



Annual Report 2019-20

Eurobodalla Shire Council

Access to information

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

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



WELCOME

Welcome to Eurobodalla Shire Council's Annual Report for 2019-20. This report provides our community, Councillors and staff with a comprehensive account of Council's achievements and challenges during the year, including an overview of Council's financial position and our performance against commitments set in our Delivery Program 2017-21 and Operational Plan 2019-20.

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

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

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

The financial accounts in this report are unaudited and will be finalised in December 2020.

We hope you enjoy reading about our 2019-20 year.



Acknowledgement of Country

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



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MESSAGE FROM MAYOR AND GENERAL MANAGER



As an organisation, we are proud to present this report to our community, which outlines the work undertaken by Councillors and staff for Eurobodalla as we begin to rebuild after the devastation of the black summer bushfires which was exacerbated by the impacts of the COVID-19 pandemic.

Working together, Council and the Eurobodalla community have always overcome challenges and we have proved, yet again, that we are a strong and resilient community who aspire to the vision of friendly, responsible, thriving and proud.

Prior to the summer bushfires and COVID-19 restrictions, we celebrated the creativity and talent of our young people through the Little Sellers Art Prize, the Mayor's Writing Competition and the Environment Calendar launch. The Bas also hosted nine exhibitions, 16 artist talks and a long table dinner enhancing the culture and learning of our Shire.

Council's strong commitment to enhancing community infrastructure was again highlighted this year with the completion of the Mogo Playground, North Rosedale stairs and new toilets in Tuross. Council continued to implement the Tourism Wayfinding and Signage Strategy through the installation of directional signage along George Bass Drive to several coastal destinations enhancing visitor experiences.

A comprehensive landscape masterplan for Bill Smyth Oval was developed after a series of community meetings and significant engagement with local sporting, recreation and community groups. This masterplan recommends a number of major developments for this busy sportsground.

We've continued to progress the Batemans Bay Regional Aquatic, Arts and Leisure Centre to the final design with construction to commence in 2020-21. We undertook extensive preliminary engagement to capture the community's thoughts and ideas for the Batemans Bay Waterfront following the construction of the Batemans Bay bridge. Final designs are expected to be completed in 2020-21.

We were thrilled to launch All Kinds of Natural, a joint funded tourism campaign with NSW Government. The campaign and new brand are integral to Council's fresh approach to tourism, which also includes new

destination marketing, events and nature-based tourism strategies. Council moved its focus to business and tourism support as the economic effects of the bushfires and COVID-19 took hold.

Council's local knowledge and community connections were vital during the bushfire emergency. Staff and Councillors worked around the clock to ensure the safety of our community and the continuation of essential services such as water were maintained. Council's social media platforms attracted 14,936 followers and provided essential emergency information for our community.

The Australian and NSW governments continued to show their support for Eurobodalla prior to, during and after the bushfires. During 2019-20 we received \$26 million in grant funds for a combination of transport, community infrastructure and recovery related projects.

We were honoured to award Anthony Bellette and Mathew Hatcher as our Eurobodalla Local Hero's for 2020. This award acknowledged their hard work during and post the summer bushfires. Unfortunately, COVID-19 restrictions hindered the annual award ceremony.

To all our Council staff and Councillors that were involved in the emergency response and who volunteered at the evacuation centres, we thank you. During the time of crisis our staff were innovative, professional and were not afraid to step up when required. Staff volunteered to help in areas outside of their usual work responsibilities and excelled when tasks were given to them. These efforts are detailed throughout this report.

Finally, the recovery process from the bushfires and COVID-19 is likely to take years and we are confident that our community will continue to come together during this time to support each other.

*Councillor Liz Innes Mayor (above right)
Dr Catherine Dale General Manager (above left)*



OUR EUROBODALLA

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



The Aboriginal peoples of the Yuin nation are acknowledged as the original inhabitants and custodians of all land and water in the Eurobodalla, with an enduring cultural and spiritual connection to it.

With 143km of coastline, 83 beaches and four major river systems, Eurobodalla is known as the land of many waters. Eurobodalla is also known for its beauty, wilderness and wildlife. Over three-quarters of our land area is open space, consisting of 10 national parks and 15 state forests. This natural environment is cared for by our community, who are passionate advocates when it comes to protecting and enhancing our beautiful landscape.

In 2019 Eurobodalla's estimated resident population was 38,473 and based on current projections is expected to reach 45,515 by 2036. Our demographic profile and rate base are not aligned, with 35.4% of property owners having their principal address outside Eurobodalla and 30% of dwellings not permanently occupied.

In addition, Eurobodalla attracts around 1.6 million visitors annually with higher visitation during the holiday peak seasons. Based on these estimates, 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 Council and local businesses. This results in a need to provide infrastructure capable of handling peak demands, supported by our community, 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 a growing local economy, access to education and health services, a relaxing outdoor lifestyle and a strong sense of community. All of these elements make Eurobodalla an exciting place to live, work and do business.

We confidently look towards the future as one community.



BLACK SUMMER BUSHFIRES



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

The 2019-20 summer bushfires devastated Eurobodalla. Fires burned across New South Wales for 240 consecutive days and in total the Currowan, Clyde Mountain and Badja fires burnt over 397,789 hectares of land causing significant impact to Eurobodalla. More than 271,000 of our 343,000 hectares, or 79%, of our Shire was directly impacted by the fires.

The emergency response and recovery were led by the NSW Government, with Council taking a leadership and partnership role throughout this disaster. Council actively worked with the community, all levels of government, contractors and relevant agencies to provide support where needed, restore services quickly and assist whenever possible during the emergency response.



Emergency Response

The impact of the fires on the Eurobodalla community has been substantial and unfortunately included:

- sad and tragic loss of three lives, one each at Belowra, Nerrigundah and Bodalla rural areas
- large numbers of stock and native fauna lost
- more than two thousand buildings lost
- substantial damage to public infrastructure (roads, bridges, water, sewer, waste, public buildings and facilities, electricity and telecommunications infrastructure)
- significant impacts on business and tourism due to the disruption to the peak visitor period
- extended closures of the primary transport and access routes into and out of Eurobodalla with both the Kings Highway and Princes Highway
- significant adverse health impacts, particularly the mental health of our community

The fires were managed by the Incident Management Team, which was led by the Rural Fire Service and supported by NSW Forestry and National Park and Wildlife Service (NPWS) coordinating the firefighting response.

The fires had a significant and sustained impact on our community and we cannot express the depth, extent or range of experiences that occurred throughout this time. The devastation, fear and concerns, those families who lost loved ones, those who lost properties, prepared their houses, evacuated, business impacts and the tourists required to leave as well as the acts of kindness, generosity and comradery; all created unique and individual impacts and experiences.

Council supported the Emergency Operations Centre by providing Local Emergency Management Officer(s), support staff as well as liaison for the management of infrastructure as a Local Government service provider. Council also made available existing infrastructure to act as evacuation centres.

When required, evacuation centres were opened and operated by the NSW Government through the arrangements with the relevant welfare agencies and supporting charities. Where practicable, evacuated people are provided with suitable alternate accommodation, either being directed to family and friends, or if required, to temporary accommodation.

Three evacuation centres within Eurobodalla registered more than nine thousand people at the peak of the evacuations, with Council, including a number of Councillors, needing to supplement trained welfare agencies with our own resources to assist, due to lack of access into, or out of, Eurobodalla. This was during a period where the Shire experienced the loss of power and telecommunications.

The resilience and self-reliance of our community during this period was remarkable and our community should be proud of how they pulled together to get through this challenging period.

It should be also acknowledged that many of our clubs, health and aged services fulfilled a vital role in assisting people who were evacuated, in many cases offering additional facilities for people to rest and recuperate. Many generous families and friends also housed people during this period.

Council

Set up, staffed and monitored all local road closures throughout the response phase

Organised in excess of 200 welfare checks on vulnerable community members

Re-wired of key and provision of generators to service stations in each major town to allow public access to fuel

Worked with LLS and others to facilitate access to allow delivery of emergency fodder



Recovery Response

Council's local knowledge and community connections were vital during the recovery phase. Key actions were implemented by Council to support the community. These included:

- Coordinated outreach sessions.
- Assisted with Building Impact Assessments.
- Tasked Australian Defence Force personnel.
- Supported the set up of Headspace.
- Set up of recovery webpages on Council's website to provide a 24/7 source of truth for residents seeking recovery support.
- Worked with media and used Council's communication platforms to provide information and interview opportunities to ensure the community was aware of recovery support available.
- Worked with the Bushfire Housing Assistance Response Team (NSW Dept. of Communities and Justice) and non-government agencies and charities to identify housing opportunities and solutions, with the aim of addressing identified housing needs and gaps as a result of the bushfires.
- Advocated for essential needs, including attendance at regional recovery meetings and meetings with Australian and NSW Government Ministers, relevant NSW authorities and companies, and appointed recovery personnel about immediate and future community needs to aid the recovery process.

Council advocated, along with ten other councils in South East NSW, to the NSW Government on a number of issues relating to recovery. These included:

- Waiving the Long Service Levy component of development application fees for fire-impacted property owners.
- Seeking urgent agreement to cover financial impacts on councils for:
 - Section 44 Responses costs
 - Extension of Section 44 Declaration clean-up costs
 - Day labour costs for clean-up and repair work
 - Coordination and funding.
 - Waiving all council rates (water, sewer, waste), not just the land component, for fire-impacted households eligible for six months rate relief.
- Seeking extension of tendering threshold for contracts for bushfire recovery and operations
- Support for changes to the *Biodiversity Conservation Act* and Koala SEPP to facilitate the rebuilding of homes lost in the recent bushfires.

The Australian Institute of Disaster Resilience Principles divide disaster recovery into four key areas: Social Environment, Built Environment, Natural Environment and Economic Environment. Council efforts during the 2019-20 disaster response and recovery phase were reported to the community at its meetings on 11 February, 24 March and 23 June 2020.

Social Environment

Batemans Bay Recovery Centre and Narooma Assistance Point

Council opened, managed and staffed Recovery Centres in Batemans Bay and Narooma in collaboration with NSW Office of Emergency Management. The centre in Batemans Bay commenced on 15 January 2020 and the Narooma Assistance Point commenced on 12 February 2020. Both centres closed due to COVID-19 pandemic on 28 March 2020.

More than 6,000 Eurobodalla households registered

Community Outreach support

Council provided outreach activities, in the form of information 'pop up' points, community catch ups and community meetings at a range of locations in our shire. This reflected the type of session people from those communities had requested during preliminary discussions and planning, under a community led approach.

14 Community outreach sessions held

Recovery Helpdesk

In late March 2020, COVID-19 restrictions forced the closure of the Recovery Centres and community outreach sessions were suspended. To continue to provide an access point for fire affected residents, Council established a Recovery Helpdesk. This service directed residents to the correct services for their situation including Council's rebuilding, rates and waste information.

In addition to the recovery helpdesk, Council wrote to over 700 fire-impacted residents to reassure that support would continue during the pandemic, reinforcing key information for financial, rebuilding and mental health support and to advise of the Recovery Helpdesk.





Housing

Council worked with NSW Bushfire Housing Assistance Response Team, non-government agencies and charities to identify housing opportunities and solutions. The Mayor wrote to all non-resident ratepayers seeking support for emergency and longer-term rental accommodation.

More than **80** properties owned by non-resident ratepayers were made available

Disaster Relief Fund

Council established the Eurobodalla Disaster Relief Fund to accept financial donations and distribute funds to impacted residents and businesses to spend in the community.

More than **\$127,000** was distributed to fire affected community members before **30 June**.

Built Environment

Council successfully advocated for changes to NSW Government regulations to allow temporary accommodation and storage on bushfire impacted properties, for pop-up shops, and to make demolition of bushfire destroyed or damaged properties exempt from development application process and cost. Council continued to advocate for the *Biodiversity Conservation Act* to be switched off to allow rebuilding of homes and specifically to enable establishment of compliant asset protection zones.

Council established a team of planners and support staff focussed on rebuilding enquiries and development applications. Council provided bushfire attack level certificates for bushfire impacted properties free of charge. Council took up the offer of staff from other councils to assist with the processing of development applications and appreciates the support provided by Inner West and Canterbury Bankstown Councils that worked with Eurobodalla over the past six months.

67 rebuild development applications lodged to **30 June**

43 approved development applications

25 construction certificates issued lodged by **30 June**





Council continued to investigate ways to allow rebuilding in areas where native vegetation and size and density of lots create bushfire management compliance challenges. In some situations, Council is considering a precinct approach to development solutions which will require working with landowners and the Rural Fire Service.

Infrastructure

The majority of the clean-up across fire-damaged local roads was completed, including the installation of new guide posts, guardrail and signs in accordance with Council's wayfinding strategy and guardrail. Fallen and hazardous fire affected trees within Council's road network were removed.

Repair or replacement of fire-damaged or destroyed bridges commenced following initial temporary repairs and/or construction of side tracks. These works are funded under the Natural Disaster Relief Funding Arrangements.

Fire damage was also sustained to other Council infrastructure including water, sewer, waste, building, emergency services and other infrastructure. Repair and replacement of this infrastructure progressed.

490km of fire-damaged local roads

18 fire-damaged or destroyed bridges

Natural Environment

79% of our shire was bushfire impacted

90% of our shire's National Parks and State Forests were impacted by bushfire

Council worked closely with WIRES and Landcare volunteers on bushfire recovery. This included supporting volunteers with wildlife water and feed stations, and nesting boxes. Council also coordinated the successful NSW Government grant for south east councils to identify high risk sites for environmental remediation works.

Council was successful in obtaining \$1.1M grant from NSW Government for a three-year program for sediment and erosion control and revegetating waterways on public and private land. To 30 June 2020, approximately \$1.8M was secured from funding from WIRES, Australian and NSW government programs.

Economic Environment

Council worked and met with the local business chambers and industry representatives to understand the impacts on businesses and their needs. The impact on businesses was then exacerbated by COVID-19 restrictions. Information from these meetings was collated and provided to government agencies which assisted with the determination of support package development. It is understood that in excess of \$30M of funding has been provided to local businesses through bushfire funding and COVID-19 relief packages.

Council worked closely with the Mogo businesses and is preparing a plan for the restoration of the Mogo commercial area, retaining its unique character and assisting ease of redevelopment.

We developed a free three-month business development training program that focused on moving businesses online and increasing resilience. Council increased the frequency of its Tourism and Business Industry Newsletters with an emphasis on financial assistance and support available to the sector.



Community and Stakeholder Engagement

Council used its communications platforms to share important emergency and recovery information with the community, focussing on providing media-friendly content to ensure the broadest possible reach.

44 recovery-related media releases distributed

42 recovery-related Facebook posts.

Council developed recovery webpages to gather the range of recovery information in one convenient place for the community, including information on:

- Financial assistance
- NSW clean-up program
- BlazeAid
- Rebuilding and repairing (including a list of Eurobodalla’s building design professionals)
- Waste services
- Legal services
- Looking after your mental health.



A dedicated Recovery Newsletter commenced which provided updates on practical and financial support available from different government bodies, rebuilding after bushfires, and related community or neighbourhood meetings.

Additional information on Council’s efforts during the response and early recovery phases when delivering its 2019-20 Operational Plan actions are included in the ‘Our Achievements’ section of this Annual Report.

Council’s recovery efforts will continue in the years following 2019-20. Council’s Operational Plan 2020-21 identifies the actions that will include recovery elements. Future community plans will be developed to ensure Eurobodalla recovers from the impacts of the black summer bushfires and COVID-19 pandemic.





COVID-19 PANDEMIC



As health concerns escalated, keeping our community safe and functioning became Council's top priority. Under the direction of NSW Health, we responded swiftly to help prevent the transmission of COVID-19 by closing the administration building and community facilities, including playgrounds, sports fields, pools, waste management facilities, community halls and stadiums. Before closing our three libraries, we implemented click and collect, extended due dates by four weeks and implemented free online offerings.

We also moved quickly to cancel community activities and events. While social distancing rules changed the way residents lived, we kept our Shire running and continued to provide as many essential services as possible. Household waste collection carried on, we continued to maintain our water and sewer services, footpaths, roads and maintenance of community infrastructure. With Council's physical centres closed to the public, residents could conduct most of their business over the phone or online. Services like paying rates or water bills, viewing and submitting tenders, planning certificates and development applications, including bushfire rebuilds could all be done online or over the phone. From 7 April 2020, Council meetings were conducted via Zoom.

Eurobodalla is all kinds of natural and with lockdown restrictions, there was a lot to be learnt from slowing down. Spending quality time at home offered us the chance to reconnect and create positive change for ourselves and our local environment. Council connected with its community through social media platforms to embrace more environment-centred activities.

Our response to the economic impact of COVID-19 was immediate, we waived food premise inspection fees and free advice on moving to takeaway services. We eased regulatory enforcement to give businesses flexibility during these uncertain times. Rents were waived for tenants of Council's buildings who could demonstrate

hardship and we refunded booking fees for cancelled events at Council venues.

With the reduction in airline travel, Council moved to reduced airport fees for Rex Airlines to ensure that Rex continued to provide essential services to our community.

Youth were connected during Youth Week with online activities including 'get involved' an Instagram video competition, 'get connected' a coping with COVID forum, and 'speak up' in a survey designed to guide bushfire recovery volunteering in the shire.

Sporting and recreation clubs were offered a grant to assist in delivering community sport sustainability training for volunteers.

Eurobodalla's tourism operators were some of the hardest hit this year, with bushfire devastating the peak visitor period, then widespread industry damage from COVID-19. To assist the industry, Council has been developing new tools including a customised itinerary builder, allowing businesses to create quick digital lists, e-postcard campaign and other major digital marketing campaigns.

By the close of 2019-20 and with the easing of restrictions, Council's facilities reopened to the community and our focus shifted towards continuation of recovery. As the Shire's largest employer, we are well placed to deliver projects that will strengthen our economy by supporting local jobs and creating opportunities for local businesses. We remain committed to major job-creating projects including the Batemans Bay Regional Aquatic, Arts and Leisure Centre, Moruya Airport upgrade and Nelligen Sewerage Scheme.

We have also put forward 22 major shovel-ready projects for Australian and NSW government funding, including roads, bridges, trails and community infrastructure.

In 2020, we have responded to the COVID-19 pandemic by keeping our residents safe, keeping our economy healthy and working with the community to implement its vision of friendly, responsible, thriving and proud.





OUR YEAR IN REVIEW



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

2019

July

NAIDOC Week
Batemans Bay Orchid and Foliage Society Winter Show

August

Eurobodalla Business Awards
Sculpture for Clyde

September

Free plant swap at Moruya Markets
Moruya Town to Surf Fun Run

October

Art on the Path

November

Eurobodalla Spring Show
Children's Week Family fun day

December

Art on the Path
Batemans Bay Caravan
Camping and Leisure Expo

2020

January – June

Many planned Council and Community Events were cancelled due to the Black Summer Bushfires and COVID-19 pandemic.





AWARDS AND RECOGNITION

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

Council Awards

The following awards were won by Council during 2019-20:

Sam Samra Award for Water Management:

- Major improvements to water and sewerage at Guerilla Bay, Rosedale and Bodalla – with future improvements at Potato Point and Nelligen – enable Eurobodalla Shire Council to be recognized as the most improved provider of water utilities in NSW – *Winner*

IPWEA 2019 Engineering Excellence Awards:

- Projects greater than \$500,000 but less than \$5 million - Moruya Regional Airport Runway Strengthening – *Winner*
- New or Improved Techniques including: Innovation and/or Introduction of Techniques or Outstanding Management Initiatives or Outstanding Achievement in Asset Management – Growing our Future Workforce – *Highly commended*

- Innovation in Water Supply and Wastewater – Cullendulla Sewer Rising Main Construction – *Winner*
- Excellence in Road Safety Engineering – Kings Highway Partnering to Engineer Safer Highways – *Winner*
- Local Government Excellence in Road Safety – Driving Safer Rural Roads – *Winner*.

2020 Local Government Excellence Awards:

- Community Partnership and Collaboration Population under 60, 000 for the Eurobodalla Employment Revolution Program – *Winner*





Eurobodalla Business Awards

Eurobodalla's five Chambers of Commerce partnered with Council to present the 2019 Eurobodalla Business Awards, linking into the annual program of the NSW Business Awards. The Eurobodalla Business Awards program celebrates excellence in the Eurobodalla region and recognise success in the areas of business leadership, business entrepreneurship, outstanding young employees, start-ups and all round business.

Outstanding Young Employee

Gabrielle Johnson –
*Coast and Country
Occupational Therapy*

Young Entrepreneur

Jessica Hannan –
*Coast and Country
Occupational Therapy*

Business Leader

Richard Adams –
Smadar Enterprises

Excellence in Social Enterprise

The Girl Campaign

Excellence in Innovation

Moruya Engineering

Excellence in Sustainability

*Southlands Fruit and
Vegetables*

Excellence in Accessibility

Yumaro Limited

Employer of Choice

*Tomakin Sports and
Social Club*

Start Up Superstar

Southbound Escapes

Excellence in Micro Business

Fisse Design

Excellence in Small Business

Dromedary Hotel

Excellence in Business

Yumaro Limited

Local Chamber of Commerce Award

*Mogo Village Business
Chamber*

Batemans Bay People's Choice Award

Soul Tribe Studio

Mogo People's Choice Award

Smokey Dan's

Moruya People's Choice Award

The Girl Campaign

Narooma People's Choice Award

*Glennie's Seafood and
Burger Shack*

Tilba People's Choice Award

Mountain View Farm





Mayor's Writing Competition

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

In its 12th year, the 2019 Mayor's Writing Competition received 362 imaginative and thoughtful entries from Eurobodalla writers aged between age five and 18. This competition provides our youth the freedom and confidence to creatively express themselves through writing and illustrating.

The 2019 theme was 'seed' with all submissions incorporating the word in the text. All finalists received a professionally-bound anthology that includes their own story and illustrations.

Mayor's Writing Competition winners and finalists

Age group 5-6

Winner:
Poppy Mitchell

Runner-up:
Jordan Hatcher

Encouragement award:
Liliana Murphy
Sophia Pincott

Age group 7-9

Winner:
Rosie McPartland

Runner-up:
Adam Wellington

Encouragement award:
Maison Heane
Daisy West

Age group 10-12

Winner:
Zahlia Kelly

Runner-up:
Iona Kelly

Encouragement award:
Matthew Denys
Illia MacLachlan

Age group 13-15

Winner:
Emma Moses

Runner-up:
Jack Brogan

Encouragement award:
Huon Dufield
Leila Patyus
Grace Reid

Age group 16-18

Winner:
Hugh Tuckwell

Runner-up:
Ashley MacKinnon

Encouragement award:
Ryan Hall
Jye Cook

Syd Hayes Creative Writing

Award Winner:
Rosie McPartland





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

Little Sellers Art Prize

In its fourth year, the Little Sellers Art Prize received over 150 entries from Eurobodalla young people. The Prize aims to showcase the artistic talents of Eurobodalla’s youth and is run as an addition to the biennial Basil Sellers Art Prize. Artists aged between five and 18 were encouraged to interpret the ‘I can...’ theme in a creative and meaningful way.

Finalists in each of the four age categories were recognised for their efforts in a special exhibition opening held at the Council Chambers, with their works exhibited in the three libraries during school holidays.

Little Sellers Art Prize winners and finalists

Overall winner:

Tahj Dimmer

Children’s Services

Award:

Lucy Bain

Youth Award:

Golden Carmichael

5-8 age group

Winner:

Lucy Bain

Runner-up:

Hunter Petrella

9-12 age group

Winner:

Tahj Dimmer

Runner-up:

Eva Young

13-15 age group

Winner:

Ruby Muller

Runner-up:

Golden Carmichael

16-18 age group

Winner:

Josephine Muller

Runner Up:

Damia O’Loughlin



Environment Calendar

Celebrating its 22nd year, the 2020 calendar features 15 student artworks under the theme 'Our Future'. Each year all Eurobodalla primary schools create artwork for the calendar under a different theme and shortlisted entries from each school are featured on the following year's calendar.

The 2020 calendar artists are:

Abbee Piggott (*Moruya Public School*)
 Zara Hall (*St Mary's Primary School*)
 Logan Hall (*Broulee Public School*)
 Tyreece Nye (*Mogo Public School*)
 Emerald Smith (*Sunshine Bay Public School*)
 Stella Toovey (*Central Tilba Public School*)
 Porscha Mears (*Narooma Public School*)
 James Collins (*St Bernard's Primary School*)
 Kate Patyus (*Broulee Public School*)
 Kaylee Lloyd (*Batemans Bay Public School*)
 Bonnie Dalglish (*St Peter's Anglican College*)
 Tamika Bercini (*Moruya Public School*)
 Lorelai Bugden (*Bodalla Public School*)
 Savannah Butler (*Batemans Bay Public School*)
 Clare Raabe (*Narooma Public School*)



Anthony Bellette



Mathew Hatcher (front centre)

Local Heroes

In March, Council called for nominations for the 2020 Local Hero Award. This award recognises the contribution that volunteers make to our community and/or outstanding achievements.

In a tumultuous year of drought, fire, flood and pandemic lockdown, countless community members contributed time and energy to benefit us all. Unsurprisingly, this year's nominations for the shire's Local Hero award attracted an unrivalled field of entrants. The 2020 Local Hero Award had two winners; Anthony Bellette and Mathew Hatcher.

Anthony has been an active member of the Batemans Bay Surf Lifesaving Club for the past 12 years. During the bushfire emergency, Anthony stepped up as leader at the impromptu evacuation centre at Malua Bay and worked with volunteers to keep 1500 people safe.

Mathew has been an advocate for local business and tourism in Eurobodalla for the past six years. In January 2020, Mathew quickly set up the South Coast Donations Logistics Team to house and distribute the enormous amount of bushfire recovery donations.



GRANTS RECEIVED

Council advocates for funding from Australian and NSW governments to assist Council to build infrastructure and provide services for our community. During 2019–20, Council was successful in receiving over \$26 million in grant funds. This demonstrates that Council has the necessary structures, systems, resources and capability to deliver key initiatives and infrastructure projects for the community.

Council submitted grant applications under the following programs:

- Stronger Country Communities NSW
- Streets as Shared Spaces
- NSW Showgrounds Stimulus
- Bushfire Tourism Recovery, streams 1 and 2
- Safer Communities Program
- Building Better Regions - Community Investment Stream
- Building Better Regions - Infrastructure Stream
- NSW Regional Growth Environment and Tourism
- NSW Growing Local Economies
- Commonwealth Disaster Recovery for Bushfire
- NSW Bushfire Community Resilience and Recovery
- NSW Infrastructure Grants for Emergency Preparedness
- Everyone Can Play

SERVICE AREA	CAPITAL GRANT (\$)	OPERATING GRANT (\$)	TOTAL (\$)
Business Development	117,778	-	117,778
Children's Services	-	509,359	509,359
Commercial Entities	2,786,563	-	2,786,563
Communications	-	6,971	6,971
Community and Cultural Development	286,408	178,987	465,395
Community Care	-	1,422,032	1,422,032
Environmental Management	-	439,919	439,919
Finance and Central Treasury	-	1,721,372	1,721,372
Libraries	93,887	156,623	250,510
Public Order and Safety	-	403,362	403,362
Recreation	462,974	152,990	615,964
Rates and General Revenue	-	5,572,795	5,572,795
Sewer Services	217,952	-	217,952
Strategic Planning	2,859,403	107,682	2,967,085
Tourism	-	11,063	11,063
Transport	5,927,339	2,627,870	8,555,209
Works and Operations	-	3,750	3,750
Youth Services	-	2,259	2,259
Total	12,752,302	13,317,033	26,069,336

* The Rates and General Revenue operating grants include the Financial Assistance Grants received from the Australian Government and also a prepayment relating to 2020-21. The Finance and Central Treasury operating grants includes the Bushfire Recovery Funding from the Australian Government.

The table on the previous page identifies the capital and operating grants received during 2019-20 that assisted in the funding of projects and services for the year. In addition, some of these grants will continue to be utilised in following years to fund ongoing and future projects.



MANAGING THE MONEY

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

During 2019-20, Council managed an income of \$135.9 million* collected from rates, fees and charges, grants and contributions, and investments. Our expenditure was \$129.2 million* and paid for service delivery, maintenance, grants to the community and wages. There were a number of important considerations in managing Council funds this year including: recent natural disaster events including bushfire and flood events, the COVID-19 pandemic, progression of our Community and Transport Infrastructure Program funded by the rate variation (detailed on page 40-44); as well as Council's ongoing efforts to increase efficiencies in service delivery and maintain financial sustainability.

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

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

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

For the purpose of this annual report we consolidate these three funds into one to show Council's overall performance. The following information presents a summary of consolidated financial results for 2019-20. Full details of Council's financial statements will be available on Council's website in December 2020.

*Consolidated entity (before capital income)

2019-20 BUDGET RESULTS

Budget: \$4.03 million surplus

Result: \$6.75 million surplus

(Net operating result before capital revenue)

Significant items that contribute to this result include:

- operating grants received and recognised, but not yet spent including monies received for Bushfire Disaster Relief Recovery and various COVID-19 relief packages
- additional user fees and charges related to NSW government funded Bushfire Recovery clean up works, with some offset from increased contract costs for waste and recycling fees
- loss on disposal of assets due to infrastructure and building assets damaged during the bushfire events including assets at the Eurobodalla Regional Botanic Gardens, 18 bridges and various unsealed/sealed road assets
- unfavourable variances due to current asset replacement plans during the year.

Net result

Net result (before capital revenue)

2016-17	\$7.0 million surplus
2017-18	\$2.4 million surplus
2018-19	\$0.7 million surplus
2019-20	\$6.8 million surplus



How does our performance compare with previous years?

The past four years have seen an operating surplus for the consolidated entity. 2019-20 saw a significant increase due to the timing of funding received to support community and business resilience as a result of the bushfires and pandemic, to be spent in future years, and increased waste revenue during the bushfire recovery phase to dispose of the large volumes of bushfire waste under the NSW Government funded clean-up program. This was partially offset by a loss on disposal of bushfire impacted assets across Council totalling over \$2.1M.

There is a significant task ahead to rebuild after the devastation of the recent bushfire, floods and pandemic events experienced during the year. Council has focused on advocating to the Australian and NSW governments for critical resilience strategies to be identified, funded and implemented to help rebuild Eurobodalla's social, built, economic and natural environment.

This recovery phase is ongoing and a number of programs will be delivered into the future. Council has also allocated \$400,000 from the Disaster Recovery Funding – Commonwealth Government, Councils Affected by Bushfires to provide development application fee relief and business financial support. The recently established Eurobodalla Disaster Relief Fund will distribute these funds and donations received to impacted businesses and residents in the community.



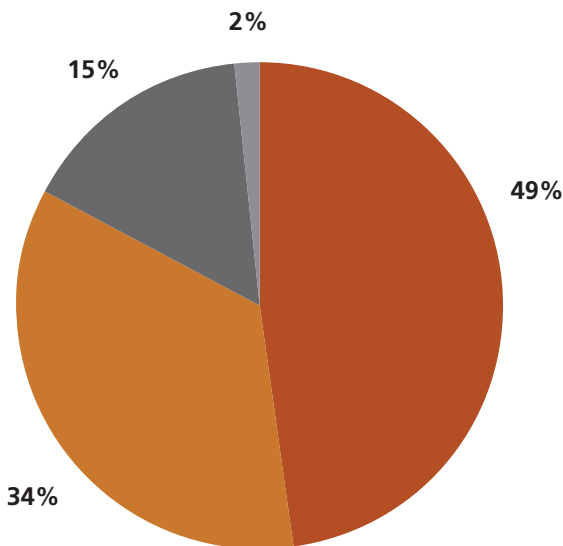
Where did our money come from?

Budget: \$119.7 million

Result: \$135.9 million

The result was \$16.2M higher due to:

- natural disaster relief and support funding received from the Australian and NSW governments providing relief directly to bush fire impacted Councils and various COVID-19 relief packages
- significant operating grants received including s44 Emergency Management Funding, prepayment of the 2020-21 Financial Assistance Grant and various natural resource program funding
- increased user fees and charges revenue as a result of NSW Government funded bushfire clean-up works.



- 2% Investment revenue
- 49% Rates and annual charges
- 34% User charges and fees and other
- 15% Operating grants and contributions

Income 2019-20

INCOME SOURCE	AMOUNT (\$'000)	% OF TOTAL INCOME
Rates and annual charges	66,028	49%
User charges and fees and other	46,777	34%
Operating grants and contributions	20,887	15%
Investment revenue	2,257	2%
Total	135,949	100%

Income (\$'000)

2016-2017	\$112,853
2017-2018	\$112,523
2018-2019	\$120,787
2019-2020	\$135,949



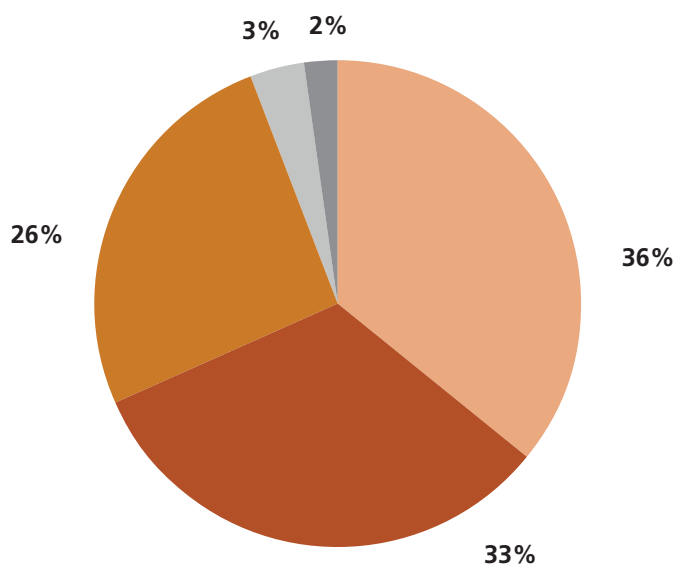
Where did our money go?

Budget: \$115.7 million

Result: \$129.2 million

The result was \$13.5M more due to:

- operational spend relating to disaster events including bushfires, floods, COVID-19 pandemic (largely supported by various funding streams)
- materials and contracts expenditure resulting from carrying forward projects from 2018-19
- unfavourable variations due to infrastructure/plant replacement plans including assets impacted by bush fire events.



- 3% Net profit from disposal of assets
- 33% Employee costs
- 26% Depreciation
- 36% Materials and contracts
- 2% Borrowing costs

Expenditure 2019-20

EXPENDITURE TYPE	AMOUNT (\$'000)	% OF TOTAL EXPENDITURE
Employee costs	42,241	33%
Depreciation	33,413	26%
Materials and contracts	46,268	36%
Borrowing costs	2,544	2%
Net profit from disposal of assets	4,728	3%
Total	129,194	100%

Expenditure (\$'000)

2016-2017	\$105,839
2017-2018	\$110,050
2018-2019	\$120,076
2019-2020	\$129,194





SERVICE RESULTS



Our operating result for Council's 31 services are outlined on pages 34-35. The table shows the original adopted budget, the actuals for 2019-20 and the variances between the two. The net result is the income minus the expenditure and shows the cost to Council to provide each service to the community in 2019-20.

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

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SEWER PUMP STATIONS AND TREATMENT PLANTS MAINTAINED



SERVICE	INCOME (\$'000)		
	ORIGINAL BUDGET	ACTUAL	VARIANCE
Business Development	13	53	40
Children's Services	1,454	1,862	408
Commercial Entities	5,457	4,938	(519)
Communications	-	12	12
Community and Cultural Development	64	229	165
Community Care	8,735	8,766	31
Community Facilities	360	333	(27)
Corporate and Community Leadership	4	(7)	(11)
Customer Assistance and Records	11	24	13
Development Assessment and Building Certification	2,168	1,941	(227)
Environmental Management	97	502	405
Finance and Central Treasury	165	2,179	2,014
Fleet and Plant	73	49	(24)
Information Technology	4	165	161
Libraries	188	260	72
Property	485	822	337
Public and Environmental Health	390	262	(128)
Public Order and Safety	553	4,014	3,461
Recreation	623	772	149
Risk and Insurance	5	207	202
Stormwater	469	471	2
Strategic Planning	46	127	81
Technical Services	25	21	(4)
Tourism	48	74	26
Transport	6,089	5,645	(444)
Waste Management	12,916	23,128	10,212
Works and Operations	111	247	136
Workforce Development	72	334	262
Youth Services	4	14	10
Sewer Services	21,297	22,055	758
Water Services	19,009	19,228	219
Corporate Overheads *	-	-	-
Rates and General Revenue **	38,785	37,222	(1,563)
Total	119,720	135,949	16,229

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

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

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

EXPENDITURE (\$'000)			NET RESULT (\$'000)		
ORIGINAL BUDGET	ACTUAL	VARIANCE	ORIGINAL BUDGET	ACTUAL	VARIANCE
662	557	105	(649)	(504)	145
1,638	2,058	(420)	(184)	(196)	(12)
4,781	5,339	(558)	676	(401)	(1,077)
683	719	(36)	(683)	(707)	(24)
1,085	1,044	41	(1,021)	(815)	206
8,914	8,453	461	(179)	313	492
2,605	2,825	(220)	(2,245)	(2,492)	(247)
2,438	2,100	338	(2,434)	(2,107)	327
1,047	973	74	(1,036)	(949)	87
4,072	3,561	511	(1,904)	(1,620)	284
1,111	1,533	(422)	(1,014)	(1,031)	(17)
4,508	3,670	838	(4,343)	(1,491)	2,852
220	517	(297)	(147)	(468)	(321)
3,251	3,704	(453)	(3,247)	(3,539)	(292)
1,960	2,063	(103)	(1,772)	(1,803)	(31)
896	1,729	(833)	(411)	(907)	(496)
978	870	108	(588)	(608)	(20)
3,138	7,853	(4,715)	(2,585)	(3,839)	(1,254)
7,519	7,823	(304)	(6,896)	(7,051)	(155)
1,458	1,068	390	(1,453)	(861)	592
1,511	2,024	(513)	(1,042)	(1,553)	(511)
1,090	1,295	(205)	(1,044)	(1,168)	(124)
1,812	1,719	93	(1,787)	(1,698)	89
1,496	1,180	316	(1,448)	(1,106)	342
18,924	22,001	(3,077)	(12,835)	(16,356)	(3,521)
11,269	15,193	(3,924)	1,647	7,935	6,288
3,729	3,979	(250)	(3,618)	(3,732)	(114)
1,764	1,616	148	(1,692)	(1,282)	410
537	481	56	(533)	(467)	66
20,087	20,536	(449)	1,210	1,519	309
17,249	17,356	(107)	1,760	1,872	112
(16,887)	(17,042)	155	16,887	17,042	155
141	397	(256)	38,644	36,825	(1,819)
115,686	129,194	(13,508)	4,034	6,755	2,721

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

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

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



CAPITAL WORKS

Budget: \$75.4 million

Result: \$40.7 million

The total capital expenditure was \$34.7 million lower than budgeted due to revised timing of major projects including the Batemans Bay Regional Aquatic, Arts and Leisure Centre (BBRAALC), Airport Redevelopment, Eurobodalla Regional Botanic Gardens Redevelopment, Shellfish Hatchery, recreational reserve works and water and sewer infrastructure works. Our capital budget can be spent on renewing assets or building additional infrastructure.

Council's adopted capital program for 2019-20 was \$75.4 million. This included confirmed external funding (capital grants and contributions) of \$27.2 million as at 30 June 2020. As per previous years additional grants were received during the year which resulted in a change to the adopted capital program. The total capital grants and contributions received was \$14.9 million.



Notes:

Further detail on capital works undertaken during 2019-20 is available in each individual service area in the 'Our Achievements' section of this report.

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

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



SERVICE	CAPITAL EXPENDITURE (\$'000)		
	ORIGINAL BUDGET	ACTUAL	VARIANCE
Business Development	1,990	118	1,872
Commercial Entities	4,705	2,877	1,828
Community and Cultural Development	8	321	(313)
Community Care	-	19	(19)
Community Facilities	391	74	317
Fleet and Plant	3,273	3,370	(97)
Information Technology	756	1,413	(657)
Libraries	176	171	5
Property	-	36	(36)
Public Order and Safety	150	531	(381)
Recreation	4,985	1,866	3,119
Stormwater	739	505	234
Strategic Planning	18,700	1,999	16,701
Technical Services	507	-	507
Transport	13,938	15,387	(1,449)
Waste Management	-	240	(240)
Works and Operations	435	229	206
Sewer Services	16,070	8,121	7,949
Water Services	8,295	3,395	4,900
Workforce Development	300	-	300
Total	75,418	40,672	34,746

Capital expenditure by type

TYPE OF EXPENDITURE	2016-17		2017-18		2018-19		2019-20	
	(\$'000)	(%)	(\$'000)	(%)	(\$'000)	(%)	(\$'000)	(%)
Renewal of assets	24,839	45	21,440	40	25,243	51	19,549	48%
New assets	30,008	55	31,923	60	24,794	49	21,123	52%
Total	54,847		53,363		50,037		40,672	



DONATIONS

Council contributes to a wide range of organisations and community groups under Section 356 of the *Local Government Act, 1993*. Grants and donations totalling \$159,312 were made to support community groups, safety organisations, education, cultural events and grant programs during 2019-20.

RECIPIENTS	AMOUNT (\$)*
Safety	
Surf Life Saving Clubs	10,278
Voluntary Rescue Squads	25,099
Other Safety Donations	1,504
Total Safety	36,881
Schools and Education	
Schools Education Grants	8,404
Total Schools and Education	8,404
Sports and Recreation	
Moruya Batemans Bay Pistol Club - Rates	641
Thelmore Range - Rates	865
Total Sports and Recreation	1,506
Community and Health	
Wreaths	923
Australia Day Celebrations	1,179
CWA Hall - Narooma - Rates	2,024
CWA Halls - Batemans Bay - Rates	2,737
CWA Halls - Moruya - Rates	1,677
Moruya Historical Society - Rates	1,757
Narooma Mens Shed - Rates	2,636
Mayoral Donations	9,473
Local Heritage Fund	11,800
Waste Disposal - Tipping Fees/Collections - Community Groups and Organisations	40,557
Healthy Communities Grants	12,107
Total Community and Health	86,870

RECIPIENTS	AMOUNT (\$)*
Cultural	
Eurobodalla Arts Council - Rates	2,062
Regional Arts Development Board	12,348
Bay Theatre Players - Rates	1,934
School of Arts - Narooma - Rates	4,303
School of Arts - Central Tilba - Rates	1,984
2EarFM - Rates	1,520
Youth Events	1,500
Total Cultural	25,652
GRAND TOTAL	159,312

**Subject to rounding*



COMMUNITY AND TRANSPORT INFRASTRUCTURE PROGRAM

The Community and Transport Infrastructure Fund, funded by the rate variation, raised an additional \$2.9 million in revenue, and delivered \$2.7 million of capital, renewal and maintenance works for our community. The 2019-20 program delivered upgrades to sporting facilities, community halls and playgrounds, parks, roads and bridges and pathways and is detailed on the following page.

2019-20	APPLICATION (\$'000)**	ACTUAL (\$'000)**
Income from rate variation	2,972	2,853
Transfers from reserves	-	-
Total income	2,972	2,853
Increased operating expenditure	889	641
Capital expenditure	1,376	2,086
Other uses*	707	324
Total expenditure	2,972	3,052

The table gives a high level summary of performance against our adopted program. Additional information available in other statutory information section of this report page 154.

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

** Amounts subject to rounding.

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

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



DESCRIPTION	ORIGINAL BUDGET (\$)	ORIGINAL SRV FUNDING (\$)	TOTAL PROJECT ACTUALS (\$)	FUNDING ACTUAL (\$)	PROGRESS UPDATE
Facilities Management					
Batemans Bay Tennis - Access Upgrade	50,000	(50,000)	16,268	(16,268)	In progress
Dalmeny Tennis - Court Repairs	10,000	(10,000)	1,022	(1,022)	In progress
Gundry Oval Amenities - Kitchen Upgrade and BBQ	25,000	(25,000)	-	-	In progress
Gundry Oval Amenities Ext. With Extra Changerooms	425,000	(240,000)	106,845	(12,099)	In progress
Moruya Pool - Clubroom Access Upgrade	20,000	(20,000)	-	-	Yet to commence
Total Facilities Management	530,000	(345,000)	124,135	(29,389)	
Transport					
Cycleways	-	(56,000)	196,809	(49,654)	Complete
Footpath Renewal - generic	73,572	-	41,752	-	Complete
Shared Pathway - Sunshine Bay Road	-	-	106	-	Complete
Shared Pathway - George Bass Drive, Malua Bay (Stage 2)	-	-	2,513	-	Complete
Footpath - Northcove Road, Long Beach	53,000	-	56,894	-	Complete
Footpath - Beach Road, Sunshine Bay	70,000	-	76,967	-	Complete
Footpath - Edward Road, Batehaven	95,000	-	-	-	Complete
Footpath - Trafalgar Road, Tuross Head	45,000	-	-	-	Complete
Footpath - Noble Parade, Dalmeny	60,000	-	63,039	-	Complete
Rural Road Reconstruction	-	(880,000)	-	-	Complete
Rural Road Reconstruction - Congo Rd South	880,000	(880,000)	587,389	(605,270)	In progress
South Durras Bridge Repairs and Guardrail Durras Drive	-	-	51,219	(50,000)	In progress
Tuross Head Boat Ramp - Dredging	32,029	(32,537)	189	(189)	In progress
Gravel Resheet - Unsealed Roads Resheeting	-	(113,000)	-	(101,011)	Complete
Gravel Resheet - Clouts Rd Moruya (Farm Access)	-	-	2,110	-	Complete
Gravel Resheet - The River Road, Nelligen West	55,000	-	71,985	-	Complete
Gravel Resheet - Western Distributor, Currowan	80,000	-	66,204	-	Complete
Gravel Resheet - Maulbrooks Road, Mogo	90,000	-	26,322	-	Complete

DESCRIPTION	ORIGINAL BUDGET (\$)	ORIGINAL SRV FUNDING (\$)	TOTAL PROJECT ACTUALS (\$)	FUNDING ACTUAL (\$)	PROGRESS UPDATE
Gravel Resheet - Araluen Road, Deua River	75,000	-	107,656	-	Complete
Gravel Resheet - Donalds Creek Road, Moruya West	85,000	-	60,539	-	Complete
Gravel Resheet - Noggarula Drive, Bergalia	40,000	-	53,896	-	Complete
Gravel Resheet - Meringo Road, Meringo	40,000	-	31,772	-	Complete
Gravel Resheet - Old Mill Road, Turlinjah	35,000	-	46,977	-	Complete
Gravel Resheet - Western Boundary Road, Turlinjah	60,000	-	53,306	-	Complete
Gravel Resheet - Eurobodalla Road, Nerrigundah	55,000	-	46,659	-	Complete
Gravel Resheet - Mountain Road, Nerrigundah	40,000	-	35,262	-	Complete
Gravel Resheet - Belowra Road, Nerrigundah	100,000	-	68,484	-	Complete
Gravel Resheet - Kianga Forest Road, Narooma	70,000	-	51,020	-	Complete
Gravel Resheet - Nangudga Beach Road, Narooma	55,000	-	39,171	-	Complete
Gravel Resheet - Old Highway, Narooma	50,000	-	32,521	-	Complete
Gravel Resheet - Reedy Creek Road, Narooma	40,000	-	28,040	-	Complete
Gravel Resheet - Spot Gravelling Various	30,000	-	15,749	-	Complete
Gravel Resheet - Other	-	-	49,751	-	Complete
Reseal - Local Urban Sealed	1,856,915	(450,000)	710,142	(450,000)	Complete
Reseal - Local Rural Sealed	-	-	521,164	-	Complete
Reseal - Car Parks	-	-	28,264	-	Complete
Asphalt Renewal - Car Parks	-	-	201,529	-	Complete
Asphalt Renewal - Local Urban Road	-	-	258,457	-	Complete
Asphalt Renewal - Local Rural Road	-	-	154,451	-	Complete
Total Transport	4,165,516	(2,411,537)	3,838,308	(1,256,124)	



DESCRIPTION	ORIGINAL BUDGET (\$)	ORIGINAL SRV FUNDING (\$)	TOTAL PROJECT ACTUALS (\$)	FUNDING ACTUAL (\$)	PROGRESS UPDATE
Recreation					
Burri Point, Guerrilla Bay	127,219	(127,219)	18,106	(4,385)	In progress
Captain Oldrey Park - Field 2 Refurbishment	180,000	(66,000)	-	-	Deferred
Evans Road Tuross Playground Upgrade	-	-	164,990	(91,136)	Complete
Gundry Oval - Fields 2 and 3 Refurbishment	463,613	(63,610)	5,780	(580)	In progress
Heath Street Reserve Upgrade	-	-	20,256	(7,634)	In progress
Moruya Showground - Construct Parking	244,847	(110,847)	69,583	(31,429)	In progress
Observation Point, Batehaven Viewing Platform	772,500	(100,000)	106,312	(75,000)	In progress
Parks Facilities Renewals - Seats/ Tables	172,666	(65,073)	143,737	(53,767)	Complete
Playground renewals	146,702	(65,073)	-	-	Complete
Riverside Park Improvements	212,032	(212,032)	-	-	Deferred
Total Recreation	2,319,579	(809,854)	528,763	(263,931)	

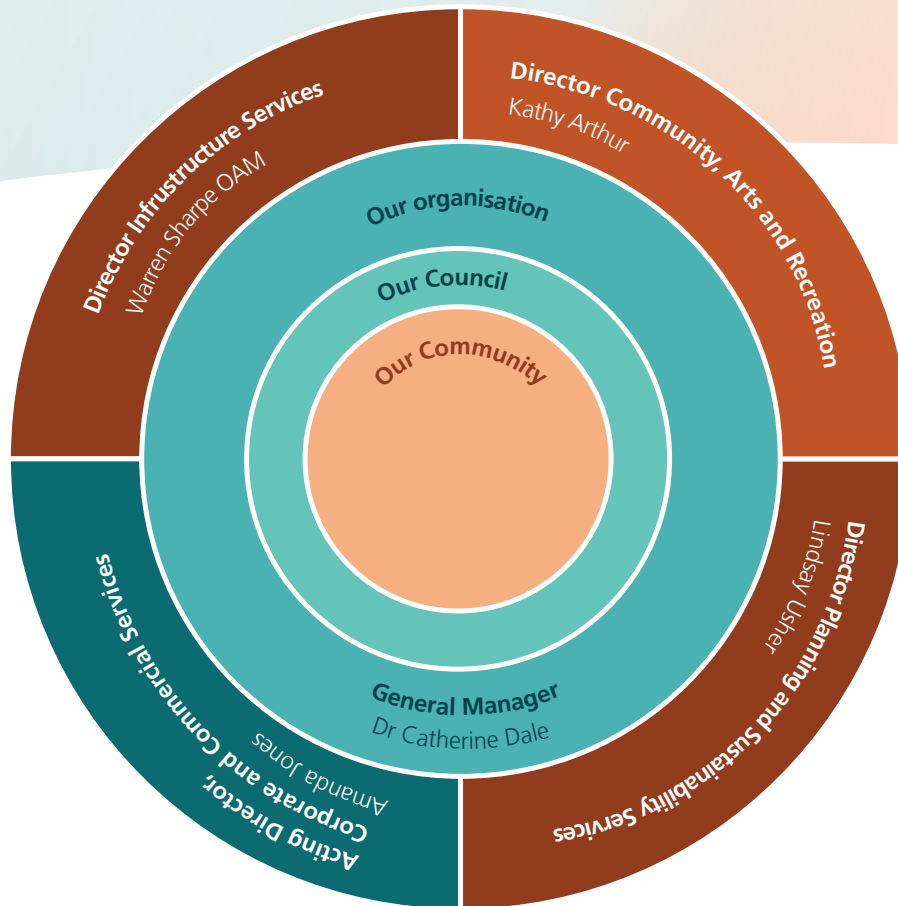


DESCRIPTION	ORIGINAL BUDGET (\$)	ORIGINAL FUNDING (\$)	TOTAL PROJECT ACTUALS (\$)	FUNDING ACTUAL (\$)	PROGRESS UPDATE
Public Conveniences					
Drainage Renewals - Shirewide	468,547	(323,000)	123	(302,329)	Complete
Stormwater Piping - Andrew Ave, Tuross	-	-	74	-	Complete
Drainage Construction - Miller Street, Stage One	-	-	219,820	-	Complete
Drainage Construction - Eric Fenning Drive, Surf Beach	100,000	-	286,183	-	Complete
Drainage Construction - Marlin Street, Tuross Head	15,000	-	18,472	-	Complete
Drainage Construction - Miller Street Stage two	155,311	-	-	-	Complete
Drainage Renewal - Haddrill Parade, Dalmeny	-	-	23,067	-	Complete
Drainage Renewal - Barbara Crescent, Denhams Beach	-	-	27,978	-	Complete
Drainage Renewal - Denhams Beach Carpark	-	-	47,001	-	Complete
Drainage Renewal – Annetts Parade Mossy Point	-	-	3,607	-	In progress
Drainage Renewal - Swordfish Street, Tuross Head	-	-	31,294	-	Complete
Drainage Renewal - Grantham Ave Batehaven	-	-	20,642	-	Complete
Total Public Conveniences	738,858	(323,000)	678,260	(302,329)	
Corporate Administration					
Narooma Depot Workshop	178,340	(108,454)	193,702	(108,454)	In progress
Total Corporate Administration	178,340	(108,454)	193,702	(108,454)	
Environment Works					
Beach Road (Caseys Beach) Rockwall	-	-	44,338	(125,888)	In progress
Total Environment Works	-	-	44,338	(125,888)	
Total Program	7,932,293	(3,997,845)	5,407,507	(2,086,115)	





OUR ORGANISATION



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

How council operates

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

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

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

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



OUR COUNCIL

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

This means balancing the needs of the community and the needs of individuals, taking into account the long and short term implications of decisions.

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



Our Council

Councillor Liz Innes
(Mayor)



Steering/Sunset Committee

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

Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee (Chair)

External Committee

Canberra Joint Regional Organisation
Community Safety Precinct Committee (Chair)

Ministerial appointment

Gulaga National Park Board of Management (Alternative)

Councillor Rob Pollock OAM
(Deputy Mayor)



Section 355 Committee

Moruya Racecourse Management Committee (Chair)

Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee
Eurobodalla Disaster Relief Committee

Ministerial Appointment

Batemans Marine Park Advisory Committee
Regional Development Australia (Far South Coast)

Councillor Lindsay Brown



Advisory Committee

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

External Committee

South East Academy of Sport
South East Arts

Councillor Phil Constable



Advisory Committee

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

External Committee

Eurobodalla Bushfire Management Committee

Our Council

Councillor Anthony Mayne



Steering/Sunset Committee

Batemans Bay Mackay Park Precinct Sunset Committee

External Committee

Eurobodalla Local Traffic Committee (Chair)

South East Australian Transport Strategy (SEATS)

Councillor Pat McGinlay



Advisory Committee

Eurobodalla Aboriginal Advisory Committee

Eurobodalla Coastal and Environmental Management Advisory Committee

Councillor Maureen Nathan



Advisory Committee

Eurobodalla Heritage Advisory Committee (Chair)

Councillor Jack Tait



Section 355 Committee

Moruya Racecourse Management Committee

Advisory Committee

Eurobodalla Coastal and Environmental Management

Advisory Committee

External Committee

Floodplain Management Association of NSW (Alternative)

Councillor James Thomson



Advisory Committee

Disability Inclusion Advisory Committee (Chair)

Eurobodalla Heritage Advisory Committee

Public Art Advisory Committee (Alternative)

External Committee

Floodplain Management Association of NSW

Ministerial Appointment

Gulaga National Park Board of Management

Elected Appointments

NSW representative on Australian Coastal Councils Committee



COUNCIL MEETINGS AND DECISION MAKING

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

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

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

Community involvement

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

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

From April 2020, Council began conducting Council Meetings, Public Forum and Public Access via Zoom to comply with COVID-19 regulations. Community members were still encouraged to be involved with the Council meetings by watching the live streaming and registering to speak on agenda items.

During 2019-20:

- 13 community members addressed Council during Public Access sessions, and
- 58* community members spoke in Public Forum on agenda items.

* In addition to this number, five people who didn't want to present to Councillors via Zoom, provided a written Public Forum submissions between April and June 2020.

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

Live streaming of council meetings

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

MONTH	LIVE VIEWS	ARCHIVED VIEWS	TOTAL VIEWS
2019			
July	35	73	108
August	250	189	439
September	62	151	213
October	49	67	116
November	62	132	194
December	37	77	114
2020			
February	65	93	158
March	37	78	115
April	268	97	365
May	70	120	190
June	152	94	246
Total	1,087	1,171	2,258



SPEAKING ON BEHALF OF OUR COMMUNITY

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

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

- Eurobodalla Hospital
- Changes to Essential Energy staffing
- Biodiversity Offset Scheme reforms
- Emergency Services Levy
- NSW Local Roads Congress outcomes
- Eurobodalla Southern Water Storage funding
- Eurobodalla Integrated Emergency Services Precinct – Moruya
- Reinstatement of funding for the Adult Migrant English Program (AMEP) in Eurobodalla
- Establishment of a headspace Batemans Bay and surrounding regions
- Re-instatement of continence nurse for Eurobodalla
- Extension of Section 44 Declaration clean up costs, payments of response costs, day labour costs for clean-up and repair work and coordination and funding

- Consideration of a non-compulsory extra week of school holidays in April 2020 to coincide with the Easter break
- Urgent and immediate financial support for Eurobodalla and other fire-affected local government areas
- Support and capacity for businesses affected by bushfires and COVID-19
- Transport for NSW Right Turn Ban - Princes Highway/Centenary Drive, Narooma
- Extension of Bushfire Industry Recovery Package – Supply Chain Support Grants
- Extension of tendering threshold for contracts for bushfire recovery and operations
- Opportunity to unlock the potential, capacity and value of Crown Land (Lot 7026 DP1020386) in Batemans Bay CBD to support the bushfire and COVID-19 economic recovery
- Support for changes to the *Biodiversity Conservation Act* and Koala SEPP for bushfire affected residents

Council made submissions to the following issues:

- Draft State Environmental Planning Policy 70 - Affordable Housing
- Local Strategic Planning Statement
- Community Participation Plan
- Draft Urban Design for Regional NSW
- NSW Outdoor Dining Policy
- Feral and Domestic Cat Inquiry
- Draft Short-term Rental Accommodation Code discussion paper
- Financial Assistance Grants
- Draft Accounting Code
- New Risk Management and Internal Audit Framework for Councils in NSW
- IPART Review - Reporting and Compliance Burdens on Local Government
- IPART Review – Local Government Compliance and Enforcement



-
- Proposed Classification Model from the Remuneration Tribunal
 - Rating System Review
 - Councillor Superannuation Review.
 - NSW Inquiry into Bushfires and the Australian Government Royal Commission into National Natural Disasters including direct presentation to the Royal Commission.

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

- Australian Coastal Councils Conference
- Floodplain Management Conference
- National General Assembly of Local Government
- NSW Coastal Conference
- Australian Regional Development Conference
- LGNSW Tourism Conference





ADVISORY AND SUNSET COMMITTEES

Council has a number of Advisory Committees which generally meet quarterly to share ideas, gather feedback and provide advice to Council on broad areas of interest. Committees that operated in 2019-20 include:

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

From time to time we also establish sunset committees which are similar to advisory committees but are formed for a defined period of time to address a specific issue. In 2019-20 Council had the following sunset committees in operation:

- Batemans Bay Mackay Park Precinct Sunset Committee

Both advisory and sunset committees have councillor representation. To see which Councillors were members of each committee during 2019-20 see page 48-49 of this report.

AUDIT, RISK AND IMPROVEMENT COMMITTEE

Excellence in governance relies on continuous and comprehensive accountability. During 2019-20, the Audit, Risk and Improvement Committee (ARIC) comprised three independent members and two councillors. This committee provided independent assurance and assistance to Council in relation to risk, control and compliance framework, financial management and external accountability, and reporting responsibilities. The ARIC met on four occasions throughout the year and addressed a range of issues including:

- Draft 2018-19 Financial Statements referred for audit
- Delivery Program 2017-21 and Operational Plan 2019-20
- NSW Audit Office – Management letter for Year Ending 30 June 2018, and the Annual Engagement Plan for the Financial Year ending 30 June 2019
- Provision of Internal Auditor services
- Batemans Bay Beach Resort – monitoring financial and occupancy trends
- Oversight of the Special Rate Variation (SRV) and Fit for the Future (FFF) frameworks
- Corporate Business System implementation
- Investment reports
- ICAC and other external bodies reports/matters
- Internal audit progress reports.
- Batemans Bay Regional Aquatic, Arts and Leisure Centre progress
- Bodalla sewer progress
- Use of pesticides
- Fire suppressant findings
- Staff turnover
- Vehicle and workshop costs



COUNCILLOR ALLOWANCES AND EXPENSES

Allowances

The NSW Local Government Remuneration Tribunal is responsible for categorising councils and determining the amounts of allowances to be paid to councillors and mayors in each category. There is normally a rise in the recommended allowance each year. Eurobodalla's Mayor received \$64,529 for the year and the councillors received \$20,280.

Expenses

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

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

*Mayoral and Councillor allowances and expenses
Local Government Act 1993 252*

COUNCILLOR	ALLOWANCE	PROFESSIONAL DEVELOPMENT	CONFERENCE/ SEMINAR	PHONE/ INTERNET	OTHER (INCL TRAVEL)	TOTAL
Clr Lindsay Brown	20,280	244	-	623	4,064	25,211
Clr Phil Constable	20,280	244	-	600	1,807	22,931
Clr Liz Innes (Mayor)	64,529	5,854	-	1,271	16,861	88,515
Clr Anthony Mayne	20,280	244	-	1,693	1,466	23,683
Clr Pat McGinlay	20,280	244	-	756	2,445	23,725
Clr Maureen Nathan	20,280	244	1,226	596	1,659	24,005
Clr Rob Pollock OAM	20,280	244	-	593	3,141	24,258
Clr Jack Tait	20,280	244	-	596	1,313	22,433
Clr James Thomson	20,280	244	-	593	5,826	26,943
Total	226,769	7,806	1,226	7,321	38,582	281,704



Professional Development

Local Government (General) Regulations 2005 – Reg 186

Induction and Orientation Training

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

No induction training was undertaken during 2019-20.

Ongoing professional development

Three professional development opportunities were provided for Councillors including:

- Councillor Development Day
- Model Code of Conduct – key changes presented by Lindsey Taylor Lawyer
- ICAC Training – obligations of principal officers to report suspected corrupt conduct

Seminars, circulars and other activities delivered

Councillors attended the following industry sector conferences and seminars:

NSW Coastal Conference	Clr Maureen Nathan
Local Roads Congress (Virtual Conference)	Clr Phil Constable Clr Lindsay Brown

In addition, Councillors received 49 councillor newsletters. The newsletter is a weekly publication which highlights operational issues that have been addressed by staff, highlights the Office of Local Government circulars, Planning and Infrastructure circulars and updates from the Canberra Region Joint Organisation. 28 briefing sessions were undertaken. The briefing sessions outline the matters that are to be presented to Council for questions and discussion.



CONNECTING WITH OUR COMMUNITY

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

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

Council provided a key role in communicating information during the bushfire emergency of 2019-20, presenting the community with regular updates from the Emergency Operations Centre on our website and social media channels, and providing vital information to regional, national and international media. Hundreds of media queries were fielded during the emergency and the following weeks and months of recovery.

Community and stakeholder engagement

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

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

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

Communications by numbers

In 2019-20:

- 257,000 visitors used Council's website, viewing 854,774 pages
- 22,573 homes received four editions of Living in Eurobodalla residents' print newsletter in their mailbox
- 14,936 people liked our Facebook page, while we grew to 2,020 followers on Instagram. Between four and ten social media posts were interacted with on a weekly basis
- 2,812 subscribers received our monthly email newsletter
- 242 media releases were distributed to regional news outlets
- 105 media queries on specific issues were responded to, resulting in a range of positive coverage in print, online, radio and TV around Council activities and events.
- Between January and March, Council distributed twice daily emergency operations updates in relation to the bushfire crisis. Council then provided updates as needed regarding bushfire recovery and COVID-19.

16,956
SOCIAL
MEDIA
FOLLOWERS



OUR PEOPLE

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

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

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

Staff profile

Council Structure

Council's organisational structure consists of the positions that make up Council's permanent workforce arranged into functional business units. At the end of June 2020 Council had an established permanent workforce of 515 positions equating to 469.41 Fulltime Equivalent (FTE).

Staff numbers

On 30 June 2020 Council employed 462 people in permanent roles and 51 people in temporary roles. Temporary roles are additional to the organisation structure and are in place to achieve a short term outcome such as the Community and Transport Infrastructure projects.

In addition to special projects these temporary roles include:

- 28 Trainees and Apprentices
- Five Cadets.

Staff turnover

Staff turnover for 2019-20 was 6.18% and remains significantly less than the median turnover for Group 4 NSW councils at 14.1%.

Staff age

The age spread of our staff is generally consistent with Australia's ageing workforce trend. This presents challenges in recruiting and retaining younger staff, as increasing numbers of our employees move towards retirement. Council continues to address this issue through initiatives such as traineeship programs, succession planning, flexible working arrangements, family friendly policies, and learning and development programs.

Staff gender and diversity

Gender split for our Council as a whole is 58% male and 42% female. This is more balanced than the Rural Large median of 66.7% male and 33.3% female split.

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

24 Council employees (3.4%) self-identify as Aboriginal/Torres Strait Islander people. Less than 1% of Council staff are of non-English speaking background and less than 1% report as having a disability.

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

Equal employment opportunities

Regulation Clause 217 (1)(a9)

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

Council offers opportunities through targeted recruitment for females in operational areas and people with a disability. During 2019-20, Council employed six women in operational roles and two people with a disability.



Trainees

The 2019 intake of Youth Trainees successfully completed their formal face to face training requirements in December 2019 to achieve a nationally recognised qualification across the following areas:

- 2 x Certificate IV Business Administration
- 5 x Certificate III Business Administration
- 1 x Certificate II Business Administration
- 2 x Certificate III Individual Support.

The 2020 intake of seven Youth Business Administration Trainees are progressing well with their formal TAFE training and gaining valuable workplace experience across numerous areas in Council.

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

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

Recruitment

In 2019-20 interest for positions at Council has again remained high and we continue to experience high volumes of traffic on our Jobs at Council web page. Council processed 1,230 job applications for 122 recruitment events.

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





Learning and Development

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

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

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

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

In 2019-20, 239 learning events were held, providing 2,001 places to staff across the following categories:

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

These statistics include Critical Incident Debrief sessions and Rural Adversity Mental Health Program to support our staff in the aftermath of the black summer bushfires.

In addition to managing face to face training delivery, to date, 85% of staff have completed refresher training in the NSW Model Code of Conduct 2018. The delivery of this training was achieved through a combination of face to face and E-Learning methods.

Providing a safe workplace

Council has an obligation under legislation to minimise risk to its employees but also recognises that it has a moral duty to provide a safe and healthy work place. Health programs conducted through 2019-20 include provision of flu shots for employees and immediate family. Council also provides the required vaccinations and health checks for 'at risk' workers and maintains an employee assistance program for Council employees.

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

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





OUR ACHIEVEMENTS



This section provides a detailed performance report on the status of actions and measures committed to in our Delivery Program 2017-21 and Operational Plan 2019-20.

Under the nine objectives in the Community Strategic Plan 2017 – One Community, the Delivery Program 2017-21 identifies 71 activities Council aims to deliver in its four year term. The Operational Plan 2019-20 breaks down these activities into 184 actions that Council committed to delivering during the year.

Summary

In the Operational Plan 2019-20 Council committed to delivering 184 actions across 31 services, with 89 services outputs in place to assess performance.

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

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

During 2019-20, bushfires and pandemic impacted some actions and service output results. These instances are identified in the following pages.

Objective	Complete (✓)	Deferred (-)
1. Strong Communities, Desirable Lifestyle	26	
2. Celebrated Creativity, Culture and Learning	17	
3. Protected and Valued Natural Environment	22	1
4. Sustainable Living	17	
5. Vibrant and Diverse Economy	19	1
6. Responsible and Balanced Development	14	
7. Connected and Accessible Places	17	
8. Collaborative and Engaged Community	11	
9. Innovative and Proactive Leadership	39	
Total	182	2





1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE



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

ROSS rolling along

The Eurobodalla Recreation and Open Space Strategy (ROSS) was adopted in February 2018. The 85 actions contained within the ROSS stretch across the Shire, including upgrades to and new recreation infrastructure and improvements to Council's recreation programs and practices. The recommendations were developed with substantial community input, and community members are already reaping the benefits.

After just two and half years, 49 actions have been completed and a further 18 are currently underway, representing progress on 79% of all ROSS actions.

Here's a sample of some of the significant actions tackled during 2019-20:

A comprehensive landscape masterplan for Bill Smyth Oval was developed after a series of community meeting and significant engagement with local sporting, recreation and community groups. As part of a Plan of Management for Crown land in Narooma, the landscape masterplan recommends a number of major developments for this busy sportsground. A second playing field is now on the cards, and funding has already been secured for the proposed relocation of the netball court to be closer to the existing

amenities building. Landscape masterplans for Hanging Rock Reserve, Corrigans Beach Reserve and Observation Point are also well on the way to guide improvements to these popular recreation sites, and the Moruya Golf Course and Showground Reserves Plan of Management nearing adoption.

The Mogo Adventure Trails Hub is moving from strategy to design, with specialist consultants Dirt Art now on board to identify the best locations for mountain biking trails of all levels around the village of Mogo. As Eurobodalla is renowned for its expansive areas of unspoilt nature, this exciting project gives the opportunity for nature-based tourism and adventure trail experiences for tourists and locals alike to immerse themselves in nature, as well as to help the many related businesses in our Shire. Visitors have also been helped by the 70 new directional signs that have so far been installed along George Bass Drive, providing direction to key points of interest consistent with recommendations of the Tourism Wayfinding and Signage Strategy.

Residents of Long Beach are benefitting from a new all-ages recreation park that includes a basketball half court, exercise equipment and scooter track in addition to a treehouse-inspired playground. Local community organisations and families met with Council staff to choose which of the tailored-made designs for Sandy Place reserve they liked the most. In a difficult year for recreation activities it was great that the new playground was installed just after COVID-19 restrictions were lifted so that the everyone could get out and give it a go – and it has been popular from the start.

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

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

Action	Service	Comment	Status
1.1.1.1 Coordinate the Police Liaison committee and associated projects	Community and Cultural Development	Two meetings were held during 2019-20 and Council also liaised regularly via telephone and email with Police, covering the following issues: <ul style="list-style-type: none"> - Appropriate measures were in place for Christmas and New Year holiday events and traffic along Beach Road Batemans Bay - Anti-social behaviour - Large shire events and a range of community safety issues and initiatives. 	✓
1.1.1.2 Provide road safety programs and activities	Transport	Road safety education programs included: <ul style="list-style-type: none"> - Eurobodalla Seniors - Stepping on Program - ARSC Adelaide Poster Presentation - Fatigue - War on Waste - Kings Highway Road Safety Partnership - Bike Week - Motorcycle Awareness Week - Pedestrian safety – Look Out Before You Step Out – Batemans Bay and Mogo - A Metre Matters - Working with businesses. 	✓
1.1.1.3 Coordinate the management of beach safety	Public Order and Safety	Lifeguarding Services Australia Pty Ltd was contracted by Council to patrol eight Council beaches. The Beach Safety Program commenced on 21 December 2019 and concluded 29 January 2020. Much of the lifeguard season was impacted by bushfires. This resulted in an 87% decrease in beach visits with a total number of 18,000. Despite the challenging circumstances the beach safety program was completed successfully with key results including: <ul style="list-style-type: none"> - Zero lives lost on Council's patrolled beaches - Lifeguards performed over 1,200 preventative actions and 10 rescues - Council's contractor responded to three joint emergency call outs over the patrol season and also helped evacuate thousands of people from North Head Campground, Broulee and Malua Bay during the bushfires. - Lifeguards also manned first aid stations at Moruya, Tuross Head, and Narooma evacuation centres during the bushfires. 	✓
Link	Outcome	2019-20	
1.1.1.2	Number of road safety programs	11	



1.1.2 - Deliver legislated health protection and regulatory programs			
Action	Service	Comment	Status
1.1.2.1 Undertake the food inspection program	Public and Environmental Health	Council did not complete the full inspection program for the period due to bushfires and pandemic. Council instead provided assistance with advice about transitioning to takeaways, deliveries and online service, support on food safety and handling, education on hygiene practices and assisting to ensure that COVID-19 safety plans aligned with NSW Government requirements. These services were undertaken with no charges to food premises.	✓
1.1.2.2 Provide companion animal management services	Public Order and Safety	267 animals entered the animal pound with 89% returned to the owner or rehomed. All signage related to dogs on beaches has been installed across Eurobodalla.	✓
1.1.2.3 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	2,135 customer service requests were raised, of which, 97% were attended to within timeframes.	✓
Link	Outcome	2019-20	
1.1.2.1	Percentage of complying food inspections	95%	

1.2 – IMPROVE LOCAL ACCESS TO HEALTH SERVICES			
1.2.1 - Work in partnership to improve local and regional health services			
Action	Service	Comment	Status
1.2.1.1 Advocate for improved local health services	Community and Cultural Development	The NSW Government announced funding for a new Eurobodalla Hospital. Council has worked with the NSW Government to assist in finding a suitable location for a new hospital. Council successfully advocated to the Australian Government for funding for a Headspace mental health service in Batemans Bay. This service is due to commence in July 2020. As part of bushfire recovery, Council worked with the Local Health District and Primary Health Network to establish mental health services for affected communities. Council continues to advocate for a Regional Emergency Management Facility to the NSW Government to be located centrally in Eurobodalla. This will enable emergency services to co-locate at this facility.	✓

1.3 – ENCOURAGE AND ENABLE HEALTHY LIFESTYLE CHOICES			
1.3.1 - Activate and motivate our community to embrace healthy lifestyles			
Action	Service	Comment	Status
1.3.1.1 Implement the Community Development Action Plan	Community and Cultural Development	During 2019-20, key partnerships were undertaken with several groups including Campbell Page, Local Drug Action Team, Country Women's Association, Eurobodalla Cancer Care	✓



		<p>centre, NSW Club Grants Committee, NSW Football Federation, Rotary Moruya 'Dying to Know' service, Campfire, Police and Citizens Youth Club (PCYC), NSW TAFE, Boys to Men group, and Headspace Bega and Batemans Bay.</p> <p>Programs established or presented include:</p> <ul style="list-style-type: none"> - monthly parenting grandparents support group - Moruya Youth Café, suicide prevention workshop - Local Drug Action Plan - domestic violence service support walking soccer program - free training - cultural programs - road safety - youth mental health - service venue at Narooma Youth Cafe. <p>Regular interagency meetings were also attended including PCYC, Workers with Youth Network, Wallaga Lake Working Group, Local Drug Action Team and Eurobodalla Homelessness Forum.</p> <p>The Community Directory was finalised and launched in September 2019 and is now available on Council's website. Additional transport information was collated and uploaded to the directory.</p> <p>'Empowering Eurobodalla' funded project activities included hosting a successful farmer's dinner, learn to dance programs in Narooma, aquatic classes in Moruya and accidental counsellor training.</p> <p>Council was successful in achieving six grants totalling \$63,000 during the period, including:</p> <ul style="list-style-type: none"> - Co-ordinator to run activities and projects to support local farmers, - Department of Prime Minister and Cabinet to run NAIDOC week activities and to purchase road safety equipment for YDrive - Music NSW grant to run all ages music event, Elsa Dixon funds for Aboriginal staff support, Rural and Regional Youth Participation Grant to run a youth managed project. 	
<p>1.3.1.2 Support community and recreation groups to manage and develop their clubs</p>	<p>Recreation</p>	<p>Council worked closely with sport, recreation and community groups to assist them in the delivery of quality programs that benefit the community. Initiatives include:</p> <ul style="list-style-type: none"> - Partnering with Cricket NSW to release the Eurobodalla Cricket strategy 2019-22 - Facilitating community NRL days post bushfires 	<p>✓</p>



		<ul style="list-style-type: none"> - Supporting clubs with grant applications - Providing guidance throughout the pandemic. <p>Council have also continued to distribute the Rec Matters e-newsletter which updates the community on recreation planning and programming.</p>	
1.3.1.3 Coordinate Healthy Communities and Seniors Week grants	Community and Cultural Development	Council awarded Healthy Communities and Seniors Week Grants to 22 community groups and organisations, totalling \$12,633. Programs supported included seniors week functions, sporting equipment, cultural awareness activities, first aid and beach safety equipment.	✓
Link	Outcome	2019-20	
1.3.1.1	Healthy Community Action Plan adopted	100%	

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

Action	Service	Comment	Status
1.3.2.1 Provide a booking service for recreation and community facilities and promote use of the facilities	Recreation	<p>Council's Booking Office continues to operate out of the Batemans Bay Community Centre. Total community bookings relating to the use of Council's sporting facilities, reserves and halls was 12,899, or an average of nearly 35 per day. Total bookings were down 25% on the previous year due to the impact of the bushfires and pandemic. Staff maintained effective, proactive communication with regular users throughout and worked to make facilities available as much as possible.</p> <p>Council's website continues to provide detailed information relating to each facility available to be booked.</p>	✓
1.3.2.2 Progress the implementation of the Recreation and Open Space Strategy 2018	Recreation	<p>Implementation of the Recreation and Open Space Strategy (ROSS) continues to progress strongly with 49 of the 85 actions already complete (58%) and a further 18 (21%) underway. This represents progress on 79% of all ROSS actions since it was adopted in February 2018.</p> <p>Key actions significantly progressed or completed over 2019-20 include:</p> <ul style="list-style-type: none"> - E13 Develop an Adventure Trails Strategy - E21 Install directional and information signage consistent with the Tourism Wayfinding and Signage Strategy - E27 Run community skate/scooter events - E29 Develop updated Plans of Management in accordance with the Crown Land Management Act 2016 - N8 Upgrade Sandy Place Reserve, Long Beach, to a District Recreation Park 	✓

		<ul style="list-style-type: none"> - C4 Picnic tables and landscaping upgrade to Heath Street Reserve, Broulee - S3 Develop a masterplan for Bill Smyth Oval Narooma. 	
1.3.2.3 Build, renew, operate and maintain recreation and community facilities	Recreation	<p>Recreation and community facilities were maintained and operated to required legislative standards, including ensuring essential service inspections were completed for compliance. Capital and renewal work that was completed included:</p> <ul style="list-style-type: none"> - Tuross Main Beach toilets - North Rosedale stairs - Observation Point access stairs - Tuross Head tennis access pathway. 	✓
1.3.2.4 Manage public swimming pools	Recreation	<p>The Narooma Swimming Pool operated for the full 12 months. The annual attendance for Narooma pool was 37,797.</p> <p>The Batemans Bay and Moruya Swimming Pools operate on a seasonal basis, opening 7 October 2019 and officially closing 27 April 2020. Pandemic restrictions impacted the later stages of the season. Pool attendances for the season were 24,324 at Moruya and 20,849 at Batemans Bay.</p> <p>Council's swim centres are operated under a contract management agreement with Community Aquatics Pty Ltd and continue to offer a range of aquatic activities including learn to swim, squad coaching, school education, aqua classes and general public swimming in a safe and professionally operated environment.</p>	✓
1.3.2.5 Provide, maintain and upgrade Council's cemeteries	Community Facilities	<p>Council successfully managed all cemeteries. In total:</p> <ul style="list-style-type: none"> - 63 burials and 15 inurnments undertaken - Nelligen and Mogo cemeteries made safe after being heavily impacted by bushfires - Constructed new east and west inurnment walls at Batemans Bay cemetery - Inurnment wall roof at Batemans Bay completed - Renewal of garden beds at Batemans Bay cemetery - Three new inurnment walls at Narooma cemetery were completed. 	✓
1.3.2.6 Prepare Plans of Management for Crown Reserve	Recreation	<p>In accordance with the <i>Crown Land Management Act 2016</i>, Council is required to complete Plans of Management for all Crown reserves managed by Council by 30 June 2020. Delays by Crown Lands in providing consent to exhibit will see this action continue in 2020-21.</p>	✓



		<p>The following plans of management are under development and listed in order of progress:</p> <ul style="list-style-type: none"> - Moruya Golf Course and Showground Reserves 80% complete, on track with a public hearing into proposed change of category required prior to adoption - Narooma Sport and Leisure Precinct 70% complete, on track and awaiting Crown consent to exhibit - Hanging Rock, Corrigans Beach and Observation Point Crown Reserves 50% complete, on track with community consultation completed and draft under preparation for submission to the Crown - Developed Reserves and Facilities 30% complete, on track with mapping of multiple reserves complete and plan content being drafted. - Natural Areas and Undeveloped Reserves 20% complete with Project Management Guide and mapping of multiple reserves complete - Moruya Riverside Reserves, Broulee Reserves and Long Beach Reserves to commence and scheduled for completion by 30 June 2021. 	
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Link	Outcome	2019-20
1.3.2.1	Number of bookings for recreation and community facilities	12,899
1.3.2.3	Recreation capital renewal, upgrade and new works program >85% complete	90%
1.3.2.4	Visitation numbers at swimming pools	82,970
1.3.2.6	Number of burials and inurnments	78

1.3.3 - Develop and manage the Eurobodalla Regional Botanic Gardens			
Action	Service	Comment	Status
1.3.3.1 Manage and further develop the visitor facilities, services and programs at the Eurobodalla Regional Botanic Garden	Commercial Entities	The Visitor Centre redevelopment project is complete with new Herbarium building, cafe, toilet block, retail and information centre and function room all open to the public. New Visitor Centre wayfinding signage was installed and new entrance signs are in place. A thematic and interpretation plan has been developed. The \$3.02 million in grant and donation funding secured in 2018-19 for the redevelopment project was primarily expended during 2019-20. The Gardens were closed and programs suspended from 30 December 2019 for six months due to the bushfire and pandemic impacts.	✓
1.3.3.2 Actively seek events and promote the Eurobodalla Regional Botanic Garden	Commercial Entities	<p>Planning is in place for events including</p> <ul style="list-style-type: none"> - Photographic exhibition in the second half of 2020 	✓



		<ul style="list-style-type: none"> - Friends of Botanic Gardens Conference in 2022 - Shakespeare live performance event in early 2021 - An art exhibition mid-2021. <p>An official launch of the redeveloped Visitor Centre and Spring Fair event is being considered for 2021.</p>	
Link	Outcome	2019-20	
1.3.3.1	Funding secured from sources other than rates and charges	N/A	
1.3.3.2	Visitation numbers at the Eurobodalla Regional Botanical Gardens	27,001	

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

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

Action	Service	Comment	Status
1.4.1.1 Provide services and opportunities for young people	Youth Services	<p>Youth Café services continued to be provided in Narooma and Moruya. The Batemans Bay resources were transferred to Moruya to support greater demand for service.</p> <p>The Youth committee met eight times, and four representatives from the committee attended a state youth conference.</p> <p>Council awarded grants totalling \$1,500 to three community groups and organisations for safety equipment for youth events, youth theatre, and leadership.</p> <p>Highlights for the year include:</p> <ul style="list-style-type: none"> - ‘What’s Buzzin’ quarterly youth opportunities newsletter was distributed to 200 subscribers - Several youth events occurred including a Batemans Bay Skate event, a Music NSW event for five local bands and one headliner in Moruya, a Colour Run event in partnership with South East Women and Children’s Services which had 230 participants. Support also provided for all age’s music event in March after the bushfires - Youth awards presented for ‘Little Sellers’ Art Prize and Mayors Writing Competition - ‘Rent It Keep It’ course for young people at risk of homelessness - An online youth drop in was established for young people during the pandemic isolation period - 22 Council and local traineeships and apprenticeships were promoted - 65 young people attended job application preparation sessions and a human services careers guide drafted. 	✓



		<ul style="list-style-type: none"> - The youth employment project supported a total of 88 youths to gain employment, with 264 job seeker clients receiving employment and education assistance - 11 vocational training programs were implemented worth \$98,970 including Business Administration, Training and Assessment, Construction, First aid and CPR, Food Hygiene and Community Services - 20 youth gained their license with support from Councils YDrive project, with another four completing their 120 hour driving requirements to obtain 'P' plates. A total of 50,765km was driven to achieve these outcomes. - A YDrive e-group was developed and Council staff presented the YDrive project to the Australasian Road Safety Conference. - YCheck and YBudget programs delivered to 18 youths. 	
1.4.1.2 Support and inform local and regional youth service networks	Youth Services	<p>Local youth interagency, Workers with Youth Network (WWYN), held four meetings with over 20 people attending each meeting. An additional three extraordinary WWYN meetings were held to develop a shire wide approach to Youth in Recovery after the bushfires.</p> <p>Council coordinated a local youth e-group enabling over 140 subscribers to exchange information and opportunities for services and young people locally.</p> <p>Two meetings of local government Community Development and Youth Officers were held in Batemans Bay to share resources and information exchange and connections made with Queanbeyan-Palerang and Snowy Monaro Councils youth committees to visit each area to develop leadership skills and strengthen relationships.</p>	✓
Link	Outcome	2019-20	
1.4.1.1	Youth café attendance	866	

1.4.2 - Provide flexible, community based services to support older people, people with a disability and their carers

Action	Service	Comment	Status
1.4.2.1 Provide support services for National Disability Insurance Scheme participants	Community Care	<p>2019-20 was challenging for Involve Eurobodalla supporting some of most vulnerable residents through bushfires and pandemic.</p> <p>Involve supports 104 participants receiving direct services, 76 receiving Plan Management (financial intermediary) services and 47 receiving Support Coordination services. 11 residents receive full time care across three facilities, with</p>	✓

		<p>one current vacancy. Service bookings value remains steady at almost \$6 million.</p> <p>Demand for the services remained strong all year with demand for service across all service types higher than our ability to supply.</p> <p>The pandemic had a significant impact on service levels during April, May and June 2020. Whilst participant numbers remained steady, the pandemic significantly impacted staffing resources.</p> <p>Inaugural accreditation under the new National Disability Insurance scheme (NDIS) Practice Standards was successful in late June 2020, with a three-day site visit and 100% client satisfaction record. Accreditation to be finalised in September 2020 after a small number of minor actions are addressed.</p>	
1.4.2.2 Provide support services for older people	Community Care	<p>The Commonwealth Home Support program provided service to 172 clients across Social Support Individual, Social Support Groups and Flexible Respite. 12,079 hours of service were provided to these clients for the year. During 2020, services were limited to essential services only to ensure clients, volunteers and staff safety during the bushfires and pandemic.</p> <p>Different ways of supporting elderly clients have been implemented, including regular welfare calls, setting up of an online Active Living Group, and the purchasing of 21 personal alarms for some of the more vulnerable clients who live alone, this has been implemented with encouragement from the funding body.</p> <p>Community Transport provided 11,605 trips to 851 eligible clients.</p> <p>The Home Care package program increased steadily with 24 clients signed up to our services on the 30 June 2020.</p> <p>The Compacts program provided services to 50 people, enabling them to safely leave hospital with adequate services in place to support them at home.</p>	✓
1.4.2.3 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	<p>The Disability Inclusion Advisory Committee met three times during 2019-20 covering:</p> <ul style="list-style-type: none"> - Changing Places toilet in Corrigans Reserve including the showing of a promotional video of the inside of the facility - Presentations on the Pathways Strategy, and Draft Moruya Golf Club and Showground Plan of Management. - Overviews of planning for Hanging Rock, Corrigans Beach and Observation Point Crown Reserves - A letter sent to Canberra Hospital regarding residential services 	✓



		<ul style="list-style-type: none"> - Footpath trading - location of chairs and tables - to ensure the best option is available and accessible for all - sensory, visual, and wheelchairs as well as prams. <p>Meetings were suspended later in 2020 due to the pandemic.</p>	
1.4.2.4 Identify and promote accessible features within town centres	Tourism	<p>The 2019-20 Tourism and Events Marketing Plan requires the promotion of inclusive tourism products, experiences and services in our new tourism website.</p> <p>Promotions and marketing was disrupted during the bushfires and post bushfires, with emphasis instead focussed toward being flexible and sending authentic messages around the conditions in the shire during bushfires. Marketing efforts then focussed on bringing visitors back to our Shire once major access roads were opened. This included new digital marketing activity and campaigns to bring visitors back to Eurobodalla and continue to support and promote all abilities accessible products.</p>	✓
Link	Outcome	2019-20	
1.4.2.1	Number of participants supported	104	
1.4.2.2	Number of community transport trips/clients	11,605	
1.4.2.3	Number of clients provided in-home care	172	

1.5 – RETAIN OUR UNIQUE IDENTITY, RELAXED LIFESTYLE OPTIONS AND COMMUNITY CONNECTIONS			
1.5.1 - Strengthen community connections through community development initiatives			
Action	Service	Comment	Status
1.5.1.1 Implement volunteer programs and initiatives	Community and Cultural Development	<p>Council programs continued to enjoy volunteer support during 2019-20. A total of 149 volunteers support programs including:</p> <ul style="list-style-type: none"> - The Basil Sellers Exhibition Centre (Bas) has a network of volunteers that cover on average 60-70% of gallery minding shifts, however due to the bushfires and pandemic the Bas was closed for three and a half programmed exhibition slots in 2020. Volunteers were kept informed and programs run to keep them connected and engaged - Volunteers at youth cafes gave 777 hours of time, cooked 2,281 meals and supported 650 activities - Programs continue through the Live Life project – Scottish dancing, learn to play bridge and stretch and balance classes. The five instructors gave 240 hours of time to teach 115 people activities to keep them fit and socially engaged. The stretch and balance classes are now running without council support 	✓



		<ul style="list-style-type: none"> - Community Transport and Social Support programs held volunteer development activities attracting over 142 volunteers. Training included operational policies and procedures, new Aged Care Charter and Commission, changes to My Aged Care, wheelchair accessible vehicles and understanding dementia workshops. Recruitment of 39 new volunteers was achieved through ten inductions and ten training sessions. The end of year thank you party attracted 80 volunteers. <p>The pandemic has disrupted some volunteer initiatives including the National Volunteer Week celebration.</p>	
1.5.1.2 Develop and promote local community activities	Community and Cultural Development	<p>Council coordinated several local e-groups including:</p> <ul style="list-style-type: none"> - Healthy Eurobodalla stakeholders - Local Aboriginal community “Message Stick”, which during the period partnered with Local Land Services to merge contact lists to reduce duplication of communications - Eurobodalla Farmers Network - Council supported the development and establishment of the Nerrigundah District e-group, that has now been given back to community to run - Continue to promote local healthy and recreational activities through the Live Life newsletter continues to promote local health and recreational activities to an electronic mailing list of over 850 people - Council volunteer run programs included bridge lessons, Scottish dancing and stretch and balance, with the stretch and balance program becoming independent of Council during 2020 	✓
Link	Outcome	2019-20	
1.5.1.1	Number of volunteers	149	

2. CELEBRATED CREATIVITY CULTURE AND LEARNING



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

Eurobodalla Library Service and navigating COVID-19

In early March 2020, Eurobodalla was just starting to see green shoots after a devastating summer. We were implementing a range of activities and supports in our libraries to help our community to recover and rebuild from the bushfires. By mid-March, Australia was experiencing another challenge in the form of COVID-19.

Council worked swiftly and in line with government advice and from 24 March 2020, Eurobodalla's libraries suspended normal operations and moved to a 'click and collect' service. This meant that there was no general browsing at the libraries, a decision that Council did not make lightly. Our libraries are a much-loved space and were particularly important during the early stages of recovery. However, Council had a duty of care to implement alternatives for the safety of patrons and staff, while still providing services where possible.

With 'click and collect service' customers would reserve items using the online catalogue, or by sending an email or phoning through to library staff before arriving to collect them. For community members who were unable to access the online catalogue, staff assisted by selecting suitable books and other items.

Borrowed items were returned using the after-hours returns boxes at each library.

During the closure period, Council implemented an automatic renewal policy on all borrowed books for an additional four weeks to help those unable to get to the library by the due date. Returned items were quarantined for 72 hours and their covers disinfected before being returned to shelves for re-borrowing.

As the virus spread and new directives from the Australian and NSW governments were released, from 1 April 2020 Council closed its click and collect service and moved to the online service. These measures were implemented to protect the entire community.

Council's free online offerings, including Borrow Box, allow readers to borrow up to five e-books and five audiobooks at a time, with new titles every month. All that is needed to access this service was the internet and a free library membership. Demand for these resources increased during the pandemic.

From Monday 11 May 2020, with pandemic restrictions easing slightly, Council welcomed the return of their click and collect service which complemented the extensive online resources available for members, including ebooks, emagazines and audiobooks as a part of the free library membership. With restrictions easing further the service has now reopened, with COVID safe procedures in place.

During the pandemic restrictions Council updated its 'Library and information service' home page to include online resources, learning opportunities and research tools to make time at home a little easier and a lot more fun.

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

2.1.1 - Develop and promote creative arts activities and industries

Action	Service	Comment	Status
2.1.1.1 Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	<p>The Public Art Advisory Committee met seven times this year and provided ongoing consultation and advice on the following matters:</p> <ul style="list-style-type: none"> - The Public Art Strategy - Sculpture for Clyde – public art acquisition, placement and installation. - The public art submission process and fact sheet - Major public artwork projects with RMS, Mackay Park and Basil Sellers AM - Draft Hanging Rock, Corrigans Beach, Observation Point Master Planning - Draft Batemans Bay Waterfront Masterplan and Activation Strategy. <p>The Permanent Art Collection Strategy 2019 – 2024 has been established and six works of art have been acquired this year, two of which, by a highly regarded Aboriginal Elder, have significant local cultural value.</p> <p>A short video for community education surrounding public art has been produced and distributed via Council social media.</p> <p>A Visioning Workshop has been undertaken with the Sculpture for Clyde event committee to establish a clear pathway and process for future acquisitions. Two sculptures have been prepared for installation on the Batemans Bay foreshore and Council has accepted five sculpture donations from the Sculpture for Clyde event.</p>	✓
2.1.1.2 Implement the Creative Arts Strategy	Community and Cultural Development	<p>The Creative Arts Strategy consists of 46 prioritised actions. The bushfire and pandemic impacted the rollout of many programs and events, however there are currently 13 high, seven medium, one low priority action, and 15 ongoing actions underway. Eight actions have been completed.</p> <p>High priority highlights included:</p> <ul style="list-style-type: none"> - Preparation of a draft Public Art Strategy - The Moruya Library and Bas nearing completion with the landscaping well underway - The finalisation of the 2021 annual program in the Bas - The development of Aboriginal creative arts, through the Yuin Country Explored collaboration with the National Museum of Australia - Development of promotional material that showcase local creative arts, through focussed attention on social 	✓



		<p>media and web presence during the pandemic.</p> <p>Medium priority highlights include:</p> <ul style="list-style-type: none"> - Showcasing best practice creative arts programs with 66 creative arts programs and activities delivered including exhibitions, events, workshops, artist talks, tours and kids' spots. During the COVID-19 lockdown, the Bas shifted to digital content and delivered 15 creative arts videos that ranged from exhibition tours, behind the scenes insights, workshops and creative activities and instigated a new program, Makers and Spaces, to showcase local artists in a digital format - Research undertaken to assist in the delivery of more creative arts programs through education providers. <p>Low priority highlights include:</p> <ul style="list-style-type: none"> - Investigation into a creative arts award for the annual Eurobodalla Business awards has begun - The provision of Eurobodalla art prize opportunities has been achieved with art prizes currently being offered. <p>Ongoing actions:</p> <ul style="list-style-type: none"> - Facilitating opportunities to engage creative arts practitioners and groups with over 60 artists showcased in this year - Pursuit of funding and investment in the creative arts - The monitoring of audiences shows 15,065 visitors to the Bas this year with statistics collected for each exhibition. 	
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2.1.2 - Develop and promote the Moruya Library and Arts Centre Project			
Action	Service	Comment	Status
2.1.2.1 Complete remaining stages of the Basil Sellers Exhibition Centre	Community and Cultural Development	The Basil Sellers Exhibition Centre (the Bas) is completed. External signage has been installed and landscaping surrounding the Moruya Library building is well underway. The workshop rooms are completed. The rear accessible ramp into the building has also been completed.	✓
2.1.2.2 Implement the Basil Sellers Exhibition Centre arts program	Community and Cultural Development	Bushfires and pandemic significantly affected the Bas programming. The 2019 annual program was completed without interruption, however the 2020 program, to date, lost three and a half exhibition slots with the accompanying public programs cancelled. Council countered the shut down by moving some programming to a digital format, and this enabled the Bas to continue to provide quality arts experiences to the community.	✓



		<p>Prior to the shut down the Bas presented:</p> <ul style="list-style-type: none"> - nine exhibitions - seven opening night events - 16 artist talks - three literary salon events - seven tours - a long table dinner in the gallery space - several, networking and consultation events. <p>During the pandemic shut down the Bas presented:</p> <ul style="list-style-type: none"> - five digital creative videos for kids - six digital introductions to creative techniques - four digital behind the scenes insights, tours and art prize information videos. <p>The Basil Sellers Art Prize call for entries was run through the Bas website for the first time and attracted a record number of entries, more than doubling that of previous years.</p> <p>Particular attention was also given to social media during the shutdown, with daily posting occurring, doubling our page likes and increasing post engagement by 450%.</p>	
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2.2 – IMPROVE LOCAL ACCESS TO HIGHER EDUCATION AND LIFELONG LEARNING OPPORTUNITIES, FACILITIES AND SERVICES

2.2.1 - Develop and provide early education services and programs

Action	Service	Comment	Status
2.2.1.1 Provide support services for children and families	Children's Services	<p>Council's Family Day Care service supports 136 families, a decline of 14 families overall this year. The service provided 118,727 hours of care to 152 enrolled children, by its 18 educators. During January, Family Day Care services were impacted by the bushfires, with one educator unable to continue to operate their service. A new educator started in February. The fires and pandemic have heavily impacted on enrolments in the service.</p> <p>Out of School Hours (OOSH) Kids continued service in Batemans Bay, Moruya and Narooma supporting 185 families and 256 school aged children. The after-school programs provided 7,003 occasions of service and the school holiday programs provided 2,703 occasions of service. On Christmas Eve, Batemans Bay OOSH building was destroyed by fire. The service is now operating from the Batemans Bay Public School hall until a new building is constructed.</p> <p>In January, Moruya OOSH was assessed and rated as meeting the National Education and Care Quality Standards for Education and Care Services by the NSW Department of Education. Throughout January the OOSH programs were</p>	✓



		<p>disrupted by bushfires and were forced to close on several occasions resulting in lower than expected attendances and a shortage of staff availability. Pandemic, fee free childcare and JobKeeper eligibility have also impacted services.</p> <p>The 3Bs supported playgroup adapted its delivery due to the impact of pandemic, supporting families via social media, phone and email. The School Readiness Expo was changed to a children's performance held in Batemans Bay in early March. It was well attended by 100 people.</p> <p>Embracing Participation's parent groups have also moved to online to maintain support and connection with families.</p> <p>The services provided events for children and families in July, August, October and November. Events planned for March to June were cancelled due to pandemic.</p>	
Link	Outcome	2019-20	
2.2.1.1	Number of Family Day Care attendees	152	
2.2.1.1	Number of Family Day Care educators	18	
2.2.1.1	Number of Out of School attendees	7,003	
2.2.1.1	Number of Vacation Care attendees	2,703	

2.2.2 - Provide quality library services, programs and resources

Action	Service	Comment	Status
2.2.2.1 Provide lending collections, reference, information and online services	Libraries	<p>During 2019-20:</p> <ul style="list-style-type: none"> - A total of 208,908 items were borrowed from the library collections (including e-resources) - 170,678 physical items were borrowed - 1,140 new members joined the library service - 20,625 reference and information requests were answered by library staff - 115,893 library visitors - Over 4,335 registered users for our e-resources platforms (BorrowBox and RBDigital) and Library members have access to approximately 19,353 e-books and 8,330 e-audio titles. <p>Library visitation and lending numbers were impacted this year due to the bushfires and pandemic, but the service continued to provide access to its collections throughout the year and via 'Click and Collect' when closed. This service allowed members to reserve and then arrange a safe prearranged contactless collection of library resources.</p> <p>During the closure period there was an increased demand for e-resources, particularly e-books. E-book loans for the year totalled 19,394 which</p>	✓



		is up by 37% and e-audio loans total 18,836 which is up by 17%. The number of active users rose significantly during the period March to June.		
2.2.2.2	Finalise and commence the implementation of the Library Strategic Plan	Libraries	The 2020-25 Library Strategic Plan has been drafted and will go on public exhibition for feedback in July 2020 to be presented to Council for adoption and commence implementation in August 2020.	✓
Link	Outcome	2019-20		
2.2.2.1	Visitation numbers at the libraries	115,893		
2.2.2.3	Number of library borrowings	208,908		

2.2.3 - Work in partnership to improve educational opportunities

Action	Service	Comment	Status
2.2.3.1 Collaborate with stakeholders to address the local educational needs	Community and Cultural Development	Council worked with TAFE NSW on progressing a connected learning centre for Batemans Bay at the existing TAFE, University of Wollongong and Library complex in Batemans Bay. This project is an election commitment by the NSW Government. Council continues to investigate the potential for a tertiary online education centre (such as the Country Universities Centre) to support youth and adults seeking to continue their education.	✓

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

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

Action	Service	Comment	Status
2.3.1.1 Coordinate the Aboriginal Advisory committee and associated projects	Community and Cultural Development	Three meetings were held during 2019-20. Key achievements include: <ul style="list-style-type: none"> - The draft Aboriginal Action Plan 2020-24 was endorsed - A newsletter was developed and distributed to committee members and Local Aboriginal Land Councils for distribution throughout the community - Ongoing discussions with the National Museum of Australia regarding the Endeavour 250 project continued which enabled the commencement of the Yuin Country Explored project - Advice was provided regarding the Tourism and Way Finding Strategy and the Public Art Strategic Plan, Coastal Management Plan, Local Strategic Planning Statement and Hanging Rock, Corrigans Beach and Observation Point crown reserves. - The committee also received information on the Environmental Recovery Project 	✓



		<ul style="list-style-type: none"> - The first Message Stick newsletter was compiled and delivered electronically to members of the Aboriginal Community who signed up for the newsletter. <p>The community activities trailer was used six times by community and school groups during 2019-20 and The Dhurga Timeline was borrowed twice.</p>	
2.3.1.2 Implement the Aboriginal Action Plan	Community and Cultural Development	The Aboriginal Action Plan 2020-24 has been finalised with 30 actions aligned to the focus areas of Relationships, Respect and Opportunities. Implementation has commenced.	✓
2.3.1.3 Coordinate significant events including NAIDOC and reconciliation week activities	Community and Cultural Development	<p>NAIDOC week was held from 7 to 15 July 2019. Activities include:</p> <ul style="list-style-type: none"> - Flag Raising Ceremony attracting approximately 100 attendees - Family Fun Day, with 25 stall holders and approximately 400 Aboriginal and non-Aboriginal people participating in the day's activities - Youth Indigenous Sports Day, which used Council's community activity trailer and was attended by approximately 35 children. <p>The National Aboriginal and Torres Strait Islanders Children's Day event was held at Moruya's Riverside Park where there were 11 stalls and approximately 150 participants.</p> <p>Sorry Day activities for May and NAIDOC grants for 2020 were postponed due to pandemic.</p>	✓
Link	Outcome	2019-20	
2.3.1.2	Revised Aboriginal Action Plan adopted	100%	

2.3.2 - Manage and promote our Heritage

Action	Service	Comment	Status
2.3.2.1 Coordinate the Heritage Advisory Committee and projects under the Heritage Strategy	Strategic Planning	<p>The Heritage Advisory Committee has met twice in the year and continued to advise the implementation of the Heritage Strategy, including the Local Heritage Places Grant and the Heritage and Museum Advisory Services. In 2020, the focus of the committee and the historical societies has been to take account of the impact of bushfires on heritage items and places within Eurobodalla. More than a dozen heritage properties have been affected by bushfire with ten heritage listed buildings being completely destroyed.</p> <p>Council worked quickly with the company contracted to perform the clean-up operations to conduct those works in a manner sensitive to the heritage significance of the buildings and property owners.</p>	✓



2.3.2.2 Conduct the Local Heritage Places Grant program	Strategic Planning	Eight local heritage conservation projects were approved for financial assistance through the Local Heritage Places Grant program. The locations of these projects include Central Tilba, Narooma, Trunketabella, Moruya and Mogo. Despite the delays caused by bushfires and pandemic, six of the projects were successfully completed. The program continues to support local heritage, attractive streetscapes and tourism.	✓
2.3.2.3 Coordinate the Heritage Advisory Service and Museum Advisor Program	Strategic Planning	Council's Museum Advisor continues to provide professional advice to Batemans Bay Heritage Museum and Moruya Museum, advising on projects and grant applications. The Heritage Advisor continues to provide guidance to the community over projects and development proposals relating to heritage. The recent bushfires necessitated the preparation of Bushfire Impact Assessments being prepared for 12 destroyed or damaged heritage items to aid in the cleanup operations.	✓
2.3.2.4 Coordinate the Fergus Thomson OAM Heritage Award	Strategic Planning	An expression of interest was sent out to the public calling local Aboriginal artists to create a hand-crafted trophy for the Fergus Thomson OAM Heritage Award. The original intention to have a hand-crafted trophy could not be achieved this year, however the heritage award will proceed without a trophy.	✓
Link	Outcome	2019-20	
2.3.2.1	Number of Heritage advice sessions	56	

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

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

Action	Service	Comment	Status
2.4.1.1 Coordinate program of events for Youth week	Youth Services	Youth Week was held from 1-9 April 2020 with group activities needing to be cancelled due to pandemic. However, an online program was developed and an Instagram competition was delivered to showcase youth lead activities during pandemic restrictions.	✓
2.4.1.2 Deliver community programs and events through the libraries	Libraries	New programs introduced during 2019-20 include: <ul style="list-style-type: none"> - "Intergenerational Storytime" - a program in partnership with Broulee Early Learning Centre and Banksia Retirement Village - "Baby Rhyme Time" - a program targeted at parents and caregivers with babies up to 18 months as part of Batemans Bay's early literacy program 	✓

	<ul style="list-style-type: none"> - Eventbrite introduced at the libraries to manage attendance and promotion of library events. <p>In December 2019, Moruya Library held a Family Fun Day event to celebrate the official opening of the completion of the project. Over 700 community members attended.</p> <p>Bushfires and pandemic heavily impacted programs during the first six months of 2020, resulting in almost all library scheduled programs to be cancelled or postponed.</p> <p>Whilst libraries were physically closed to the public, staff created, expanded and delivered online services and resources including weekly virtual online Storytime sessions, web page links for a broad range of activities and educational supports including:</p> <ul style="list-style-type: none"> - new online e-resources such as 'IndyReads' and 'Haynes' manuals, expanding the e-book and e-audio book collections, providing free access to Ancestry.com - held the annual National Simultaneous Storytime event as a live streamed event with the Mayor reading the story to over 250 people watching on from their homes and at local preschools. <p>The new Library e-newsletter service launched in December 2019 and was emailed monthly to over 4,500 library members. This replaced the paper-based 'Library Link'. It is a timely addition that has allowed the library to directly and efficiently communicate with library members about the rapidly changing service conditions.</p>	
Link	Outcome	2019-20
2.4.1.1	Youth week program attendance	10
2.4.1.2	Number of community events and programs at libraries	258



3. PROTECTED AND VALUED NATURAL ENVIRONMENT



Our natural environment is valued and respected for the lifestyle and economic benefits it provides.

We make wise environmental management decisions that enable us to support growth and change, retain balance and address impacts and issues in a measured way.

Deua Rivercare's riparian restore

Concluding in September 2019, more than 80 percent of a 42 kilometre stretch of the Deua River was treated for invasive weeds, thanks to the efforts of Landcare volunteers.

Members of the Deua Rivercare group partnered with landholders and government agencies to help restore riparian land between Araluen Creek and Kiora.

This land, classified as having high conservation value, was treated for weed control, erosion control, revegetation, education campaigns and trapping of feral animals.

The project was just one of the 23 Landcare projects across our shire which were endorsed for another five years at its Council meeting on 11 September 2019.



There are 23 Landcare groups in Eurobodalla with more than 300 active volunteers. Another 2,000 residents participate in one-off events. Work by Eurobodalla Landcare amounts to 9,400 hours of volunteer labour.

These projects assist Council with natural resource management, while providing benefits to Landcare volunteers and the wider community. With the projects spanning the whole shire, weed control predominates. Other activities undertaken by volunteers include dune fence maintenance, erosion control, planting native vegetation, encouraging mammal conservation through the use of nesting boxes, and protecting local native birds by eliminating Indian Mynas, delivery of community education, and maintenance of Council's reserves.



Landcare provides opportunities for residents of all abilities and is a social way to keep fit and give back to the community.



3.1 – RESPOND TO OUR CHANGING ENVIRONMENT AND BUILD RESILIENCE TO NATURAL HAZARDS**3.1.1 - Manage coastal use and hazards**

Action	Service	Comment	Status
3.1.1.1 Prepare the Eurobodalla Coastal Management Program	Strategic Planning	The Coastal Management Program (CMP) was placed on hold through the establishment of the North Batemans Bay Coastal Agency Taskforce (Taskforce). The Taskforce is a multi-government agency set up with the purpose of preparing and reviewing a Coastal Impact Assessment concerning the impact on potential coastal erosion to Surfside and Wharf Road as a result of the Batemans Bay bridge construction. On the completion of the Coastal Impact Assessment, the Taskforce recommended in June that the CMP could recommence. Council were successful in receiving funding to complete the final stages of the CMP and will ensure the findings of the Coastal Impact Assessment are included in the project in moving forward.	
3.1.1.2 Manage lake openings	Stormwater	During 2019-20, Council installed remote sensors at critical response locations to enable alert notification and remote monitoring. Joes Creek in Batehaven was opened during the February flood event in accordance with lake opening protocols.	
Link	Outcome	2019-20	
3.1.1.1	Adoption of the Eurobodalla Coastal Management Plan	75%	

3.1.2 - Minimise the impact of flooding on development and people


Action	Service	Comment	Status
3.1.2.1 Prepare the Narooma Coastal Flood Management Plan	Strategic Planning	The Narooma Flood Risk Management Advisory Committee was established and met in November to review the initial findings of flood modelling undertaken since receiving community feedback in 2018-19. Consultants proceeded to undertake extensive flood modelling over the catchment area and presented the flood issues arising from the modelling to staff in March. Since this time, further modelling has been undertaken to consider the impact of applying various management strategies to the catchment area to best understand what actions need to be considered in moving forward.	
3.1.2.2 Prepare the Batemans Bay Urban Creeks Flood Study	Strategic Planning	During 2019-20 the Batemans Bay Urban Creeks Flood Study progressed from community engagement through to detailed flood modelling of the catchment. This included calibrating models based on community feedback collected from community workshops held the previous year. A preliminary draft flood study was prepared that identifies several flood planning	



		issues and provides corresponding recommendations.	
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3.1.3 - Collaborate with agencies and emergency services to support coordinated emergency management			
Action	Service	Comment	Status
3.1.3.1 Advocate for the strategic review of emergency services	Public Order and Safety	<p>Ongoing advocacy was undertaken during 2019-20 to the NSW Department of Premier and Cabinet, NSW Department of Justice, NSW Public Works Advisory and Local Member, The Hon. Andrew Constance MP, for a Regional Integrated Emergency Services Centre in Moruya to co-locate Rural Fire Service, NSW Ambulance, NSW Fire and Rescue, State Emergency Service and Emergency Operations Centre. A request was sent to the Minister for Emergency Services (4 November 2019), also requesting update on this proposal. Rural Fire Service, NSW Fire and Rescue, NSW Police and NSW Ambulance have indicated in-principle support for the proposal at a regional level, and a proposal was submitted to Department of Health for consideration.</p> <p>Council made submissions to the NSW Inquiry into Bushfires and the Australian Government Royal Commission into National Natural Disasters, which included a recommendation for a decentralised model for Emergency Management which is funded by the NSW Government, and supports strengthened regional precincts for co-location of Emergency Services agencies.</p> <p>A further letter was sent to relevant Ministers advocating for the Eurobodalla Regional Integrated Emergency Services Precinct in Moruya and review of emergency services in NSW.</p>	✓
3.1.3.2 Undertake fire mitigation program on Council controlled land	Public Order and Safety	<p>Fire mitigation program on Council controlled land was completed, including:</p> <ul style="list-style-type: none"> - Inspections of asset protection zones undertaken - 20 locations completed for pruning and remove of trees for hazard reduction, at South Durras (two), Lilli Pilli, Surf Beach, Catalina (six, including some bush fire damage safety works), North Batemans Bay (two), Surfside, Malua Bay, Batehaven, Broulee, Tomakin, Moruya Heads and Tuross - 92ha of fire mitigation slashing - 14.6ha asset protection zone hand clearing works - 2.1ha of hazard reduction grooming works, mostly in asset protection zones throughout the shire, including fire trails. 	✓



		<ul style="list-style-type: none"> - Two hazard reduction burns have been completed on Council controlled lands, totalling 3.5ha - Ongoing work with Rural Fire Service (RFS) to prepare hazard reduction burns - 19 hazard advice notices received from RFS, with two notices being completed and one ongoing at Catalina. 16 notices did not require any action following inspection by the RFS - Applied for 2020-21 Rural Fire Service grant funding for various sites in Eurobodalla on Council lands to supplement particular hazard reduction activities. <p>Two wildfire events occurred late October 2019, Broulee Sandmines Carpark arson burnt 8.2ha, and a small wildfire on Burrewarra Point, Guerilla Bay, burnt an area of 0.9ha.</p> <p>Significant impacts occurred from the Currowan, Clyde Mountain and Badja bushfires from 26 November 2019 until the end of the Section 44 declaration on 4 March 2020. Major impacts occurred on key firestorm days, in particular on 31 December 2019.</p> <p>Inspections were ongoing for bushfire impacted reserves to identify and removed hazardous trees.</p>	
<p>3.1.3.3 Support emergency services agencies in planning and responding to natural and man made disasters</p>	<p>Public Order and Safety</p>	<p>The Local Emergency Management Plan (EMPLAN) was adopted at the July Local Emergency Management Committee meeting for referral to the Regional Emergency Management Committee. EMPLAN was approved on 10 September 2019.</p> <p>A trial set up of Emergency Operation Centre (EOC) was undertaken 19 September 2019.</p> <ul style="list-style-type: none"> - Two declared natural disasters during 2019-20 being the bushfires and flood event on 10 February 2020. - Currowan Fire started 26 November 2019 subsequently renamed the Clyde Mountain fire. Araluen fire and Badja Forest fire started 26 and 27 December 2019 respectively. - Section 44 fire declared 27 November 2019 and Natural Disaster Declaration 6 December 2019. A new Section 44 fire declared effective 30 December 2019 for Eurobodalla and Bega Valley LGA's. Section 44 for the bushfires lifted on 4 March 2020. - Flood event on 10 February 2020 requiring EOC response. Flood impacts downgraded during the day resulting in lower impacts than predicted. - EOC operated from 26 November 2019 to 25 February 2020 at 	

		<p>opened/standby. Extraordinary commitment by Council teams involved in the response, particularly across infrastructure (transport, water and sewer, waste), media, community and IT service areas</p> <ul style="list-style-type: none"> - After Action Review of Bushfires undertaken by Local Emergency Management Committee - After Action Review of February 2020 Floods submitted to SES - Detailed Council submissions were made to the NSW Inquiry Into Bushfires and the Australian Government Royal Commission into National Natural Disasters including direct presentation to the Royal Commission by the Mayor and Director Infrastructure Services - EOC operated from 26 March 2020 in response to COVID-19 outbreak - Regular virtual meetings with Local and Regional Emergency Management Committees occurring - Eurobodalla Infrastructure Resilience Plan developed 	
3.1.3.4 Provide funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation	Public Order and Safety	Financial contributions were provided as per legislative requirements.	✓
3.1.3.5 Participate in Local Emergency Management, Local Rescue, Regional Emergency Management and Eurobodalla Bushfire Risk Management Committees	Public Order and Safety	<p>Council staff attended the following meetings:</p> <ul style="list-style-type: none"> - Two Local Emergency Management Committee meetings (chaired) - Two Local Rescue Committee meetings - Two Regional Emergency Management Committee meetings - One Bushfire Risk Management Committee meeting <p>The scheduled Council/Rural Fire Service service level agreement meeting was delayed due to bushfires.</p> <p>Regular Local and Regional Emergency Management Committee meetings were attended virtually due to pandemic.</p>	✓



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

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

Action	Service	Comment	Status
3.2.1.1 Undertake biosecurity programs (weeds and pest management)	Environmental Management	<p>Council's weed control program targeted a suite of both declared and widespread weeds on our roadsides and reserves, including bitou bush, boneseed, blackberry, marram grass, fireweed, St John's wort, African love grass and serrated tussock.</p> <p>The lack of rain between July and January, made control efforts difficult, then the rain following bushfires ensured rapid growth of species such as blackberry, fireweed and African love grass. Rapid responses to these threats were coordinated, and our roadsides and reserves remain under good levels of control.</p> <p>Inspections for biosecurity matter (weeds) on private property commenced in October 2019 and continued through to Christmas. 1,972 biosecurity matter (weeds) inspections conducted across all tenure, with 100% compliance from private property owners. Annual private property inspections were less than previous years due to in impacts of bushfires. Post fire, Council maintained a presence in our rural areas, and assisted landholders with identification and management responses to any weeds of note.</p> <p>Rabbit control was focussed to the north of our shire and with excellent results. A cane toad was discovered in Catalina and a high level biosecurity response was immediately enacted. Autopsy revealed the toad to be a male, and subsequent surveying by ecologists did not reveal any further evidence of cane toads.</p>	✓
Link	Outcome	2019-20	
3.2.1.1	Percentage of complying biosecurity inspections	100%	

3.2.2 - Work in partnership to provide natural resource management

Action	Service	Comment	Status
3.2.2.1 Assist Landcare and community groups and projects	Environmental Management	<p>23 Landcare groups have been supported to help manage local bushland reserves and set up post bushfire monitoring at Landcare sites that were impacted.</p> <p>Working bees ceased for a period of time due to bushfires and pandemic but have since recommenced with distancing and hygiene measures in place.</p> <p>Contractors continue to work where appropriate and in accordance to Public Health guidelines. All grant funded Landcare projects are continuing as normal.</p>	✓



3.2.2.2 Plan and implement environmental protection and restoration program	Environmental Management	Works on environmental bushfire recovery commenced for targeted weed control, revegetation and erosion control, as well as a wildlife nest box and monitoring program. All grant funded projects have been continued with minimal pandemic interruptions. Grants received have been for bushfire recovery efforts, while applications to usual funding streams have been unsuccessful, including two Environmental Trust grants. The Indian Myna control program has continued with a steady number of birds being trapped.	✓
3.2.2.3 Implement the Eurobodalla Flying Fox Management Plan	Environmental Management	During 2019-20 the flying fox numbers were relatively low across all camps. Two new camps were located in February at Broulee and Dalmeny, but were only occupied for 1-2 months. During this time, species returned to the Moruya town camp. An odour neutralising trial is continuing but has had delays due to low numbers in camps across the country and interruptions from bushfires and pandemic. Council continues to employ a flying fox officer, supported by grant funds. They continue to implement the plans actions including monitoring and education.	✓
3.2.2.4 Participate in the Office of Environment and Heritage CoastSnap beach monitoring program	Strategic Planning	The CoastSnap project was finalised in February through the installation of the brackets at Tomakin Cove and Bengello Beach. The project provides a tool in understanding and managing coastlines and allowing the community to actively contribute in providing data.	✓
Link	Outcome	2019-20	
3.2.2.1	Number of volunteer hours in natural resource management	6,722	

3.2.3 - Plan to improve the quality of the Natural Environment			
Action	Service	Comment	Status
3.2.3.1 Continue the preparation of the Biodiversity Strategy	Strategic Planning	Council successfully achieved grant funding to extend the scope of the strategy and ensure the project identifies a number of biodiversity issues and opportunities across Eurobodalla. Ecological were engaged to prepare the Biodiversity Strategy in May. Council have further engaged Niche to determine the market value of 937 biodiversity credits held by Council. The information will assist Council in deciding whether to sell or retain the biodiversity credits in future.	✓
3.2.3.2 Coordinate the Coastal and Environmental Management and Advisory Committee (CEMAC) and associated projects	Strategic Planning	The re-establishment of the Coastal and Environment Management Advisory Committee (CEMAC) was on hold in 2019-20 as a result of formation of the Batemans Bay Coastal Agency Taskforce and the subsequent delay in progressing the Coastal Management Program.	✓



		Work to re-establish the CEMAC commenced with the announcement of the recommencement of the Coastal Management Plan.	
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3.3 – MAINTAIN CLEAN HEALTHY WATERWAYS AND CATCHMENTS

3.3.1 - Undertake estuary planning and management

Action	Service	Comment	Status
3.3.1.1 Undertake estuary management projects	Strategic Planning	<p>Year two of the three-year Estuary Management Project has continued and is on track with environmental works occurring in 700 hectares of Endangered Ecological Communities and high value estuarine foreshore areas across our six major estuaries – Clyde, Tomaga, Moruya, Coila, Tuross and Wagonga.</p> <p>Additionally, a grant of \$1.05M was awarded to Council to assist with the mitigating bushfire impacts on estuaries and water quality over a three year period. This work can occur across all land tenure and Council is working with land managers to implement erosion control, revegetation and weed control on all fire impacted estuaries.</p> <p>Development of a regional water quality bushfire recovery plan for the south-east region (Shoalhaven, Eurobodalla and Bega Local Government areas) achieved funding and will go to tender in 2020-21.</p>	✓

3.3.2 - Monitor and manage impacts on our waterways

Action	Service	Comment	Status
3.3.2.1 Participate in the Beachwatch program	Public and Environmental Health	Continued participation in the NSW Government's Beachwatch program ensures that water quality at popular beaches in Eurobodalla is monitored during the warmer months. Weekly sampling commenced in November and continued through to the end of March with results posted on the Council website. Water quality during February 2020 was impacted due to heavy rain and flooding post bushfires with an increase in bushfire debris on beaches across the Eurobodalla.	✓
3.3.2.2 Undertake estuary monitoring	Public and Environmental Health	<p>Estuary monitoring continued across the six major estuaries in Eurobodalla. Council has resolved to continue monitoring and assess the medium to long term impacts from bushfires on our estuary systems. This will be invaluable for the strategic management of these waterways into the future.</p> <p>Estuary health data used to prepare report cards for each of the major estuaries which are available on Council's website.</p>	✓



3.3.2.3 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	Council's scheduled inspection program was impacted due to bushfires and pandemic and the scheduled program was not undertaken as originally planned as resources were allocated to bushfire recovery support. This included conducting building impact assessments with NSW Government agencies. 180 inspections of bushfire impacted Onsite Sewer Management Systems (OSSM) were conducted and assistance provided to affected property owners. These services were undertaken with no charges to OSSM property owners and ongoing assistance to residents and property owners will be provided where possible.	✓
3.3.2.4 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with Environment Protection Authority and NSW Health requirements and licences.	✓
Link	Outcome	2019-20	
3.3.2.2	Estuary report cards	50	
3.3.2.3	Percentage of complying onsite sewerage management system inspections	90%	

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

3.4.1 - Monitor and manage public and environmental health

Action	Service	Comment	Status
3.4.1.1 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	Council receives customer service requests for public and environmental health related matters such as noise, air, land, and water pollution and development compliance. 90% of these were attended to within time frames and in accordance with legislative requirements.	✓
3.4.1.2 Undertake the public pool water quality inspection program	Public and Environmental Health	Public pool inspections assist pool owners to comply with NSW Health requirements and protect public health. 19 inspections were undertaken during the reporting period. This program was heavily disrupted due to bushfires and pandemic.	✓
Link	Outcome	2019-20	
3.4.1.1	Number of public and environmental health matters responded within timeframe	93	



4. SUSTAINABLE LIVING



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

Waste services - during and post fires

The waste management facility at Surf Beach was first impacted by fire on Tuesday 31 December 2019. Surf Beach is the shire's largest waste management facility. The Moruya waste transfer station was significantly impacted on 23 January 2020 and Brou waste management facility had to be closed for safety reasons for a period of time due to the proximity of fire to the site.

With the waste management facilities closed, at various times, Council worked to ensure that domestic, commercial and industrial waste disposal services continued without major interruption by diverting waste to Brou waste management facility. Council's contractor SUEZ, provided extra kerbside collection of green waste for the four weeks between Monday 27 January and Friday 21 February 2020. During this time, residents were able to put out their green-lid bins every week for collection.

With Surf Beach back in operation, Council was able to begin accepting some burnt garden waste and general fire-affected waste. From Saturday 25 January 2020 households were able to take a ute or trailer load of burnt green waste, outdoor furniture, garden implements, dog kennels, clothes lines and kids play equipment to either Surf Beach or Brou waste management facility at no charge.

Significant fire impact meant Council needed to concentrate on maintaining normal waste services before it could address fire-related waste. Unfortunately this led to frustration within the community. Staff worked on a plan with the NSW Government to dispose of the large volumes of bushfire waste under the NSW Government funded clean-up program. This resulted in minimal cost to the community.

The agreement meant that the NSW Government's appointed contractor Laing O'Rourke could dispose of fire-affected waste at the shire's two landfills. In excess of 60,000 tonnes of bushfire waste was received during the remainder of the financial year.

Brou landfill, located off the highway between Bodalla and Narooma, was used for disposal of asbestos contaminated clean-up waste. Air monitoring, vehicle wash down facilities and specialised staff, plant and equipment, provided by SUEZ, assisted Council staff during the clean-up.

At Surf Beach waste management facility near Batemans Bay a three metre height increase of the landfill area created an additional 100,000 cubic metres of landfill space. This increase in landfill space allowed for the equivalent of an additional four years capacity under normal circumstances.

Water supply

Eurobodalla's water supply services Long Beach to Central Tilba, with our main storage at Deep Creek Dam near Batemans Bay. This will soon be extended to Nelligen township (by 2021-22).

For the fourth successive year, water restrictions were implemented across Eurobodalla to manage water supplies and available storage.

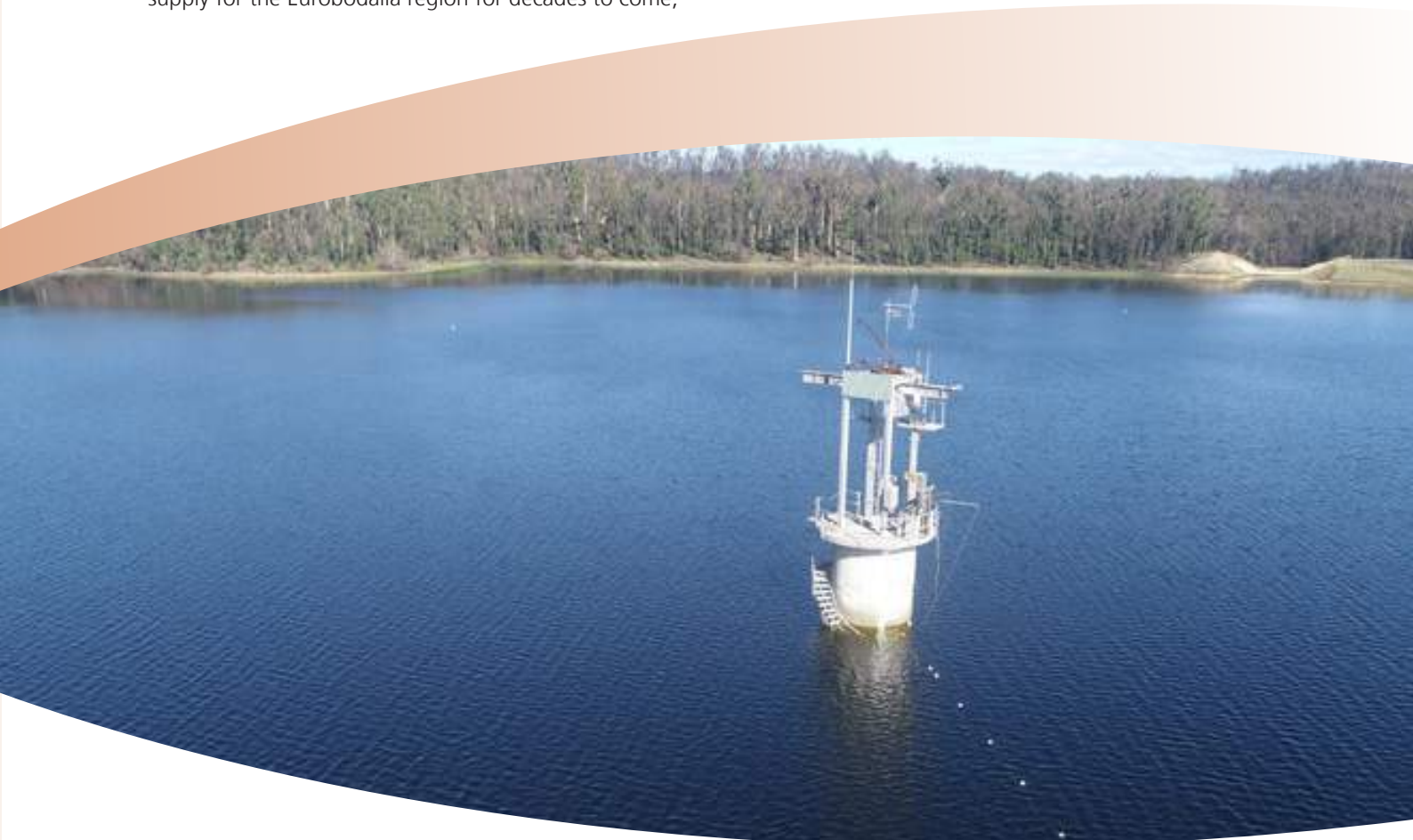
When the devastating bushfires hit, water was being supplied solely from Deep Creek Dam as the river flows in the Deua, Tuross and Buckenbowra had fallen to very low levels. Level 4 water restrictions were in place and the dam level had fell to just 48%.



The loss of power supply due to fire damage meant that our complex systems of pumps, reserves and valves had to be operated manually to maintain supply for residents. In an extraordinary team effort, our Water, Electrical and Workshop teams worked around the clock, back to back, made innovative modifications and ultimately pumped raw water direct from a pool in the Deua River under a 'boil water notice' to ensure sufficient volume of water in the south of the Shire for residents and fire fighting purposes.

Council has progressed the Eurobodalla Southern Water Storage during 2019-20 gaining approval and securing \$25.6m from the NSW Government toward the \$105m project. This project will secure the water supply for the Eurobodalla region for decades to come,

facilitating economic growth and employment, better protecting the Tuross River, allowing more water for farmers during dry periods and will vastly improve our resilience to natural disasters and drought. The contract to construct the new water pump station on the Tuross River was let with works to start in early 2020-21. Council continues to call on the Australian Government to co-fund the investment needed for the new dam.



4.1 – MAXIMISE THE EFFICIENT USE AND REUSE OF OUR WATER RESOURCES			
4.1.1 - Provide a safe, reliable and sustainable town water supply and sewerage services			
Action	Service	Comment	Status
4.1.1.1 Build, renew, operate and maintain water supply systems	Water Services	<p>Council continued to provide drinking water supply that meets Australian Drinking Water Quality via:</p> <ul style="list-style-type: none"> - 19,605 water connections - 622km of reticulated water mains - 296.3km of trunk water mains - 2 river offtakes (Moruya River and Tuross Alluvial bores) - 1 water storage (Deep Creek Dam) - 2 water treatment plants (Northern WTP and Southern WTP) - 11 water pump stations (Deep Creek; Lilli Pilli; Malua Bay; Mossy Point; Moruya River; Narooma Booster; Surf Beach Booster; South Narooma Booster; Moruya Town 2 Booster; Tuross Bore Field; Tuross Booster) - 31 service reservoirs - 2019 new connections. <p>During 2019-20, all operational and maintenance activities were performed per work schedules. Further to this, an extraordinary response was provided by Council to ensure water supply remained during bushfires.</p> <p>Watermain renewals were undertaken at:</p> <ul style="list-style-type: none"> - Old Punt Road, North Batemans Bay - Clyde River crossing, Batemans Bay - Orient Street, Batemans Bay - Cranbrook Road, Batemans Bay - Beach Road, Batemans Bay - Beach Road, Catalina - Wattle Crescent, Batehaven - Parker Avenue, Surf Beach - Carramar/George Bass Drive, Malua Bay - Annette/James Street, Mogo - Francis Street, Broulee - South Head Road, Moruya - Shore Street, Moruya - Swordfish/Tuna Street, Tuross Head - Trafalgar Road, Tuross Head - Clive Court, Tuross Head - Eurobodalla Road, Bodalla - Potato Point Road Bodalla - Potato Point Village - Noble Parade, Dalmeny - Bowen Street, Narooma - Costin Street, Narooma - Dorothy Drive, Narooma - Willis Boulevarde, Narooma 	✓



		<ul style="list-style-type: none"> - Barker Parade, Narooma - Old Highway, South Narooma. 	
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Services	<p>Sewage services continued to be provided efficiently via:</p> <ul style="list-style-type: none"> - 562km of gravity and pressure sewer mains - 137 sewage pumping stations - 6 sewage treatment plants. <p>Treated effluent is supplied as reuse to three golf courses, various parks and the Moruya High School playing field and sludge is transported off site to a contracted processor, converting the product to garden fertiliser. The remaining effluent is discharged as per licence conditions.</p> <p>During 2019-20, all operational and maintenance activities were performed per work schedules.</p> <p>Key achievements include:</p> <ul style="list-style-type: none"> - Batemans Bay Sewage Treatment Plant (STP), and Tuross STP detailed design were completed - Potato Point sewerage scheme detailed design was completed and contract awarded for transfer systems construction - Approximately 6km sewer mains inspected with CCTV. - 80% of budgeted capital expenditure was spent, some programs were impacted by the drought, and pandemic - Sewer relining occurred for 5.3km for sewer mains (approximately 1% of network) and 211 sewer junctions relined - Multiple major sewer spills associated with extended power outages during the bushfires - Four minor sewer spills occurred. 	✓
4.1.1.3 Undertake liquid trade waste inspections	Public and Environmental Health	The inspection program was completed in accordance with NSW Legislation achieving 96% compliance. 437 inspections were carried out on commercial premises for the protection of reticulated water supplies and sewage treatment plants.	✓
Link	Outcome	2019-20	
4.1.1.1	Water capital renewal, upgrade and new works program >85% complete	90%	
4.1.1.1	Length of water mains maintained	622km	
4.1.1.1	Number of water pump stations	11	
4.1.1.2	Sewer capital renewal, upgrade and new works program >85% complete	80%	
4.1.1.2	Number of sewage pump stations and treatment plants maintained	143	
4.1.1.2	Number of sewer spills	4	
4.1.1.2	Length of sewer mains maintained	562km	



4.1.2 - Promote and implement programs for the efficient use of water resources			
Action	Service	Comment	Status
4.1.2.1 Provide treated effluent for reuse in the community	Sewer Services	Treated effluent supplied for re use at: <ul style="list-style-type: none"> - Catalina Golf Course - Hanging Rock Sports Fields - Moruya Golf Course - Moruya Showground - Moruya High School playing field - Tuross Golf Course. 	✓
4.1.2.2 Provide incentives to encourage use of water saving devices in homes	Water Services	Rebates provided: <ul style="list-style-type: none"> - 306 washing machine - 80 dual-flush toilet 	✓
Link	Outcome	2019-20	
4.1.2.1	Number of customers on reticulated sewer	19,571	
4.1.2.2	Number of water rebates issued	386	

4.1.3 - Advance planning for and development of the Southern Water Supply Storage			
Action	Service	Comment	Status
4.1.3.1 Undertake phase 2 pre-construction activity for the proposed Southern Water Supply Storage	Water Services	Detailed design and tender documentation completed. Project approval was granted and grant funding of \$25,612,500 (NSW) secured and accepted by Council. Tenders received for a new River Pumping Station drawing water from the Tuross River to be considered by Council early 2020-21.	✓

4.2 – TARGETED REDUCTION OF WASTE WITH AN EMPHASIS ON RESOURCE RECOVERY AND WASTE MINIMISATION

4.2.1 - Provide sustainable waste services and infrastructure			
Action	Service	Comment	Status
4.2.1.1 Build, renew, operate and maintain waste landfill sites and transfer stations	Waste Management	This year there were some bushfire related challenges to overcome in maintaining and operating the sites. The Surf Beach landfill and Moruya Transfer Station were both directly impacted by bushfire. Both sites were closed to the public for a period of time while they were made safe. Repairs were carried out to waste cell liner at Surf Beach landfill due to extensive fire damage. From February until June 2020, additional bushfire waste, as part of the NSW Government funded clean up, was accepted. At Brou landfill, 25,056 tonnes were accepted and Surf Beach accepted 36,550 tonnes. These are the volumes received from the NSW Government appointed contractor. The majority of this waste was accepted over a three month period and equates	✓



		to twice the annual amount of waste normally accepted at these facilities.	
4.2.1.2 Manage kerbside collection	Waste Management	The domestic kerbside collection provides services to 22,750 properties weekly. During the bushfire, the green waste collection was increased to provide weekly services for a month. Particular attention was given to areas where services were missed due to the bushfire and these locations were provided services outside the scheduled pick up days.	✓
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	The household chemical clean out was conducted and 10.57 tonnes collected. This is a reduction on last year of approximately seven tonnes.	✓
Link	Outcome		2019-20
4.2.1.1	Waste capital renewal, upgrade and new works program >85% complete		100%
4.2.1.2	Kerbside collection customer requests attended to within timeframe		98%

4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives			
Action	Service	Comment	Status
4.2.2.1 Participate in regional collaboration and develop strategic partnerships	Waste Management	The Canberra Region Joint Organisation (CRJO) Regional Waste Group had five meetings to discuss regional strategies and approaches to resource recovery opportunities. The Waste Group has also been working with the procurement group of the CRJO to investigate regional options for waste and recycling.	✓
4.2.2.2 Deliver community education on waste minimisation	Waste Management	Compost workshops were conducted with 173 participants receiving a compost bin. Worm farm workshops were conducted with 95 participants receiving a worm farm. The Environmentors provided waste education programs to five schools for 464 participants.	✓

4.2.3 - Minimise illegal dumping			
Action	Service	Comment	Status
4.2.3.1 Coordinate Clean Up Australia day activities	Waste Management	Clean Up Australia Day was conducted in March. This year there were 31 community and school sites registered with 215 volunteers. This is an increase of 23% to last year. A total of 35.45 cubic meters were collected by community groups and five cubic meters collected by schools.	✓
4.2.3.2 Investigate and manage illegal dumping incidents	Waste Management	99 customer service requests were attended to within the reporting period.	✓
Link	Outcome		2019-20
4.2.3.2	Number of illegal dumping incidents		83



4.3 – SUPPORT AND ENCOURAGE SUSTAINABLE CHOICES AND LIFESTYLES			
4.3.1 - Partner with schools and community to deliver environmental education programs and projects			
Action	Service	Comment	Status
4.3.1.1 Facilitate Marine Debris working group	Environmental Management	<p>183 clean ups took place across Eurobodalla in 2019-20. Amongst the items collected were 1916 pieces of plastic food packaging and 986m of discarded fishing line. Education programs are being rolled out to address these problem items.</p> <p>Members of the group continues to expand and includes volunteers, schools, individuals, environmental groups, businesses, Local Aboriginal Lands Council rangers, National Parks, Batemans Marine Park and Council.</p> <p>A Council officer was invited to become an ambassador for the marine debris non-profit organisation Tangaroa Blue.</p>	✓
4.3.1.2 Provide environmental and sustainability education programs	Environmental Management	<p>93 education activities were held with over 7,000 participants in attendance.</p> <p>Programs delivered included:</p> <ul style="list-style-type: none"> - Water catchment education and a waterwise play performed to five schools - Home composting and worm farming workshops - National Tree Day activities at four schools. <p>Face-to-face education activities have been reduced due to pandemic.</p>	✓
Link	Outcome	2019-20	
4.3.1.3	Participation in sustainability education programs	6,900	



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

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

Action	Service	Comment	Status
4.4.1.1 Implement the Emissions Reduction Plan	Environmental Management	<p>The Emissions Reduction Plan progress report was presented to Council in September 2019. Council implemented recommendations from this report including writing to the NSW and Australian governments advocating for increased certainty and leadership.</p> <p>A workshop with representatives from key community and business groups was conducted on the progress of the Plan and identified potential additional actions. These suggestions were prioritised and a briefing was provided to Council.</p> <p>Greenhouse gas emissions for 2019-20 were higher than the previous year largely due to methane flaring infrastructure impacted by bushfire at Surfbeach Waste Management Facility.</p> <p>The review of the Emissions Reduction Plan and a Climate Adaptation Strategy is scheduled for 2020-21 and will consider additional actions.</p>	✓
Link	Outcome	2019-20	
4.4.1.1	Reduction in the amount of Council's emissions	20%	

4.4.2 - Work in partnership to explore clean energy opportunities

Action	Service	Comment	Status
4.4.2.1 Explore clean energy options	Environmental Management	<p>The renewable energy Power Purchase Agreement tender with Procurement Australia did not deliver a satisfactory outcome. However, Council commenced investigating alternate avenues to secure a renewable energy Power Purchase Agreement.</p>	✓



5. VIBRANT AND DIVERSE ECONOMY



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

All kinds of natural unveiled

Our shire's new brand, Eurobodalla – *All Kinds of Natural*, was unveiled to more than 100 local tourism operators at the Basil Sellers Exhibition Centre in Moruya on Wednesday 31 July 2019.

All Kinds of Natural was set to bring a greater awareness of Eurobodalla to individuals, couples and families living in busy urban centres. It depicts the rich stories about the life of Eurobodalla and the experiences visitors can expect.

The 13-week campaign highlighted Eurobodalla as a hidden gem of the South Coast, with experiences revolving around three key themes – immerse, unearth, taste. Eurobodalla is the destination for visitors who want to get actively involved in nature, and rewards those who go the extra mile to explore our beaches and waterways.

The campaign was seen in TV advertising in ACT, regional NSW and regional Victoria, and online in promotional videos including the Destination NSW and Council Facebook and Instagram. It also appeared

on the visitnsw.com homepage, visible to more than 120,000 visitors every month. A range of PR and media activities were undertaken during the 13-week campaign, including a visit by Sydney Weekender and Sunrise morning show.

Eurobodalla tourism businesses were able to get involved by using the campaign images, social media artwork and promotional text for their own marketing.

All Kinds of Natural has been jointly funded by Eurobodalla Council and the NSW Government through the Regional Tourism Fund, each contributing \$320,000, with a focus on showcasing the appeal of Eurobodalla as a holiday or short break destination during the region's shoulder season.

The campaign and new brand are integral to Council's fresh approach to tourism, which also includes new destination marketing, events and nature-based tourism strategies.






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

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

Action	Service	Comment	Status
5.1.1.1 Manage the Invest Eurobodalla website and associated programs	Business Development	<p>Updates and reviews were undertaken during 2019-20 to keep Invest Eurobodalla as the one-stop-shop website for attracting investment and helping small business.</p> <p>The listing of real estate agents was updated and the support for business section was updated to present capacity building opportunities for business.</p>	✓
5.1.1.2 Identify local business needs in terms of business training, design and promote capacity building program	Business Development	<p>Council continued to support and promote the capacity building initiatives of the Southern Region Business Enterprise Centre's Biz Connect program, and Service NSW Easy to do Business - Business Concierges.</p> <p>Regular business capacity building was interrupted due to bushfire and pandemic, therefore a carefully planned recovery action plan was instead prepared with the focus on business development around resilience and recovery as a consequence of these events. Council delivered a series of training materials by daily Zoom sessions over a three-month period for businesses to improve their Digital Marketing. Topics included Australian Tourism Data Warehouse listings, learning about Canva, Facebook, Instagram and other marketing tools.</p> <p>A partnership with the Bega Innovation Centre and co-delivery of the Phoenix Resolve program, saw a cohort of 11 businesses complete six modules of learning across a range of key development areas. The program successfully provided a collaborative learning environment and support to assist business in building resilience and help recover from the impacts of bushfire and pandemic.</p> <p>Council further supported industry by sponsoring two other mentoring programs around pivoting business during lock down and digital marketing. Both programs were well patronised and will continue to be supported.</p> <p>Council continued to publish the regular Business Development newsletter providing updates on available support, promotion of business events and programs as well as keeping business up to date on new and emerging recovery initiatives. Several bushfire recovery roadshow sessions organised by the NSW Government for businesses were promoted and supported by Council.</p> <p>Council also supported the Ernst and Young bushfire recovery virtual business drop-in which successfully supported over 80 businesses in its initial ten-week pilot period.</p>	✓



<p>5.1.1.3 Work with the University of Wollongong iAccelerate to investigate the establishment of an entrepreneurship program in Eurobodalla</p>	<p>Business Development</p>	<p>Negotiations continued with the University of Wollongong and other providers for the best model to deliver innovation and entrepreneurship programs to the Eurobodalla. Council successfully worked with the Bega Valley Innovation hub in a collaboration to deliver the iAccelerate Phoenix (bushfire recovery) Resolve program to a number of businesses in the Eurobodalla. This program successfully supported 11 Eurobodalla businesses through the eight-week program.</p>	
<p>5.1.1.4 Facilitate business, education and employment partnerships and employment generating initiatives</p>	<p>Business Development</p>	<p>Council’s Employment Revolution project won a prestigious award as well as funding to extend its youth jobs project for a further 12 months. The Employment Revolution and Job Trainer Alert were added to Council's Business Development newsletter, now promoting to 1,200 businesses. A funding application for customer service training and a Hospitality Jobs Drive was submitted to the Regional Employment Trials to help create more quality employment, however this was put on hold due to pandemic.</p>	
<p>5.1.1.5 Implement Advancing Eurobodalla</p>	<p>Business Development</p>	<p>Implementation of Advancing Eurobodalla continued during 2019-20, with Council continuing its place enhancement and activation projects with a focus on the delivery of the Batemans Bay Waterfront Masterplan and Activation Strategy. Bushfire response and recovery were critical during 2019-20 and key directions in Advancing Eurobodalla plan were used, which identified that the long-term recovery of our shire depends on plans like Advancing Eurobodalla. Council continued to support business capacity building and bushfire recovery through the delivery mentoring programs and promoting and enabling Australian and NSW business support programs. Council participated in the NSW Government's tourism and business regional recovery-subcommittee and provided input into the regional recovery plan. The Local Bushfire Recovery Plan was informed by Advancing Eurobodalla and Eurobodalla Destination Action plans, to include the prioritisation of the attraction of investment to centres impacted by fire. Council allocated \$150,000 of its bushfire economic development resilience fund to support a Mogo Rebuild project to help facilitate the future growth of Mogo, support recovery and leverage off the potential of the Mogo Adventure Trails.</p>	



Link	Outcome	2019-20
5.1.1.1	Invest Eurobodalla website visits/sessions	985
5.1.1.3	Number of capacity building sessions held	69
5.1.1.5	Attendance at skill development workshops and seminars	34 businesses

5.1.2 - Support the growth of a sustainable rural industry			
Action	Service	Comment	Status
5.1.2.1 Seek grant funding for the development of a Eurobodalla Food Systems/Production Plan	Business Development	<p>Investigation into potential grant funding for the development of the Eurobodalla Food Production Plan was placed on hold while priority given to assisting businesses after bushfire.</p> <p>The Eurobodalla Bushfire Recovery Action Plan proposed a food trail project to work across the rural food producers' sector to support rural industries and to align with the Eurobodalla Destination Action Plan to develop new tourism product. The food trail project being a direct response to existing industry activity in this space.</p> <p>Work commenced with support for the Australian Tourism Data Warehouse listing of existing operators and producers. The project has been proposed as part of the Regional Bushfire Recovery Visitor Economy Stimulus package.</p>	✓

5.1.3 - Plan for the development of the Batemans Bay Mackay Park Precinct			
Action	Service	Comment	Status
5.1.3.1 Conduct a tender process for the construction of the Regional Aquatic, Arts and Leisure Centre Batemans Bay	Strategic Planning	<p>Design finalisation and construction tender was released to the four shortlisted organisations on 5 May 2020 with a closing date of 16 June 2020. At the close of the tender, four responses were received through Tenderlink, from the following organisations (in alphabetical order):</p> <ol style="list-style-type: none"> 1. ADCO Constructions Pty Ltd. 2. FDC Contracting Pty Ltd. 3. Richard Crookes Constructions Pty Ltd 4. Zauner Constructions Pty Ltd. <p>The final evaluation is scheduled to be presented to Council in late July 2020.</p>	✓
5.1.3.2 Conduct a tender process for the redevelopment of the northern site of the Mackay Park Precinct	Strategic Planning	<p>The tender documents were substantially completed. Release of the tender is subject to the finalisation of the tender for the Batemans Bay Regional Aquatic, Arts and Leisure Centre.</p>	—



5.2 – SUPPORT OUR BUSINESS COMMUNITY AND ASSIST IN BUILDING CAPACITY

5.2.1 - Strengthen partnerships with the business community

Action	Service	Comment	Status
5.2.1.1 Work with industry and Chambers of Commerce to facilitate project-based working groups and economic development projects	Business Development	<p>Council worked with the Narooma and District Chamber of Commerce to assist them in a draft Community Plan for the future of Narooma and surrounding communities. Following from consultation with over 90 business leaders, the draft report was circulated for feedback. The draft plan acknowledges the implications of the recent bushfire and pandemic.</p> <p>Council also continued their work alongside John Holland and the Batemans Bay Chamber of Commerce in delivering a business and community pride campaign called Love the Bay.</p> <p>Council is working with the five Chambers of Commerce to provide support post bushfires and during the pandemic. Each received a \$5,000 grant from the Economic Resilience fund to help fund promotions and recovery projects and a further \$146,000 is available to Chambers to apply for up to \$10,000 for bushfire recovery and community events when pandemic restrictions will allow.</p>	✓

5.2.2 - Support the business community to build capacity

Action	Service	Comment	Status
5.2.2.1 Monitor and promote vacant business premises, land availability and housing stock to ensure adequate quantities and to meet market demand	Business Development	<p>Council continued to monitor vacant business premises, land availability and housing stock. Attention to this activity was diverted during bushfires and pandemic where additional requests for suitable business premises were made.</p> <p>Council worked with the Business Council of Australia's BizRebuild team to set up a Mogo Village pop-up mall to allow the ten businesses who lost their premises due to bushfire to resume trading.</p>	✓

5.3 – FOCUS ON THE DEVELOPMENT OF SUSTAINABLE TOURISM AND QUALITY EVENTS AND VISITOR EXPERIENCES

5.3.1 - Work in partnership to continue to develop the tourism industry

Action	Service	Comment	Status
5.3.1.1 Finalise and commence the implementation of the Eurobodalla Tourism Wayfinding and Signage Strategy	Tourism	<p>Council continued to implement the Tourism Wayfinding and Signage Strategy through the installation of directional signage along George Bass Drive to several coastal destinations.</p> <p>Additionally, the draft Signage Style Guide was prepared as a priority identified in the Tourism Wayfinding and Signage Strategy. Detailed consultation with community and local Aboriginal groups identified that Umbarra (black</p>	✓

		duck totem for all Yuin people) is of cultural significance and should be used on Shire, town and village signs. Council engaged an Aboriginal artist to appropriately represent this on the entry signs in the draft Signage Style Guide.	
5.3.1.2 Prepare and implement the annual Tourism Industry development plan	Tourism	<p>Council initiated and ran 50 online training courses for businesses, with resources also available on Council's website for businesses to access.</p> <p>Council worked with state and federal government agencies for delivery of online training during pandemic.</p> <p>Council delayed finalisation of the plan due to the bushfires and pandemic and concentrated on the delivery of training needs that had been identified in drafting the plan.</p>	✓
5.3.1.3 Investigate the best model for the delivery of visitor information services	Tourism	<p>A draft report on the findings of the Visitor Information Services Review has been prepared by Destination Marketing Store.</p> <p>The servicing review addresses key issues related to the need to ensure that Council investment in visitor servicing is meeting the needs of visitors. The draft report provides key recommendations regarding the provision of contemporary visitor servicing in line with international best practice and to guide Council's future decision making to ensure investment in the right type of visitor servicing.</p> <p>Updating of digital and print resources to go alongside the Visitor Services review has commenced.</p>	✓
5.3.1.4 Implement the Marketing Plan 2019-20	Tourism	<p>The launch of the Eurobodalla Tourism and Destination NSW (DNSW) Co-operative Marketing Campaign "<i>All Kinds of Natural</i>" occurred on 31 July 2019 with over 100 tourism operators, Council and Destination NSW staff in attendance. The launch showcased the new "<i>All Kinds of Natural</i>" television commercial. The campaign featured on an episode on Channel Seven's travel and lifestyle program Sydney Weekender, and airing of the commercial occurred on regional television from 16 September 2019. Other bespoke video activity including YouTube featured on social media (Facebook and Instagram).</p> <p>During bushfires and pandemic, marketing activities needed to be fluid. The original campaign with DNSW was placed on hold due to the circumstances and changes in funding priorities to support bushfire recovery. Regardless, Council has continued to sensitively promote Eurobodalla with appropriate and respectful messaging.</p> <p>Other activities undertaken include:</p> <ul style="list-style-type: none"> - Council updated its video campaign produced with partial in-kind support from Jim Jam. 	✓



		<ul style="list-style-type: none"> - Campaign launched with Wotlf to drive conversion for June-July school holidays - Targeted ads into Canberra and Sydney which resulted in over 2000 new Instagram followers - Prepared the Visiting Friends and Relatives campaign and launched the sub domain of Alpaca maps on our website. 	
5.3.1.5 Partner with Destination NSW in the new Tourism advertising campaign	Tourism	<p>After launching the <i>All Kinds of Natural</i> brand, Eurobodalla tourism partnered with Destination NSW for a three month campaign to raise awareness of Eurobodalla and the new brand. The campaign activity included:</p> <ul style="list-style-type: none"> - Weekend Sunrise filming at the Moruya Saturday Markets and Corrigans Beach in Batemans Bay over 19-20 October 2019 - The We Are Explorers Playground Piece (8 Great Reasons to take your mates to Eurobodalla) - The micro adventure piece featuring the Bingi Dreaming Track. <p>In response to bushfires, campaign activity ceased and Council rebranded campaign materials to work with Destination NSW's new "I Love NSW" campaign post bushfires. Six new I Love NSW videos were completed and will be launched when time appropriate.</p>	✓
5.3.1.6 Progress the implementation of the Eurobodalla Destination Action Plan (EDAP)	Tourism	<p>Implementation of the EDAP continued, including:</p> <ul style="list-style-type: none"> - Delivery of the draft Visitor Information Services Review Comprehensive Report - Receipt and publication of the end of financial year Eurobodalla Tourism Monitor Report; Council adoption of Nature Based Tourism Feasibility Study - Allocation of Hallmark Event funding to the Narooma Oyster Festival and the River of Art - Continued management of the operation of the Batemans Bay VIC and contract with MACS for the Narooma VIC - Progress the Batemans Bay Waterfront Master Plan and Activation Strategy - Implementation of the Events Strategy. <p>The focus through bushfire and pandemic restrictions was to support tourism businesses through the most deeply impactful period ever faced by the local visitor economy. Council participated in the NSW Government's tourism and business regional recovery-subcommittee and provided input into both the local and regional bushfire recovery plans.</p>	✓



		<p>Council stayed true to its Destination Action Plan in recognising that a big part of recovery was to continue to develop product and support operators so that we would be ready as a destination when the time was right. For this, Council:</p> <ul style="list-style-type: none"> - focussed promotions and marketing to bring visitors back to Eurobodalla for Easter and winter school holidays, relying upon the <i>All Kinds of Natural Brand</i> and style guide - identified key products that needed to be part of a longer term recovery program for which bushfire recovery funding was available including food trail, coastal Headland Walk, Mogo rebuild and recovery, Mogo Adventure Trails Hub. Funding was also sought to support hallmark and new destination events including Taste of Eurobodalla. 	
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5.3.2 - Actively seek and support the development and hosting of events			
Action	Service	Comment	Status
5.3.2.1 Introduce new event assessment framework in accordance with the Event Strategy 2019-20	Business Development	Event assessment framework completed.	✓
5.3.2.2 Progress implementation of the Event Strategy 2019-20	Business Development	The event strategy progressed. Two hallmark events signed up for three years. During bushfire recovery and pandemic, Council streamlined the process to result in a simpler and improved process for booking and assessing events, both for Council and event organisers. Assessment models were completed and applications will open when conditions allow.	✓
5.3.2.3 Develop an adventure trail strategy for Mogo	Business Development	The Mogo Adventure Trail Hub Strategy was finalised in August 2019. Council then engaged trail specialists - Dirt Art to prepare a subsequent masterplan. Council held a stakeholder workshop in February to further understand the issues and opportunities surrounding the project. The draft masterplan has been prepared with consultation occurring with Forestry Corporation of NSW and NSW Crown Lands to identify any issues and receive feedback before requesting the masterplan be placed on public exhibition. Council also applied for grant funding to implement the masterplan and are awaiting confirmation on the success of the application.	✓
Link	Outcome	2019-20	
5.3.2.1	Number of event applications processed	40	
5.3.2.2	Number of events provided with support	10	



5.4 – ENSURE BUSINESSES HAVE ACCESS TO SUPPORTIVE PUBLIC AND TECHNOLOGY INFRASTRUCTURE

5.4.1 - Advocate and plan for infrastructure to support economic growth

Action	Service	Comment	Status
5.4.1.1 Advocate for improved transport and telecommunications services (mobile and NBN)	Business Development	Council continues to advocate for improved transport and telecommunications services. Council supported and is participating in a project with Regional Employment Trials to investigate challenges in public transport affecting training and employment in our region. The project received funding to undertake a detailed analysis of the current transport-related barriers to employment across the Shoalhaven, Eurobodalla and Bega Valley local government areas and to put forward recommendations for immediate and longer-term projects to overcome these barriers. The findings of this study are yet to be released.	✓



6. RESPONSIBLE AND BALANCED DEVELOPMENT



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

Willing hands help get rebuilding underway

Normal business was interrupted during the bushfires, with some staff unable to safely travel to work and others tasked with immediate emergency response action. Council was aware that bushfire affected residents wanting to rebuild would be commencing this process quickly and with over 500 houses destroyed, Council knew it had a massive task ahead to assist its community.

So in early January 2020, Council established a team of planners and support staff focussed on rebuilding enquiries and development applications. Thankfully, our city colleagues reached out to us and four employees from Inner West Council temporarily joined Eurobodalla's team of seven development assessors to help process existing applications and make way for new ones.

With a 30% increase in applications from the same period last year, Council is so thankful for the generosity of the Inner West Council and to the willingness of its staff, to lend us a hand so that we could get on with supporting our community to rebuild.

The NSW Government fees associated with development applications had been waived for home owners rebuilding bushfire-affected buildings, and Council offered Bushfire Attack Level (BAL) assessments and rebates of up to \$1000 for significantly impacted property owners to simplify and make the process quicker.

As at 30 June 2020, 67 rebuild development applications had been lodged. 43 of these had been approved and 25 construction certificates had been issued.



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

6.1.1 - Investigate and communicate planning opportunities and impacts

Action	Service	Comment	Status
6.1.1.1 Prepare input into policy and legislative reviews	Strategic Planning	<p>Council staff provided a variety of input to policy and legislative review, including:</p> <ul style="list-style-type: none"> - A submission to draft Short-Term Rental Accommodation Code - Providing advice through the review of the NSW Coastal Design Guidelines - Recommending several planning legislative amendments to assist the community in rebuilding their properties destroyed by bushfires. <p>Throughout the year staff have attended a range of seminars, workshops and webinars relating to strategic planning, urban design, environmental management and bushfire protection to remain informed and further influence change.</p>	✓
6.1.1.2 Commence investigation into town centre strategies for Narooma and Moruya	Strategic Planning	<p>During 2019-20, Council attended and facilitated a workshop in Narooma to assist the community in developing a Community Business Plan for the town. The draft plan proposes several actions to revitalise and activate Narooma into the future. Council also worked with Transport for NSW on the initial planning of the Moruya Bypass. Council requested the bypass project include a comprehensive plan of Moruya town centre, considering the impacts and opportunities the bypass will present to the town.</p> <p>Place Score were engaged to collect community data for Moruya and Narooma that will provide the initial data for future town centre strategies.</p>	✓

6.1.2 - Review and prepare planning strategies, policies and studies

Action	Service	Comment	Status
6.1.2.1 Ongoing review and update of planning controls	Strategic Planning	<p>Council prepared and adopted the Rural, R5 and E4 Zones Development Control Plan (DCP) to guide development in rural areas. The DCP was prepared in response to implementing the Rural Lands Strategy in October.</p> <p>Council prepared and adopted the Community Engagement Framework and Participation Plan (Community Participation Plan) to replace the Notification and Advertisement Code and meet the Department of Planning, Industry and Environment’s requirement for Councils to have a Community Participation Plan in place by December 2019. The Plan details Council’s ongoing commitment to continue engaging the community through its planning functions and clearly outlines what the community can expect through the planning process.</p>	✓



<p>6.1.2.2 Develop a waterfront masterplan for Batemans Bay town centre</p>	<p>Strategic Planning</p>	<p>Council engaged Inspiring Place and Complete Streets to prepare the Batemans Bay Waterfront Masterplan and Activation Strategy (draft Plan). An extensive engagement process was undertaken to capture the community's thoughts and ideas for the waterfront. This included an engagement weekend in November where the community were invited to provide feedback on several proposed ideas for the waterfront and also participate in a variety of activation events, including live music, temporary public space over car parks, blackboard for sharing ideas and an outdoor movie. Council received feedback from over 100 people from the engagement weekend and submission period to further develop the draft Plan. Council continued to consult with several key stakeholders to refine the draft plan, with public exhibition to occur early 2020-21.</p>	<p>✓</p>
<p>6.1.2.3 Review Infrastructure Contributions Plans</p>	<p>Strategic Planning</p>	<p>During 2019-20, Council were involved in the NSW Government review of infrastructure contribution requirements. Final review of work schedules is required for Council's Infrastructure Contributions Plan.</p>	<p>✓</p>
<p>6.1.2.4 Revise and implement development servicing plans for Water and Sewerage</p>	<p>Water and Sewer Services</p>	<p>An audited final draft of the Development Servicing Plan was developed and public exhibition commenced. This is expected to be presented to Council for adoption by August 2020.</p>	<p>✓</p>

6.2 – ENSURE DEVELOPMENT IS SUSTAINABLE, AND REFLECTS COMMUNITY VALUES AND THE DESIRED LOCAL SETTING

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

Action	Service	Comment	Status
<p>6.2.1.1 Share information through builder and developer forums</p>	<p>Development Assessment and Building Certification</p>	<p>A Builders Forum was held on the 25 July 2019 with discussion and presentations regarding Council's e-services and e-lodgement, an update on new Planning for Bushfire Protection guidelines from the NSW Rural Fire Service, an update on biodiversity reforms and Safer by Design for civil projects. Council staff attended a Housing Industry Association (HIA) information night on the 29 January 2020 to discuss Council's response and some key information regarding rebuilding after the bushfires. A newsletter was sent out in February 2020 providing information regarding demolition rules, bushfire rebuild information, waste disposal and tree removal information. Another newsletter was published June 2020 with information regarding changes in legislation, an e-planning update and bushfire rebuild information.</p>	<p>✓</p>



		A video presentation was also posted to Council’s social media sites to provide information to the development community about how Council was continuing to work though development applications during the pandemic.	
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	There were 67 formal pre-lodgement meetings in 2019-20. Council’s Development Help Desk sent and received 31,982 emails, equating to 113 emails per business day; and 39,379 phone calls, equating to 165 phone calls per business day.	✓

6.2.2 - Provide receptive and responsive development assessment services

Action	Service	Comment	Status
6.2.2.1 Assess and determine development applications	Development Assessment and Building Certification	The average processing time for development applications and Section 96 applications was 28 days. Council received 893 applications for 2019-20. This is up 1% on last year (881) and is down 1% on the five-year average (903). The total number of applications determined was 720. This is down 10% on last year (800) and down 10% on the five-year average (802). The total value of development for the reporting period was \$137 million, compared to \$122 million for the previous year. Council also issued 1,686 planning certificates and all within or less than the business time frame of 48 hours to do so.	✓
6.2.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	The number of Construction Certificates determined was 89. Council issued 80 Construction Certificates for Class 1 and Class 10 buildings (dwellings, sheds and car ports) and nine Construction Certificates for Class 2-9 buildings (commercial and multi residential buildings).	✓
6.2.2.3 Assess and determine complying development applications	Development Assessment and Building Certification	Two Complying Development Certificates were determined.	✓
6.2.2.4 Provide certification inspection services	Development Assessment and Building Certification	The number of building and plumbing inspections carried out was 2,699. There were 1,545 plumbing inspections and 1,154 certification inspections 95% of these inspections were carried out within 24 hours of the initial request.	✓
6.2.2.5 Undertake pool fence inspection compliance program	Development Assessment and Building Certification	Council conducted pool fence inspections on 62 premises. Of the 78 inspections, 55 satisfactory and 23 were defective. The Swimming Pool Barrier Compliance Program has been temporarily reduced in its scope to deal with sales/leases.	✓



Link	Outcome	2019-20
6.2.2.1	Number of development assessments received	893
6.2.2.2	Number of construction certificates issued	89
6.2.2.4	Percentage of inspection carried out within 24 hours of request	95%
6.2.2.5	Percentage of complying pool fence inspections	70.5%
6.2.2.1	Number of development assessments determined	720
6.2.2.1	Percentage of 10.7 planning certificates issued within agreed timeframe	100%

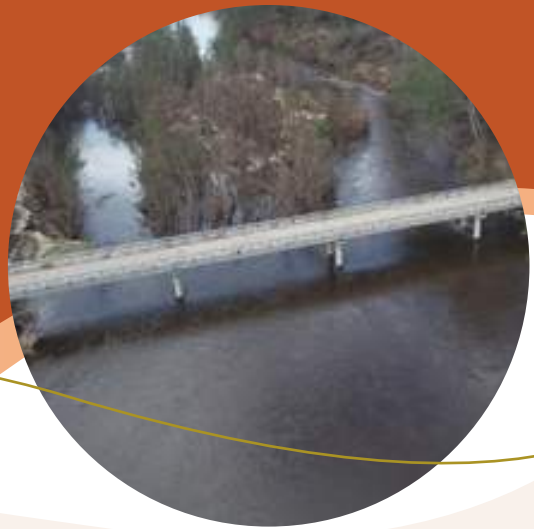
6.3– ENCOURAGE AND SUPPORT THE DEVELOPMENT OF A MORE DIVERSE, INNOVATIVE AND AFFORDABLE RANGE OF HOUSING

6.3.1 - Enable housing choice through responsive planning instruments

Action	Service	Comment	Status
6.3.1.1 Implement responsive planning instruments	Strategic Planning	<p>Council prepared the Eurobodalla Local Strategic Planning Statement (draft LSPS) which is a 20-year vision for land use planning across the Shire. The draft LSPS was prepared in consultation with the community, key stakeholders, State Government agencies, staff and Councillors from January to May before it was placed on public exhibition in June. The submissions received during the public exhibition period were supportive of the document.</p> <p>Council has worked closely with Department of Planning, Industry and Environment to process draft LSPS, ensuring it aligns with State policy and direction.</p>	✓



7. CONNECTED AND ACCESSIBLE PLACES



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

Getting on with the job

The challenges of 2019-20 included major disruptions with two declared natural disasters (November - March bushfires and February floods) followed closely by COVID-19. This included direct impacts on our team who, like so many, lost homes or were traumatised by the devastating natural disasters.

Council staff went far beyond expectations to care for our community during the response and recovery to the 2019-20 bushfires and February 2020 floods. This included works on local roads as well as assisting Transport for NSW on the Kings Highway and Princes Highway. Their work was crucial to enabling first responders to fight fires, to the evacuation of tens of thousands of people from Eurobodalla and beyond, to allowing crucial supplies to people and animals and to restoring access for our community.

Over 490km of local roads were impacted by the bushfire including 18 fire impacted or destroyed timber bridges, thousands of fire affected and fallen trees and substantial damage to road pavements and other infrastructure. Our crews were quick to re-establish temporary bypass structures across creeks and rivers only to see many destroyed in the February 2020 floods. Council staff again responded quickly restoring access as soon as the flood waters receded.

Council's strong advocacy resulted in agreement by the NSW and Australian governments to substantially fund the response, clean-up and recovery works saving ratepayers well over ten million dollars.

The final recovery works are extensive and expected to be completed by late 2021. Council thanks both governments for their high level of support for our response and recovery effort.

As a result, 16 of the 18 fire impacted timber bridges will be replaced with concrete bridges, box and pipe culverts, providing greater resilience to bushfire, improved load carrying capacity and improved access and lower risk in floods.

Despite the extremely challenging year, in an extraordinary effort, staff substantially completed the 2019-20 transport and stormwater program, secured additional grants and delivered additional road, stormwater and pathway works across Eurobodalla compared to program.


Council successfully advocated to governments to provide additional road and infrastructure funding to support local employment to assist with both the recovery from natural disasters and to support those contractors, suppliers and plant and labour hire companies who also depend on our work for employment, further supporting our local economy. This effort secured \$1.04m under the Local Roads and Community Infrastructure Program with other significant announcement pending to be made in early 2020-21.

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



7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK			
7.1.1 - Advocate for improved transport links, services and infrastructure			
Action	Service	Comment	Status
7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure	Transport	<p>Council continued its advocacy, including:</p> <ul style="list-style-type: none"> - Continuing to partner with IPWEA NSW and NSW Roads and Transport Directorate - Proactively working with the South East Australian Transport Strategy Inc (SEATS) to advocate on transport priorities for Eurobodalla, including upgrades to the Princes Highway (highway duplication and bridge upgrades) - Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package for major local and regional road grants and pathways - Working with Transport for NSW (TfNSW) on the Princes Highway/ Batemans Bay Link Road intersection treatment and proposed connection (\$30m funding provided by the NSW Government) - Council represented at Princes Highway Whole-of-Corridor Strategy workshop hosted by GHD in Bega. Advocated for State Government to retain highway bypass sections to avoid unaffordable depreciation burden on councils - Working with TfNSW and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with proposed regional hospital - Advocacy to TfNSW and Minister Constance on behalf of the Mogo Village Business Chamber for a safe crossing of the highway at Mogo, upgrades to the Narooma Bridge and highway connections with Centenary Drive and Riverside Drive, Narooma - Advocacy letters forwarded to NSW Premier, Deputy Premier and Ministers promoting outcomes of the Local Roads Congress communique 2019 - Successfully advocated for the payment of day labour costs for the response, clean up and recovery works associated with the bushfires and February 2020 flood events - Successfully advocated for the replacement of 18 fire impacted/destroyed timber bridges with concrete structures 	✓



		<ul style="list-style-type: none"> - Virtual presentation on Bushfire Response case study to Local Government Procurement and Engineering meeting - Virtual presentation on Disaster Recovery at Local Roads Conference 2020 advocating for a new paradigm in emergency management and funding for improved infrastructure resilience. 	
<p>7.1.1.2 Seek grant and other funding to sustain and improve the local and regional transport network</p>	<p>Transport</p>	<p>Applications submitted for road safety works on Tomakin Road (\$1m per annum for three years) and Grandfathers Gully Bends (\$3.8m).</p> <p>Grant applications submitted to NSW Government Fixing Local Roads projects over two years (to be matched by Council funding either dollar for dollar or one dollar for every three):</p> <ul style="list-style-type: none"> - Annetts Street, Mogo \$112,500 - Mulgowrie Street, Malua Bay \$295,000 - Wave Street, Tuross Head \$167,500 - Tomakin Rd, east Dunns Creek \$210,000 - Beach Rd, at Miller Crescent intersection \$195,000 - Peninsula Dr, North Batemans Bay \$270,000 - North Head Dr, Moruya \$690,000 - Litchfield Cres, Long Beach \$135,000 - George Bass Dr, Joes Creek \$585,000 - Bowerbird Pl, Malua Bay \$270,000 - Currawong Cres, Malua Bay \$240,000 - Moruya Transfer Station Road \$165,000 - Edward Rd ,Batehaven \$225,000 - Regional roads heavy patching \$900,000 - Collector roads heavy patching \$765,000 <p>Federal Government Bridges Renewal Program Round 5:</p> <ul style="list-style-type: none"> - Garlandtown bridge North Head Drive - \$850,000 - Bradburys bridge Araluen Road - 642,500 <p>Local Land Services grant funding secured:</p> <ul style="list-style-type: none"> - Graveling and sealing of a section of Old Highway, Corunna - \$86,146 to seal earthworks for environmental protection - Drainage improvements and graveling of a access and carpark area at Brices Pontoon on Wagonga Scenic Drive - \$21,350 for environmental protection <p>TfNSW Safer Roads funding secured:</p> <ul style="list-style-type: none"> - Tomakin Road \$3m over three years. \$1m each year 2020 to 2023 to widen 	



		shoulders, improve clear zones and superelevation. Council also advocated for funding under the Natural Disaster Relief Arrangements for response, emergency and recovery work (as highlighted above).	
Link	Outcome	2019-20	
7.1.1.2	Funding secured from sources other than rates and charges (excluding bushfire and flood recovery)	\$3,107,496	

7.1.2 - Provide a safe efficient and integrated transport network			
Action	Service	Comment	Status
7.1.2.1 Provide a safe efficient and integrated transport network	Transport	<p>Inspection and maintenance of the road network complete as per schedule.</p> <p>Capital renewal and upgrade works in Operational Plan 2019-20 substantially on schedule. Garlandtown bridge and other minor works delayed due to allocation of resources to the bushfire response.</p> <p>Bushfire had a significant impact upon the local road network during 2019-20 with:</p> <ul style="list-style-type: none"> - 490 km of fire affected roads - 18 timber bridges damaged or destroyed (sidetracks in place). <p>The following bridges were repaired or replaced in concrete by 30 June 2020 since the fires:</p> <ul style="list-style-type: none"> - Clarksons bridge Wagonga Scenic Drive Narooma (repaired) - Pigeon Gully bridge Araluen Road, Merricumbene - Four Gums bridge Belowra Road, Belowra - Comans bridge Gulph Creek Road, Nerrigundah - Belimbla bridge Belowra Road – reconstructed as a smaller scale temporary timber bridge pending replacement in concrete - Rosedale footbridge (in progress) - Old Tomakin Road, Mogo (in progress). <p>The following bridges received approval for replacement in concrete by Transport for NSW (TfNSW) in 2020-21 financial year:</p> <ul style="list-style-type: none"> - Cheese Factory bridge Eurobodalla Road - Sinclairs bridge Eurobodalla Road Nerrigundah - Gulph Creek bridge, Nerrigundah <p>Additional projects to those within the Operational Plan in 2019-20:</p> <p>Pavement rehabilitation</p> <ul style="list-style-type: none"> - Campbell Street, Moruya - complete - Broulee Road, Broulee – complete. 	✓



		<p>Urban road reconstruction</p> <ul style="list-style-type: none"> - Swordfish Street and Tuna Street, Tuross Head - complete - Boondi Street Malua Bay – complete - Binda Street Malua Bay – complete - Wattle Street, Batehaven – complete - Beach Road and Vesper Street upgrade – complete. <p>Rural road reconstruction</p> <ul style="list-style-type: none"> - Clarksons bridge Wagonga Scenic Drive Narooma - LLS grant for sealing of approaches complete - Upgrade and sealing Old Highway Tilba – LLS grant for upgrade and sealing complete (inclusive of recycling materials from the Ridge Road Tilba project). <p>Car parks</p> <ul style="list-style-type: none"> - Durras Car Park, Durras – complete - Nelligen Boat Ramp Car Park, Nelligen - complete - Car Park Capital program. 	
7.1.2.2 Build, renew and maintain the stormwater network	Stormwater	<p>Inspection and maintenance of the stormwater network completed as per schedule.</p> <p>Capital renewal and upgrade works in Operational Plan 2019-20 on schedule.</p> <p>Additional projects to those within the Operational Plan in 2019-20:</p> <ul style="list-style-type: none"> - Haddrill Parade, Dalmeny – complete - Grantham Avenue, Batehaven – complete - Denhams Beach Carpark – complete - Swordfish Street, Tuross Head – complete 	✓
7.1.2.3 Provide traffic management and transport planning	Transport	<p>During 2019-20:</p> <ul style="list-style-type: none"> - Specialist traffic advice provided to inform grant applications - Road safety review undertaken on the entire sealed rural road network - Eurobodalla Road Safety Plan 2019-22 reviewed and adopted through Local Traffic Committee and Council - Specialist traffic advice provided in negotiations with TfNSW on advocacy work, Batemans Bay bridge project and the proposed Moruya bypass, and development matters - Eight significant Special Events Applications and/or Traffic Management Plans were approved. The Batemans Bay Triathlon was postponed, the Tilba Easter Festival and the Narooma Oyster Festival were cancelled due to bushfires and pandemic 	✓



		- 146 traffic counts installed.	
7.1.2.4 Coordinate the Local Traffic Committee	Transport	Nine meetings were held.	✓
7.1.2.5 Investigate technology options to monitor and manage parking demand and compliance	Transport	Field trials of new technology (e.g. in ground sensors) underway and being monitored in Clyde Street Batemans Bay. Initial discussions with Village Centre and Bridge Plaza undertaken. Discussions with Transport for NSW commenced.	✓
Link	Outcome	2019-20	
7.1.2.1	Transport capital renewal, upgrade and new works program >85% complete	100%	
7.1.2.1	Length of local and regional road maintained	190km	
7.1.2.2	Stormwater capital renewal, upgrade and new works program >85% complete	100%	
7.1.2.2	Length of local and regional stormwater maintained	182km	
7.1.2.3	Number of car parks maintained	148	

7.2 – IMPROVE PROVISION AND LINKAGES OF OUR PATHWAY NETWORK			
7.2.1 - Provide and enhance the pathway network			
Action	Service	Comment	Status
7.2.1.1 Build, renew and maintain pathway network	Transport	<ul style="list-style-type: none"> - Inspection and maintenance of the pathway network complete as per schedule. - Capital renewal and upgrade works in Operational Plan 2019-20 on schedule. - Additional projects to those within the Operational Plan as per 2019-20: <ul style="list-style-type: none"> - Sunshine Bay Road, Sunshine Bay (part grant funded) - George Bass Drive, Maula Bay (stage 2) - Hill Street Pathway, Batemans Bay - Durras Drive, South Durras - Foam Street, Surfside - Melalueca Crescent, Catalina - Francis Street, Broulee - Sylvan Street, Malua Bay - South Head Road, Moruya. 	✓
7.2.1.2 Leverage existing funding to accelerate expansion of the network	Transport	<p>Council co-advocated and a grant was secured to the Durras Community Association from the NSW government for \$7,500 with a community co-contribution from the association of \$7,500. Secured Community Development grant from Federal Election commitment for South Head Road pathway \$250,000 (works to occur in 2020-21).</p> <p>Active Transport Grant Funding received in 2019-20 for shared pathways at:</p> <ul style="list-style-type: none"> - Foam Street, Surfside \$116,000 - Melaleuca Crescent, Catalina \$22,500 	✓



		<ul style="list-style-type: none"> - Sunshine Bay Road, Sunshine Bay \$40,000 - Francis Street, Broulee \$37,000 - Sylvan Street Malua Bay \$83,000. <p>Additional grant applications were submitted to the Active Transport Program for the 2020-21 program (to be matched by Council by one dollar for every three):</p> <ul style="list-style-type: none"> - Batehaven pathways \$160,969 - North Batemans Bay/Surfside pathways \$139,725 - Catalina pathways \$113,550 - Long Beach pathway \$129,150 - Denhams Beach pathway \$62,250 - Malua Bay pathways \$75,000 - Mogo pathways \$90,900 - Moruya pathways \$117,650 - Dalmeny pathways \$215,400. <p>Council applied for funding in August 2019 under the Stronger Country Communities program for Batemans Bay Water Gardens accessible ramp \$54,922.</p>	
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Link	Outcome	2019-20
7.2.1.1	Pathways capital renewal, upgrade and new works program >85% complete	100%
7.2.1.1	Length of new pathways constructed	4,598m
7.2.1.1	Length of local and regional pathways maintained	131.5km
7.2.1.2	Funding secured from sources other than rates and charges	\$563,500



7.3 – EXPLORE AND DEVELOP PUBLIC TRANSPORT OPTIONS AND SYSTEMS			
7.3.1 - Work in partnership to improve local and regional public transport			
Action	Service	Comment	Status
7.3.1.1 Advocate for improved public transport	Transport	<p>Batemans Bay CBD bus stop – ongoing discussions with Transport for NSW (TfNSW) on impacts to future traffic due to new Batemans Bay bridge.</p> <p>Advocacy continuing to TfNSW to secure improved parking for drop-off at the intersection of Princes Highway/Hector McWilliam Drive to expand the car park to relocate the bus stop off the Princes Highway. A Country Passengers for Transport Infrastructure Grant (CPTIG) was submitted for this project for \$270,000</p> <p>Grant applications submitted to TfNSW for bus shelters under CPTIG Scheme:</p> <ul style="list-style-type: none"> - Trafalgar Road, Tuross Head \$11,000 - landra Road, Surfside \$11,000 - Lilli Pilli Road, Lilli Pilli \$11,000 - Dalmeny Drive, Kianga \$11,000. 	✓

7.4 – ENHANCE CONNECTIVITY INTO AND OUT OF EUROBODALLA THROUGH IMPROVED AIR, ROAD AND MARINE TRANSPORT LINKS			
7.4.1 - Provide and enhance the Regional Airport			
Action	Service	Comment	Status
7.4.1.1 Operate and maintain the Moruya Airport	Commercial Entities	<p>Moruya Airport operations continued with Civil Aviation Safety Authority's (CASA) annual inspection conducted and the airport playing a major role during bushfire.</p> <p>REX passenger numbers plummeted during the pandemic resulting in a 17% decrease in passenger numbers compared to last year.</p>	✓
7.4.1.2 Continue the implementation of the Moruya Airport Master Plan	Commercial Entities	<p>Planning for opening the precinct next to George Bass Drive continues and widening of George Bass Drive to allow for the new access was completed.</p> <p>Leasing of the first four lots is near completion with agreement for lease signed on the third lot and Expression of Interest conducted for the fourth lot.</p> <p>Installation of lighting upgrade completed including control system.</p> <p>11 lot subdivision design commenced.</p>	✓
Link	Outcome	2019-20	
7.4.1.1	Number of landings at the airport	9,368	
7.4.1.2	Moruya Airport Master Plan progress	100%	
7.4.1.1	Number of passengers	17,533	



7.4.2 - Advocate for improved road and freight access into and out of Eurobodalla			
Action	Service	Comment	Status
7.4.2.1 Work with key partners to advocate for the progressive upgrade of the Princes and Kings Highways and the electric highway	Transport	<p>During 2019-20, Council worked with key partners, advocating for the upgrades of Princess and Kings Highway and conducting the following activities:</p> <ul style="list-style-type: none"> - Roads Maintenance Management Contract work undertaken on Kings Highway for Transport for NSW (TfNSW) - Proactively working directly and through SEATS to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades, attendance at SEATS meetings in August and November 2019 - Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway - Working with TfNSW on the pre-construction activities for the design of the South Batemans Bay Link Road connection (funding announced January 2019) - Working with TfNSW and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with proposed regional hospital - Working with the NSW Roads and Transport Directorate in accord with the NSW Roads Congress Communique 2019 - Attended Princes Highway Whole-of-Corridor Strategy workshop hosted by GHD in Bega and participated in TfNSW Princes Highway Upgrade Program Workshop - Advocated for NSW Government to retain highway bypass sections to avoid unaffordable depreciation burden on councils. <p>Council staff participated and presented to Local Roads Conference 2020.</p> <p>In response to the bushfire, Council:</p> <ul style="list-style-type: none"> - Advocated for improved resilience of the Princes Highway, aligned to safety and other upgrades, within submissions to NSW Inquiry into Bushfires and Australian Government Royal Commission into National Natural Disasters, and within high level discussions undertaken with TfNSW 	✓



		<ul style="list-style-type: none"> - Removal of hazardous bushfire impacted trees and advance clearing work during bushfire response. - Conducted traffic management on Kings Highway, Araluen Road and Princes Highway during the bushfire response under contract to TfNSW. - Advocated successfully for tree clearing on the Clyde Mountain to improve resilience of the Kings Highway (works complete). 	
7.4.2.2 Continue to advocate to NSW Government to optimise outcomes from delivery of the new Batemans Bay bridge	Transport	<p>Proactively worked directly with TfNSW to implement outcomes arising from the Foreshore Advisory Committee on foreshore improvements, and Council’s submission on the proposed foreshore plans (July 2019). Council’s technical staff worked with TfNSW engineering solutions for foreshore related works.</p> <p>Regular teleconferences held with Batemans Bay Bridge Project Manager to track progress and assist project logistics.</p>	✓

7.4.3 - Work in partnership to develop marine infrastructure			
Action	Service	Comment	Status
7.4.3.1 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Transport	<p>Direct liaison with key government agencies including Marine Parks, DPI - Crown Lands, DPI – Fisheries, Marine Infrastructure Delivery Office (MIDO), NSW Maritime and the Ports Authority to streamline permits and approvals process, and progress discussion on NSW Government Marine Infrastructure Plan (MIP).</p> <p>Detailed engagement on Eurobodalla Marine Infrastructure Asset Management Plan (MIAMP) commenced. Community survey completed and the feedback will inform plan. MIAMP on hold in due to reallocation of resources to bushfire response and recovery, to recommence during 2020-21.</p> <p>Liaison with representatives of key local fishing clubs on list of marine projects for inclusion in funding applications.</p> <p>South Durras lake and Nelligen boat ramp car parks completed.</p>	✓
7.4.3.2 Seek additional funding for local boating and marine infrastructure	Recreation	<p>Grant applications pursued under NSW Government Recreational Fishing Trust Round 2020-21.</p> <p>Grant application submitted to Boating Now Round 3 Grants.</p> <p>Grant applications lodged with Recreational Fishing Trust (RFT) Round 2020-21 include:</p> <ul style="list-style-type: none"> - Hanging Rock Fish Cleaning tables cover \$20,136 	✓



		<ul style="list-style-type: none"> - Mill Bay Fish Cleaning Table relocation and replacement \$9,905. <p>Registration of interest submitted to Boating Now Round 3 Grants:</p> <ul style="list-style-type: none"> - Hanging Rock boating facilities - \$20,000 per annum - Apex Park boating facilities - \$20,000 per annum - Hanging Rock boat ramp improvements - \$300,000 - Apex Park pontoon - \$50,000 - Nelligen pontoon - \$125,000 - Mossy Point boat ramp - \$35,000 - Mill Bay boat ramp - \$30,000 - Brierleys boat ramp - \$600,000 	
7.4.3.3 Maintain, renew and upgrade boating and marine infrastructure	Recreation	<p>Inspection and maintenance of boating and marine infrastructure was undertaken within budget. Construction works, as outlined in the in Operational Plan, have been completed.</p> <p>Additional projects completed to those within the Operational Plan in 2019-20:</p> <ul style="list-style-type: none"> - Nelligen Wharf renewal - Mossy point rockwall renewal - Brices Pontoon restoration and environmental works - Mill Bay boatramp extension and rockwall renewal 	✓
Link	Outcome	2019-20	
7.4.3.2	Funding secured from sources other than rates and charges	\$1,210,041	
7.4.3.3	Capital renewal, upgrade and new works program >85% complete	100%	





8. COLLABORATIVE AND ENGAGED COMMUNITY



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

Waterfront weekend, setting Clyde foreshore in motion

Council worked with the community to stage a mini-festival to encourage people to meet along the Clyde Street foreshore on Saturday 16 and Sunday 17 November 2019, as part of Council's Batemans Bay foreshore activation project.

As a result, the Batemans Bay waterfront saw a weekend of art and music, activities and movies.

The waterfront weekend was part of the consultation process with the community in the development of a Batemans Bay Waterfront Masterplan - to see what can be done, talk about how we can achieve it, and have a great time doing it.

Council staff were available over the weekend to seek feedback on the ideas and options put forward earlier

in 2019 by businesses and the wider community, to encourage better use of the waterfront. Urban planners, Inspiring Place, helped Council with concepts and options to make that happen and the following main themes were developed – more river access, more food options and a flow of people using the waterfront into the CBD. More business, less vacant shops.

Local groups and businesses also participated in the weekend, running events, including live bands, art, boxing and body sculpting classes. On Saturday night, there was an open-air cinema for a screening of *The Greatest Showman*.

The weekend saw great participation by locals and plenty of new ideas that helped to develop a masterplan and strategy to be considered by Council in late 2020.



8.1 – ENCOURAGE AN INFORMED COMMUNITY			
8.1.1 - Coordinate delivery of effective media coverage across a range of channels			
Action	Service	Comment	Status
8.1.1.1 Manage media relations and advice and respond to queries	Communications	Advice was provided to staff on media and communication matters. Strong relationships with local media were maintained. Media queries were responded to promptly in collaboration with staff. Close ties with emergency operations staff were developed and maintained in response to bushfire, floods and pandemic to ensure timely supply of information to media.	✓
8.1.1.2 Prepare and distribute media releases	Communications	Council responded to 105 formal media queries and distributed 242 media releases, resulting in a range of positive coverage in print, online, radio and TV around Council activities and events. In addition, between January and March Council distributed twice daily emergency operation updates during the period of the bushfire crisis and then as needed updates (daily, weekly or ad-hoc) for bushfire recovery and pandemic.	✓
Link	Outcome	2019-20	
8.1.1.1	Number of media releases distributed	242	
8.1.1.2	Number of media queries	105	

8.1.2 - Proactively communicate information on Council services, activities and events			
Action	Service	Comment	Status
8.1.2.1 Assist to develop and implement communication strategies for key projects a	Communications	Communication strategies were developed and implemented for a range of projects including dog signage, Children's Week, annual hard-waste pickup, Batemans Bay Waterfront Activation Strategy, the Employment Revolution, Eurobodalla libraries, major shire-wide water restrictions and Council's response to pandemic. Council assisted local businesses and Batemans Bay bridge builders, John Holland, to launch the Love The Bay campaign. During bushfires, Council coordinated and prepared all media for the multi-agency Emergency Operations Centre for our shire and was heavily involved in assisting the NSW Government with communications around bushfire recovery in the region.	✓
8.1.2.2 Prepare, design and publish Council's communications	Communications	Council prepared, designed and published print and electronic communications throughout the period, as well as providing support and advice to staff across the organisation. Council continued with ongoing work for the Basil Sellers Exhibition Centre, the	✓



		<p>Companion Animal Management Plan signage and education program, Eurobodalla Botanic Gardens redevelopment signage, redevelopment of Children's Services promotional material, a range of ongoing collateral for the '<i>All Kinds of Natural</i>' tourism campaign, Burrawarra Point signage, shire's town signage strategy, water restrictions signage and brochures, design of the Delivery Plan/Operational Plan, Aboriginal Action Plan, library strategy, and suite of brochures for Children's Services.</p> <p>Other large design projects included three editions of Living in Eurobodalla, including an extended bushfire recovery edition, Library Link and brochures for inclusion with rates notices. Electronic communications included social media posts to Council's Facebook and Instagram, updates to Council's website and Council's regular e-newsletter Council News. We have 2,812 Council News subscribers.</p>	
8.1.2.3 Manage corporate websites	Communications	<p>Earlier in the year the communications team reinstated an approvals process for new content on Council's corporate website and instigated an ongoing training and support program for web editors throughout the organisation. The in-house web editor training program developed to increase organisational capacity.</p> <p>Council applied for funding for major upgrade of the corporate website to reflect needs of the community.</p> <p>An Eventbrite account was established for organisational use. Established bushfire recovery and COVID-19 webpages - information is integrity tested before publishing.</p> <p>Corporate website users: 257,000</p> <ul style="list-style-type: none"> - New users: 197,000 - Page views: 854774 	✓
8.1.2.4 Manage social media channels	Communications	<p>Council's social media following continued to grow, with an average of four to seven posts on Facebook and ad hoc posting to Instagram whenever suitable content was sourced.</p> <p>54 new videos were uploaded to Council's YouTube channel.</p> <p>Facebook followers - 14,936, Instagram followers - 2,020.</p>	✓
Link	Outcome	2019-20	
8.1.2.2	Number of Council News subscribers	2,812	
8.1.2.3	Website traffic	257,000	
8.1.2.3	Number of social media followers	16,956	



8.2 – PROVIDE OPPORTUNITIES FOR BROAD AND MEANINGFUL ENGAGEMENT TO OCCUR**8.2.1 - Provide and promote opportunities for the community to be engaged on decisions, policies and plans through the use of the community engagement framework**

Action	Service	Comment	Status
8.2.1.1 Support and provide advice to staff on effective community engagement	Communications	Communications support was provided on a range of engagements including marine infrastructure, tourism, Batemans Bay waterfront activation, the Bas and Moruya library, road safety, coastal management plan, plans of management, bushfire recovery, and developing an online presence in the wake of pandemic social distancing requirements. New Facebook pages were launched for Children's Services and Yuin Country Explored, with start-up advice and ongoing support provided as needed.	✓

8.2.2 - Work in partnership with the community on key projects

Action	Service	Comment	Status
8.2.2.1 Develop effective communications that support quality engagement	Communications	Communications plans were developed and implemented for the Batemans Bay waterfront activation project, marine infrastructure engagement, the Kings Highway road safety campaign, Eurobodalla farmers network and dinner, Rural Lands Strategy, electric vehicle fleet, bushfire emergency, bushfire recovery, and pandemic. The bushfire emergency and recovery and response to pandemic has required intensive communication on both Council's and other agencies' responses, with regular updates using all available media platforms. During the bushfires this focussed on 'updates' while for the pandemic the focus moves to providing media releases and other relevant media, and increased social media posts, including video, to explain how Council is doing things differently while continuing to serve the community	✓



8.3 – WORK TOGETHER TO ENHANCE TRUST, PARTICIPATION AND COMMUNITY PRIDE			
8.3.1 - Promote and support effective representation of our Mayor and Councillors			
Action	Service	Comment	Status
8.3.1.1 Publish regular Mayoral message and communications	Communications	<p>A Mayoral message was published on Council's Facebook page at the conclusion of each Council meeting. 16 messages were published during 2019-20.</p> <p>A Mayoral message has been provided in a number of Council's documents including the Annual Report, Delivery Program 2017-21 and 2019-20 Operational Plan, Living In Eurobodalla and Eurobodalla Events Strategy.</p> <p>A number of digital Mayoral messages were uploaded to Council social media platforms. These covered the topics of bushfire, COVID-19, Eurobodalla hospital update and simultaneous story time.</p> <p>In addition, the Mayor undertakes regular radio interviews with ABC South East, 2EARFM and 2EC/PowerFM.</p>	✓
8.3.1.2 Facilitate and support civic functions	Corporate and Community Leadership	<p>The following civic functions were facilitated by the Mayor:</p> <ul style="list-style-type: none"> • NAIDOC Flag Raising Ceremony • Mayor's Writing Competition • OAM Morning Tea celebration • Eurobodalla Tourism Campaign Launch • Citizenship ceremonies, including the Australia Day ceremony • Little Sellers Art Prize • Launch of the 2020 Environment Calendar • Mayor's Christmas Function <p>It should be noted that a number of functions were cancelled due to pandemic restrictions.</p>	✓
Link	Outcome	2019-20	
8.3.1.1	Number of Mayoral messages published	16	

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

9. INNOVATIVE AND PROACTIVE LEADERSHIP



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

Continuing to serve our community during challenging times

Throughout 2019-20, our organisation faced many external challenges in its endeavour to realise the community's vision of friendly, responsible, thriving and proud.

During the initial stages of 2019, Council's team had a strong focus on the successful implementation of the next phase in Council's TechnologyOne operating system. The implementation of this phase has enabled Council to integrate its systems which has ultimately led to streamlined processes and payment options for our community.

As 2019 came to end, 2020 began with the catastrophic bushfires. The community faced the tragic loss of three lives, widespread destruction of public infrastructure, loss of more than two thousand buildings, including more than 500 homes destroyed, devastation to local wildlife and almost 80% of the total land mass Eurobodalla Shire being fire affected. Council's main office was closed for an additional week in early January due to ongoing fire danger.

It is important to note that although the doors were closed, Council staff were working tirelessly throughout the emergency response phase and have continued to provide support for our community as we recover.

As the recovery from the bushfires continued in March, Eurobodalla was dealt yet another blow with the emergence of COVID-19 in Australia. The introduction of government forced restrictions on movement as a consequence of COVID-19 resulted in the Council's customer facing portals once again closing to the public. At Council's main administrative building, the front doors were closed for an unprecedented eight weeks. As an organisation, we were forced to implement innovative ways to serve our community including transitioning to online and phone-based services.

Through these adverse conditions and challenges, the Council team have worked collaboratively with colleagues from across the organisation and sector to find solutions and improvements to ensure we continue to serve our community during these challenging times.



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

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

Action	Service	Comment	Status
9.1.1.1 Review Council's Delivery Program and prepare the Operational Plan	Corporate and Community Leadership	The review of the 2017-21 Delivery Program and finalisation of the 2020-21 Operational Plan, including the budget and fees and charges, was finalised and adopted by Council in June 2020.	✓
9.1.1.2 Report on the progress of implementing community vision	Corporate and Community Leadership	The 2018-19 Annual Report was tabled at the 26 November 2019 Council meeting. Of the 222 actions planned to be delivered, 219 (98.6%) were complete and three (1.4%) were deferred.	✓
9.1.1.3 Review and update the Resourcing Strategy	Corporate and Community Leadership	The Resourcing Strategy has been reviewed to take into consideration the 2020-21 Operational Plan.	✓
9.1.1.4 Undertake a review of capacity and functionality upgrades in the transport asset class	Technical Services	The Eurobodalla Road Safety Plan was reviewed by Local Traffic Committee and adopted by Council during the reporting period. Capacity and functionality upgrades to be incorporated into the road safety plan 2019-22, grant applications, and revision of the Section 94 plans. A new traffic model has commenced development by Transport for NSW in conjunction with proposed South Batemans Bay Link Road project.	✓
9.1.1.5 Revalue Transport assets	Technical Services	Revaluation of transport and stormwater assets commenced in accordance with Office of Local Government schedule, however some progress was impacted as resourcing was diverted to Local Emergency Management Officer role for bushfire and flood response and recovery actions. During 2019-20: <ul style="list-style-type: none"> - Condition assessment of road pavements and surfaces, and road pavement renewal treatments completed. Future pavement modelling commenced - Condition assessment of sealed road network and large culverts completed and incorporated into grant applications - Condition assessment of footpaths commenced - CCTV of stormwater system condition assessment continuing - Liaison with auditors including interim audit June 2020 	✓



9.1.2 - Implement effective governance			
Action	Service	Comment	Status
9.1.2.1 Facilitate community grants and donations	Corporate and Community Leadership	<p>Community grant applications received included:</p> <ul style="list-style-type: none"> - 21 Mayoral - 15 Education and School - 8 Local Heritage - 3 Youth Week - 3 Seniors Week - 22 Healthy Communities - 7 Safety and Emergency Services 	✓
9.1.2.2 Assist the Council in meeting its statutory obligations and roles	Corporate and Community Leadership	<p>Council has held 16 Council meetings. The meeting schedule and administration of meetings was amended to reflect pandemic restrictions.</p> <p>Seven Mayoral Minutes were presented covering:</p> <ul style="list-style-type: none"> - Eurobodalla Water Supply – Water Restriction - Emergency Response - Non-Compulsory School Break - Use of Mayoral Executive Instrument - Changes to 2020 Council Meeting Dates - Clean up of Fire Damaged Properties - Development Application Fees for Bushfire Affected Properties <p>Six Question on Notice reports were submitted by Councillors regarding</p> <ul style="list-style-type: none"> - Promoting the Benefits of Cycling in Eurobodalla - Reducing Single Use Plastic - Dividend from Water and Sewer Budgets - Reclassification of Land - Rateable Properties Affected by the Bushfire Disaster - Quantum of Unrestricted Funds <p>13 Notices of Motions submitted on:</p> <ul style="list-style-type: none"> - Climate Emergency - Bins for Blokes - Princes Highway Bypasses and Centenary Drive Intersection - Treatment of Racehorses in NSW - Improved Impound Facilities - Re-Instatement of Specialist Continence Nursing Position in Eurobodalla Shire - Adult Migrant English Program - Bushfire Fuel Reduction Protocols - Mogo Toilets - One Hospital - Investigation Into the Expenditure Budget for the 2019-2020 Financial Year 	✓




		<ul style="list-style-type: none"> - Reintroduction of Livestreaming of Livestreaming Public Forum - Re-scheduling of Previously Cancelled Council Meetings and Public Access Sessions <p>One Delegate Report, highlighting Councillor's experience at the conference was presented for:</p> <ul style="list-style-type: none"> - 2019 NSW Local Roads Congress <p>Two petitions were tabled by community members for consideration of Council. These included:</p> <ul style="list-style-type: none"> - Provision for a low impact splashpad within the Plan of Management for Corrigans Reserve, Batehaven - Disabled Access/Parenting Facility in Mogo <p>13 community members registered to speak at public access sessions and 60 people registered to speak at public forum on matters listed on the Council agenda.</p> <p>Minutes were prepared and published online within one week of each meeting.</p>	
9.1.2.3 Provide professional development opportunities for Councillors	Corporate and Community Leadership	<p>Councillors were provided with the opportunity to attend several sector specific conferences. Councillor Maureen Nathan represented Council at the NSW Coastal Conference on 30 October - 1 November 2019 in Terrigal, NSW. Councillors Phil Constable and Lindsay Brown attended the NSW Local Roads Congress which was held virtually due to pandemic restrictions.</p> <p>Councillors also participated in a professional development day in February 2020.</p>	✓
Link	Outcome	2019-20	
9.1.2.1	Number of community grant applications	79	
9.1.2.2	Number of Council meetings	16	

9.1.3 - Advocate and collaborate to advance the region and address local issues

Action	Service	Comment	Status
9.1.3.1 Actively participate in a Joint Organisation	Corporate and Community Leadership	Council is an active member of the Canberra Region Joint Organisation (CRJO) and has attended three Board meetings. The Board meetings focussed on governance processes surrounding the organisation, advocacy plan and regional priorities.	✓
9.1.3.2 Seek sources of funding to implement community vision	Corporate and Community Leadership	<p>Council's grant advocacy performed strongly during 2019-20, including:</p> <ul style="list-style-type: none"> - Regional Tourism Bushfire Recovery funding \$100,000, Eurobodalla Food Trail \$100,000, Observation Point Tourism infrastructure \$145,000, Narooma Oyster Festival \$80,000, Tilba Festival \$30,000 	✓



		<ul style="list-style-type: none"> - Bushfire Recovery funding projects submitted and approved - \$1.46M (Commonwealth) and \$250,000 (NSW) - Stronger Country Communities (NSW) funding approved for Narooma Foreshore Infrastructure \$147,000 - Local Road and Community Infrastructure funding allocated and projects submitted for approval \$1.04M - Building Better Regions funding of \$30,000 achieved towards Biodiversity Strategy - Everyone Can Play funding of \$50,000 achieved Jack Buckley Park Tomakin. - Commonwealth Safer Communities Fund \$257,000 - Various other funding bodies for YDrive \$161,500, Greener Streets Plan \$28,700, Long Beach Playground \$105,000 - Building Better Regions Fund - Mogo Trails \$1.00M, Biodiversity Strategy \$30,000 and Narooma Foreshore Planning \$130,000. <p>Further submissions are being considered, progressing or awaiting outcomes, including:</p> <ul style="list-style-type: none"> - Regional Tourism Bushfire Recovery funding - River of Art and Taste of Eurobodalla - Bushfire Tourism Recovery Stream 2 - Coastal Walk \$1M, Food Trail and Oyster Festival - NSW Growing Local Economies submission progressed to Business Case for Mogo Trails \$3M - NSW Infrastructure Grants for Emergency Preparedness for evacuation centre works \$165,000 - NSW Stronger Country Communities Fund - six submissions \$758,000. 	
<p>9.1.3.3 Develop and maintain strategic partnerships</p>	<p>Corporate and Community Leadership</p>	<p>Council is a member of the Canberra Region Joint Organisation (CRJO).</p> <p>Council continued to be members of the Australian Coastal Council's Association, Australian Local Government Women's Association, Country Mayor's Association, South East Arts, South East Transport Strategy and Floodplain Management Association.</p> <p>Councillor James Thomson continued as NSW representative on Australian Coastal Council's Association and Gulaga Board Member.</p> <p>Councillor Lindsay Brown is a member of South East Arts.</p> <p>Councillor Anthony Mayne is a member of the South East Transport Strategy.</p> <p>Warren Sharpe OAM is NSW President of Institute of Public Works Engineering Australasia.</p>	



		Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel and Council's representative on the Joint Regional Planning Panel.	
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9.2 – ENSURE FINANCIAL SUSTAINABILITY AND SUPPORT THE ORGANISATION IN ACHIEVING EFFICIENT ONGOING OPERATIONS

9.2.1 - Provide effective, friendly, customer service and information

Action	Service	Comment	Status
9.2.1.1 Provide customer assistance in main administration building and depots	Customer Assistance and Records	<p>Council continues to provide customer assistance to the community in the main administration building and depots.</p> <ul style="list-style-type: none"> - Council has served 90.5% of the 69,793 calls that were made to the Council Switchboard. There were no calls to the Council Switchboard that timed out. The Council Switchboard averaged 34 seconds for conversation and transfer time. - Council responded to 80.5% of 10,681 registered correspondence within allocated time frames. - Council closed 88% of 11,123 customer service requests within allocated time frames <p>Council was closed for a period during bushfires. During this period, Council experienced an overwhelming amount correspondence from the community, leading to a backlog of correspondence for Council to deal with, which extended our normal response timeframes.</p>	✓
9.2.1.2 Manage public access to government information and privacy (GIPA)	Corporate and Community Leadership	<p>During the reporting period:</p> <ul style="list-style-type: none"> - 10 valid applications received - 11 applications decided. 	✓
9.2.1.3 Provide effective records management	Customer Assistance and Records	<p>Council continued to provide an effective records management system.</p> <p>Council received 8,667 hard copy letters and 28,025 emails to the council@esc.nsw.gov.au email address. 128,813 documents have been registered into Council's records management system.</p>	✓
9.2.1.4 Manage Council's secondary websites	Information Technology	<p>Delivery of Council's secondary websites continued to evolve with new enhanced features delivered across several sites such as the BAS, Tourism and Botanic Gardens.</p>	✓



Link	Outcome	2019-20
9.2.1.1	Percentage of enquires addressed at point of contact	90.5%
9.2.1.1	Percentage of correspondence dealt with within timeframes	80.5%
9.2.1.1	Percentage of customer service requests resolved within time frames	88%
9.2.1.2	Number of GIPA applications received	10
9.2.1.2	Number of GIPA applications determined	11

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

Action	Service	Comment	Status
9.2.2.1 Manage leases and licences	Property	Council managed approximately 150 leases and licences. This involved signing up new licences and managing renewals and rent reviews for existing ones. As a result of bushfire and pandemic, Council approved a deferred payment scheme to assist lessees.	✓
9.2.2.2 Facilitate property sales and development	Property	During 2019-20, Council: <ul style="list-style-type: none"> - Sold eight properties - Subdivided five lots - Seven lots were on the market as of 30 June 2020 	✓
9.2.2.3 Strategic management of Council operational land	Property	Operational land parcels reviewed on an ongoing basis to ensure current use is appropriate and four parcels of land were prepared for sale.	✓
9.2.2.4 Manage the operation of Council's campgrounds and Batemans Bay Beach Resort	Commercial Entities	The Batemans Bay Beach Resort remained a premier Holiday Park with excellent consumer reviews. A new management contract for the campgrounds was finalised. Both operations have suffered significantly during the reporting period due to bushfire and pandemic. The facilities have been operated with appropriate regard to pandemic regulations including being closed when necessary.	✓
Link	Outcome	2019-20	
9.2.2.1	Income generated from leases and licences	\$2,128,942	

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

Action	Service	Comment	Status
9.2.3.1 Provide information technology and geographic information systems services	Information Technology	Ongoing support provided for the organisation for Information Services, including the support of all servers, computers, mobile phones and tablets. Maintenance and replacement of hardware and software undertaken during the period. ICT services have been delivered to over 350 remote staff during the pandemic. Delivery of Microsoft Teams and Office 365 has assisted greatly with online collaboration used extensively by the organisation.	✓



9.2.3.2 Provide depots and workshops	Works and Operations	We secured and delivered more than 120,000 litres of fuel for fire fighting and supply of generators during the 2019-20 Bushfire response. Depots and workshops continued to operate, supporting customers and operational activities. Moruya Depot roof renewed during the reporting period. The replacement of the workshop at Narooma depot advanced well.	✓
9.2.3.3 Manage fleet	Fleet and Plant	Commitments were entered into for 100% of the scheduled capital replacement program, with some items not available due to lengthy supply lead times experienced due to the pandemic. These items have been carried forward into the 2020-21 financial year. Quality plant usage data was received during the reporting period, achieving a sound result.	✓
9.2.3.4 Provide risk and insurance services	Risk and Insurance	Total of insurance claims for 2019-20: • 43 motor vehicle • 11 public liability	✓
9.2.3.5 Provide technical services	Technical Services	Technical support provided for works program, customer inquiries, development matters and forward planning.	✓
9.2.3.6 Provide procurement and stores	Works and Operations	The Trade Service pre-qualification scheme led to greater administrative efficiency across the organisation The Plant Hire Panel Request for Tender received the highest number of submissions to date and this indicates positive local supply relationships. Additional control measures have been introduced for the store during the period, resulting in an improved stocktake result.	✓
9.2.3.7 Undertake private works	Works and Operations	181 private works undertaken, to the value of \$217,683.	✓
Link	Outcome	2019-20	
9.2.3.4	Number of insurance claims processed	54	

9.2.4 - Responsibly manage Council's finances and maintain Fit for the Future status			
Action	Service	Comment	Status
9.2.4.1 Monitor and report on key financial results	Finance and Central Treasury	Quarterly reporting obligations during the reporting period were all met on time. Annual financial accounts are on track and scheduled to be completed within statutory deadlines. Office of Local Government (OLG) has granted a one month extension to annual accounts submission deadline which may be required due to pandemic impacts on asset revaluation work. All other aspects are on schedule. Interim financial audit field work completed, awaiting management report, no problems are anticipated.	✓



9.2.4.2 Provide financial management and reporting	Finance and Central Treasury	All financial management and statutory reporting requirements and deadlines have been met	✓
9.2.4.3 Collect rates and charges	Finance and Central Treasury	Rates and charges have been levied and collected within statutory timeframes.	✓
Link	Outcome	2019-20	
9.2.4.2	Annual Accounts lodged with Office of Local Government by statutory deadline	Completed	
9.2.4.3	Quarterly budget review statements presented to Council within statutory timeframes	Completed	

9.2.5 - Benchmark and review Council fees and charges

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

9.3 – LEVERAGE OUR SKILLS, KNOWLEDGE AND SYSTEMS TO CONTINUALLY IMPROVE AND INNOVATE

9.3.1 - Identify and implement innovative and creative projects

Action	Service	Comment	Status
9.3.1.1 Capitalise on opportunities to acknowledge and celebrate Council's achievements	Corporate and Community Leadership	<p>During 2019-20, Council were awarded:</p> <p>Sam Samra Award for Water Management</p> <ul style="list-style-type: none"> For major improvements to water and sewerage at Guerilla Bay, Rosedale and Bodalla – with future improvements at Potato Point and Nelligen. Eurobodalla Shire Council was recognised as the most improved provider of water utilities in NSW. <p>IPWEA 2019 Engineering Excellence Awards</p> <ul style="list-style-type: none"> Projects greater than \$500,000 but less than \$5 million - Moruya Regional Airport Runway Strengthening - winner New or Improved Techniques including: Innovation and/or Introduction of Techniques or Outstanding Management Initiatives or Outstanding Achievement in Asset Management – Growing our Future Workforce – highly commended Innovation in Water Supply and Wastewater – Cullendulla Sewer Rising Main Construction – winner Excellence in Road Safety Engineering – Kings Highway Partnering to Engineer Safer Highways – winner 	✓



		<ul style="list-style-type: none"> Local Government Excellence in Road Safety – Driving Safer Rural Roads – winner. <p>NSW Local Government Excellence Awards Community Partnerships and Collaboration category</p> <ul style="list-style-type: none"> For Eurobodalla Employment Revolution program. 	
9.3.1.2 Progress the E-connect project	Information Technology	<p>Phase 3, Property and Rating (P and R) went live on 1 July 2019. Enterprise Content Management (ECM) went live in November 2019. Elements of Request Management were introduced 1 July 2019.</p> <p>Phase 2 is focussed on mobility for Asset maintenance management and is paused while Council focusses on the higher priority implementation of Request Management within TechnologyOne.</p>	✓
9.3.1.3 Coordinate the internal audit program and the implementation of recommendations	Finance and Central Treasury	<p>The internal audit plan had been substantially disrupted during 2019-20 due to a combination of unprecedented events including bushfires, floods and pandemic.</p> <p>Despite internal audits being suspended for six months, Council continued to complete outstanding actions from previously conducted internal audits.</p> <p>In total, 44 recommendations for improvement were completed with implementation in the 2019-20 financial year. These recommendations related to internal audits across various divisions of Council:</p> <ul style="list-style-type: none"> - IT General Controls (13) - Waste Facilities (2) - Holiday Parks (5) - Capital Works (2) - Accounts Payable (15) - Governance (3) - Debtors (1) - Water and Sewer (1) <p>Internal audits originally scheduled in 2019-20 (but delayed) have been rescheduled to 2020-21, including:</p> <ul style="list-style-type: none"> - Payroll (commenced September 2020) - Developer Contributions - Development Engineering <p>Whilst travel and physical attendance was restricted as per NSW Public Health Orders, internal auditors were engaged to undertake a credit card audit additional to the internal audit program. This audit was completed remotely.</p>	✓



9.3.2 - Continue to be an organisation people want to work for			
Action	Service	Comment	Status
9.3.2.1 Implement the workforce diversity program	Workforce Development	<p>Council continued to champion diversity across its workforce to build a workplace where each person can contribute to their full potential.</p> <p>Equal employment opportunity/diversity awareness and training commence on arrival of each new staff member and are embedded across all stages of the employment relationship.</p> <p>It is pleasing to report an increase in female representation in operational areas and the number of staff from culturally and linguistically diverse backgrounds.</p> <p>We continue to pursue opportunities for Aboriginal and Torres Strait Island (ATSI) people and those living with disability.</p>	✓
9.3.2.2 Develop performance and capabilities frameworks	Workforce Development	<p>Staff performance and development is critical to ensure a workforce capable of ongoing efficient and effective service delivery.</p> <p>Council's staff skills were critical during sustained bushfire emergencies throughout summer months. Similarly, our workforce contribution to the rebuilding efforts following these disasters is evidence of the wealth of expertise available to the community.</p> <p>This year we have achieved the consolidation of performance and planning information in one, easily accessible location for staff and managers. Along with the immediate benefit, this also provides a foundation for the capture and development of employee capabilities and skills into the future.</p>	✓
9.3.2.3 Provide employee learning and development opportunities	Workforce Development	<p>Over the past 12 months, the Learning and Development team have coordinated 239 learning events, offering 2,0001 places for staff to attend training in areas such as:</p> <ul style="list-style-type: none"> - Work, Health, Safety operational training - Organisational programs - Professional development opportunities - Leadership and Management - Critical Incident Debrief sessions and Rural Adversity Mental Health Programs - NSW Model Code of Conduct 2018 <p>29 staff were supported to undertake a nationally recognised qualification, completing certification across the following disciplines including:</p> <ul style="list-style-type: none"> - Certificate III Civil Construction (Roads Construction and Maintenance) - Certificate III Civil Construction Plant Operation - Certificate III Water Operations - Certificate IV Mechanical Engineering 	✓



		<ul style="list-style-type: none"> - Certificate IV Civil Construction (Supervision) - Bachelor of Business (Human Resource Management) 	
9.3.2.4 Provide human resource management	Workforce Development	<p>Council has again this year hired competent people, qualified and skilled for delivery of services to the community. We have also ensured that staff are trained to do their jobs correctly and, if not already there, are well on their way to full competency. Supporting productive employees has been a particular focus during the second half of the year as a greater degree of flexibility and adaptability have been required to counter the impact of bushfires and pandemic.</p> <p>As staff have contended with community distress, their own personally difficult situations and increased workloads, the focus on wellbeing and provision of mental health initiatives has expanded. Greater support and flexibility around alternate working locations and arrangement of hours has resulted, as Council continues to provide responsive and uninterrupted services under these conditions.</p>	✓
9.3.2.5 Implement Work, Health and Safety strategy	Workforce Development	<p>The Work, Health and Safety Strategy's progress this year has been heavily influenced by external factors including an extraordinary run of disasters.</p> <p>A renewed strategy is in place for the upcoming year.</p>	✓
9.3.2.6 Undertake youth employment initiatives	Workforce Development	<p>The 2019 intake of Youth Trainees successfully completed their formal face to face training requirements in December 2019 to achieve a nationally recognised qualification across the following areas:</p> <ul style="list-style-type: none"> - 2 x Certificate IV Business Administration - 5 x Certificate III Business Administration - 1 x Certificate II Business Administration - 2 x Certificate III Individual Support. <p>The 2020 intake of seven Youth Business Administration Trainees are progressing well with their formal TAFE training and gaining valuable workplace experience across numerous areas in Council.</p>	✓



Link	Outcome	2019-20
9.3.2.3	Number of learning and development opportunities provided	239
9.3.2.4	Number of recruitment activities	122
9.3.2.4	Number of successful recruitment activities	111
9.3.2.5	Workers lost time injury incidents	15
9.3.2.5	Number of participants in Health and Wellbeing activities	350
9.3.2.5	Number of Work, Health and Safety inspections	25
9.3.2.6	Number of Youth positions provided	7
9.3.2.6	Completion rate of Youth trainees	100%



STATUTORY AND OTHER INFORMATION

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

Code of Conduct

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

During 2019-2020 there were seven Code of Conduct complaints received. All complaints were referred to an external Conduct Reviewer. Three complaints were found to have no action required, and four complaints resolved through alternative and appropriate strategies. Code of Conduct complaints cost Council \$19,856.90 this year.

Public access to information

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

During 2019-2020 Council received a total of 10 formal access applications under the GIPA Act with all applications decided within the required statutory decision period.

Legal Proceedings

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

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

Proceeding	Details	Status/Result	Cost to Council
Local District Court	Injury claim	court proceeding to commence in FY20-21	4,407
Local District Court	Injury claim	court proceeding to commence in FY20-21	11,351
Class 1 appeal	Refusal of application	appeal withdrawn	17,220
Class 1 appeal	Deemed refusal (application not determined within 40 days)	appeal withdrawn	14,801
Class 1 appeal	Deemed refusal of modification to development consent	appeal withdrawn	8,768
National Civil and	Action against development approved by Council	matter withdrawn	2,022
Out of Court Settlement	Contract dispute - Bodalla Sewer Treatment Plan	settlement reached in June 2020	145,022
Total			203,591



Private works

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

Council undertook private works in 2019-20 to the value of \$217,683 (2018-19 \$168,830) resulting in a \$16,279 profit (2018-19 \$40,938). The profit margin represents a return of 7.48% (last year 24.25%) compared to the target return of 15%. No subsidies were provided and all work was intended to be carried out on a full cost recovery basis in accordance with Council's policy. Overhead allocation /activity base costing methodology assumes that an appropriate and reliable share of overheads is approximately 10 -15% of revenue turnover.

Written off rates and charges

Local Government (General) Regulation 2005 - 132
During 2019-20, \$142,854 was written off rates and charges and \$1,896,991 was written off pensioner rebates.

Financial Assistance

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

In 2019-20 Council provided \$159,312 in grants and subsidies to a wide range of community groups. Refer to pages 38-39 of this report for details on the grants and subsidies provided during 2019-20.

Details of external bodies, companies and partnerships

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

Committees of Council

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

Advisory Committees

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

- Eurobodalla Heritage Advisory Committee
- Public Art Advisory Committee
- Eurobodalla Disaster Relief Committee

External Committees

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

External Committees – Ministerial Appointments

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

External Committees - Sectors Appointments

- Australian Coastal Councils Committee

Management Committees – without Councillor representation

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

Management Committee

- Moruya Racecourse Management Committee

Sunset /Steering Committees

- Batemans Bay Mackay Park Precinct Sunset Committee

Delegation to external bodies

In 2019-20 Council delegated none of its functions to external bodies.

Interests in companies, partnerships, joint ventures and co operatives

In 2019-20 Council did not hold a controlling interest in any company, joint venture or partnership. A listing and description of significant agreements, cooperatives and partnerships are as follows:



- Southern Phone (until Dec 2019)
- Batemans Bay Library and Education Centre
- Narooma Library / Greater Southern Area Health Service.

Mayoral and Councillor's fees

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

In accordance with the Council Policy for the payment of allowances, reimbursement of expenses and provision of facilities for Councillors and the Mayor, total payments to Councillors in 2019-20 were \$281,704 as itemised on page 55.

A further amount of \$6,878 was paid for catering of meetings, and \$908 for civic functions plus \$859 for phone / internet cost associated with the Councillor's room within Council's administration building. The Mayor is provided with a Mayoral Car at a cost of \$19,595, and leaseback contributions are made towards this vehicle.

Overseas visits

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

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

Senior Staff Salaries

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

Council had five senior staff positions during 2019-20. The General Manager during this period had a remuneration package of \$330,946. Four Directors were employed for 2019-20. Their combined total remuneration for the financial year was \$1,006,918.

Companion Animals

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

In 2019-20 Council spent \$234,464 on the management and control of companion animals, excluding administrative support or additional support provided by regulatory officers.

Council retained a commission on the collection of 476 new Companion Animal Registration fees totalling \$33,651 for 2019-20. This is used to partially offset the costs of companion animal management. Animal control officers managed 267 companion animals in Council's pound during 2019-20.



- 90 returned to owners prior to impounding
- 60 required microchipping prior to release
- 32 sold
- 50 released to animal welfare organisations
- 9 surrendered
- 63 returned to owners post impounding
- 32 euthanised.

In addition to 1,297 companion animal control customer service requests, staff also prepare and maintain information to support community education programs to promote and assist the desexing of dogs and cats. Procedures are also in place with animal welfare organisations to promote and provide financial assistance for desexing of animals purchased from Council's pound. Regular press releases and articles are prepared for the local media.

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

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



MAJOR CONTRACTS AWARDED

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

Council seeks tenders for major contracts including major works, projects and supply panels including the supply of materials for construction works such as topsoil, fine sand, coarse sand, road base, road sub base, ready mix concrete and hire of plant. Council selects preferred suppliers from the submitted tenders. Purchase decisions may vary for particular works depending upon availability and location. Council undertakes procurement in a variety of ways that promote the principles of value for money, equity and fair dealing.

This includes:

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



SUCCESSFUL TENDER	COMMENCEMENT DATE	DESCRIPTION OF GOODS/ SERVICES/CONSULTANCY	ESTIMATED CONTRACT VALUE (\$)
Suppliers Noted on Council Class 1 Contract Register	28-Nov-19	2019-20 Supply of Trucks Bodies and Cranes	1,395,786
Suppliers Noted on Council Class 1 Contract Register	01-Nov-19	Bulk Construction Materials Supply	4,000,000
Coastal Auto Group	22-Oct-19	Bulk Supply of Commercial Utility Requirements	495,661
ICS Service Solutions	15-Jul-19	Cleaning of Council Buildings	600,000
Suppliers Noted on Council Class 1 Contract Register	01-Feb-20	Concrete Supply Panel	4,000,000
Brown Building Services	22-May-20	Gundry Oval Sporting Amenities	588,636
Telstra Corporation	01-Jul-19	Integrated Heavy Vehicle Compliance System	205,028
Suppliers Noted on Council Class 1 Contract Register	15-Jan-20	Prequalified Trade Services Scheme	2,000,000
Roadworx Surfacing	01-May-20	Supply and Lay Asphalt Surfacing to various sites in the Eurobodalla Shire	317,844
Downer EDI Works	30-Apr-20	Supply and Lay High Texture Asphalt Surfacing to Segment 180 Tomakin Road	169,895
Fulton Hogan Industries	01-Jul-19	Supply of Bitumen Sealing Services to various sites in the Eurobodalla Shire	929,909
Downer EDI Works	01-Jul-19	Supply of Bitumen Sealing Services to various sites in the Eurobodalla Shire	377,213
Project Services NSW	30-Apr-20	Replacement to Access Bridge and Repair to Pavilion at Botanic Garden	182,990
Murphy McCarthy and Associates	29-May-20	Augmentation of Sewage Pumping Station BB02 at Casey's Beach	1,816,680
R.D. Miller	12-Apr-20	Augmentation of Sewage Pumping Station BB01 at Surf Beach	1,889,470
Gongues Construction	12-Apr-20	Renewal of Grit Collector at Moruya STP	157,300
Murphy McCarthy and Associates	12-Dec-19	Construction of Broulee Sewage Pumping Station and Sewer Rising Main.	5,137,546
Total Lining Systems	02-Dec-19	Rectification of the Defective Clay Liner in the Effluent Storage Pond at Bodalla Sewage Treatment Plant	232,436
East Coast Civil Construction	17-Jun-20	Supply of Replacement Bridges	707,685
Inquik	12-Jun-20	Supply of Replacement Bridges	611,655



STORMWATER LEVY

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

During 2019-20 the stormwater management service charge raised approximately \$0.47 million from residential and business properties not including vacant land or land owned by the Crown or land held under lease for private purposes under the *Housing Act 2001* or the *Aboriginal Housing Act 1998*. The funds raised are separately accounted for and are used to assist to provide stormwater management services across the Eurobodalla.

			2019-20 (\$*)
Funds brought forward from 2018-19			87,094
2019-20 Stormwater charge funds			471,449
Council funds			1,377,773
Expenditure (detailed below)	Capital	Operational	(1,756,359)
Drainage Construction - Eric Fenning Drive, Surf Beach	286,183		
Drainage Construction - Miller Street, Stage One	219,056	764	
Drainage Construction - Local Urban Roads	211,252		
Drainage Construction - Marlin Street, Tuross Head		18,472	
Drainage - GPT Maintenance		162,222	
Drainage Renewals - Shirewide		123	
Urban Water Quality		58,123	
Stormwater/Drainage management		800,163	
Closing balance			179,957

* Amounts do not include depreciation or internal corporate overheads.



ENVIRONMENT LEVY

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

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

INCOME	ORIGINAL BUDGET (\$)	ACTUAL (\$)
Rates	1,010,677	1,007,704
Other Revenue	256,274	213,799
Grants and Contributions - operating	106,821	512,714
Total Income	1,373,772	1,734,216
Expenditure (details below)		
Employees	983,395	1,048,152
Depreciation	1,604	107
Other	645,376	900,741
Total Expenditure	1,630,375	1,949,000
Net Operating Result - profit/(loss)	(256,603)	(214,784)



COASTAL AND ESTUARY MANAGEMENT	ACTUAL (\$)
Eurobodalla Estuaries	241,184
Subtotal	241,184
ENVIRONMENTAL PROTECTION PROJECTS	
Flying Fox Program	154,930
Asset Protection	58,088
Weed Control	20,998
Dune Protection	33,593
Wetlands Projects	18
Environment Protection Program	25,740
Subtotal	293,367
INVASIVE SPECIES	
Widespread Weeds	202,757
Manage New Incursions	157,834
Lanata Works	28,978
Other	60,051
Subtotal	449,619
LANDCARE PROJECTS	
Landcare Program	68,406
Protect Enhance Endangered Ecological Communities	34
Other	4,900
Subtotal	73,340
SUSTAINABILITY PROJECTS	
Sustainability Education	19,697
Environmental Education	9,475
Subtotal	29,172
OTHER PROJECTS, OVERHEADS AND DEPRECIATION	
Septic Tank Compliance	208,377
Compliance	257,236
Environmental Program Management	194,060
Environmental Management	176,913
Depreciation and Other	25,733
Total	1,949,000



SPECIAL RATE - COMMUNITY AND TRANSPORT INFRASTRUCTURE

In 2015-16 the Community and Transport Infrastructure rate variation was approved to increase general income over a three year period with the increase remaining permanently in the rate base. Council will use the rate variation revenue above the rate peg of \$27.7 million, \$2.0 million from its reserves and \$10.4 million in loans, over 10 years to fund: \$26.7 million of capital expenditure, \$6.4 million in borrowing costs and additional operational costs associated with new or upgraded facilities, and \$4.9 million to fund losses related to pausing the indexation of the Federal

Assistance Grants. Detail on expenditure is reported on pages 40-44 of this report.

Projected revenue, expenses and operating balance

Revenues and operating results in the annual accounts are reported both inclusive and exclusive of capitals and contributions. In order to isolate ongoing trends in operating revenues and expenses, our analysis of Council's operating account in the body of this report excludes capital grants and contributions. The operating statement summary is provided below:

OPERATING STATEMENT SUMMARY	FORECAST (\$'000)	ACTUAL (\$'000)
Total revenue (including capital grants and contributions)	70,115	114,351
Total expenses	74,150	86,467
Operating result from continuing operations	(4,035)	27,884
Net operating result before capital grants and contributions	(4,919)	7,876



REPORTING REQUIREMENTS UNDER OTHER ACTS

Planning Agreements

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

On 22 October 2019, Council adopted the draft Voluntary Planning Agreement (VPA) for Eurobodalla Quarry. The draft agreement was put on public exhibition from 28 August 2019 to 25 September 2019.

The VPA is a redrafting of an existing Deed of Agreement between Council and the landowner of Eurobodalla Quarry that requires the payment of a levy for road maintenance on Nerrigundah Mountain Road and Eurobodalla Road.

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

Compliance with the NSW Carers (Recognition) Act 2010

Educational Strategies

Council will undertake actions to increase awareness of the *NSW Carers (Recognition) Act 2010* in the next year to ensure that its obligations are met.

Consultation and liaison with carers

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

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

Staff who are carers

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

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

Bushfire Risk Management

Rural Fires Act 1997 - Division 2 Section 74

Managing Bushfire Risk

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



Implementation of the Bushfire Risk Management Plan

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

Activity Report 2019-20

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

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

- 92ha asset protection zone slashing
- 14.7ha asset protection zone hand clearing
- 2.1ha asset protection zone grooming
- 4.2ha fire mitigation burns.

The 2019-20 bushfires affected two areas (Catalina and Malua Bay), totalling 2.6ha that were proposed for hazard reduction using prescribed burning in accordance with the Eurobodalla Bushfire Risk Management Plan Treatment No.8 Monitor and Maintain Strategic Fire Advantage Zones Hazard reduction burning activities.

Three hazard reduction activities totalling 27.6ha were undertaken using prescribed burning in accordance with the BFRMP Treatment No.8 Monitor and Maintain Strategic Fire Advantage Zones. Hazard reduction burning activities are undertaken by the NSW Rural Fire Service on behalf of Council.

Avoiding the risk

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

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

Infill development such as new houses or extensions to existing houses is assessed by Council but is also required to provide a bushfire hazard response.

This type of development is assessed on the basis of an adequate asset protection zone (APZ or buffer) and construction standards.

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



DISABILITY INCLUSION ACTION PLAN

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

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

The 2017-21 Plan builds on the achievements of the Disability Action Plan 2006-11 and Disability Action Plan 2012-17. During the past ten years, Council has worked hard to achieve more accessible buildings, amenities and access routes, increased awareness and information sharing and greater participation by people with disability through the Disability Advisory Committee and various sunset committees.

The development of the current Plan involved significant community engagement, with detailed surveys sent to Eurobodalla businesses, community groups and people with disability, resulting in 159 completed surveys.

From this, five focus groups were held with families with children under 14, young people aged 15 to 25, older people aged over 65, members of the Disability Inclusion Advisory Committee and Council staff. A total of 44 people participated in the focus groups, providing a depth of information and ideas to the process.

Council's Plan is incorporated into its Integrated Planning and Reporting process, with all activities recorded quarterly and collated annually.

Highlights for 2019-20

Attitudes and behaviours

In 2019-20 Council set out to address 12 actions under the focus area of Attitudes and behaviours. The following is a summary of some of the activities and actions achieved:

Mental health awareness training

- Mental health awareness training programs have been promoted to various community groups and have been well attended.

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

- Planning for inclusion and disability awareness raising events is on hold due to bushfire recovery works and pandemic and will recommence in 2020-21.

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

- Young people with disabilities are encouraged to join the Youth Committee. This year, one person with a disability sits on the Committee and is well supported.

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

- Council awaits the outcome of a grant that was submitted to resource an Inclusion Officer to implement an inclusion campaign locally. Programs and training and advocacy opportunities have been promoted to all business, community and recreation sectors via networks and Council newsletters to promote inclusion.

Creative arts

- Creative Arts Services provides a wide range of inclusive and accessible projects and activities through programming and collaborative partnerships, both externally and within Council. Some of the highlights include: a group photography exhibition in collaboration with the Eurobodalla Libraries and Roundsquared, celebrating International Day of People with a Disability where participants shared their unique insights into the region and produced creative works that transcended their disability. Dementia Friendly Tours in the Bas were also introduced as collaborative events with Community Development. These tours provide dementia sufferers and their carers with the opportunity explore and interpret selected works within an exhibition.



Highlights for 2019-20

Progress Summary

FOCUS AREA	COMPLETE	ONGOING*	ON HOLD	TOTAL
Attitudes and behaviours	1	11	-	12
Liveable communities	-	15	-	15
Employment	-	2	-	2
Total	1	28	-	29

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

Liveable communities

In 2019-20, Council set out to address 15 actions under liveable Communities, a summary highlighted below.

Promote community facilities and halls with a hearing loop

- The availability of hearing loops in community facilities and halls is promoted by signage and through Council’s website.

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

- All registered Customer Service Requests relating to access or other maintenance issues for Council facilities have been addressed, in line with Council customer service standards.

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

- Council continues to upgrade any facilities identified as non-compliant with accessibility standards and all new facilities are constructed to meet the necessary standard. This year, a key infrastructure upgrade delivering improved accessibility standards was the construction of a new toilet block on Clive Court in Tuross Head.

- Work has also been undertaken regarding transport infrastructure, construction has commenced on an accessible bus stop and shelter on Hector McWilliam Drive at the Princes Highway intersection. Council is also participating in ongoing discussions with Transport for NSW on future plans and have applied for numerous grants for bus shelters and improved parking/drop off.
- Council prioritised accessibility within Council offices, with automatic doors, disabled car parks, signage and a disabled toilet.

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

- Young people with disabilities are encouraged to participate in the YDrive program. In 2019-20 one young person with a disability was registered with the program

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

- The grant funded volunteer coordinator position has worked proactively to increase the number of people with a disability who volunteer with community care services, as well as environmental and arts volunteering opportunities. This occurs as part of service planning for individuals and via recruitment processes. The restrictions imposed by the pandemic has reduced the uptake across all volunteer recruitment processes, however there has been consistent work undertaken in this area.



Develop, resource and promote inclusive and accessible Youth Week activities

- Youth Week activities were all online this year due to pandemic restrictions. One young person with a disability took part in our highlight event which was an online Instagram competition. The work was awarded a 'highly commended' prize.

Work with schools to support children with disabilities

- Council's Children's Services continue to work with schools to support children with disability, the 3Bs playgroup and Embracing Participation Project.

Identify and promote Eurobodalla's accessible infrastructure, venues and activities to visitor markets

- Council focuses on marketing all of our places and spaces that visitors can experience in Eurobodalla. By pulling in all Australian Tourism Data Warehouse listings into the Alpaca maps it allows visitors to easily see the places and locations that are accessible friendly.

Employment

In 2019-20, Council set out to address two areas related to Employment, a summary can be found below.

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

- Work in the event space has unfortunately been impacted by the pandemic, work will recommence on this in 2020-21.

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

- Consideration of supports for an annual intake of local youth with disabilities is being scoped and explored. Aligning work opportunities with the strengths of the participants, the capacity of the work area and a range of experiences that successfully build skills and confidence are critical components of this initiative and are currently being examined.

GUY STREET VILLAS RESIDENTS

It was important that during pandemic restrictions, residents at the Guy Street Villas were still able to engage and have their emotional and psychological needs met.

- Key activities undertaken during pandemic restrictions included individual and group social outings, engaging in work and physical recreational activities. From the information gathered from the residents they found some fun and practical ways support staff could meet residents identified needs during this difficult period. These included:
- Borrowing key equipment and resources from our local Disability Employment Service so residents could continue with their designated workday and tasks each week.
- Each resident engaging in a weekly virtual Zoom PT session with staff support. The local gym kindly loaned them relevant equipment that remained at their home for the duration of home stay period. Staff also facilitated individual daily exercise programs developed by their exercise physiologist.
- Social engagements - in consultation with the residents, designing weekly themed dinner nights. Residents spent designated time throughout the week making the 'props' for these group dinners.
- Supporting residents to have daily facetime calls with family and friend and a weekly email sent to families along with photographs to keep them informed and reassured their family member was safe and thriving whilst confined to home.

This innovative support undoubtedly assisted residents to maintain their social connectivity, supported their ongoing employment and ensured their emotional wellbeing during a really difficult time.



GLOSSARY

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



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