

# OUR STORY

A SNAPSHOT OF EUROBODALLA IN 2016



<https://yoursay.esc.nsw.gov.au>  
#myeurobodalla

## TRADITIONAL OWNERS

The people of the Yuin Nation are the traditional owners of the land we now know as Eurobodalla Shire.

Yuin people have lived in this area for thousands of years and have an enduring custodianship and connection over the land and waterways of Eurobodalla.

Council continues to work with these traditional landholder groups to support the celebration of Aboriginal history and culture in Eurobodalla.







CONTENTS





# OUR STORY

To determine a shared goal and future direction for Eurobodalla, it is important that we understand *where we are now* and how individual experiences of *my Eurobodalla* collectively shape *our eurobodalla*.

Council has prepared this snapshot of Eurobodalla so that we all better understand how issues facing us now may impact us in the future.

**This is *our story*.**





## WELCOME

Welcome to Our Story, a snapshot of where we are now and where we are heading.

This snapshot provides an overview of the quality of life and wellbeing in Eurobodalla in 2016 by looking at our current social, environmental, economic and governance position, and how we compare with similar communities.

Our Story is a reflection of what is happening in Eurobodalla in relation to our four strategic focus areas from our Community Strategic Plan (CSP):

Our four CSP focus areas are broken down into key indicators used to monitor change and performance. By measuring change to our people, environment, economy and our performance in meeting community and Council goals, together we can plan for a better future.

Our Story provides a starting point for community discussion to help determine a shared vision and key goals for Eurobodalla in the next CSP.

This snapshot is current as at 2016, and will be reviewed every four years. It has been informed using the following sources:



### LIVEABLE

We are healthy, look out for one another and have opportunities to participate in community life



### SUSTAINABLE

We offer a healthy environment for current and future generations through responsible development and wise resource management



### PRODUCTIVE

Our community has the infrastructure and opportunities to live well, learn, work and grow



### COLLABORATIVE

We respectfully speak and listen to each other and make decisions that are in the best interests of our community

- 2016 Community Wellbeing Research
- Census data sourced and forecasts deduced from the Australian Bureau of Statistics
- Eurobodalla Community Profile and forecast tool
- 2016 Eurobodalla Economic Profile and Industry Sector Reports



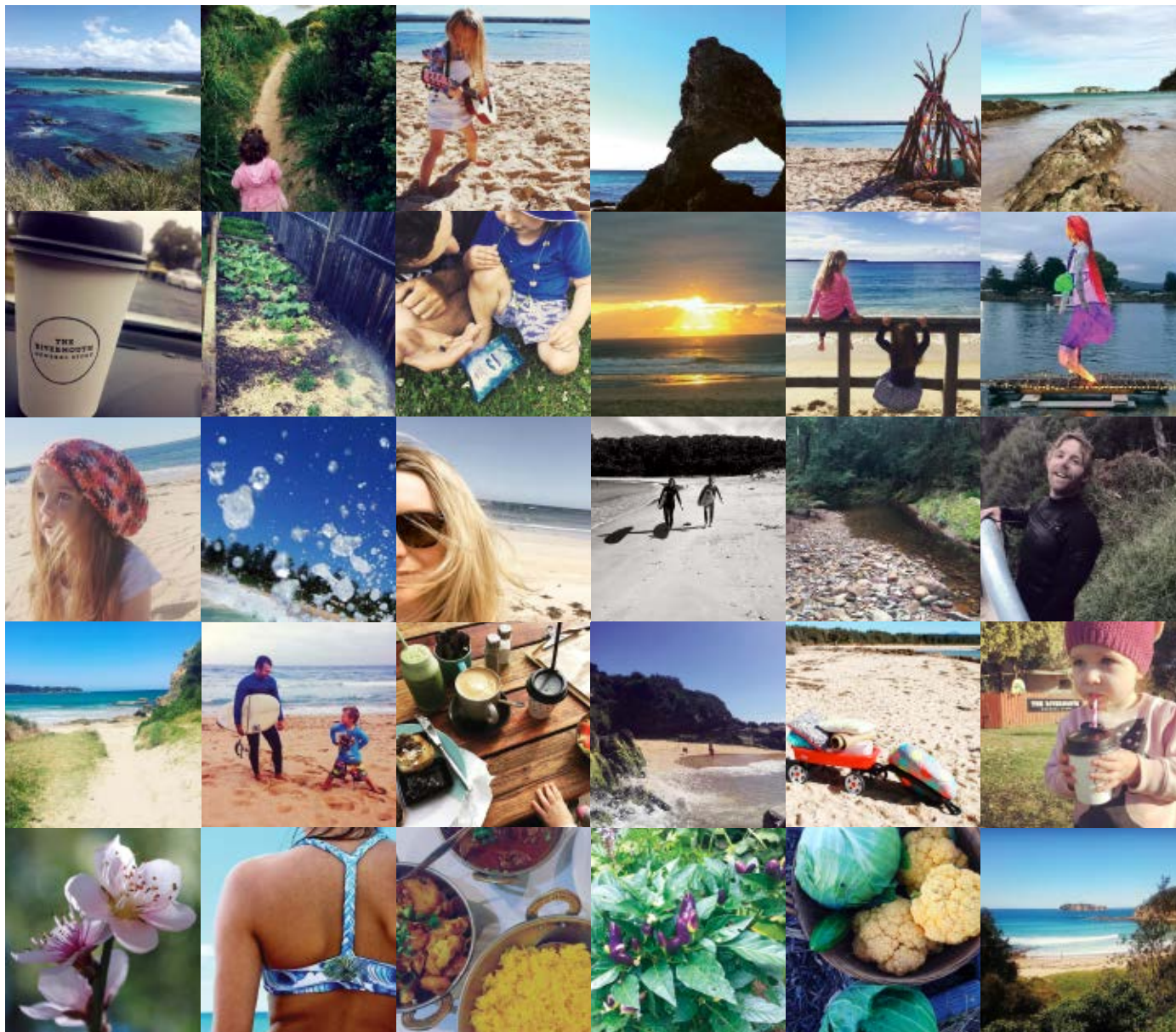
You have told us some of the things you love about Eurobodalla include:

- the peaceful clean scenic environment and temperate climate,
- the laidback, relaxed lifestyle,
- the friendly, safe and close knit community,
- the beautiful beaches so close to home, and
- the rural location away from the city.

Our community have been using the hashtag **#myeurobodalla** on Instagram, Facebook and Twitter to share their Eurobodalla story and celebrate our community. We encourage you to do the same.

Each of our individual experiences, what you value and what you love about *My Eurobodalla* helps shape our shared vision for the future.

**This is *OUR STORY*.**



These images are a sample of things our community love about Eurobodalla sourced from instagram #myeurobodalla



## OUR STORY

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

Eurobodalla's unique natural environment of waterways, coastline and open spaces is both an opportunity and a challenge. The mix of urban and rural land uses is influenced by environmental constraints, and infrastructure constructed during strong subdivision in the 1950's and 60's now require significant upgrades to meet current standards.

Our population is spread along the coastline, with three main town centres of Batemans Bay, Moruya and Narooma. Growth in Rosedale, Tomakin, Mossy Point, Moruya Heads and Dalmeny is also evident and predicted to continue as new developments occur. This has led to multiple major community facilities and an extensive spread of community and transport infrastructure.

Eurobodalla's estimated resident population is 37,643 and is projected to reach more than 40,000 by 2031. In addition, Eurobodalla attracts around 1.26 million visitors annually with higher rates during the summer peak season.

Our demographic profile and rate base are not aligned. 38% of property owners have their principal address outside of Eurobodalla and 31% of dwellings are not permanently occupied. Based on these estimates, in 2031 Eurobodalla can expect an average daily population of 55,000 and a peak population of more than 100,000.

The high seasonal variation in population due to tourism creates both opportunities and challenges for local businesses. This results in a need to provide infrastructure capable of handling peak loadings, paid for by our ratepayers, and a lower ability to collect fees and charges relative to the scale of the infrastructure we require. These characteristics need to be planned for and considered by Council.

Located close to Canberra and Sydney, Eurobodalla offers an affordable alternative to city living. On offer is modern sophistication, a growing local economy, access to education and health services, a relaxing outdoor lifestyle, and a strong sense of community.

All these elements make Eurobodalla an exciting place to live, work and do business. We confidently look toward the future as one community. Eurobodalla is our story.





# OUR PEOPLE

Over 37,000 people call Eurobodalla home. Our community is made up of a growing number of business owners, young families and sea-changers.

When compared to similar communities, our population is significantly older. Our largest population age group is people aged 65+ and our median age of 50 is much higher than regional and state comparisons.

Eurobodalla has had relatively low population growth over the past four years when compared to similar communities. The main driver of this growth is the sea and tree change that is favoured by retirees. This is evident in the number of households which are couples without children suggesting an older population of empty nesters.

We have a higher indigenous population compared to the state, in line with other regional communities, highlighting the cultural significance of our region.

Statistically, we have lower incomes but a higher quality of life. Collectively, we value our environment, location, lifestyle and community. Who we are is important and the impacts of our people profile is evident across community, environmental, economic and governance areas





## POPULATION

Between 2011 and 2016 our population grew **2.6%**

37,082 - 2011

37,701 - 2016

45,000 - 2036

Between now and 2036 our population is expected to grow **17.9%**

## WHO WE ARE

### MEDIAN AGE



NSW  
38



Regional  
41



Eurobodalla  
50



**26%** aged 65+, this is expected to grow to **33.8%** in 2036



Working population (15-64) decreased by **3.5%** from 2011 to 2016



**6.9%** need assistance due to a disability (Regional 5.8%, NSW 4.9%), **10.3%** receive a disability support pension (NSW 5%)



**80%** born in Australia, **5.1%** Aboriginal (Regional 4.7%, NSW 2.5%)

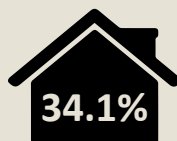
## HOW WE LIVE



21.3%



FAMILIES  
WITH  
CHILDREN



34.1%



COUPLES  
WITH NO  
CHILDREN



10.1%



SINGLE  
PARENT  
FAMILIES



27.1%



LIVE  
ALONE



2.2%



GROUP  
HOUSEHOLDS

**2.24** people per household

**3.6** people in every 1,000 are homeless

**38%** of ratepayers are non-residents

## KEY ISSUES

There was an overall low population growth for 2011-2016 of 2.6% this is in line with similar regional communities.

Our ageing population trend is expected to continue into the future. This means a smaller working age population which affects income levels and capacity to pay for goods and services. It also increases the proportion of residents eligible for rate rebates and concessions. Ageing of the population is one of the major transformations being experienced nationally and is a current focus for both economic and social policy.

Infrastructure will need to be capable of handling population growth and seasonal population. Our demographic's accessibility needs will continue to be a primary consideration in relation to public transport, pathways, central business districts, and service delivery such as, medical, care, support and aged care.





# LIVEABLE COMMUNITIES

Eurobodalla is an exciting place to live, work, and do business. More than three quarters of our community rate their quality of life as very good or excellent, and say that our community is safe and feels like home.

The people of Eurobodalla have a strong sense of belonging and are generous with their time, evident in the high level of volunteering, access to strong support networks and strong membership of sporting clubs or community groups. Our community embrace a rich diverse culture and strong aboriginal heritage, and actively participate in cultural and music events.

One third of our community exercise regularly and Council manages a broad range of recreation facilities that are widely used by more than three quarters of the community including pathways, beaches, parks and playgrounds.

Many indicators of a liveable community are affected by our ageing demographic for example our health risk profile, road safety and issues accessing services suited to our individual demographic profile and needs.

For the most part, our active, involved and connected lifestyles means that our community are happy with their work life balance and think Eurobodalla is a great place to live.





**83%** rate their health as good to excellent

**0.85** GP's per 1,000 people  
(NSW: 1.13 GP's per 1,000 people)

**40% experience problems accessing health services primarily due to lack of local services or transport issues**

## **9 RESIDENTIAL AGED CARE FACILITIES**

**286**

High care places

**334**

Low care places

**Eurobodalla has a high overall health risk profile. In comparison to NSW we have:**

- Smoking rates that are 2.5 times higher
- 5% fewer women who attended their first antenatal visit before 14 weeks gestation
- 21.1% more alcohol attributable hospitalisations
- Higher rates of cancer and cancer related deaths
- Higher amount of overweight or obese (64%)
- Significantly higher rates of risk drinking (31.2%)



**90%** feel safe at home at night

**91% feel safe in their neighbourhood during the day**

**70%** feel safe and prepared for an emergency

**54%** feel that most people can be trusted

**Crime statistics are stable or decreasing over the past 2 years with the exception of:**

- Possession or use of amphetamines up from 11 incidents in 2011 to 48 incidents in 2015
- Harassment and nuisance behaviour up from 195 incidents in 2011 to 278 in 2015

**Road fatalities are stable and injuries from road accidents have decreased slightly.**

**We significantly exceed NSW figures for June school holiday crashes, motorcycle helmets not being worn, and casualties aged 60+.**

**39.2%** of road accidents are speed related (NSW 16.8%)

**5.1%** of road accidents are alcohol related (NSW 4.3%)







## OUR CULTURE AND CREATIVITY



**13.7%** born overseas  
(Regional 10.8%, NSW 29.9%)

**2.7%** speak a language  
other than English  
at home  
(Regional 5.1%, NSW 22.4%)

**5.1%** are of Aboriginal  
or Torres Strait  
Islander decent  
(Regional 4.7%, NSW 2.5%)

**62% feel that  
people coming to  
live here from other  
countries enrich  
our community's  
cultural life**

**65.6%** of our community  
are of Christian religion

**34%** said that they had  
seen or experienced  
discriminatory  
attitudes in the last year

**86% participated in a  
cultural activity and  
52% have been to a  
music event in the  
last 12 months**



## OUR ACTIVE LIFESTYLE

**72%** exercise for at least 30  
minutes, three times a  
week

**79%** use shared pathways

**77%** are registered in a  
sporting club

**91%** visited the beach

**83%** visit parks, playgrounds or  
skate parks

Council manages the following community  
spaces and facilities to support a liveable  
community:

- 49 public toilets
- 9 public halls
- 13 cemeteries
- 3 public libraries  
containing 86,000 collection items
- 3 swimming centres
- 24 sporting fields
- 5 skate parks
- 6 viewing platforms
- 31 tennis courts
- 9 netball courts
- 34 playgrounds
- 421 bench seats
- 2 Youth Cafes
- 3 animal pounds



## OUR COMMUNITY CONNECTIVITY

**68%**

feel that someone will be there if help is needed

**50%**

feel that people would come together to solve a problem in our community

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**78% agree their community feels like home**

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**56%**

agree my local community is friendly to newcomers

**13%**

provide unpaid assistance for a person with a disability

**45%**

of residents volunteer

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**95% of residents indicated that they have a good to excellent quality of life living in Eurobodalla**

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## KEY ISSUES

Given our age profile, access to services, particularly health and public transport, is a key issue for Eurobodalla. 40% of residents experience problems accessing local services. This can be due to service availability, issues with transport or distance or appointment availability.

To maintain a liveable community we will need to work to keep service provision relevant to our specific needs. We will need to consider and advocate for ageing appropriate housing, aged care facility availability, public transport, pathways, public spaces and pensioner rebate issues. We are likely to see an ongoing dependency on volunteers in service industries to ensure we have services available to meet all ages and needs.

Our higher than state average health risk profile is also impacted by our aging population, the socio economic status of residents, genetics and upbringing. It could also be an indicator that we have a lack of educational programs around the health risks associated with alcohol and tobacco.

Our active approach to improving safety in our community has achieved excellent results in recent years particularly a decrease in alcohol related traffic incidents. Crime data shows stable or decreasing trend data over the past four years and continued efforts should see this continue.

50% of attendees at a recent youth event were from culturally diverse backgrounds, indicating the next generation of Eurobodalla will be more multicultural than at present. This boost to Eurobodalla being more culturally rich may hopefully lower the discriminatory attitudes experienced or seen by 34% of our community in the last year.





# SUSTAINABLE COMMUNITIES

Our community considers the environment to be the most valuable aspect of Eurobodalla and the most important future issue for our community. Known as the 'land of many waters', Eurobodalla has numerous wetlands, watercourses and 110km of coastline. We have a rich biodiversity and a large amount of our land is included in conservation areas. Volunteers and land management agencies are active in managing these high value ecological areas each year.

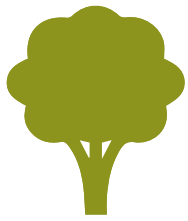
Our environment brings people to live and visit, supports our lifestyle, industry and unique identity, and provides benefits such as clean air and water. It is important that we continue to protect, conserve, monitor and improve our natural environment for benefit today and into the future.

As a community, we employ responsible planning and land management practices. Almost all Eurobodalla residents have modified their behaviour to lessen their environmental impacts including composting, reducing energy and water consumption or recycling.

These behaviours and our growing awareness and response to environmental impacts and change sets us in good stead to preserve our environmental assets for future generations.







## OUR LAND

**3,422**

km<sup>2</sup> of land

**110**

km of coastline

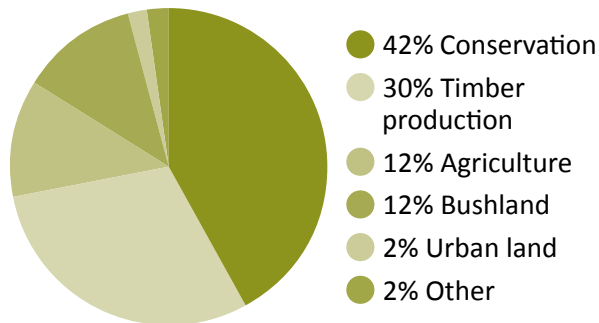
**72%**

National Park and State Forest

**383**

heritage listed places and buildings

### LAND USES



## OUR NATURAL ENVIRONMENT

**85%**

feel that maintaining and protecting the natural environment is important

**64%**

consider the environment and beaches to be the most valuable aspect of Eurobodalla

**24**

Landcare groups 2,000+ volunteers

**12**

endangered ecological communities

**89**

endangered or threatened plant and animal species

**400+**

Ha of high value ecological areas actively managed last year



## OUR WATER

**82%**

of Eurobodalla residents are provided with water from Council water systems

**4.9**

billion litres of water Deep Creek dam holds

**3.6**

billion litres of water used each year

**8**

million litres of water each day 23 million litres of water in peak holiday seasons

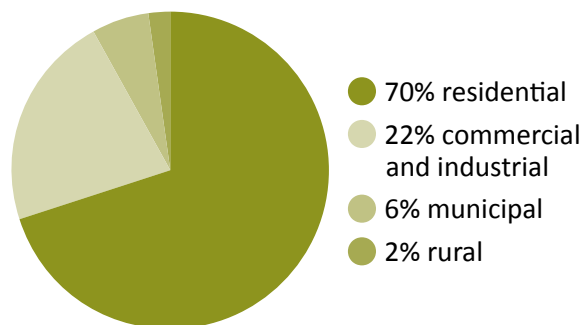
**300+**

water rebates issued each year

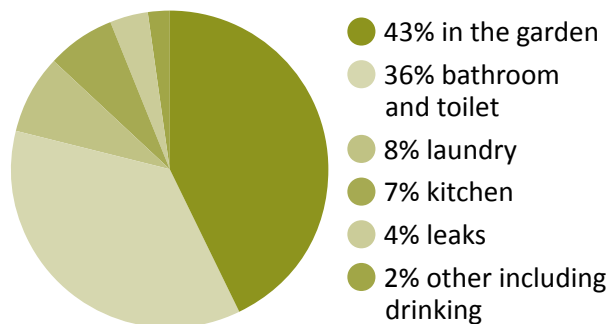
**76%**

often make an effort to reduce water consumption for environmental reason

### WHO USES OUR WATER?



### HOW DO WE USE WATER?



All monitored beaches maintain the highest quality water rating.





## OUR WASTE



Each year Council manages:

**24,773 tonnes of waste to landfill**

**19,763 tonnes of material recycled**

**21.7 tonnes of hazardous waste**

**44,000 bins serviced weekly**

**77%** often decide to re-use something rather than throwing it away for environmental reasons

**57%** often compost at home

Council manages the following infrastructure to support a sustainable community.

- 31 service reservoirs
- 5 bores
- 11 pumping stations
- 2 water treatment plants
- 921kms of water mains
- 19,700 water service connections
- 131 sewage pumping stations
- 527kms of sewer mains
- 18,000 sewer connections and five treatment plants.



## OUR ENVIRONMENTAL CHANGE

Our community feels that environmental issues such as climate change, pollution and water supply will be the number one issue facing Eurobodalla in the next ten years

**60%** often take active steps to reduce fuel consumption and vehicle pollution

**97%** have energy saving light bulbs installed

**78%** have water saving fixtures installed

**23cm** by 2050 sea level rise projection for Eurobodalla

**73% are concerned about environmental problems, primarily climate change, sustainability and littering**

Council is operating sustainably and achieving energy and water reductions.

- Emission savings of over 5,100 tonnes of CO<sup>2</sup> and cost savings of over \$1 million per year
- Building emissions down 36%
- Street lighting emissions down 14%
- 20% of electricity sourced from renewable energy

# KEY ISSUES

The environment is the number one area of concern for our community and the impacts of failure to recognise and address environmental issues are far reaching across community, economic, and governance areas.

Our community is concerned about how global climate changes will impact us locally with increased bushfire risk, reduced water supply, sea level changes, risk of flooding and impact on species. Planning to mitigate these risks while conserving and protecting our environment will require a balanced approach and an increased focus on awareness, education and action.

In a changing environment and climate it is important that we continue to manage our resources such as land, water, waste and energy wisely. Land degradation, invasive species, capacity of landfills, and water supply are some key pressures that we, as a community, face. Limiting our ecological footprint and ensuring we are using resources efficiently will continue to be a focus into the future.

Extensive education programs and the introduction of water-saving devices by our community has led to in a significant reduction in water use from 4,400 million litres per annum in 2009 to 3,600 million litres per annum in 2015. We have reviewed water security needs and will progressively and proactively upgrade and improve infrastructure to cater for our water needs.

As growth and development occurs it will be crucial to preserve the residential amenity, local character and scenic outlook that our residents currently enjoy. There will be a need to promote well designed ecologically sustainable development while accommodating our growing and changing population.

Keeping our communities environmental concerns at the forefront of decision making will assist in maintaining our pristine environment and its benefits and addressing these important issues as we move forward into the future.







# PRODUCTIVE COMMUNITIES

Located close to Canberra and Sydney, Eurobodalla offers an affordable alternative to city living. Our vibrant region hosts an expanding mix of business, industry, education and infrastructure that supports our seasonal population and is available for our community to enjoy year round.

Our local economy, valued at \$1.31 billion each year, is largely stable. 2,753 businesses provide local employment to over 80% of our workforce. Each small village and hamlet has its own unique identity and commercial activity is centred in the three major towns of Batemans Bay, Moruya and Narooma. Tourism is our primary industry and over 1 million visitors contributes more than \$400 million to our economy each year.

Income levels are consistent with similar regional communities and house prices and rents are affordable. Low density housing is the most dominant in our community and our housing market is stable with a high rate of home ownership.

Education levels in our community are steadily improving, and 64% of our community feel that they have access to good educational opportunities with our range of primary, secondary and tertiary education establishments.

Residents are satisfied with their work life balance and quality of life living in a thriving, productive Eurobodalla.





## OUR ECONOMY

**Our local economy is worth \$1.31 billion each year**

- 2,753** businesses provide 12,224 local jobs
- 60%** of businesses started 10 or more years ago
- 50%** of businesses are home based
- 2.5%** of businesses employ more than 20 people and 26% of businesses employ less than 2 people
- 36%** of businesses have stable or increasing turnover

### Top three professions:

- 16.8% professional
- 14.1% technicians and trades workers
- 13.7% clerical and administrative workers

### Top three employing industries:

- Retail (16.3% local employment, \$93M industry value, 9% local economy)
- Health care and social assistance (14.5% local employment, \$126M industry value, 12.1% local economy)
- Accommodation and food services (12.6% local employment, 81.9% industry value, 8.6% local economy)



## OUR EMPLOYMENT

- 16%** of households earn over \$1,250 per week (Regional 34.9%, NSW 44.2%)
- 42%** of households earn less than \$600 per week (Regional 27.1%, NSW 21.7%)
- 83%** of our working residents are employed locally
- 63%** are satisfied with their work/life balance

**Our unemployment rate is 7.03%**  
(Regional 6.15%, NSW 5.2%)

**Dependency ratio of 68%** (Regional 59.1%, NSW 46.9%). This means only a third of our population are of working age



## OUR TOURISM VISITOR ECONOMY

**Our tourism industry is valued at over \$400 million each year**

- 1.15m** visitors each year
- 96%** of visitor nights domestic (Regional 59.5%, NSW 40%)
- 4%** of visitor nights international (Regional 11.3%, NSW 36%)

**The remaining visitors are recorded as day trippers.**





## OUR EDUCATION

**64%** feel that they have access to good educational opportunities

**41.8%** hold higher educational qualifications (NSW 45.8%)

**45.2%** have no qualifications (NSW 42.8%)

### In comparison to NSW, we have:

- 1.5% more 5 year olds developmentally vulnerable on two or more domains
- 2.4% fewer 16 year olds in secondary education
- 6.4% more students in vocational education and training
- 3.2% fewer people attending university



## OUR INFRASTRUCTURE

**71.8%** use a private vehicle to travel to work  
(Regional 73.4%, NSW 64.5%)

**0.7%** use public transport to travel to work  
(Regional 1.8%, NSW 13.7%)

### Council manages the following transport assets to support a productive community:

- Over 1000km of roads
- 113 bridges
- 106km pathways
- 141 car parks
- 67 bus shelters



## OUR PROPERTY

### 24,843 rateable properties

**Median HOUSE price**  
**\$408,000**

36% lower than NSW  
1.8% lower than Regional

**Median UNIT price**  
**\$273,000**

58% lower than NSW  
17.9% lower than Regional

### Home ownership

- 44.6% own their own home (Regional 36.6%, NSW 31.9%)
- 22.6% are purchasing their own home (Regional 29.7%, NSW 31.9%)
- 24.9% are renting (Regional 27%, NSW 29.1%)
- 38% of homes are owned by non-resident ratepayers i.e. second homes

**Median RENT**  
**\$200pw**

two bedroom unit

**Median RENT**  
**\$300pw**

three bedroom house

### HOW WE LIVE

**81.8% separate house**  
(Regional 81.5%, NSW 67.9%)

**14.8% medium house**  
(Regional 14%, NSW 17.4%)

**2.8% group housing**  
(Regional 2.3%, NSW 1.4%)

**0.6% high density**  
(Regional 2.2%, NSW 13.3%)



# KEY ISSUES

Diversification of business and industry will assist in smoothing the peaks and troughs of our seasonal tourism industry. The continuation of efforts to reinvigorate central business districts, advocate for regional infrastructure and networks, promote and develop Batemans Bay as our Regional Centre, and programs to attract people to live, work and invest in Eurobodalla will assist in addressing this issue and creating economic sustainability.

While our unemployment rate is similar to regional communities the primary impact on employment in Eurobodalla is seasonal or underemployment for residents in casual or tourism employment. Increased industry diversity and sustainability and improved year round visitation would assist in addressing these issues.

Our dependency ratio of 68% is higher than other regional areas (59.1%). This means that about a third of our population is of working-age and supporting the other two thirds of the population, who are either children or retired. This problem will continue to be exacerbated by the increasing ageing population future.

In 2011, Eurobodalla scored 955.8 on the SEIFA Index of Disadvantage. This means that our community has a higher level of disadvantage when compared to the National 1,000 benchmark. An assessment of small areas within the Shire indicates that the majority of locations are close to the average, and in some cases above, with small pockets of significant disadvantage in some locations.

Unemployment, underemployment, the dependency and disadvantage ratios impact income levels within our community which appear low when compared to similar regional communities. However it is worth noting that 38% of home owners are non-resident ratepayers. This suggests these people own a second home within Eurobodalla and that a large percentage of our ratepayers' economic status is not directly aligned with that of our community.

Median housing prices in Eurobodalla have barely risen during the last decade and have failed to keep up with inflation. As a result there is a high level of home ownership within our community. Our high retiree population suggests residents have high asset values but often low incomes. Despite housing prices that are low compared to many parts of the State, with low average income levels, home ownership is not affordable to at least half the households in the Shire and, while our rents have remained low over the past years, there are still a number of households with an income of under \$1,000 a week in housing stress.

While our education opportunities are on the increase and education levels are steadily improving there is pressure to advocate for and provide improved facilities and options particularly at a tertiary level in an attempt to address the issue of youth leaving the area when finishing school.

Transport into and out of and around the community remains a challenge for our community, particularly public transport. Our community notes issues now and into the future in relation traffic congestion, pedestrian accessibility and amenity, and parking. Council's continued advocacy success in funding upgrades to major roads and the regional airport will assist in growing and improving these key services.

In order to provide various services to the community Council provides a large asset base that it must manage and maintain in the most efficient way possible within limited budgets. The sheer scale of the challenge of ageing infrastructure is becoming clear to local government across the nation and Council must focus on continually improving practices and seeking funding to provide services and manage infrastructure within resources.





# COLLABORATIVE COMMUNITIES

Our community are engaged and connected, work together to achieve our goals and collaborate to make responsible decisions for our future.

Eurobodalla was one of only 52 councils (37%) to be declared Fit for the Future in October 2015. This means Council is responsibly and sustainably managing financial and physical assets on behalf of the community. Our community recognise this and 80% are satisfied with Council's overall performance.

Our community are provided with many opportunities to engage in local issues through Council's web, digital, social and print communications and local media, public information sessions, meetings, workshops and submission processes. They proactively participate in decision making at a local government level and feel that their thoughts and ideas are considered and valued.

Our community is optimistic about the future with award winning governance and leaders. We support community connectedness, involvement, engagement and participation and work partnership with all levels of government to achieve our vision for a friendly, responsible, thriving and proud Eurobodalla.





## OUR COMMUNITY ENGAGEMENT

**47%** agree they have the opportunity to have a say on important local issues

**63%** are confident to somewhat confident that their say would be taken into consideration

### In 2015-16

- 32% participated in a community engagement event
- 16% contacted a local politician or councillor or lodged a submission to a level of government

**81%** were satisfied to somewhat satisfied with the information provided to them when contacting Council

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**3,500 likes of Councils Facebook page**

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**20+** community forums and drop-in sessions held in 2015-16

**15** advisory committees



## OUR COMMUNITY SATISFACTION

**80%** are satisfied to somewhat satisfied with Council's overall performance

**77%** are satisfied to somewhat satisfied that the services Council delivers are providing value for money

### In 2015-16

- 5,121 pieces of correspondence, 85% responded to within 14 days
- 10,080 customer service requests, 82% responded to within 14 days
- 79.3% satisfied with service received, 82% satisfied with timeliness of response



## OUR LONG TERM VISION

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**3,000+ community members involved in developing the long term vision for Eurobodalla in 2010**

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**59%** agree they feel optimistic about Eurobodalla's future

**76%** agree they have a responsibility to contribute to the community they live in







## OUR LOCAL GOVERNMENT



**75%**

are satisfied to somewhat satisfied with the performance of elected Councillors (prior to Local Government elections in 2016)

**58%**

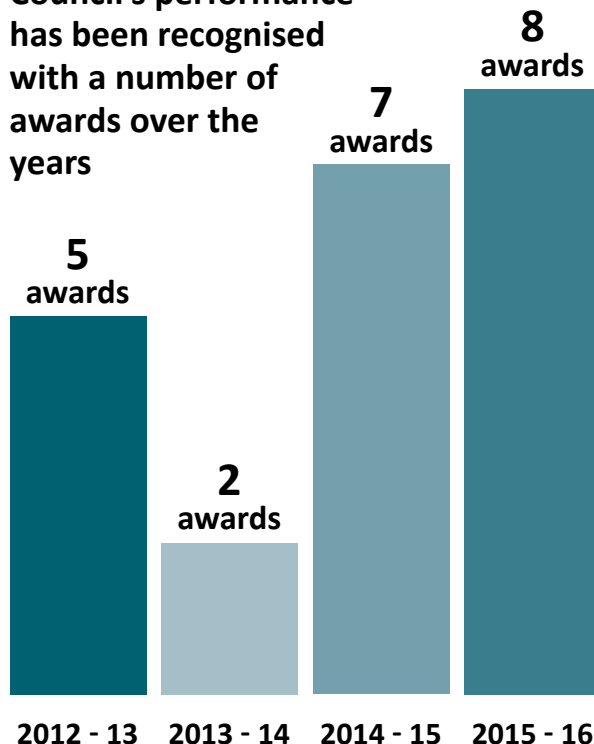
agree they have the opportunity to vote for a trustworthy candidate in local elections

**101**

speakers in public forum at council meetings 2015-16

**Eurobodalla was one of only 52 councils (37%) to be declared Fit for the Future in October 2015**

Council's performance has been recognised with a number of awards over the years



**25%**

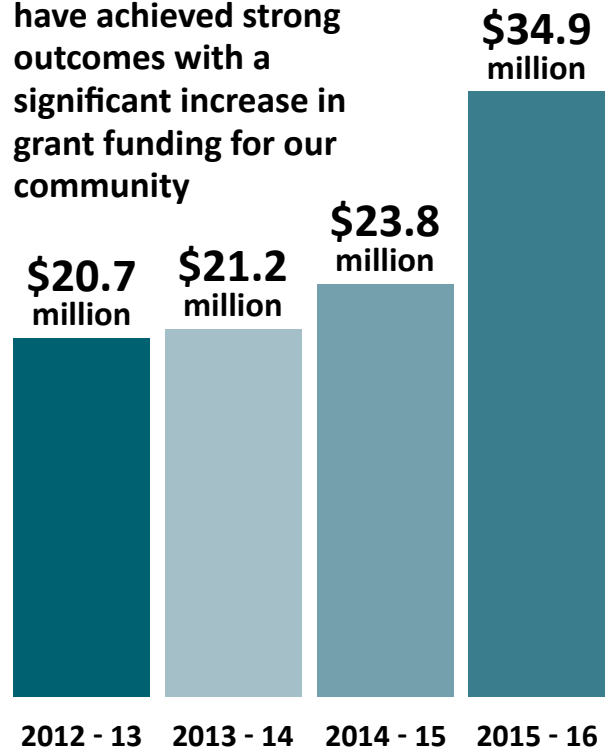
of community survey respondents had attended a Council meeting in the past year

**3%**

of revenue collected from the community by all levels of government is collected in the form of rates by local government

**\$200,000+ donated by Council to community groups each year**

Council's advocacy efforts have achieved strong outcomes with a significant increase in grant funding for our community



**2,200+ views of Council meetings online each year**

# KEY ISSUES

Our community connects and converses on local issues in many ways. However, some minority groups and isolated or time poor people can be hard to reach. To achieve broad involvement in decision making, our community uses a range of traditional and innovative methods to connect with those whose voice may not normally be heard in community discussions.

Opportunities for engagement on issues across community, economic, environmental and governance areas will continue to be important particularly in relation to policy response development around specific and/or contentious topics. It will be important that Council continues its efforts to strengthen trust and transparency with the community into the future by providing opportunities for involvement.

With only 3% of the revenue collected by all levels of government collected in the form of rates by local government, an ongoing trend to cost-shift service delivery functions to local governments, a rate pegging environment, and the increasing competition for grant funding, Council and the community will need to remain conscious of limited revenue streams and continue advocacy in an attempt to improve these.

While Council has been independently recognised as managing community funds responsibly and sustainably through the NSW Governments Fit for the Future program, the future focus will be on balancing the need to remain financially sustainable while continuing to provide the broad and increasing range of services Eurobodalla needs across community, environmental and economic areas with limited funding and resources.

The review of key long term vision documents in collaboration with community will be a key activity for Eurobodalla moving forward. A focus on efficiency and innovation will ensure residents and ratepayers are getting value for money in service delivery that meets their needs now and into the future.





A 10x10 grid of 100 small, square photographs arranged in a collage. The photos depict various scenes from a coastal town, including beaches, cliffs, people, children, food, and local businesses. The images are mostly in color and have a slightly vintage or candid feel.





## How to contact us

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