning and Management	Rabbit control is behind schedule with small scale control of rabbits occurring across the shire. This is due to prioritisation of other invasive species work, reduced complaints and the contractor being unavailable. Rabbit monitoring and works are scheduled for Tuross in 2024, and the program is anticipated to get back on track.	
1.2.1.4 Collaborate with South East Local Land Services to promote sustainable and biodiverse aware practices	Environmental Planning and Management	Council partnered with Local Land Services to provide waterway restoration projects in the Tuross catchment. Regular planning meetings were attended.	
1.2.1.5 Undertake flying fox camp monitoring and deliver community awareness programs	Environmental Planning and Management	Regular monitoring was completed for all occupied camps, Council's website was updated, and education events planned. A new camp at Moruya Riverside Park was established and has been recorded and monitored. Currently three camps are occupied at Catalina Golf Course, Moruya Riverside Park and Tuross Head.	
Measure		1 July to 31 December 2023	
Percentage of complying biosecurity inspections		100%	

1.2.2 - Maintain healthy waterways and catchments by finalising and implementing estuary management plans and monitoring impacts



Action	Service	Progress Update	Status
1.2.2.1 Implement the Wagonga, Mummaga and Moruya Estuary Coastal Management Plans	Environmental Planning and Management	A grant of \$600,000 has been awarded from the NSW State Government to undertake this financial year's work program, which represents the majority of actions in the Wagonga, Mummaga and Moruya Estuary Coastal Management Plans for on the ground	

		works. Council officers are now finalising acceptance of this offer so that works can begin. The 2023-2024 round of grant implementation is the first round of the five-year business plan.	
1.2.2.2 Undertake the estuary health monitoring program	Public and Environmental Health	Estuary monitoring continued across the six major estuaries in Eurobodalla. Estuary health data is used to prepare report cards for each of the major estuaries which are available on the Council website and require data analysis and updating.	
1.2.2.3 Participate in the Beachwatch program	Public and Environmental Health	Continued participation in the NSW Government's Beachwatch program ensures that water quality at 11 popular beaches in Eurobodalla are monitored during the warmer months. Weekly sampling commenced in November and continues through to the end of March with results posted on the Council website each week during this period. Council continues to investigate water quality issues identified at Surf Beach and Caseys Beaches through the Beachwatch program.	
1.2.2.4 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	943 inspections carried out during the six-month period with 95% compliance.	
1.2.2.5 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitoring occurred in accordance with NSW Health requirements and Environmental Protection Licences.	
Measure	1 July to 31 December 2023		
Percentage of complying onsite sewer management system inspections	95%		



1.2.3 - Work in partnership to provide natural resource management to develop community awareness of environmental opportunities, issues and impacts			
Action	Service	Progress Update	Status
1.2.3.1 Assist Landcare and community groups to deliver environmental projects	Environmental Planning and Management	Council continued to support the 24 groups of the Eurobodalla Landcare Network, including conducting cultural heritage workshops.	
1.2.3.2 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	Council received 905 customer service requests for public and environmental health related matters such as noise, air, land, and water pollution and development compliance during the period.	
Measure	1 July to 31 December 2023		
Number of groups supported	24		
Number of public and environmental health matters responded to within timeframes	905		

1.3 – RESPOND TO OUR CHANGING CLIMATE AND NATURAL HAZARDS


1.3.1 - Improve Eurobodalla's resilience to the effects of man-made climate change through the implementation of the Climate Action Plan

Action	Service	Progress Update	Status
1.3.1.1 Design and implement programs for plantings, and or, artificial shading of strategic urban streetscapes, council carparks and playgrounds	Environmental Planning and Management	Trees were sourced for planting in Moruya and Batemans Bay central business districts. Tree planting at Mogo carpark and sports field oval was completed. Durras playground shade sail sourced, and a contractor appointed for installation in early 2024.	
1.3.1.2 Facilitate a Climate Change Advisory Group	Environmental Planning and Management	One quarterly meeting was conducted, the other quarterly meeting was cancelled due to members being unavailable to attend. Further meetings have been scheduled for 2024.	

1.3.2 - Manage coastal hazards by implementing coastal and management studies and projects






Action	Service	Progress Update	Status
1.3.2.1 Commence North Batemans Bay coastal management works	Strategic Planning	Council has engaged Public Works Authority to manage the works contract for the North Batemans Bay coastal management works funded by the NSW government. In September, Public Work Authority released the Batemans Bay Coastal Protection Works Design Services tender; for a consultant to investigate and design coastal erosion protection works at three sites in the northern Batemans Bay area. The successful tender is expected to be announced in February 2024.	
1.3.2.2 Manage lake openings	Stormwater	Kianga Creek and Joes Creek were opened in accordance with the lake opening Procedures.	

1.3.3 - Protect communities through developing and implementing floodplain risk management plans


Action	Service	Progress Update	Status
1.3.3.1 Finalise the Batemans Bay and Moruya Flood Studies	Strategic Planning	The Batemans Bay and Moruya Flood Studies have both commenced, with consultants engaged and grant milestones adhered to. Batemans Bay is in the first stage, with consultants undertaking a review of data collected as part of the Urban Creeks Flood Study. Moruya has completed this data collection and review and the first round of community consultation.	




1.4 – WORK TOGETHER IN THE MANAGEMENT AND USE OF OUR VALUABLE RESOURCES

1.4.1 - Provide safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy

Action	Service	Progress Update	Status
1.4.1.1 Deliver programmed capital works (build and renewals) for the water supply network	Water Services	Water main renewals commenced or completed during the six months include: <ul style="list-style-type: none"> Edward Road, Batehaven Baringa Crescent, Lilli Pilli Veitch Street, Mogo Frances Street, Moruya Vulcan Street, Moruya Riverside Drive, Narooma 	
1.4.1.2 Operate and maintain the town water supply system	Water Services	Operational and maintenance activities were undertaken per Council's schedule.	
1.4.1.3 Deliver programmed capital works (build and renewals) for the sewerage network	Sewer Services	Sewer main renewals have commenced at Vulcan Street, Moruya.	
1.4.1.4 Operate and maintain sewerage system	Sewer Services	Operational and maintenance activities were undertaken per Council's schedule.	
1.4.1.5 Continue to develop and implement a new integrated water, sewer and stormwater servicing plan for South Batemans Bay CBD		Detailed survey of South Batemans Bay Central Business District is completed. Water supply modelling and sewerage pumping stations augmentation concept design completed. Design for stormwater upgrades in Herarde Street, Bavarde Avenue, Heradale Parade and Golf Links Drive completed and construction underway. Further stormwater upgrades for Beach Road, Flora Crescent, and Orient Street (South) identified pending further detail design and outcomes from the Batemans Bay Living Place Masterplan/Strategic Planning work to support the Housing Strategy.	

Measure	1 July to 31 December 2023
Length of water mains maintained	628km of reticulated water mains and 292km of trunk water mains
Number of water customers	22,401
Percentage of water meters replaced	1.87% (395 meters)
Volume of water treated	1970ML
Length of sewer mains maintained	568km
Number of customers on reticulated sewer	21,581
Number of sewerage pump stations and treatment plants maintained	139 pump stations and 6 treatment plants
Number of sewer spills	38






1.4.2 - Increase water security through construction of the Southern Water Supply Storage			
Action	Service	Progress Update	Status
1.4.2.1 Continue the construction of the Southern Water Supply Storage/Dam	Water Services	The storage construction contract is 55% complete. The coffer dam and outlet conduit, outlet tower shaft, bridge pier and bridge abutment, clay core foundation excavation and grouting, and spillway excavation complete. Foundation mapping and seam treatment continuing. Spillway construction commenced.	
Measure		1 July to 31 December 2023	
Percentage of dam complete		50%	


1.4.3 - Provide opportunities and incentives to encourage responsible use of resources by the community and at Council			
Action	Service	Progress Update	Status
1.4.3.1 Promote and issue rebates and incentives to help conserve water and energy	Water Services	107 washing machine rebates and 20 dual flush toilet rebates were issued during the six months.	
1.4.3.2 Provide treated effluent for reuse in the community	Water Services	Treated effluent was supplied for reuse at Moruya Golf Course, Moruya High School playing field, Moruya Riverside Park, and Tuross Golf Course.	
1.4.3.3 Continue to improve energy security for key water and wastewater assets	Water Services	<p>Permanent standby generators installed at Batemans Bay, Tuross Head and Bodalla Sewage Treatment Plants.</p> <p>Improvements planned for future periods include:</p> <ul style="list-style-type: none"> • Permanent standby generators are to be installed at Tomakin, Moruya and Narooma Sewage Treatment Plants during scheduled augmentations. • Permanent standby generators designed for Tuross and Batemans Bay to be installed during sewage pumping station upgrades in 2024-25. • Permanent standby generators to be installed at the Northern Water Treatment Pant and Deep Creek Dam pumping station with detailed design to be carried out in 2024. • The Southern Water Treatment Plant will include permanent standby generators during its construction in 2029-30. 	
Measure		1 July to 31 December 2023	
Number of water rebates issued		127	



2. OUR COMMUNITY THAT WELCOMES, CELEBRATES, AND SUPPORTS EVERYONE

2.1 – ACKNOWLEDGE OUR BEGINNINGS, EMBRACE OUR DIVERSITY






2.1.1 - Acknowledge and involve the traditional custodians of Eurobodalla and deliver the outcomes of the Aboriginal Action Plan

Action	Service	Progress Update	Status
2.1.1.1 Coordinate the Aboriginal Advisory Committee and associated projects	Community and Cultural Development	Council facilitated two Aboriginal Advisory Committee meetings. Progress continued on agreed cultural projects including the development of an Aboriginal protocols and guidelines document and the renewal of the Tracing Events of the Dhurga Speaking People resource.	
2.1.1.2 Collaborate with Aboriginal Elders, leaders and representatives	Community and Corporate Leadership	Council continues to collaborate with Aboriginal Elders, leaders and representatives through different avenues such as Aboriginal Advisory Committee meetings and the Australia Day Citizenship ceremony.	
2.1.1.3 Promote Aboriginal contacts and protocols including welcome or acknowledgement to Country	Community and Cultural Development	Council worked with members of the Aboriginal Advisory Committee to develop an Aboriginal protocols and guidelines document aimed at providing Council staff with an understanding of the important protocols when working, consulting and acknowledging local Aboriginal communities. It is a resource to support staff when responding to inquiries from community members about cultural protocols and to be included as part of Councillor and Council employee inductions.	
2.1.1.4 Celebrate NAIDOC Week with events, activities and grant opportunities	Community and Cultural Development	Planning for the opening of Council's annual NAIDOC Week community grants program has commenced with the grants scheduled to open in February. NAIDOC Week events and activities that celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples will be funded.	
2.1.1.5 Deliver opportunities to celebrate and showcase our Indigenous heritage through an interpretation framework	Strategic Planning	Aboriginal heritage has been celebrated through interpretation at Observation Point. Engagement was undertaken with family stakeholders to design interpretation panels for Brierley's	





		homestead near Brierley's boat ramp. Work continues on the interpretation for the Coastal Headland Walking Track. Councils work at Observation Point has been acknowledged by the Aboriginal Community and the NSW Government as leading in its engagement of Aboriginal stakeholders and celebration of culture.	
2.1.1.6 Promote Aboriginal employment in broader community	Community and Cultural Development	<p>A pre-employment training program was promoted to young Aboriginal youth in collaboration with a range of youth support services. Five Aboriginal youth attended the information session and enrolled, with one of the participants completing the program.</p> <p>Council staff are co-designing an aquaculture skills development program for Aboriginal young people in collaboration with the Department of Communities and Justice.</p> <p>Council's Employment projects team promoted three Aboriginal identified job vacancies through the Employment Program Job Alert. Shared youth development program opportunities included entrepreneur and financial literacy workshops through the Workers with Youth Network group and weekly training alert.</p>	
Measure		1 July to 31 December 2023	
Number of meetings of the Aboriginal Advisory Committee		2	
Number of activities and grants full subscribed		10	



2.1.2 - Manage and promote our natural, cultural and historical heritage identity guided by the Heritage Strategy			
Action	Service	Progress Update	Status
2.1.2.1 Coordinate the Heritage Advisory Committee and associated projects	Community and Cultural Development	<p>One meeting has occurred during the six months.</p> <p>The committee awarded the Fergus Thompson prize to Kevin Setter for writing a book that correlated the development of stagecoach travel in the region in competition with sea transport. Collectively, the committee edited the Council's heritage strategy and prepared it for adoption by the Council in February 2024. The Committee reviewed its strategic objectives for the next five years.</p>	
2.1.2.2 Provide heritage advice	Community and Cultural Development	Architectural heritage advice was provided to 24 property owners and the Heritage Advisory Committee. Assistance was also provided in preparing a research document outlining the development of early coach travel in the shire.	

2.1.2.3 Review of the Eurobodalla Heritage Strategy	Community and Cultural Development	The Heritage Strategy has been reviewed and will be presented to the Council to endorse in early 2024.	
Measure		1 July to 31 December 2023	
Number of meetings of the Heritage Advisory Committee		1	
Number of heritage advice sessions		24	




2.1.3 - Provide services that meet changing community needs and celebrate our diversity			
Action	Service	Progress Update	Status
2.1.3.1 Provide support services for seniors and their carers	Community Care	Council continues to support seniors by providing Commonwealth Home Support Services, such as respite, social support and community transport. We are also increasing our provision of Home Care packages. Many of these services are provided with the support of volunteers.	
2.1.3.2 Facilitate citizenship ceremonies	Community and Corporate Leadership	Council has held one citizenship ceremony, with 19 new citizens attending the ceremony.	
2.1.3.3 Provide Families Week activities		Families Week occurs in May. Planning has commenced and activities have been scheduled.	
2.1.3.4 Coordinate Youth Week events		Council has received state funding to support the annual hosting of the celebrated Youth Battle of the Bands youth week event, with planning underway supported by members of Councils Youth Committee.	
2.1.3.5 Deliver Children's Week activities		Council provided a week of activities across the Eurobodalla to celebrate Children's Week. Activities included a guided walk in the Eurobodalla Botanic Garden, musical adventure show, rhyme time with libraries at Broulee, and a Hungry Caterpillar scavenger hunt in Narooma. The main event for the week was the annual Children's Week Fun Day. This year it was held at Kyla Park Tuross Head and included face painting, story time, DJ music and local community operated services. Council also supported six playdates with emergency services during the week.	
Measure		1 July to 31 December 2023	
Number of seniors supported		441	
Number of senior services volunteer hours provided		985	
Number of direct support workers		23	
Number of direct service hours provided		985	
Number of citizenship ceremonies held		1	

2.1.4 - Provide services and strengthen opportunities to retain and attract youth, supported by the Youth Action Plan

Action	Service	Progress Update	Status
2.1.4.1 Coordinate the Youth Committee and associated projects	Youth Services	Council facilitated six youth committee meetings with 43 youth representatives from each of the five local high schools participating. This included one joint meeting with the members of the Workers with Youth Network stakeholder group which culminated in the production of a short film aimed at addressing youth homelessness in Eurobodalla.	
2.1.4.2 Manage Youth Cafes and outreach services	Youth Services	Council's youth team, with support from volunteers and a range of local youth services, provided 21 youth café sessions (over 115 hours of face-to-face engagement). These were attended by 491 young people aged 12 to 17 years. A total of 47 volunteers helped to provide a wide range of activities and entertainment including 447 nutritious meals served.	
2.1.4.3 Provide the Y-Drive project	Youth Services	31 volunteer mentors supported 129 learners to build driving hours and provide literacy support to pass the learners test. They drove 39,449km and registered 2,249 logbook hours during their 986 driving sessions. 40 learners passed their provisional licence, and 40 pre-learners obtained their learner licence, and 10 participants attended a safer driver course. Y-Drive commenced a pilot program with Narooma High School with three students receiving mentor sessions and five participants obtaining their learner licence. One steering committee meeting was conducted, and six participant and mentor inductions were held.	
2.1.4.4 Provide youth employment opportunities at Council through the apprenticeship and traineeship program	Workforce Development	Four youth business trainees, under the revitalised Youth Employment Training Scheme (YETS) program, completed the second of their four rotations throughout Council departments, and their Certificate IV Business with TAFE. To ensure the new format delivers valuable outcomes for the trainees, Council has conducted feedback sessions and implemented changes in the current and future programs. In the upcoming program, Council will increase the rotation duration to eight months and support trainees completing a qualification in both years of their traineeship – a Certificate III Business in the first year and Certificate IV Business in the second. Planning is underway for this program where three trainees will rotate through Library Services, Creative Arts Development and Recreation Services.	


		<p>In addition to Councils youth trainee program:</p> <ul style="list-style-type: none"> • one apprentice in horticulture parks and gardens was hired. • ongoing training and support was provided to 25 continuing water and sewer, civil construction, civil construction plant operations, horticulture parks and gardens, business, carpentry, electro-technology, fitter/machinist, individual support trainees and apprentices • a further five employees were supported to successfully complete their traineeships/ apprenticeships. 	
<p>2.1.4.5 Deliver programs and events for youth</p>	<p>Youth Services</p>	<p>Nine youth events were delivered reaching 1,087 young people. In collaboration with Council's Youth Committee, the team delivered a film project engaging 26 young people directly, reaching 1,738 indirectly via a social media campaign. Youth events focused on LGBTQI+ inclusion, cultural activities, amplifying youth voice, youth leadership, community connectedness, mental health and wellbeing, youth safety, youth recreation and creative arts. Council's employment projects team delivered six programs to 316 young people. Programs included a health infrastructure career opportunity presentation to all five local high schools (60 school students); a construction short course for school students (9 students completed training); guest speaking at Carroll College about career opportunities at Council (90 year 10 students) plus follow up of individual career advice and work ready support, and a traineeship information session to four high schools (150 attendees).</p> <p>Five young job seekers completed a Certificate II in Construction program and two young people participated in a Get Ready for Work program. Access to all youth events and programs were provided free of charge to participants through a combination of Council funds and external grants.</p>	
<p>2.1.4.6 Coordinate, maintain and work actively with the Workers with Youth Network to support and promote local service delivery and stakeholders</p>	<p>Youth Services</p>	<p>Council facilitated two meetings of the Workers with Youth Network (WWYN) attended by 33 youth service stakeholders and two youth committee members. Council continued to coordinate the WWYN Google Group which has 224 members who shared 1,903 conversations promoting information about youth training, youth holiday activities, event and programs, and health and wellbeing. A combined WWYN and Youth Committee project was conducted that included the production of a short video to</p>	




		increase awareness of local youth homelessness services.	
Measure		1 July to 31 December 2023	
Number of meetings of the Youth Committee		6	
Youth café attendance		491	
Number of licences achieved via Y-Drive		40	
Number of youth apprenticeships and traineeships offered		3	



2.1.5 - Support people with disability and their carers and implement the Disability Inclusion Action Plan			
Action	Service	Progress Update	Status
2.1.5.1 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	Two quarterly meetings were held. Topics discussed included beach access at Narooma; the Living Foreshore project (accessible pontoons and hoists, plus pathways and access points); Malua Bay Reserve upgrades (accessible viewing platform, pathways and public amenities).	
2.1.5.2 Provide support services for National Disability Insurance Scheme participants	Community Care	Community Care continues to provide 24-hour support to participants in three specialist disability accommodation service venues; direct support services, plan management services and coordination of support per our registration with National Disability Insurance Scheme.	
2.1.5.3 Deliver disability awareness training for Council staff and Councillors	Workforce Development	Disability awareness training has been completed for Councillors. Staff training options are being explored.	
Measure		1 July to 31 December 2023	
Number of meetings of the Disability Inclusion Advisory Committee		2	
Number of NDIS participants supported		110	
Number of direct service hours provided		15,700	
Number of direct support workers		59	





2.2 – ENCOURAGE COMMUNITY SPIRIT AND ENABLE HEALTHY LIFESTYLES

2.2.1 - Strengthen community spirit through community development initiatives

Action	Service	Progress Update	Status
<p>2.2.1.1 Provide volunteering opportunities through various programs and promotion of the Eurobodalla Volunteer Guide</p>	<p>Various</p>	<p>Council operations continue to be supported by volunteers, including:</p> <ul style="list-style-type: none"> • Youth Café volunteers giving their time, including preparation of meals and activities, to support young attendees. • The Basil Sellers Exhibition Centre (Bas) has a support network of 29 active volunteers who undertake gallery minding and information duties, event and deinstallation support. Two volunteer inductions are held each year and each exhibition has a volunteer and staff artist talk as part of permanent programming. Weekly updates ensure all volunteers are up to date with current exhibitions, events, and safety information. • One volunteer who supports the Embracing Babies program, attending a weekly session, talking with families, offering morning tea and assisting with the setting up and packing away of resources and equipment. This volunteer participates in various activities offered throughout the year such as walk with prams, first aid training, families and children’s week programs. • Social Support Individual Services have had over 30 volunteers who continue to help take clients shopping, attend medical appointments, pay bills, and ‘enjoy a cuppa and a chat’. 985 hours of support were given volunteers to assist 32 social support clients. • Community Transport had two successful volunteer inductions, onboarding 6 new volunteers and another induction is booked for early 2024. Community Transport provided almost 4,500 trips to over 400 individual passengers in the program. • Y-drive had 28 mentors support 151 learners to build driving hours and provide literacy support to pass the learners test. 	







		<ul style="list-style-type: none"> • Eurobodalla Regional Botanic Garden volunteers contributed 7,418 hours of labour carrying out work in all areas of the garden. • The Eurobodalla Volunteer Guide was distributed to various community groups and government agencies. It was also available from the libraries and the Council's customer service centre in Moruya. 	
2.2.1.2 Coordinate the community grants program including Healthy Communities, Seniors Week and Youth Grants	Community and Cultural Development	40 grant applications were received with 38 community initiatives receiving funding - seven for youth development, 25 for healthy communities and eight for seniors week community led programs. Programs supported include a seniors week concert and morning tea, Landcare family open day, weekly food relief program, new sports uniforms and coaching clinics, young parents workshops, and workshops for the skills development and empowerment of young women.	
2.2.1.3 Conduct Local Heroes Award	Community and Corporate Leadership	Council held the Local Hero Awards in November. Council received 14 individual nominations from which David Oliphant was named the 2023 Local Hero for his 25 years of service to the community.	
2.2.1.4 Provide an up-to-date Community Directory	Community and Cultural Development	The community directory was updated, and a working group is planning to transition it to Council's main web platform.	
Measure		1 July to 31 December 2023	
Number of volunteers		130	
Grants program promoted and fully allocated		38	

2.2.2 - Provide and manage quality community facilities to meet the needs of the current and future communities			
Action	Service	Progress Update	Status
2.2.2.1 Maintain and manage community halls	Community Facilities	Council supports 13 community halls/centres in Eurobodalla. Maintenance requests are addressed as reported, however, limited availability of staff and contractors has impacted this. This issue is being addressed and remedies are being explored. Investigations are underway to identify improvements for heating and cooling at the facilities. Paint and carpet works are programmed for Kyla Park and Tomakin Community Halls.	
2.2.2.2 Prepare an action plan to increase use in community halls	Community Facilities	A community halls activation plan has been drafted after consultation with current hirers. Resourcing options are now being explored and	



		further engagement will occur with stakeholders.	
2.2.2.3 Finalise and Implement the Public Toilet Strategy	Community Facilities	A new team has been created to specifically manage Council-owned public amenities. Works have commenced to replace facilities at Malua Bay, Lilli Pilli, Mosquito Bay, and Brierleys Boat Ramp. Upgrade works are underway for South Broulee, North Broulee, NATA Oval Narooma and South Head facilities. A significant amount of these works are anticipated to be complete by June.	
2.2.2.4 Provide, maintain and upgrade Council cemeteries, including delivering the Narooma Cemetery Expansion project	Community Facilities	Council continued to maintain eight operational cemeteries. Environmental studies for Narooma Cemetery Expansion project are in progress and the heritage report is being prepared. Upon completion, approvals will be in place for immediate and future expansion. Physical works to take place next financial year.	
2.2.2.5 Provide a Council facility booking service	Community Facilities	Hiring of Council facilities is supported by an online booking system. In addition, a booking service is available to the community during weekday business hours.	
2.2.2.6 Manage the Bay Pavilions	Community Facilities	There were 132,754 visitations at the Bay Pavilions, 1,303 members, and 8,811 learn to swim lesson attendances during the period. The Yuin Theatre also held 34 shows and events. A contractor has been engaged to implement recommendations from the energy audit, including looking at power saving initiatives such as heating, ventilations and air conditioning adjustments. Further operational efficiencies are being identified following on from the financial performance and risk reviews. The Building Management System is now being actioned by local contractors which will provide an improved response to issues that may arise.	

Measure	1 July to 31 December 2023
Number of public toilet facilities maintained	67
Number of burials and inurnments	40
Number of bookings for recreations and community facilities	50
Visitation number at the Bay Pavilions	132,754

2.2.3 - Plan for, and deliver safe and accessible recreation opportunities, guided by the Recreation and Open Space Strategy and asset management plan


Action	Service	Progress Update	Status
2.2.3.1 Provide and maintain recreation facilities	Recreation	Council supports 23 sports and recreation facilities by performing proactive maintenance. Significant rain events have impacted some playing fields.	
2.2.3.2 Upgrade Malua Bay Reserve	Recreation	The upgrade includes an expanded play space, new picnic facilities, toilet block, viewing platform and landscaping. The construction of the accessible viewing platform is complete. Construction has commenced on the amenity block and all works are anticipated to be completed this year.	
2.2.3.3 Upgrade Moruya Showground canteen and amenities	Recreation	Construction of new canteen and amenity building has commenced, after demolition works were completed. The works are on track for completion late 2024.	
2.2.3.4 Upgrade Hanging Rock sporting fields	Recreation	Field design is complete, and the designing of the new change facility has commenced. Construction is targeted to commence mid to late 2024.	
2.2.3.5 Liaise with local sporting clubs to create strategic plans in developing long-term sustainability in sport	Recreation	This work was completed via the Sustainability in Sport program that created a club resource kit, including a strategic plan template.	
2.2.3.6 Manage the contract for Moruya and Narooma aquatic facilities	Recreation	Extensive works occurred in the closure period at the Moruya Pool and maintenance works at the Narooma Pool to improve the quality of services, including pool plant items and handrail replacements. Significant rain events impacted the water quality at Moruya pool and led to some unscheduled closures of the facility.	
Measure	1 July to 31 December 2023		
Visitation number at Moruya Swimming Pool	7,412		
Visitation number at Narooma Swimming Pool	20,305		

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



Action	Service	Progress Update	Status
2.2.4.1 Advocate for improved health services	Community and Corporate Leadership	The NSW Government continue to progress the new Eurobodalla Regional Hospital and Council continued to work with the government on planning and infrastructure requirements.	
2.2.4.2 Work with NSW Government to maximise outcomes for the Eurobodalla Regional Hospital	Community and Corporate Leadership	Council continued to advocate to the NSW Government to fund the Eurobodalla Regional Hospital projects.	




2.3 – PROVIDE RICH LEARNING OPPORTUNITIES AND EXPERIENCES

2.3.1 - Work in partnerships to improve educational opportunities



Action	Service	Progress Update	Status
2.3.1.1 Collaborate with stakeholders to advocate for and address local educational needs	Community and Corporate Leadership	<p>Council continued to collaborate with TAFE NSW and the University of Wollongong to support educational programs and students at the Batemans Bay campus.</p> <p>Council continued to accept and seek opportunities to collaborate with all schools at the primary, secondary and tertiary levels within the shire.</p>	



2.3.2 - Provide quality library services, programs and resources, as identified in the Eurobodalla Library Strategic Plan

Action	Service	Progress Update	Status
2.3.2.1 Provide lending collections, reference, information and online services	Libraries	<p>Council's Libraries continue to provide a diverse range of lending collections, reference materials, information services, and online resources to the community.</p> <p>The launch of Council's new "Books to Go" collection occurred. This curated selection of popular and new releases ensures in-demand titles are readily available, addressing customer feedback and reducing wait times. New titles are added regularly, ensuring the service remains fresh and responsive to reader preferences.</p> <p>The BorrowBox platform was expanded to include eMagazines making the platform Council's go-to destination for all eResources and giving borrowers an improved overall digital library experience.</p> <p>In the first half of the year:</p> <ul style="list-style-type: none"> • 60,828 people have visited Council libraries • 75,527 physical items loaned • 583 new library members • staff assisted with 9,776 customer information requests and assisted with 9,264 technology-related requests • 11,707 eBooks downloaded • 14,938 eAudio books downloaded • 3,950 eMagazine loans 	
2.3.2.2 Deliver a home library service	Libraries	Options for the introduction of a new Home Library Service have been investigated and potential operational models have been reviewed. Estimates for the program costings	




		<p>have been prepared and documentation, policies and procedures have also been created.</p> <p>Home Library Risk Assessment document completed and submitted, and the program is anticipated to commence early 2024.</p>	
<p>2.3.2.3 Build on opportunities with facility partners such as NSW Health, University of Wollongong and the Bas to value-add and improve service provision</p>	Libraries	<p>The Batemans Bay Library and the University of Wollongong campus partnered to deliver many joint programs and events, highlights include:</p> <ul style="list-style-type: none"> • Intergenerational Playgroup Program - a 10-week program was designed to bring together people of different ages to learn from and support each other. The program was attended by older adults aged 70+, pre-schoolers aged 3-5, siblings, parents, and carers. • The Year 6 'Future Finder' Program with students from across Eurobodalla and beyond visited the campus for an emoji treasure hunt to find book titles and to learn new library research skills in preparation for high school. 	
<p>2.3.2.4 Develop and implement local studies collection plan</p>	Libraries	<p>A local studies collection plan (LSCP) serves as a roadmap for acquiring, preserving, and making accessible materials that document the unique history, people, and culture of our specific region to share with future generations.</p> <p>The draft Eurobodalla LSCP is due to be finalised in early 2024 to support the digitising of local stories (oral and written), expansion of local publications, library presentations and author talks being included.</p>	
<p>2.3.2.5 Deliver programs and events via libraries to support life-long learning</p>	Libraries	<p>The Eurobodalla Libraries delivered a program of engagement and learning opportunities throughout 2023, reaching over 3,793 individuals through 322 diverse programs and events that support life-long learning including:</p> <ul style="list-style-type: none"> • author outreach - talks and workshops, established literary figures connected with patrons, enriching their understanding of the writing process. • early literacy development - interactive activities and engaging story times to nurture a love of reading. • digital inclusion - digitally aware workshops equipped patrons with the skills and confidence to navigate the online world effectively, bridging the digital divide. • Community building - movie afternoons, book clubs, and various gatherings provided platforms for shared 	





		<p>experiences, fostering social connections and a strong sense of belonging within the community.</p> <ul style="list-style-type: none"> Mayor's Writing Competition - a record number of entries explored the theme of "change" in this year's competition. 	
Measure		1 July to 31 December 2023	
Number of library borrowings and visitations		156,780	
Number of library members		583	
Number of programs and events provided		322	




2.3.3 - Develop and provide early education services and programs that promote learning and development			
Action	Service	Progress Update	Status
2.3.3.1 Coordinate the Family Day Care service		<p>Educators and coordination unit staff have been active throughout the year upgrading first aid qualifications; attending training relating to changes to the national laws, regulations and standards; completing annual work health and safety assessments; and reviewing and updating operational policies and procedures.</p> <p>The service hosted the annual Children's Week Fun Day, National Torres Strait Islander Children's Day, and participated in other local community activities such as Playdates with Emergency Services.</p> <p>In the year to date one new educator commenced with the service and five educators ceased working with the service due to retirement and travel reasons. This has resulted in a team of 8 educators across the Eurobodalla and a waitlist of 141 children. There have been six enquiries from prospective new educators. The service has provided 2,529 occasions of care to date.</p>	
2.3.3.2 Provide Out of School Hours and Vacation care		<p>Council's Out of School Hours (OOSH) programs provided children with excursions to local recreation businesses such as gyms, golf clubs, pools, airport, and cinema, as well as local beaches and parks. Centre-based activities included craft, science experiments, gardening, cooking, and physical games.</p> <p>The service has celebrated and participated in NAIDOC Week, National Science week, Families Week and Children's Week. The OOSH supervisors have attained Food Safety Supervisor certificates, updated CPR and attended professional development relating to the changes to national laws and regulations. Supervisors have been reviewing and updating</p>	

		procedures and quality improvement plans. The programs have provided a total of 5,063 occasions of service provided for the year to date.	
2.3.3.3 Deliver grant funded child and family development programs		<p>The 3Bs playgroups have been providing nine playgroups across seven locations in the Eurobodalla to an average of 140 families fortnightly. The 3Bs playgroups have provided community events including the Westpac helicopter discovery day, excursions to the zoo, Children's Week Fun Day, transition to school activities, as well as participating in community events such as NAIDOC week.</p> <p>Embracing Participation has seen strong demand for the Embracing Babies program being delivered across three locations. A strong collaboration with Community Health and Tresillian has seen more families being supported with child health and development and parenting concerns. This period has seen more families requiring support to access early childhood services due to waitlists and limited paediatric services in our shire. Community events have included Children's week activities, infant first aid courses for families, and collaborative playdates with other services including Campbell Page and The Family Place.</p>	
2.3.3.4 Advocate to improve capacity and resilience of local early learning and care services		<p>Council has continued with advocacy and community networking events to improve capacity of our local early education and care services. The network group met quarterly and discussed topics relating to staffing issues, child development and vulnerability. Positive outcomes for Eurobodalla include Moruya TAFE employing a full-time teacher and providing the Certificate III in Early Childhood Education and Care through online classes. Face-to-face classes are planned for 2025. Preschools and long day care services will have access to health and development checks for 4-year-old children. Council's educators have attended training in trauma-informed care.</p>	
Measure	1 July to 31 December 2023		
Number of family day care occasions of care	2,529		
Number of family day care educators	8		
Number of vacation care and out of school hours occasions of care	5,063		






2.4 – FOSTER A SAFE COMMUNITY



2.4.1 - Collaborate with partners to address issues of community safety			
Action	Service	Progress Update	Status
2.4.1.1 Coordinate the Police Liaison Committee	Public Order and Safety	Police Liaison meetings were held in August and November with a further four meetings to be planned for 2024.	
2.4.1.2 Review and update the Eurobodalla Road Safety Plan and provide road safety programs	Public Order and Safety	<p>During the period, the following activities have been undertaken:</p> <ul style="list-style-type: none"> The Road Safety Plan is currently undergoing review to consider the latest crash data and incorporate internal and external feedback into the new draft Eurobodalla Road Safety plan. Kings Highway Road Safety Partnership have conducted their summer campaign launch in December 2023. South Coast Survive the Ride motorcycle workshop was completed. Child restraint practices regional and remote NSW - in conjunction with Transport for NSW was completed. RBT means Plan B - Win a Swag promotion completed. Soldiers Club - Plan B, alternative transport completed. 65Plus seniors drivers - three workshops conducted, including Stepping On falls prevention program. 	
2.4.1.3 Coordinate the management of beach safety through the lifeguard contract	Public Order and Safety	<p>A new contract was awarded for provision of lifeguard services across eight Eurobodalla beaches. Australian Lifeguard Service will provide professional beach patrol services for two summer seasons. This summer season runs from 20 December to Monday 29 January.</p> <p>The lifeguard contract also supports the installation of Council's mobility mats that assist members of the community with disability or low mobility with beach access.</p>	
Measure		1 July to 31 December 2023	
Number of Police Liaison Committee meetings held		2	

2.4.2 - Deliver legislated health protection and regulatory programs			
Action	Service	Progress Update	Status
2.4.2.1 Promote and undertake the food inspection program in accordance with the Food Authority guidelines and Scores on Doors program	Public Order and Safety	76 inspections undertaken with 78% receiving a 4- or 5-star rating.	
2.4.2.2 Undertake commercial public pool water quality inspection program	Public Order and Safety	27 inspections undertaken with 96% level of compliance.	
2.4.2.3 Undertake liquid trade waste inspections and/or audits	Public Order and Safety	63 inspections undertaken with 95% compliance. The majority of scheduled inspections will be undertaken in the second half of the year.	
2.4.2.4 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	Council received 171 customer service requests for matters relating to public safety such as abandoned vehicles, unsafe parking, and illegal camping.	
Measure		1 July to 31 December 2023	
Percentage of complying food inspections		78%	
Number of commercial public pool inspections		27	
Number of liquid trade waste inspections		63	

2.4.3 - Provide companion animal services, guided by the Companion Animal Management Plan 2018			
Action	Service	Progress Update	Status
2.4.3.1 Respond to public safety matters associated with animal control	Public Order and Safety	Council received 352 customer service requests for matters relating to animals, such as straying/roaming animals, dog attacks and nuisance barking dogs.	
2.4.3.2 Promote and encourage desexing, microchipping and registration of animals	Public Order and Safety	Council undertakes monthly audits of the NSW Companion Animal Register and sends correspondence to animal owners who are required to lifetime register and/or desex their animals.	
2.4.3.3 Manage animal impounding and rehoming	Public Order and Safety	115 animals were impounded with 84% returned to owner or rehomed. The remaining animals were assessed as being unsuitable for rehoming due to being feral cats and dogs having aggressive temperaments or being declared menacing or dangerous.	
Measure		1 July to 31 December 2023	
Percentage of seized animals reunited with their owners		84%	

2.4.4 - Work with agencies and emergency services to support coordinated emergency management and improved resilience




Action	Service	Progress Update	Status
2.4.4.1 Support emergency services, government agencies and supporting organisations in planning, preparing, responding, and recovering from natural disasters through the Emergency Management, Rescue and Far South Coast Bushfire Risk Management Committees	Public Order and Safety	<p>Council has:</p> <ul style="list-style-type: none"> • chaired two Local Emergency Management Committee meetings • attended two Local Rescue Committee meetings • attended two Regional Emergency Management Committee meetings • attended two Bushfire Risk Management Committee meetings • attended the Far South Coast Next Gen Bush Fire Risk Management Plan Workshop • attended the Coolagolite Bushfire After Action Review • conducted an airport emergency exercise at Moruya Airport. 	
2.4.4.2 Advocate for strategic review of emergency and recovery services including the transfer of the annual cost for the Rural Fire Service, State Emergency Service and NSW Fire and Rescue to the NSW Government	Public Order and Safety	<p>Council supports Local Government NSW (LGNSW) in advocating for the Emergency Services Levy to be subsidised, unshackled from Council's rates, and for the NSW Government to develop a fairer, more transparent and financially sustainable method of funding emergency services.</p> <p>In September 2023, Council received a response from the Minister for Local Government that a subsidy for the Emergency Services Levy in the 2023-24 financial year is not available to NSW councils.</p>	
2.4.4.3 Work with the NSW Government to deliver the Eurobodalla Regional Co-located Emergency Services Precinct	Public Order and Safety	<p>Council continues to work with the NSW Government to deliver the Eurobodalla Regional Co-located Emergency Services Precinct.</p> <p>Key stakeholders, including NSW RFS, NSW SES, and NSW Fire and Rescue, are working closely with Council to deliver the precinct.</p>	
2.4.4.4 Undertake fire mitigation program on Council controlled land	Public Order and Safety	<p>Council completed the objectives of the Bush Fire Risk Management Plan and to maintain Asset Protection Zones by undertaking fire mitigation vegetation works involving hand clearing and grooming of Council managed lands.</p>	
2.4.4.5 Advocate to the NSW and Australian governments to fund improved resilience of local roads and bridges, evacuation centres, water and sewerage systems, power supply, telecommunications and highways	Public Order and Safety	<p>The Eurobodalla Critical Infrastructure Resilience Plan provides a framework for improving the resilience of public infrastructure to natural disasters.</p> <p>Council continues to seek funding to implement actions identified in the Plan.</p>	




2.4.5 - Continue to support Eurobodalla's natural disaster recovery			
Action	Service	Progress Update	Status
2.4.5.1 Continue to support affected bushfire communities with development assessment	Development Assessment and Building Certification	Council continues to prioritise bushfire rebuild development applications (DA's). Council has received a total of 437 DA's (including modification of existing approvals) lodged for bushfire rebuilds from 1 January 2020 to 31 December 2023. The average processing time for these applications is 41.15 days.	
2.4.5.2 Promote a two-week free green waste drop off period at waste management facilities in conjunction with Rural Fire Service 'Get Ready' program.	Waste Management	Between 11 and 24 September, Council waived approximately \$58,000 in gate fees for the disposal of green waste to support the community in preparing their properties for the upcoming bushfire season. Approximately 1,900 tonnes of green waste was received across Council's waste facilities. The cost to deliver the program was approximately \$125,000 plus in-kind support.	




3. OUR REGION OF VIBRANT PLACES AND SPACES

3.1 – BALANCE DEVELOPMENT BETWEEN THE NEEDS OF PEOPLE, PLACE AND PRODUCTIVITY

3.1.1 - Review, prepare and deliver planning instruments that support sustainable social, environmental and economic outcomes as guided by our Local Strategic Planning Statements


Action	Service	Progress Update	Status
3.1.1.1 Prepare a masterplan for Batemans Bay CBD that identifies options for more housing	Strategic Planning	The project plan and consultation plans were completed. Three consultancy organisations have been engaged to assist with three components of the master plan development and other sections will be developed in-house. A grant application has also been completed. Plan preparation has commenced. The master plan work is on track to be completed by the end of 2024.	
3.1.1.2 Collaborate with the NSW Government to prepare the Place Strategy for the Batemans Bay Strategic Cluster	Strategic Planning	Council staff met regularly with the NSW Government and reviewed information to inform the scope of works for technical studies and engagement plans to prepare a Place Strategy for the Batemans Bay Strategic Cluster.	
3.1.1.3 Conduct ongoing reviews and update planning controls	Strategic Planning	Council participated in a workshop and undertook stakeholder engagement to help prepare an urban design report for South Moruya, to inform infrastructure delivery and subdivision guidelines. A planning proposal to reclassify certain land from community to operational across Eurobodalla was endorsed by Council in part, and forward to the NSW Government to make the amendments to the Eurobodalla Local Environmental Plan 2012. Planning Proposal 20 Heritage Conservation Area – Brierley’s Boat Ramp was gazetted on 27 October 2023. Consultants started preparing technical studies to inform the Dalmeny Land Release Area Development Control Plan and masterplan. Council made a submission to the inquiry into the planning system and the impacts of climate change on the environment and communities.	



3.1.2 - Provide receptive and responsive development assessment services			
Action	Service	Progress Update	Status
3.1.2.1 Assess and determine development applications	Development Assessment and Building Certification	<p>The average processing time for development applications (DAs) and section 4.55 applications (previously section 96) was an average of 62.64 days at 31 December 2023, compared to 50 for the same period in the previous financial year. Council received 432 development applications/modification applications. Down 8.2% in the same period last year. The total number of applications determined was 379 applications, down 15.1% on the same period last year.</p> <p>Council received 927 planning (10.7) certificates, with 76% processed in less than two days; 22% processed in two to four days and 1.8% processed in more than four days (note days include weekends).</p> <p>The turnaround time for DA processing has increased due to complexities and delays experienced with the NSW planning portal, together with a lack of staff resources which is being experienced by local governments across NSW.</p>	
3.1.2.2 Provide services that regulate caravan parks, swimming pool barrier compliance and other local approval applications	Development Assessment and Building Certification	<p>Whilst Council did not have a dedicated staff member in the role of swimming pool compliance or caravan parks over the first half of the financial year, upskilling has been undertaken by existing staff to help facilitate in these areas. Council completed 83 swimming pool barrier inspections, issued 45 local government approvals, and have completed eight approval to operates for caravan parks, a 50% increase on the previous period.</p>	
3.1.2.3 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	<p>Council had 18 pre-lodgement requests with (potential) applicants. There were 16,265 email enquiries or requests to administration staff and 8,867 email responses provided. There were also 13,974 phone calls received and a total of 39,115 interactions with the public concerning development matters over the period.</p>	
Measure	1 July to 31 December 2023		
Number of development assessments received	432		
Number of development assessments determined	379		
Number of pool barrier compliance certificates issued	83		
Number of section 68 approvals for water/sewer	23		
Number of section 68 approvals to install moveable dwellings	4		
Number of section 68 approvals to operate for caravan parks	8		


3.1.3 - Work in partnership to encourage and facilitate greater housing diversity and affordability			
Action	Service	Progress Update	Status
3.1.3.1 Advocate to the NSW Government on housing supply, diversity and affordability in the region	Strategic Planning	The draft Housing Strategy identifies and provides a framework for Council advocacy on housing issues, including working in partnership with Land and Housing Corporation and community housing providers. Council's submission to the environmental impact statement for the new Eurobodalla Regional Hospital included the need for housing for temporary worker accommodation and future hospital staff, and that by not providing housing it is likely to exacerbate housing affordability issues in Eurobodalla.	
3.1.3.2 Finalise the housing strategy with a focus on addressing affordability	Strategic Planning	Council undertook workshops and meetings with stakeholders, including Councillors, to identify actions for the draft Housing Strategy.	
3.1.3.3 Commence delivery of the Moruya Housing Infrastructure project	Strategic Planning	Council has commenced planning and delivery of the Moruya Housing Infrastructure Project as part of the \$11.53M funding received from the NSW Government under the Housing Accelerated Infrastructure Fund. An Urban Design Report and Draft Structure Plan for the precinct is being prepared that will be finalised in early 2024. Enabling infrastructure works have commenced in Francis Street and Vulcan Street, Moruya. These works include the construction of roads, drainage, footpaths and upgrades to water and sewer systems that will support future housing development.	

3.2 – SUPPORT DIVERSIFIED INDUSTRY AND THRIVING BUSINESSES



3.2.1 - Collaborate with other service providers for business to invest, diversify and grow guided by the Economic Development Strategy


Action	Service	Progress Update	Status
3.2.1.1 Facilitate and advocate for assistance and resources to local businesses	Economic Development	Council works with stakeholders to deliver business capacity building programs and provide access to a range of resources to generate economic activity. Distributed resources are aligned with business capacity building workshops and events, including: <ul style="list-style-type: none"> Quarterly review and updates of business content including the economic overview on the Council website. 	



		<ul style="list-style-type: none"> • Doing business with your local Council by Small Business Commission and coordination of a suppliers briefing in partnership with Industry Capability Network. • Referral resources for digital connectivity to the Regional Tech Hub and Australian Digital Solutions program. • Famil program, training, and playbook for Ride Ready Eurobodalla – a custom designed industry development piece for businesses that will derive a benefit from development of mountain bike trails. <p>Council has also directly supported 32 business concierge services and completed 989 business engagements for the year to date.</p>	
<p>3.2.1.2 Work in partnership with chambers of commerce and other industry leaders</p>	<p>Economic Development</p>	<p>Council collaborated with the shire Chambers through the development of the Eurobodalla Destination Action Plan and subsequently in the progress brand review.</p> <p>Council participated in the delivery of the Tilba and District Strategic Plan and discussed the success of the model with other Chamber’s seeking to replicate a strategic intention for their communities.</p> <p>Council regularly shares data from its subscription services such as the end of financial year spend and mobility analytics, to enable sharing with the broader business community to inform decisions and monitor trends.</p> <p>At the end of each financial year, the executive committee from each Chamber is invited to an informal function at Council enabling the introduction of senior staff to newly elected members.</p>	
<p>3.2.1.3 Collaborate with industry groups and bodies to welcome new and emerging industry and promote Eurobodalla as a place to do business</p>	<p>Economic Development</p>	<p>Council partners with a range of government and industry organisations to promote a welcoming environment and support emerging industries through the following activities:</p> <ul style="list-style-type: none"> • Partnering with the Industry Capability Network to conduct an information session on local government procurement, funded by the NSW Government. • Ride Ready Eurobodalla, the industry development program for businesses interested in opportunities created by the emerging mountain bike market. Two events were held via funding by 	



		<p>the state government and supported by the Batemans Bay and Narooma mountain bike clubs including site visits to trails under construction and meeting with tour operators in Canberra. Council also presented at the Mogo Chamber small business month event.</p> <ul style="list-style-type: none"> • Council is sharing economic data with the Chambers of Commerce. Economic summaries of the 2022-23 financial year were produced detailing spend across retail and service categories. 	
<p>3.2.1.4 Promote work opportunities and provide career and training support through the Job Shop and Employment Projects</p>	<p>Economic Development</p>	<p>Council established a free workspace for jobseekers to access the internet, a computer, printer and stationery to write job applications, print employment related paperwork and attend online job interviews.</p> <p>Council implemented the Job Seeker Briefcase, comprising individual employment portfolios to provide jobseekers with access and ownership of employment related documents, providing them with independence and mobility in their job seeking activities.</p> <p>The Employment Project programs:</p> <ul style="list-style-type: none"> • inducted 65 new job seeker clients • provided individual employment and training assistance to 100 clients • assisted 83 people into employment • advertised 1,875 jobs and 15 training opportunities through the weekly job and training alert • delivered six employment and training programs including an accredited Certificate II in Resources and Infrastructure program. <p>Four Youth Employment Stakeholder meetings were facilitated with 42 representatives attending to provide insights and guide employment and training program development in response to economic development needs and job opportunities.</p>	
Measure	1 July to 31 December 2023		
Number of businesses assisted	32		
Number of Job Shop clients	83		
Number of jobs and training opportunities provided	89		



3.2.2 - Support the local tourism industry to be viable year-round and encourage development of sustainable visitor experiences as guided by the Destination Action Plan, Nature Based Tourism study, Wayfinding and Tourism Signage Strategy and Events Strategy

Action	Service	Progress Update	Status
3.2.2.1 Provide support, promotion and networking opportunities to local tourism operators	Tourism	<p>Collaboration efforts include:</p> <ul style="list-style-type: none"> • An Industry Advisory Group was established to help guide the direction of the Destination Action Plan. • Supported and worked with the South Coast Centre for Excellence on the Aboriginal Cultural Business famil. • Support was given for the Mogo Business Chamber Ride Ready small business month event. • Multiple workshops were held with tourism operators across a range of projects including the All Kinds of Natural brand evolution, the Mogo Trails development, the Coastal Headland Walking Trail interpretation plan. All providing opportunities to engage and network on specific tourism related matters. <p>Digital marketing is increasingly the predominant form of marketing for Eurobodalla Tourism with social media being a large part of this.</p> <p>During the period, the goal of Eurobodalla Tourism’s social media was to increase the number of new users the socials reach and increase the level of engagement with these users, through content creation, curation, and scheduling. The strategy is based on research into current trends across platforms, an audit of neighbouring competitor destinations, and research into Eurobodalla’s current audience (including residents) and what they engage with on the platform.</p> <p>Council has also been successful in re-engaging the Destination NSW (DNSW) social media team. Destination content has been provided to DNSW with content being scheduled with correct acknowledgement of destination and hashtags.</p> <p>Data on Eurobodalla's Tourism's social media activity indicates impressions went from 439K to 1.98M over the 12 months from December 2022 to December 2023. Reach went from 334 K to 1.68M over the same period.</p>	
3.2.2.2 Finalise the Eurobodalla Destination Action Plan 2023-2028	Tourism	After a 12-month process together with the support and input of an Industry Advisory Group the Council adopted the Eurobodalla Destination Action Plan at its December meeting.	

3.2.2.3 Develop a plan to consider micro and small-scale infrastructure to assist in the provision of nature-based tourism experiences	Tourism	The Ringlands Jetty project is a case study project that has commenced with engagement with infrastructure services and Department of Primary Industries (Fisheries), to determine feasibility of the project.	
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3.2.3 - Develop the Mogo Adventure Trail Hub guided by the Nature Based Tourism study			
Action	Service	Progress Update	Status
3.2.3.1 Complete the construction of eastern section of Mogo Trails including supporting infrastructure	Tourism	Over a third of the track is now built, with a total of 46km of new trail built up to December. Planning and design for all signage including trail heads, entry statements, trail boards and markers, safety signs and highway directional signs has commenced including detailed design and works at key trail heads.	
3.2.3.2 Prepare a marketing and branding strategy for Mogo Trails	Tourism	Destination Marketing Store together with Swell Designs were awarded the contract to prepare a brand strategy, creative concepts and a three-year marketing plan for Mogo Trails. Industry and key stakeholder engagement was undertaken during October to seek input into the brand archetype and key elements of the core visitor market. Workshops were held across the Shire including with traditional owners from the Mogo area. The brand strategy, creative concepts and first draft of the marketing plan have been presented to the Council's internal working group and key mountain biking stakeholders including Rocky Trail Development for feedback.	

3.2.4 - Develop the Batemans Bay Coastal Headlands Walking Trail and Observation Point guided by the Masterplan			
Action	Service	Progress Update	Status
3.2.4.1 Continue construction of the Batemans Bay Coastal Headlands Walking Trail	Tourism	Council has continued construction of the Batemans Bay Coastal Headland Walking Trail, with all works on track to be completed by 31 December 2024. Significant progress has been made over the last six months, with all shelters constructed, the ladder at Mosquito Bay has been installed, all raised walkways completed and 1,874m of concrete pathways constructed.	
3.2.4.2 Develop promotional and marketing materials	Tourism	Destination Marketing Store together with Swell Designs were awarded the contract to prepare a brand strategy, creative concepts, and a three-year marketing plan to evolve the All Kinds of Natural Brand. This work will encompass	



		consideration of the branding and marketing of the Coastal Headland Walk and Observation Point. Industry and key stakeholder engagement was undertaken during October to seek input into the brand archetype and key elements of the core visitor market. Workshops were held across the shire including with traditional owners already engaged in both projects. The Brand Strategy, creative concepts and first draft of the marketing plan have been presented to the Council's internal working group for feedback.	
3.2.4.3 Develop and implement thematic interpretation plans	Tourism	Engagement with the Aboriginal community and residents has informed the development of the final draft version of the Coastal Headlands Interpretation Plan.	
3.2.4.4 Design and construct ancillary infrastructure	Tourism	The design and construction of the following ancillary infrastructure along the Coastal Headlands Walking Trail has been completed: <ul style="list-style-type: none"> • Shelters (incl. picnic tables and seats) - 8/8 • Stairs/Steps - 7/13 • Ladders - 1/1 • Seating - 15/21 • Viewing Platforms - 5/12 • Raised Walkway - 8/8 • Footbridge - 0/5 • Safety Fence - 7/12 • Concrete pathways - 1,874m / 1,934m 	


3.2.5 - Encourage a variety of quality events to drive economic development as guided by the Events Strategy			
Action	Service	Progress Update	Status
3.2.5.1 Support and provide resources for event organisers to deliver hallmark, destination, sports tourism and community events	Tourism	Council continues to support and provide resources for event organisers to deliver hallmark, destination, sports tourism and community events.	
3.2.5.2 Review the Eurobodalla Events Strategy	Economic Development	The review and updating of the Eurobodalla Events Strategy is underway and is on track to be completed.	
3.2.5.3 Facilitate and promote a sustainable events calendar	Tourism	Council continues to facilitate and promote a sustainable events calendar. The following events have been supported to 31 December 2023: <ul style="list-style-type: none"> • NAIDOC Big Day Out - Mogo • Rally of the Bay - Batemans Bay State Forest • Tilba Festival • Capital to Coast Staged Trail Race 	




		<ul style="list-style-type: none"> • River of Art 2023 • Festival Day • Luminous: Celebrating Place • Eurobodalla Spring Horse Show • Mirrabooka Cup Show Jumping • 23rd Early Falcon Nationals • Clarkes Gambit • Crank It Up • Batemans Bay Caravan, Camping & Leisure Expo • A Very Tilba Christmas • Mirrabooka Christmas Competition • Art on the Path • Emergency Services Fun Day 	
Measure		1 July to 31 December 2023	
Number of event applications processed		21	

3.3 – EMBRACE AND VALUE OUR CREATIVE ARTS



3.3.1 - Showcase public art, as guided by the Public Art Strategy

Action	Service	Progress Update	Status
3.3.1.1 Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	<p>The Public Art Advisory Committee met once and provided advice and recommendations surrounding the Hanging Rock water tank mural, the Narooma Legacy Mural project, the Sculpture for Clyde acquisitions, the Tross Development, the Wagonga Inlet Living Shoreline project, Brierley's Boat-ramp, the Coastal Headland walk, the Eurobodalla hospital development, the Riverside Park mural, and Councils permanent art collection.</p> <p>In addition, the installation of two Sculpture for Clyde acquisitions have been coordinated and completed.</p> <p>All Council's acquisition and public art documents have been reviewed and updated.</p> <p>A valuable donation to the art collection has been accepted.</p>	
3.3.1.2 Update Council's project management guide to include early consideration of public art in new projects	Community and Cultural Development	A review of Council's project management guide has begun. Improved systems for the management, installation, maintenance and decommissioning of public art are being developed.	

3.3.1.3 Provide advocacy and education in relation to current public art practice	Community and Cultural Development	Advocacy and education has been provided in relation to public art for projects across Council including the Wagonga Inlet Living Shoreline project and the Coastal Headland Walk. Public art installations are managed using best practice methodologies. All documents relating to the donation, commission and installation of public art reflect contemporary Australian best practice guidelines.	
Measure	1 July to 31 December 2023		
Number of public art advocacy and educational activities undertaken	10		




3.3.2 - Develop and promote creative arts activities and industries, as guided by the Creative Arts Strategy			
Action	Service	Progress Update	Status
3.3.2.1 Provide opportunities for the community to participate in creative arts	Community and Cultural Development	Council has provided a range of opportunities for the community to participate in creative arts both as participants and audience members. This includes 10 exhibitions, 10 artist talks, 13 creative workshops and events and eight opening events. The Bas has welcomed 7,991 visitors to date.	
3.3.2.2 Provide opportunities for local artists and performers to exhibit, promote and perform at Council venues and events	Community and Cultural Development	<p>Council provides opportunities for local artists to exhibit, promote and perform through the Bas annual programming. Highlights to date include the Little Sellers Art Prize, a collaboration with the River of Art Festival 2023, a Homage to Home and Place, and the Bas initiated Seawater and Soil exhibition.</p> <p>Local artists are also encouraged and supported to exhibit through the Bas About Town stream of activities at the Mechanics Institute. Local artists are employed through the Saturday Sessions workshops to share their skills with the wider community along with local Aboriginal artists to support events of significance and Council projects.</p> <p>Promotional support is provided to community groups through the monthly Arts Canvas newsletter and the Bas social media. Council continues to provide support to the River of Art Festival in planning and presenting a platform for local artists. Council works closely with the Yuin Theatre to provide arts advice and promotional support.</p>	
3.3.2.3 Seek opportunities to develop and showcase Aboriginal arts and arts practitioners	Community and Cultural Development	Aboriginal arts and arts practitioners have been showcased this year through the minga bagan exhibition and NAIDOC artist program showcasing local Aboriginal artist Natalie Bateman. Major Council projects such as The	

		Coastal Headlands Walk, Malua Bay Beach Reserve Upgrade and Wagonga Inlet Living Shoreline include commissioned artworks and concepts from local Aboriginal artists. Work on the Aboriginal Art Strategy continues.	
Measure		1 July to 31 December 2023	
Participation in creative arts activities		8,046	
Number of exhibitions and activities delivered		41	


3.3.3 - Exhibit the arts at Council Facilities			
Action	Service	Progress Update	Status
3.3.3.1 Implement the Basil Sellers Exhibition Centre arts program	Community and Cultural Development	<p>The Basil Sellers Exhibition Centre schedules an annual program of 15 exhibitions with associated events and activities, as well as a program of creative workshops, and creative long programs. All programs are being implemented as per their schedule.</p> <p>A research and development trip to the USA, sponsored by Basil Sellers, has been undertaken to develop the strategic direction of the Bas. Key themes have been identified including revenue, education, awareness and infrastructure.</p>	
3.3.3.2 Coordinate the Basil Sellers Art Prizes and scholarships	Community and Cultural Development	<p>Planning for the 2024 biennial \$25,000 Basil Sellers Art Prize has begun. This includes a review of the entry form, terms and conditions as well as online payment options. An invitation to judge has been issued and a marketing plan is being developed.</p> <p>The Little Sellers Art Prize 2023 has been delivered with a record number of entries and exhibition in the Bas. The Little Sellers scholarship has been awarded to an outstanding year 12 student to help pursue a career in the arts.</p>	
Measure		1 July to 31 December 2023	
Number of Little Sellers entries		564	

3.4 – CELEBRATE OUR UNIQUE REGION THROUGH INCLUSIVE PLACES AND SPACES



3.4.1 - Plan and deliver functional and inclusive public spaces

Action	Service	Progress Update	Status
3.4.1.1 Work with key stakeholders to develop and implement place activation for towns and villages	Strategic Planning	Place activation is delivered where resources, grant funding or other opportunities become available. There has not been any Council-led place activation in this reporting period.	
3.4.1.2 Work with key stakeholders to develop and implement recreation and open space plans and projects	Recreation	Efforts to proactively work with key stakeholders have included: <ul style="list-style-type: none"> Assisting the Tomakin Community Association with the installation of a half court at Jack Buckley Park. Engaging the Durras community for improvements to existing recreation facilities including skatepark facilities improvements. 	
3.4.1.3 Continue to develop plans of management for developed and undeveloped Crown Reserves	Recreation	Plans of Management (PoM) for Hanging Rock and Observation Point were provided to Crown Lands late 2023 for finalisation and approval. Moruya Riverside Park PoM was placed on hold during the reporting period but is anticipated to recommence with community consultation to occur in coming months for draft landscaping plans. After consultation the plan will be provided to Crown Lands for approval. PoM's for Developed Reserves and Facilities, and Undeveloped Reserves and Natural Areas have been delayed. Finalisation of these plans is anticipated to occur in 2024-25.	


3.4.2 - Implement the Batemans Bay Waterfront Master Plan and Activation Strategy



Action	Service	Progress Update	Status
3.4.2.1 Investigate opportunities to improve open spaces for events	Strategic Planning	Opportunities to improve open space for events will be developed in conjunction with the update of the Eurobodalla Events Strategy.	
3.4.2.2 Support traders to have active shopfronts onto the street	Strategic Planning	Updated information was shared with the hospitality industry on the NSW Government alfresco reforms. Options will be discussed with Chambers of Commerce for industry development activities.	

3.4.3 - Provide distinctive, innovative and consistent signage and interpretation that promotes our unique features guided by the Wayfinding and Signage Strategy

Action	Service	Progress Update	Status
3.4.3.1 Install signage at Tilba Tilba and Central Tilba, Tomakin, Broulee, Mossy Point, Batehaven	Tourism	Rollout of the phase two village signs are due to re-commence this year, with village consultation underway to decide on the sign locations for six signs across Central Tilba, Tilba Tilba, Tomakin, Mossy Point, Broulee and Batehaven. Manufacture and install of the six signs will be carried out in the first half of 2024. Council is also due to install it's first new Eurobodalla gateway sign by March 2024, to be installed just north of the Dignams Creek bridge. The new sign will welcome visitors for north-bound traffic entering the Shire. The village and gateway entry signs feature art by Yuin Nation artist Teresa Trevor and the traditional Dhurga welcome walawaani njindiwan or safe journey. The designs incorporate significant community feedback sought originally by Council in 2019 following the adoption of its tourism wayfinding and signage strategy and subsequent signage style guide.	
3.4.3.2 Conduct a tourism product audit to identify key attractions and locations for appropriate tourist signage	Tourism	The audit is currently in the development phase, with the development of a framework to determine type, and category of tourism product or attraction. Research is underway to establish the criteria for identifying key tourism attractions that require signage.	
Measure		1 July to 31 December 2023	
Number of town signs installed		0	

3.4.4 - Provide a Regional Botanic Garden of Excellence


Action	Service	Progress Update	Status
3.4.4.1 Enhance visitor experience via events, education programs and facilities	Commercial Entities	Grant funding, via the friends support groups, was secured to purchase two large marquees to increase the gardens capacity for undercover events. Grant funds were also received to develop a 'Wellness Walk' that will provide health-based signage and activities aimed at increasing the connections between people and the natural world. The garden held seminars on science and conservation, celebrated national science week and pollinator week with workshops tours and children's activities, and participated in the River of Art by hosting music and sculpture. Planning also commenced for the 2024 'From the Forest Festival' and planning was finalised for the new grant funded Discovery Garden that replaces the	




		old sensory garden destroyed in the 2019-20 bushfires.	
3.4.4.2 Coordinate the established volunteer network to support the Eurobodalla Regional Botanic Garden	Commercial Entities	Volunteers contributed 7,418 hours of labour carrying out work in all areas of the garden including maintenance, data entry, visitor services, education, and nursery plant production. 18 new volunteers underwent induction and 12 commenced work. Volunteers were provided on the job training by staff and were thanked at a Christmas social event fully catered for by botanic garden staff.	
3.4.4.3 Complete the Sensory Garden upgrade	Commercial Entities	Construction plans for the discovery garden were finalised. Work commenced on development of the information and tender package in preparation for the project being put out to tender.	
Measure	1 July to 31 December 2023		
Visitation numbers at Eurobodalla Regional Botanic Gardens	39,706		


4. OUR CONNECTED COMMUNITY THROUGH RELIABLE AND SAFE INFRASTRUCTURE NETWORKS


4.1 – PROVIDE INTEGRATED AND ACTIVE TRANSPORT NETWORKS TO ENABLE A CONNECTED AND ACCESSIBLE EUROBODALLA



4.1.1 - Plan for an integrated and active local transport network, guided by the NSW Government's Future Transport 2056 Strategy


Action	Service	Progress Update	Status
<p>4.1.1.1 Plan for a safe, efficient and integrated transport network that meets current and future needs</p>		<p>Council's vision is to ensure a safe, accessible, integrated, and resilient transport network that provides for the efficient and effective movement of people and goods, and to activate and support its growing permanent and visitor population and economy.</p> <p>Council's existing transport network is managed and underpinned by:</p> <ul style="list-style-type: none"> • taking a strategic whole of network and route approach, rather than a project specific approach. This is supported by the Northern Area Transport Network Plan (NATNP) and the Draft Southern Area Transport Network Plan that is currently being prepared • a well-established road hierarchy directly linked to current and planned growth • a strong focus on saving lives and reducing road related trauma through implementation of the Eurobodalla Road Safety Plan 2019-22. This plan is currently being updated to include the latest crash data and to consider feedback from internal and external stakeholders • sound asset and risk management including integration of resilience outcomes. This is documented within 	


		<p>our Asset Management Strategy and Asset Management Plans</p> <ul style="list-style-type: none"> • strategic integration of multiple projects through advanced route planning and extensive re-use of materials to accelerate delivery of route and network outcomes • integration of active transport through implementation of the adopted Eurobodalla Pathways Strategy 2017 • a strong focus on improving connectivity, walkability and liveability of our towns and villages, particularly within our commercial business districts and where major routes pass through our villages. 	
4.1.1.2 Provide traffic management planning	Transport	<p>During the period, Council:</p> <ul style="list-style-type: none"> • reviewed 10 development applications and discussed traffic impacts to the local area with NSW Police and Transport for NSW members of the Local Traffic Committee. • reviewed eight Traffic Guidance Schemes for special events to be held in Eurobodalla in late 2023 and early 2024. • worked with Transport for NSW for the South Batemans Bay Bypass/Link Road project, linking Princes Highway and George Bass Drive via Glenella Road. This new South Batemans Bay Bypass was open to traffic on 21 December 2023 and is designed to take traffic pressure off the southern part of Batemans Bay CBD and Beach Road. 	
4.1.1.3 Coordinate the Local Traffic Committee	Transport	<p>The Local Traffic Committee is primarily a technical review committee, which is required to advise Council on matters referred to it relating to prescribed traffic control devices and traffic control facilities for which Council has delegated authority. The Local Traffic Committee considers the technical merits of various proposals and ensures they meet current technical guidelines. This financial year six Local Traffic Committee meetings have been held so far in July, August, September, October, November, December.</p>	
4.1.1.4 Advocate for improved public transport including compliance with NSW Disability Standards for accessible public transport	Transport	<p>Council continues to work closely with NSW Government and Transport for NSW (TfNSW) and the Local Traffic Committee in supporting improvements to public transport. In 2023, Council made submissions as part of TfNSW's Draft South East and Tablelands</p>	




		<p>Regional Transport Plan recommending further improvements to public transport for the region. Council have subsequently had workshops with TfNSW representatives on improving public transport and in particular bus services in Eurobodalla.</p> <p>Council continues to participate in TfNSW's Country Passenger Transport Infrastructure Grants Scheme (CPTIGS). This has led to securing funding to undertake various upgrades to bus shelters across the shire to improve accessibility and quality of kerbside passenger transport infrastructure in line with NSW Disability standards. Upgrades to bus shelters at Dalmeny Drive, Kianga and Beach Road, Batehaven have been completed and Council continues to advocate for further improvements.</p>	
4.1.1.5 Provide community transport services	Community Care	<p>Council continues to provide a safe and reliable transport service for eligible clients.</p> <p>With continued funding via the Commonwealth Home Support program and Council's team of volunteers assist clients to local appointments as well as travel to Bega, Nowra and Canberra.</p>	
Measure	1 July to 31 December 2023		
Number of Local traffic committee meetings	6		
Number of community transport trips	4,450 trips		
Number of community transport volunteer hours provided	4,729 hours		




4.1.2 - Advocate for improved and resilient transport services and infrastructure			
Action	Service	Progress Update	Status
4.1.2.1 Partner with peak bodies to advocate for improved local transport services and infrastructure	Transport	<p>Council is proactively working through the NSW Roads and Transport Directorate to advocate for improved funding for local and regional roads and is working with Transport for NSW and the Department of Health (Infrastructure) on the integration with the Eurobodalla Regional Hospital and proposed Moruya emergency services precinct.</p> <p>Council is also working with the South East Australian Transport Strategy Inc (SEATS) to advocate on transport priorities for the Eurobodalla, including upgrades to the Princes Highway (highway duplication and bridge upgrades) and improved resilience works.</p> <p>The final draft of the Southern Area Transport Network Plan is undergoing internal review.</p>	

4.1.3 - Provide safe and reliable local and urban roads, guided by the asset management plan			
Action	Service	Progress Update	Status
4.1.3.1 Deliver the annual maintenance program for local and urban roads	Transport	<p>Two declared disaster events had a significant impact on the road network with damage, particularly in rural areas, requiring urgent temporary repairs.</p> <p>Council is progressively working to address these failures with longer term repairs to be funded under the Natural Disaster Recovery funding arrangements.</p> <p>Maintenance programs carried out on a priority basis as resourcing permits.</p>	
4.1.3.2 Deliver the annual capital works program for the local and urban road network	Transport	<p>Works completed include:</p> <ul style="list-style-type: none"> • Baringa Crescent Upgrade, Malua Bay • River Road Upgrade - Stage 1, Nelligen • Snapper Place Rehabilitation, Tuross Head • George Bass Drive Rehabilitation, Mckenzie's Beach <p>The Tomakin Road safety upgrade - Stage 3, Wagonga Scenic Drive upgrade to sealed road – Narooma, Grenville Avenue - Rehabilitation, Tuross Heads and works at Francis Street Moruya are in progress.</p> <p>Works for Transport for NSW on Kings Hwy Misty Mountain Upgrade are significantly complete.</p> <p>Bridge Projects completed at:</p> <ul style="list-style-type: none"> • Silo Farm, Bodalla • Tilba Tiba Creek, Tilba Tilba • Punkally Creek Bridge, Narooma <p>Contracts have been awarded for bridge works at Veitch Street, Mogo and Church Street Culvert.</p>	
Measure		1 July to 31 December 2023	
Length of sealed roads maintained		627km	
Length of unsealed roads maintained		394km	
Number of bridges maintained		114	

4.1.4 - Deliver a functional stormwater network guided by the asset management plan			
Action	Service	Progress Update	Status
4.1.4.1 Deliver the annual capital works program for the stormwater network	Stormwater	<p>Stormwater projects completed to date include:</p> <ul style="list-style-type: none"> • Golf Links Drive Upgrade, Batemans Bay • Baringa Crescent Upgrade, Malua Bay • Francis Street Upgrade, Moruya 	

		<ul style="list-style-type: none"> The River Road Improvements, Nelligen Tilba Punkulla Road Culvert upgrade, Central Tilba <p>The Southern Batemans Bay precinct upgrade is in the planning stage.</p>	
4.1.4.2 Deliver the annual maintenance program for stormwater	Stormwater	Significant impacts from storm events in some areas of the network have required reprioritisation of high-risk areas for reactive maintenance.	
Measure		1 July to 31 December 2023	
Length of stormwater maintained		201km	



4.1.5 - Promote active and inclusive transport through the provision and enhancement of the pathway network, as guided by the Pathway Strategy and asset management plan			
Action	Service	Progress Update	Status
4.1.5.1 Deliver the annual maintenance program for the pathway network	Transport	Maintenance was undertaken based on priorities and available resources.	
4.1.5.2 Deliver the annual capital program for Footpaths, Cycleways and shared Paths	Transport	Grant funded projects completed include: <ul style="list-style-type: none"> Hawkins Road, Tuross Head George Bass Drive, Surf Beach to Lilli Pilli Corunna Street and Tilba Street, Narooma Northcove Road, Maloneys Beach Works at Francis Street, Moruya and Sunpatch Parade, Batemans Bay are in progress.	
4.1.5.3 Review and update Pathways Strategy	Transport	The review of the pathway strategy was deferred due to staff vacancies and available resources being diverted to other projects. A grant application has been submitted to support the review.	
Measure		1 July to 31 December 2023	
Length of pathway maintained		148km	

4.1.6 - Provide car parking, guided by the asset management plan			
Action	Service	Progress Update	Status
4.1.6.1 Deliver the annual car park maintenance program	Transport	Inspections completed as per schedule. Maintenance was undertaken on a priority basis	
4.1.6.2 Build and renew car parks	Transport	Observation Point Carpark works completed and the Denhams Beach Carpark upgrade is in progress.	
4.1.6.3 Explore opportunities to improve accessibility of shire car parks	Transport	Council continues to integrate accessibility improvements into capital upgrade works for	


	shire carparks. These improvements have been incorporated into the design of projects such as the Coastal Headland Walking Trail and Brierleys Boat Ramp facility upgrade and will increase accessibility at the car parks for various users. Council also continues to explore other opportunities working with the Local Traffic Committee and the community to implement accessibility improvements across the shire at car parks.	
Measure	1 July to 31 December 2023	
Number of car parks maintained	147	

4.2 – STRENGTHEN LINKAGES THROUGH AIR, ROAD, AND MARINE TRANSPORT OPTIONS




4.2.1 - Advocate for improved regional roads and freight access in and out of Eurobodalla

Action	Service	Progress Update	Status
4.2.1.1 Work with key partners to advocate for the progress upgrades of the Princess and Kings Highways	Transport	Roads Maintenance Management Contract work undertaken on Kings Highway for Transport for NSW (TfNSW). Proactively working directly and through South East Australian Transport Strategy Inc (SEATS) to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades. Council continues to work with Canberra Region Joint Organisation of Councils (CRJO) on the transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway.	
4.2.1.2 Advocate the NSW Government to optimise outcomes from delivery of key regional transport upgrades such as Moruya Bypass and upgrade of Kings and Princess Highway for freight	Transport	Council advocacy for Moruya Bypass project pending project review by NSW Government. Advocacy to Transport for NSW has occurred for the NSW Government to integrate the Eurobodalla Regional Hospital and the proposed Moruya Emergency Services Precinct.	


4.2.2 - Provide and enhance the Regional Airport, guided by the Airport Master Plan


Action	Service	Progress Update	Status
4.2.2.1 Operate and maintain the Regional Moruya Airport	Commercial Entities	Rex Airlines continue to operate four flights per day (three flights to Sydney and one to Merimbula). Passenger volumes show a slight decline on last year, with year-to-date passenger numbers indicating an annual total of 20,500 passengers. A new airport hangar subdivision is	

		being registered and new leases are to commence in 2024.	
4.2.2.2 Finalise the review of the Airport Master Plan	Commercial Entities	Final draft is received and is being reviewed by Council staff prior to distribution. Moruya Airport Strategic plan is being developed to support the Airport Master Plan.	
Measure		1 July to 31 December 2023	
Number of landings at the airport		3,376	
Number of passengers		10,218	

4.2.3 - Work in partnership to develop marine infrastructure, guided by the Marine Asset Management Strategy			
Action	Service	Progress Update	Status
4.2.3.1 Inspect and maintain Council boating and marine infrastructure	Recreation	Inspections and maintenance activities were carried out in accordance with schedule.	
4.2.3.2 Complete upgrade of Brierley's Boat Ramp	Recreation	While the project has been delayed, due to unforeseeable heritage issues, the carpark, wash down area and fish cleaning table have been constructed. It is anticipated the project should be completed this year.	
4.2.3.3 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Recreation	Council has advocated for Transport for NSW (Maritime) to investigate upgrading of the L-Wharf in Batemans Bay to facilitate larger sea plane berths. Council continues to advocate to Transport for NSW (Maritime) for dredging of the Clyde River with consideration given to using dredged sand to renourish Surfside Beach.	
Measure		1 July to 31 December 2023	
Number of marine infrastructure maintained		119	

4.3 – ENHANCE CONNECTIVITY THROUGH IMPROVED TELECOMMUNICATIONS AND POWER SUPPLY


4.3.1 - Work with key partners to ensure resilience, consistency and improvements in our networks			
Action	Service	Progress Update	Status
4.3.1.1 Advocate for improved power supply resilience to critical infrastructure and vulnerable communities	Public Order and Safety	The Mount Wandera telecommunications site is a key communications infrastructure asset for Eurobodalla. Improvements to the site are underway funded by a \$750,000 grant under the Australian Government's Disaster Ready Fund. The resilience upgrades include power supply, access, and asset protection zone improvements. Council has provided submissions to the following in relation to resilience improvements and funding to address natural disasters:	



		<ul style="list-style-type: none"> • House of Representatives Standing Committee on Regional Development, Infrastructure and Transport Inquiry into implications of severe weather events on the national regional, rural and remote road network • Independent Review of Commonwealth Disaster Funding • Federal Government Infrastructure Pipeline. 	
<p>4.3.1.2 Advocate for improved resilience, coverage and speed of telecommunications including fast internet and reduce mobile black spots</p>	<p>Public Order and Safety</p>	<p>Council led advocacy in this space has resulted in funding being secured under the Disaster Ready Fund for Mt Wandera resilience upgrades including power supply, access and asset protection zone improvements. Council continues to work with its partners, telcos and other NSW Government Agencies to deliver these improvements to telecommunications at Mt Wandera.</p> <p>Council also continues to work with other organisations like the South East Australian Transport Strategy Inc. to advocate for reduced mobile black spots along key transport routes such as the Princes Highway and Kings Highway.</p> <p>The Australian Government's \$5.4 million funding investment to roll out new mobile base stations at priority locations, under the Improving Mobile Coverage Round will see new base stations being built at Dalmeny, Mystery Bay, along the Kings Highway, on the Princes Highway between Batemans Bay and Eden, and Talbingo - subject to local planning approvals, as part of the Government's co-investment with Telstra.</p>	

5. OUR ENGAGED COMMUNITY WITH PROGRESSIVE LEADERSHIP


5.1 – ACKNOWLEDGE OUR SHARED RESPONSIBILITY THROUGH AN INFORMED COMMUNITY


5.1.1 - Proactively provide clear, accessible, timely and relevant information to support and inform the community




Action	Service	Progress Update	Status
<p>5.1.1.1 Manage Council's digital platforms, including websites, social media and newsletters</p>	<p>Communications</p>	<p>Website content updates were reviewed and approved daily, and web editors provided with ongoing training and guidance to improve the content of the pages they are responsible for. This includes corporate, the Bas and Regional Botanic Garden sites.</p> <p>There are four corporate social media accounts: Facebook, Instagram, LinkedIn and YouTube. On average Council posts two to five Facebook posts each week, with ad hoc posting on our other platforms.</p> <p>Facebook remains one of Council's strongest communications tools with the community, with 18,218 followers. Averaged over the year, each month Council's Facebook posts are seen by 52,337 personal, business and group accounts. There is an average of 12,549 engagements on Facebook posts each month. Council's corporate Instagram page has 2,783 followers and YouTube account has 178 subscribers. LinkedIn has 1,751 followers. Council post on average once weekly, aiming to increase to two per week.</p> <p>The September – November edition of the print newsletter, Living in Eurobodalla, was distributed to households. It included 19 stories and two advertisements. One for the Botanic Gardens and another listing operation details of Council's waste facilities following feedback from a community member regarding the previous edition.</p> <p>Electronic newsletters distributed by Council included: Council News, Arts Information Exchange, Business Update, Library News, Bushfire Recovery, Builders and Developers, the Bas, Children's Services Update, Tourism News, What's On in Eurobodalla. The Employment Revolution's Job Update has been built into an electronic newsletter rather than email. It has gained 848</p>	

		<p>subscribers who now receive weekly job alerts. Council News is the organisation’s monthly corporate email newsletter that continues to exceed industry standards, with open rates of 67.8 percent. Council also now send Council News to all staff, updating the staff subscriber list quarterly. In total 73 electronic newsletters were sent, which is equivalent to 111,829 emails during the period.</p>	
<p>5.1.1.2 Communicate Council's activities to media and the community using owned and earned media</p>	<p>Communications</p>	<p>There were 52 media releases prepared and distributed to local and regional media outlets and to stakeholders such as state and federal representatives and local community associations.</p> <p>Media queries were received from local, regional and national media outlets, with most responded to within a day. In addition to informal queries, Council responded to 94 formal media queries.</p> <p>Councillor representation is promoted by social media posts advertising upcoming Council meetings – including Public Access and Public Forum – with links to the business paper. These are also shared with local media; post-meeting Mayoral video shared on Facebook highlighting important issues; a monthly Mayoral Message that is distributed to media outlets; organisation and promotion of monthly Councillor Catch-up sessions via posters and social media. Council trialed a Councillor Catch-up Wrap Up on the news section of the website and inclusion in Council News. The articles summarise conversations and questions from the community during the catch up. It proved to be popular, receiving a high open rate.</p>	
<p>5.1.1.3 Design Council's communications, signage and promotional materials in line with brand and accessibility requirements</p>	<p>Communications</p>	<p>Eurobodalla Council is working towards a refresh of its brand image across printed and signage material. This shift has ensured the brand is more recognisable across the shire and communication is clear, user-friendly and accessible. A refreshed design system, and subtle changes across Council’s corporate collateral to improve accessibility, means larger font sizes, avoiding the use of small body copy and light fonts as well as adhering to web content accessibility guidelines (WCAG) and colour contrast ratios. Work is underway to update the corporate style guide with refreshed design templates to lift</p>	

		<p>the brand and incorporate accessibility requirements.</p> <p>Council has designed and implemented the first new suite of Council project signs at work sites, titled 'Notice of works' signs. These will be installed at project sites to outline and inform the public about the plans underway, work scope, how long it will take and how it is being funded. The aim is to enhance communication around Council projects, delivering information clearly and consistently to the public.</p> <p>Due for install early 2024, Council has a new interpretive signage suite with the amalgamation of local Indigenous artwork and local stories that explore themes of the Wagonga Inlet Living Shoreline Project. The project team have collaborated with stakeholders to make this vision come to life. The suite showcases a commissioned artwork featuring a custom personalised story and inclusion of project species and themes of the Wagonga inlet. Two Aboriginal artists were engaged for the project via expression of interest applications. Artist Nigel Stewart will have artwork featured on the interpretive signage and sign structures, and artist Natalie Bateman will have artwork featured in a public art sculpture due for installation later in the year.</p>	
Measure	1 July to 31 December 2023		
Website traffic	149,317 visits		
Number of social media followers	22,930		
Number of Council News subscribers	3,527		
Number of media releases distributed	52		
Number of media queries	94		
Number of newsletters published	5573		

5.1.2 - Provide a range of opportunities for the community to be consulted and engaged, guided by the Community Engagement Strategy			
Action	Service	Progress Update	Status
5.1.2.1 Invite community members to participate in decision-making by providing a broad range of engagement opportunities	Communications	The community is made aware of opportunities to engage in decisions making by way of communications on social media (particularly Facebook), radio advertising and through media releases provided to local and regional outlets. Some projects also engage with community members directly through written or electronic mail. Where	



		appropriate, posters and/or flyers also provide information on community participation.	
5.1.2.2 Provide an online platform for engagement activities	Communications	<p>A new online community engagement tool was successfully rolled out. OurEurobodalla was developed for the community to give feedback about plans and projects that impact their future.</p> <p>Council uses this website to seek feedback from community members about different projects and topics.</p> <p>Four projects were successfully completed using OurEurobodalla. More functions are being explored to maximise benefit and effectiveness of the software for positive user experiences and data collection.</p>	

5.1.3 - Provide a welcoming and easy to deal with Council where customers have a positive experience			
Action	Service	Progress Update	Status
5.1.3.1 Provide quality customer assistance in main administration building and depots	Customer Service and Records	<p>Council continues to provide customer assistance to the community in the main administration building and depots.</p> <p>During the period Council processed 4,007 receipts and the switch received 19,512 phone calls.</p>	
5.1.3.2 Manage public access to Government information and Privacy (GIPA)	Customer Service and Records	<p>Obligations under the GIPA Act were completed on time, including submission of the Annual GIPA Report, maintenance of GIPA disclosure log, publishing of section 6(5) record, and annual review and update of the Agency Information Guide (AIG). The NSW Information and Privacy Commission (IPC) provided feedback that the AIG meets all requirements of the GIPA Act and guidance published by the IPC. A new Data Breach Policy was adopted in accordance with amendments to the Privacy and Personal Information Protection Act 1998 (PPIP Act) which commenced in 2023.</p>	
5.1.3.3 Provide effective records management	Customer Service and Records	<p>During the period Council received 2,646 hard copy letters and processed 18,320 emails that were delivered to the council@esc.nsw.gov.au email address.</p>	
Measure		1 July to 31 December 2023	
Percentage of phone enquiries to Council's switchboard addressed within time frames		88%	
Percentage of customer service requests resolved within timeframes		76%	
Number of GIPA applications received		6	



Number of GIPA applications determined	3
Percentage of correspondence dealt with within timeframes	84


5.2 – PROACTIVE, RESPONSIVE AND STRATEGIC LEADERSHIP


5.2.1 - Be proactive leaders with a focus on 'community better'

Action	Service	Progress Update	Status
5.2.1.1 Facilitate and support civic functions	Community and Corporate Leadership	Council has not been required to host any civic functions during the reporting period.	
5.2.1.2 Administer community grants and donations	Community and Corporate Leadership	<p>Council continues to administer community grants and donations.</p> <p>A total of \$151,078.84 in community grant funding has been awarded to 31 December 2023.</p> <ul style="list-style-type: none"> • Rates Subsidy grants - 12 recipients - \$29,681.84 in funding • Healthy Communities grants - 21 recipients - \$10,269 in funding • Local Heritage grants - three recipients - \$7,200 in funding • Eurobodalla Mayoral Representatives grants - 11 recipients - \$5,100 in funding • Education and School grants - 10 recipients - \$2,100 in funding • Seniors' Festival grants - eight recipients - \$4,180 in funding • Youth Development grants - eight recipients - \$4,548 in funding • Community events grants - two recipients - \$2,000 in funding • Tourism events sponsorship - 10 recipients - \$46,000 in funding • Hallmark events - two recipients - \$40,000 in funding 	
5.2.1.3 Explore opportunities for Councillors to be more accessible to the community	Community and Corporate Leadership	Council hosted five Councillor catch-up events across the shire. These events resulted in many community members having regular one on one talks with Councillors.	
5.2.1.4 Provide professional development opportunities for Councillors	Community and Corporate Leadership	During July two councillors attended the Australian Institute of Company Directors course in Sydney. The Mayor also attended Canberra Region Joint Organisation Australian Institute of Company Directors Governance Essentials for	


	Local Government Training in October. Councillors also attended media training during the period.
Measure	1 July to 31 December 2023
Number of civic functions held	0
Total value of community grants distributed	\$151,079

5.2.2 - Implement effective governance and long-term planning			
Action	Service	Progress Update	Status
5.2.2.1 Assist the Council in meeting its statutory obligations and roles	Community and Corporate Leadership	<p>Council has met on seven occasions including six Ordinary meetings and one Extraordinary meeting.</p> <p>Four Mayoral Reports submitted on:</p> <ul style="list-style-type: none"> • Code of Meeting Practice • General Manager’s Annual Performance Review 2022-23 • Motion to the 2023 Local Government NSW Conference Regarding the NSW Planning Portal • Batemans Bay pontoon modifications to accommodate passenger-carrying seaplanes <p>Five Notice of Motions submitted on:</p> <ul style="list-style-type: none"> • Upgrades to Evacuation Centres • Heat Havens • Advocacy to NSW Government to amend the Companion Animals Act 1998 regarding pet cat containment • Rescission of Motion 23/166 - Sculpture for Clyde - Event Funding Request • Taking action on Domestic and Family Violence through the 16 Days of Activism campaign <p>One Petition was submitted to Council:</p> <ul style="list-style-type: none"> • Petition to reopen the pedestrian track on the cliffside which connects Long Beach to Northcove Road. <p>Nine community members registered to speak at public access sessions and 53 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>	
5.2.2.2 Review and prepare Council's plans and reports under the Integrated Planning and Reporting Framework	Community and Corporate Leadership	Council's Delivery Program 2022-26 and Operational Plan 2023-24 came into effect 1 July 2023.	

		<p>The review of Council's suite of Integrated Planning and Reporting documents will commence early 2024, to establish plans for the 2024-25 year.</p>	
<p>5.2.2.3 Seek grants funds to support identified priority works and services</p>	<p>Community and Corporate Leadership</p>	<p>Council continues to seek grant funds to support identified priority works and services. A total of \$10,982,300 in grant funding has been sought to 31 December 2023 through the following grant applications:</p> <ul style="list-style-type: none"> • Local Roads and Community Infrastructure Program Phase 4 - 6 x projects - \$1,638,779 • Crown Reserves Improvement Fund - Public Amenities Upgrades - Lions Park, North Head Drive Moruya - Full replacement - \$170,000 • Crown Reserves Improvement Fund - Public Amenities Upgrades - Nelligen Foreshore, Wharf Street Nelligen - Full replacement - \$250,000 • Crown Reserves Improvement Fund - Public Amenities Upgrades - Quota Park, Riverside Drive Narooma - Full renovation - \$150,000 • Protecting Our Communities - Mt Wandera disaster resilience upgrade project - \$329,971 • Country Passenger Transport Infrastructure Program - South Head Road, Moruya - upgrade to boarding point - \$2,250 • Country Passenger Transport Infrastructure Program - GBD northbound, Lilli Pilli - new shelter - \$20,000 • Country Passenger Transport Infrastructure Program - GBD northbound (South of Rosedale Parade), Rosedale - new shelter - \$20,000 • Country Passenger Transport Infrastructure Program - GBD southbound (North of Rosedale Parade), Rosedale - new shelter - \$20,000 • NSW Habitat Action Grants - Deua/Moruya River fish habitat improvements - \$38,650 • NSW Coast and Estuary Grants - Implementation of Eurobodalla's Coastal Management Programs - \$600,000 	

		<ul style="list-style-type: none"> • International Women’s Day grant - Count Her In - Community event - \$9,500 • NSW Department of Education - Cultivating Quality - Staff training program - \$77,344 • Priority Community Infrastructure Program - Eurobodalla Regional Co-located Emergency Services Precinct - \$5,000,000 • Regional Housing Strategic Planning Fund Round 2 - Batemans Bay Masterplan - \$250,000 • Growing Regions Program - Hanging Rock Sporting Complex - Stage 2 - \$1,300,000 • Transport for NSW (T4NSW) - Get NSW Active 2024/25 - Missing link on Northcove Road, Long Beach - \$268,652 • T4NSW - Get NSW Active 2024/25 - Footpath on Banyandah Street, South Durras - \$302,231 • T4NSW - Get NSW Active 2024/25 - Continuation of shared pathway on South Head Road, Moruya - \$198,000 • T4NSW - Get NSW Active 2024/25 - Shared pathway on Rosedale Parade, South Rosedale - \$256,923 • T4NSW - Get NSW Active 2024/25 - 2017 Pathway Strategy Review - \$80,000 	
5.2.2.4 Update Council's Risk Strategy	Community and Corporate Leadership	Council is reviewing risk management software platforms for implementation. Once in place all of Council's operational risk registers will be integrated into this system.	
Measure		1 July to 31 December 2023	
Number of Council meetings		7	
Plans adopted within statutory timeframes		100%	




5.2.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Progress Update	Status
5.2.3.1 Develop and maintain strategic partnerships	Community and Corporate Leadership	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 Inc. and Floodplain Management Association.	






		Councillor Anthony Mayne is a member of the South East Transport Strategy. Councillor Alison Worthington and Councillor Amber Schutz are members of the Batemans Marine Park Advisory Committee and Councillor Amber Schutz is also a member of the Joint Regional Planning Panel.	
5.2.3.2 Actively participate in Local Government NSW and other sector organisations	Community and Corporate Leadership	Council is a member of Local Government NSW (LG NSW), Canberra Region Joint Organisation (CRJO) and the Country Mayors Association. Three Councillors and two Executive staff attended the LG NSW conference in November 2023. The General Manager and Mayor attend quarterly meetings with the CRJO and Country Mayors Association.	
Measure		1 July to 31 December 2023	
Number of Canberra Region Joint Organisation meetings attended		5	



5.3 – WORK TOGETHER TO ACHIEVE OUR COLLECTIVE VISION

5.3.1 - Provide strong corporate and financial management that is ethical, fair, transparent and accountable			
Action	Service	Progress Update	Status
5.3.1.1 Provide sound and strategic financial management and reporting	Finance	Council lodged its annual financial statements for the year ended 30 June 2023 on the statutory deadline of 31 October 2023. Council presented investment reports to all Council meetings (July to December). Council presented the September Quarterly Budget Review Statement within statutory deadlines to the Ordinary Council meeting November 2023.	
5.3.1.2 Prepare and commence implementation of future finance strategy	Finance	Council endorsed the Finance Strategy at their meeting 19 December 2023. The Finance Strategy consists of 12 actions, three of which are already in progress.	
5.3.1.3 Collect rates and charges	Finance	Council levied and issued its annual rates and charges notices within statutory deadlines. Council continued to actively pursue overdue rates and charges.	
Measure		1 July to 31 December 2023	
Annual Accounts lodged with Office of Local Government by statutory deadlines		100%	


Quarterly budget review statements presented to Council with statutory timeframes	100%
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5.3.2 - Manage land under Council control			
Action	Service	Progress Update	Status
5.3.2.1 Undertake strategic management of Council's operational land portfolio	Property	Operational parcels are reviewed on an ongoing basis to ensure current use is appropriate.	
5.3.2.2 Manage leases and licences	Property	Council manages 153 leases and licences, which includes new licences and leases, managing queries, renewals of leases and licences and rent reviews for existing ones.	
5.3.2.3 Manage the contracts for the operation of Council's campgrounds and Batemans Bay Beach Resort	Property	NRMA continue to manage the Batemans Bay Holiday Resort with improved customer experience and business levels. The new contract for Council's campgrounds has improved the long-term camper issues at North Head campground and the managers are delivering improved outcomes for campers and campground sites.	
Measure		1 July to 31 December 2023	
Number of leases and licences managed		153	

5.3.3 - Provide effective and professional administration, technical and trade services to support the delivery of services to the community			
Action	Service	Progress Update	Status
5.3.3.1 Provide innovative information technology and geographic information systems services	Information Technology	Continued development of smart technologies assists staff in reporting and decision-making by providing accurate and concise statistical information on a live basis. Geographical systems assist staff in the field in viewing up-to-date and relevant information for Council's mobile workforce.	
5.3.3.2 Undertake procurement that provides best value to the community	Plant and Fleet	Council has implemented recent modern slavery and chain of responsibility requirements. The bulk construction materials and professional services panels were updated this year which will both assist in delivering Council's key operational activities whilst achieving value for money.	
5.3.3.3 Provide risk and insurance services	Risk and Insurance	Council has an extensive insurance program covering 14 classes of insurance.	
5.3.3.4 Provide depots and workshops	Works and Operations	Depots and workshops continue to offer support for operational staff and requirements.	
5.3.3.5 Manage fleet services	Plant and Fleet	Council has supported 194 light fleet vehicles and 48 heavy plant assets. Some delays with purchasing have been experienced for	



		specialised equipment, however, purchase and disposal of plant and fleet assets have continued in line with the replacement program.	
5.3.3.6 Provide technical services	Technical Services	Ongoing technical support provided for works program, customer inquiries, development matters and strategic infrastructure planning. Provision of survey, investigation, design, asset management planning and information, traffic, transport and road safety planning and infrastructure support services continued.	
5.3.3.7 Undertake private works	Works and Operations	102 Private Works orders were completed, including: <ul style="list-style-type: none"> • 57 - Council Workshop • 20 - Water and Sewer • 16 - Operational 	
Measure		1 July to 31 December 2023	
Number of insurance claims processed		4	
Value of works complete		\$221,157	

5.3.4 - Develop and grow a skilled, motivated and accountable workforce and position Council as an organisation people want to work for

Action	Service	Progress Update	Status
5.3.4.1 Provide human resource management	Workforce Development	<p>Advisory and internal services continued across payroll, recruitment, generalist HR, industrial relations and award interpretation, work health and safety (WHS), learning and development as well as expanding to facilitate the development of an internal wellbeing framework.</p> <p>Learning and Development have expanded to support the broadening of WHS legislation in addition to a variety of diversity programs.</p> <p>Highlights for the period include:</p> <ul style="list-style-type: none"> • Successful rollout of mandatory training to all staff. • Supporting 24 staff completing a formal qualification • Delivery of people leadership training to 42 current and emerging supervisors • Delivery of front-end loader training to key personnel. • Transition of 38 external casual staff to internal casual arrangement. <p>The People and Culture Team will also be collaborating with the broader business to review and tailor internal People and Culture policies to support improved efficiencies and</p>	

		employee engagement in response to feedback from staff survey and action planning sessions.	
5.3.4.2 Support a culture that provides opportunities and celebrates achievements	Workforce Development	<p>Staff wellbeing and organisational cultural improvements continued. Positive changes for the organisation are a priority and many staff genuinely want to be part of this change. Nominations flowed from individuals eager to provide valuable and honest insight, robust feedback, identification of improvement areas and highlighting and sharing examples of excellence.</p> <p>A total of 1,313 staff wellbeing placements occurred including:</p> <ul style="list-style-type: none"> • Staff Wellbeing focus group • Bullying, Harassment and Discrimination focus groups • Info session to investigate an internal Wellness Ambassador program • An All-Staff breakfast • R U OK? Day activities <p>Organisational changes will continue in 2024 with a broad focus on identifying, reviewing and implementing policies, procedures and processes that will establish and provide clear frameworks. Staff consultation will be a key driver to successful policy development in addition to user friendly and appropriate training relevant to stakeholders.</p>	
5.3.4.3 Champion the safety and wellbeing of staff	Workforce Development	<p>Council is continuing to provide staff training through training needs analysis, procedural review, work health and safety (WHS) committee facilitation, site inspections and embarking on a full review of the internal WHS Management Systems.</p> <p>The anticipated implementation of the internal WHS management system is behind original schedule due to ongoing resourcing issues.</p>	
5.3.4.4 Continue to develop performance and capabilities frameworks	Workforce Development	<p>The simplified process implemented during the 2023 appraisal process will continue for the 2024 program. This process had a positive response regarding ability to engage. Resources will be put towards the program in 2025 in an effort to further improve the program to accommodate the needs of all employees, develop further efficiencies in the collation of manual data and provide an alternate, hybrid solution for ease of reporting.</p>	
5.3.4.5 Undertake a review of recruitment policy and processes	Workforce Development	<p>Due to high levels of activity in recruitment, this review has been delayed while staff focus on</p>	

		core human resource activities (recruitment, onboarding, and training).	
Measure	1 July to 31 December 2023		
Number of learning and development opportunities provided	1,119		
Number of placements in health and wellbeing activities	1,313		
Number of work, health and safety inspections	65		
Workers lost time injury incidents	16		
Staff turnover rate	11.5%		

5.3.5 - Be an agile organisation that champions continuous improvement and efficiencies			
Action	Service	Progress Update	Status
5.3.5.1 Facilitate the Audit, Risk and Improvement Committee and prepare for new guidelines	Community and Corporate Leadership	<p>The committee have met on two occasions, discussing items including:</p> <ul style="list-style-type: none"> • Audit of Financial Statements and investment reports • Internal audit updates • Draft Finance Strategy • Office of Local Government's credit card guidelines • Bay Pavilions <p>Council is planning the transition to the new Audit, Risk and Improvement Committee guidelines, which come into effect 1 July 2024.</p>	
5.3.5.2 Continue to develop a service review program to inform Council's future level of service	Community and Corporate Leadership	<p>Council is undertaking a budget reset project to examine current service offerings to identify efficiencies and to document service levels offered. Development of the service review program will be informed by this project, previous community consultation and research, and further community consultation scheduled to occur in 2024.</p>	
Measure	1 July to 31 December 2023		
Number of Audit, Risk and Improvement Committee meetings held	2		