



End of Term Report

2016-21

The End of Term report, as required under the *Local Government Act 1993*, presents the Council's performance over the elected term in the year in which an ordinary election of councillors is held, highlighting the achievements in implementing the Community Strategic Plan.

This report includes a summary of the actions and activities undertaken by this Council between July 2016 and October 2021 (Delivery Program 2017-21) and includes the extraordinary period from November 2019, marked by the Black Summer Bushfires, COVID-19 and seven floods in the Eurobodalla.

This End of Term report showcases five years rather than the usual four-year term of Council. The NSW Government rescheduled the local government elections from September 2020 to December 2021 in response to COVID-19.

What is the purpose of this report?

This report represents a progress report to check Eurobodalla is moving in the right direction to realise our vision to be friendly, responsible, thriving and proud.

Measuring Progress

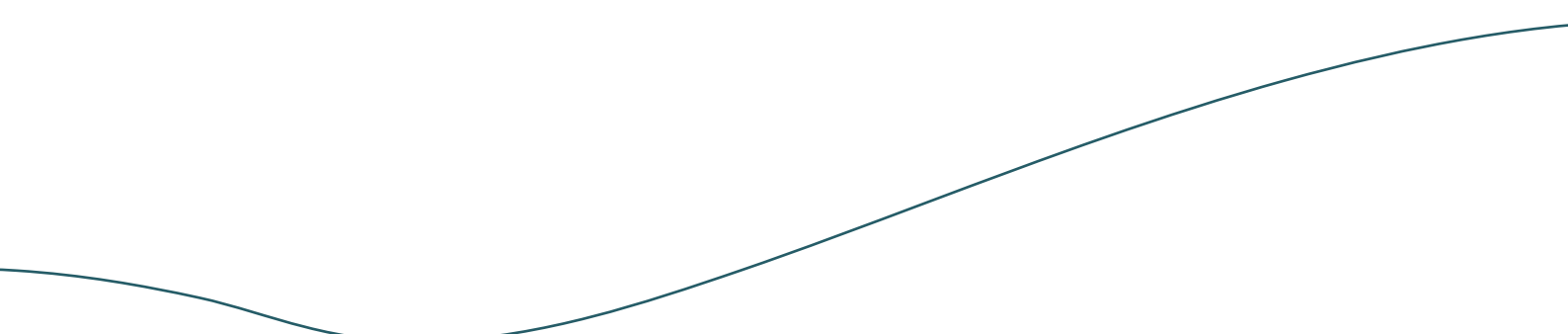
This report includes community indicators and measures contained in the **Community Indicators (CI) - monitoring our progress** document and Council's **Delivery Program 2017-22**.

Data to measure the community indicators and measures has been drawn from a range of data sources including Council's operational data, survey results, State Government data and Australian Bureau of Statistics.

One data source used are community surveys conducted during the Council's term. Council engaged Micromex Market Research and Consulting to undertake a wellbeing survey in May 2021 and two community satisfaction surveys, which were undertaken in November 2019 and February 2021. The results from the two satisfaction surveys have been averaged and included in this report.

What happens after this report?

Following the local government elections in December 2021, Council will invite the community to review and update the Eurobodalla Community Strategic Plan and ask if the vision is still relevant and reflects their aspirations. This End of Term Report provides one input into the review of the Community Strategic Plan. The new Community Strategic Plan will also describe how Council will work with other organisations, state and federal governments, as well as the non-government and private sector to make progress on achieving the vision.



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FOREWORD

The past five years has seen exciting growth and progress as well as many challenges for our Eurobodalla. This report presents the progress achieved to realise our vision to be friendly, responsible, thriving and proud along with the achievements, awards, advocacy efforts and outcomes Council has celebrated during the five years.

During this term, Council continued to provide and maintain essential infrastructure and services whilst delivering on a number of high-quality projects designed to provide long-term benefits to our community. These projects reflect the immediate and future needs and desires of our residents, whilst ensuring continued sustainable financial management.

Council continued to work with the Australian and NSW governments to leverage grant opportunities to a total greater than \$175 million. This ensured Council delivered a combination of transport, community infrastructure and recovery related projects for the community. Council has spent a combined total of over \$200 million on new and renewed capital works for our community.

Council is particularly proud of the construction and opening of the Basil Sellers Exhibition Centre. This purpose-built exhibition space is the first of its kind in Eurobodalla and funded by grants, Council's contribution and philanthropic support.

The adoption and implementation of the Companion Animal Management Plan saw significant engagement with the community resulting in simplified dog exercise area arrangements and signage across Eurobodalla. The development and implementation of the Recreation and Open Space Strategy 2018 has set the direction for recreation and open space planning and provisions over the coming years. This exciting plan has seen significant community infrastructure delivered including playgrounds, seating, sporting amenities and public toilets.

In late 2019, Council completed the \$3 million redevelopment of the Visitor Information Centre at the Eurobodalla Regional Botanic Garden. The redevelopment includes an exhibition and event space, additional toilets and increased storage. The existing Visitor Centre was extended to accommodate these new spaces and its

interior repurposed to include information and sales area and a new café and herbarium.

The Southern Water Storage facility is now a reality with the announcement of \$76.8 million funding. This long-term project will ensure future drought proofing and increased resilience for Eurobodalla. This project has progressed to the detailed design and early stage construction phase.

Funding has been secured to provide water and sewer to Nelligen and sewer to Akolele. The Bodalla and Rosedale sewerage schemes have also been delivered with the Potato Point scheme well advanced and upgrades to major sewer treatment plants in progress.

Another highlight for this Council term has been the design, construction and successful advocacy of \$51 million in funding for the Bay Pavilions. This exciting project will see indoor aquatic facilities and art and cultural centre at Mackay Park, Batemans Bay.

Recently, the Council was successful in achieving grants of \$8 million for the Mogo Adventure Trails Hub. This project will realise the potential of adventure trail tourism in the region and establish the Mogo area as a premier adventure trail destination. The Masterplan for this project is complete and Council is progressing and finalising tenders for detailed design and construction.

Council upgraded the Moruya Airport (\$7.1 million) with a runway and apron extension. Further advocacy and funding is being sought to complete the Masterplan.

Other significant works undertaken during this term include the completion of Council's portion of the Batemans Bay Link Road, launching 'All Kinds of Natural' tourism brand and adoption of the Batemans Bay Waterfront Masterplan and Activation Strategy to enable activation of the Batemans Bay foreshore.

Council's local knowledge and community connections were vital during the 2019-20 Black Summer bushfire emergency. The Council worked around the clock to ensure the safety of our community and the continuation of essential services such as water were maintained. Over the last 18 months, Council has provided significant

assistance, along with the Australian and NSW governments to assist those impacted by the emergency, recovery and pandemic.

A number of plans, strategies and issues were presented to Council. The community's input has helped shape the decisions made by Council on behalf of its community.

Due to the pandemic, the NSW Government extended the Council term for a further 12 months. The commitment

of the Council to accept this extension, whilst in a period of heightened health concern, shows their dedication and loyalty to the community in which they serve.

Eurobodalla Shire Council is a friendly, responsible, thriving and proud organisation and the progress and achievements over the last five years will reap benefits for the community for many years to come.



2016-2021 COUNCILLORS



Councillor Liz Innes
(Mayor)



Councillor Robert Pollock OAM
(Deputy Mayor 2018-2021)



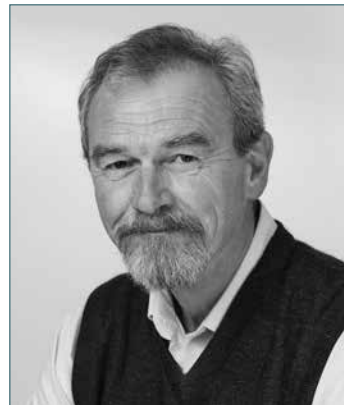
Councillor Lindsay Brown



Councillor Phil Constable



Councillor Anthony Mayne
(Deputy Mayor 2016-2018)



Councillor Pat McGinlay



Councillor Maureen Nathan



Councillor Jack Tait



Councillor James Thomson



TERM IN REVIEW

HIGHLIGHT ACHIEVEMENTS



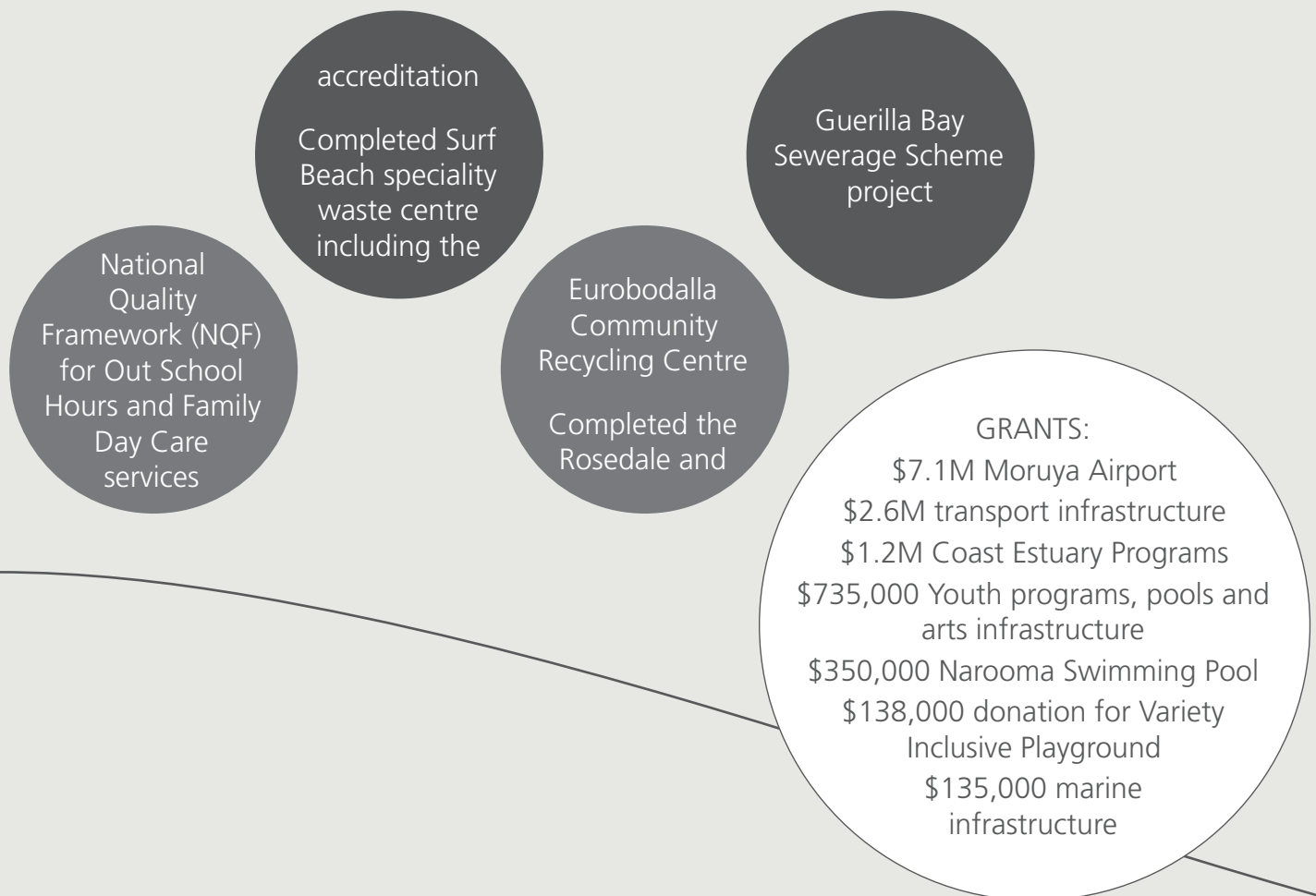
- \$54.8 million in capital works undertaken
- 90% operational plan actions complete
- \$7.0 million net financial result before capital revenue
- Adoption of Integrated Water Cycle Management Strategy and Strategic Plan 2016
- The release of balloons banned at Council events and in Council managed reserves

2016

- Abolished pay parking in Batemans Bay
- Commenced the installation of LED streetlights shire wide
- Adopted Community Engagement Framework
- Home Care Quality Standards and Disability Standards for aged cared and National Disability
- Insurance Scheme (NDIS) services accreditation



2017



\$53.4 million
in capital works
undertaken

98.7% of
Operational Plan
actions complete

\$2.4 million net
financial result
before capital
revenue

36% reduction in
Council's Emissions
since 2005-06

2017

Completion
of the Healthy
Community Action
Plan

National Quality
Framework (NQF) for
Out School Hours and
Family Day Care services
accreditation

Inaugural Local
Hero Award

Completion of
Batemans Bay
Streetscaping

Adopted
Recreation and
Open Space
Strategy 2018

Adopted Heritage
Strategy 2017-21

Adopted
Companion
Animal
Management Plan
2018

Preparation of
Eurobodalla Flying
Fox Management
Plan

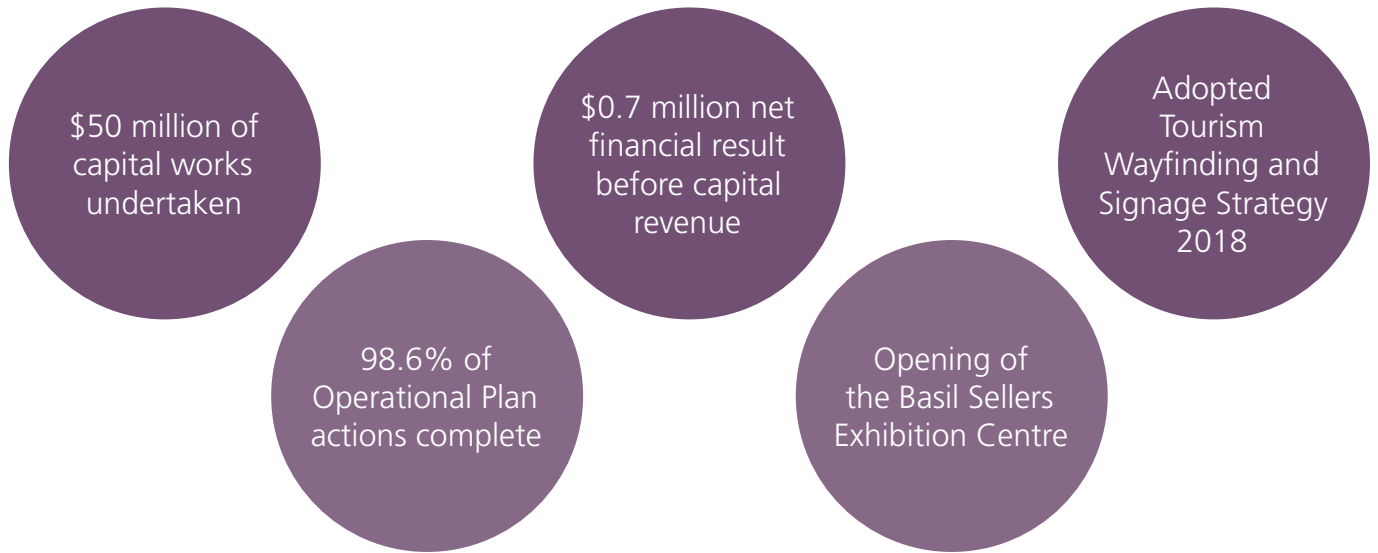


2018

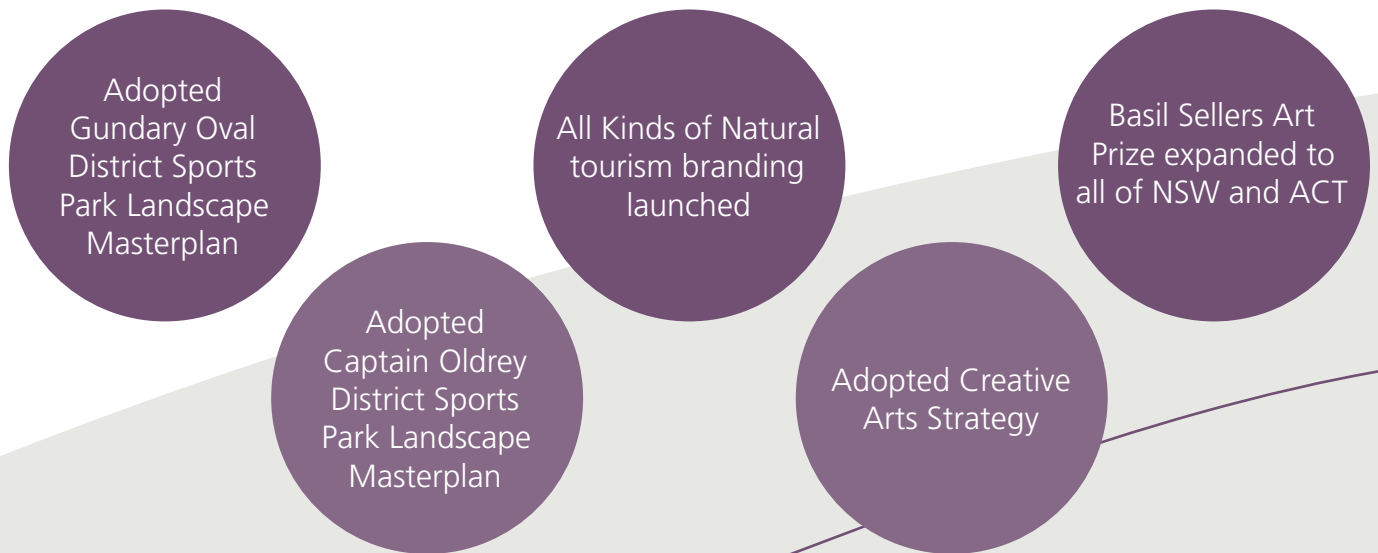
Official opening
of the new pavilion
at Regional Botanic
Gardens

GRANTS:

- \$26M Batemans Bay Regional Aquatic Arts and Leisure Centre
- \$9.2M transport infrastructure
- \$3.2M Potato Point Sewerage Scheme
- \$2.1M Eurobodalla Regional Botanic Garden
- \$1.1M shared pathways
- \$894,000 Children's Services
- \$400,000 marine infrastructure
- \$300,000 philanthropic donation from Mr Basil Sellers AM
- \$125,000 Y-Drive program

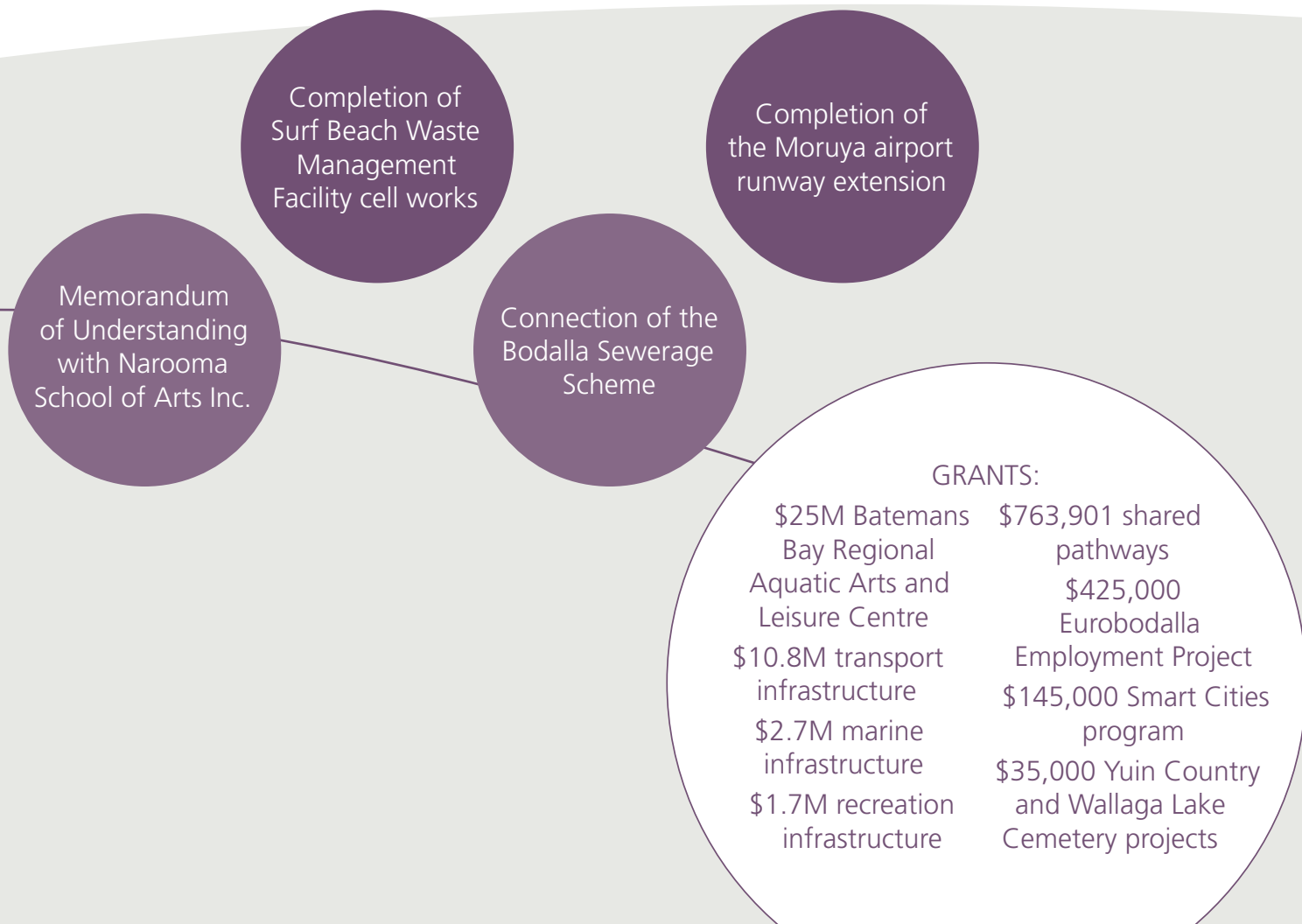


2018





2019



\$40.7 million of capital works

98.9% of Operational Plan actions complete

\$6.8 million net financial result before capital revenue

Adopted Mackay Park Plan of Management

2019

Established Eurobodalla Bushfire Recovery Centres in Batemans Bay and Narooma, registering over 6,000 families

Established Eurobodalla Bushfire Recovery Support Service, providing case management to 800 clients/families

Established Volunteers for Recovery Program

Established Home Care Packages business to run in parallel with the National Disability Insurance Scheme (NDIS) service

Adopted Eurobodalla Events Strategy 2019-2024

Adopted Rural, R5 Large Lot Residential and E4 Environmental Living Zones

Development Control Plan

Adopted Eurobodalla Local Strategic Planning Statement

2020

National Quality Framework (NQF) for Out School Hours and Family Day Care services accreditation

Seven bushfire damaged or destroyed bridges replaced

GRANTS:

- \$25.6M Southern Water Storage Supply
- \$3.1M transport infrastructure
- \$3M Mogo Adventure Trail Hub
- \$1.4M bushfire funding
- \$1.2M marine infrastructure
- \$1M estuaries (bushfire)
- \$813,500 shared pathways
- \$277,000 Narooma Foreshore
- \$161,500 Y-Drive program
- \$178,000 Yuin Country Explored project
- \$155,000 various playgrounds
- \$145,000 Observation Point
- \$130,000 Supported Playgroups
- \$110,000 events and festivals
- \$100,000 Eurobodalla Food Trail
- \$60,000 reduce single-use plastic

Commenced construction of Bay Pavilions (Batemans Bay Regional Aquatic Arts and Leisure Centre)

Adopted Moruya Golf Course and Showground Reserves Plan of Management

Adopted Narooma Sport and Leisure Precinct Plan of Management

Adopted Library Strategic Plan 2020-2025

2020

Home Care Quality Standards and Disability Standards for aged cared and National Disability Insurance Scheme (NDIS) services accreditation

National Quality Framework (NQF) for Out School Hours and Family Day Care services accreditation

Batemans Bay TAFE expansion sod turning

New corporate website launched

Finalisation of Aboriginal Action Plan

Adopted Mogo Adventure Trails Hub Masterplan

Adopted Batemans Bay Waterfront Masterplan and Activation Strategy 2020

Endorsed Road Safety Plan 2019-22

2021

Secured a 10-year power-purchase agreement with renewable energy companies

Commenced the construction of the Potato Point Sewerage Scheme and the Nelligen Water Supply and Sewerage Scheme

Ten bushfire destroyed or damaged bridge replacements or reconstructions commenced

GRANTS:

\$51.2M Southern Water Storage Supply	\$1.15M marine infrastructure
\$5.2M Batemans Bay Coastal Headlands Walking Trail	\$500,000 bushfire funding
\$5M Mogo Adventure Trail Hub	\$450,000 Eurobodalla Youth Employment Strategy
\$2.3M community infrastructure	\$430,000 Children's Services

ADVOCACY



Council has shown strong leadership and resolve in its continued advocacy on behalf of the Eurobodalla. To achieve outcomes, we have actively worked with the NSW and Australian governments and neighbouring councils and been involved in a variety of committees, conferences and campaigns. We have made numerous submissions and collaborated with external bodies to ensure our community's unique interests are well represented.

2016-17

- Grey-headed flying fox issue
- Wharf Road Coastal Zone Management Plan
- Rural Lands Strategy
- Banning single use plastic bags
- Banning helium balloon release
- Upgrading of Moruya airport
- Upgrades to Kings and Princes Highway
- Additional funding for local roads and other infrastructure

2017-18

- Rural Lands Strategy Planning Proposal
- Eurobodalla Emergency Services Precinct
- Southern Water Storage Facility
- Oyster Coast
- Southern Fish Trawl Arrangements
- Airline Services for regional NSW
- Princes Highway Corridor Strategy
- Kings Highway upgrades
- Preferred options for Batemans Bay Bridge
- Additional funding for local roads and other infrastructure

2018-19

- Funding for Batemans Bay Regional, Aquatic, Arts and leisure centre
- Marine and Boating Facilities funding including \$450,000 dredging of Batemans Bay bar
- Rural Lands Planning Proposal
- Proposed ban for right turn – Princes Highway and Centenary Drive, Narooma
- Closure of Target store Batemans Bay
- Water supply and sewerage projects
- headspace in Eurobodalla
- With Mogo Business Chamber on safe crossings at highway for Mogo
- Eurobodalla Emergency Services Precinct
- Princes Highway Corridor Strategy
- Kings Highway upgrades
- Eurobodalla Hospital funding and site
- Additional funding for local roads and other infrastructure

2019-20

- Changes to Essential Energy staffing
- Biodiversity Offset Scheme reforms
- Emergency Services Levy
- NSW Local Roads Congress outcomes
- Eurobodalla Southern Water Storage funding
- 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
- Eurobodalla Regional Hospital
- Eurobodalla Regional Integrated Emergency Services Precinct
- Support for bushfire recovery, including mental health services, material supports and individual grants, secondary clean-up and fencing
- Additional funding for local roads and other infrastructure

2020-21

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

AWARDS



Council's achievements have been recognised by 24 awards throughout the period from NSW and Australian government and national bodies.

2016-17

- Council's collaborative Unspoilt South Coast campaign won the highest marketing honour at the 2016 Asia Pacific Tourism Award.
- Council's Environmental Services won a national award for outstanding achievement in environmental education in Narooma.
- Council won the Keep Australia Beautiful Clean Beaches Environmental Education Award, which recognises outstanding achievement in raising awareness in environmental sustainability.
- Council's Youth Committee won the ABC Heywire Youth initiative grant. A Eurobodalla youth committee project to promote 'off the track tourism' was awarded \$10,000 by the ABC's Heywire Youth Innovation Grant program. The youth tourism project called 'Back to Bush: A country-city youth exchange' was one of 19 projects across rural and regional Australia to receive the funding.
- The Youth Cafés were nominated for Outstanding Service or Project working with Indigenous Young people in the 2016 Youth Work Awards.
- NSW Local Government Aboriginal Network 2016 'Council Partnership of the Year' for stage 2 of the Wallaga Lake Cemetery Project with Merrimans Land Council.
- Institute of Public Works Engineering Australasia (NSW) Awards including:
 - Winner Category 3: Innovation in Water Supply and Wastewater for Kianga Sewage Treatment Plant Condition Assessment
 - Highly Commended Category 4: Workplace Health and Safety for Water and Sewer Fleet Review
 - Highly Commended Category 7: Local Government Excellence in Road Safety, shared with Yass Valley Council – You Don't Have to be Speeding to be Driving Too Fast

2017-18

- Institute of Public Works Engineering Australasia NSW 2017 Engineering Excellence Awards including:
 - Council's Rosedale and Guerilla Bay sewer scheme won the Innovation in Water Supply and Wastewater category.
 - A road safety partnership that halved serious crashes on the Kings Highway took out the Local Government Excellence in Road Safety award.
- Australasian Reporting Award - Silver award for distinguished achievement in reporting.

2018-19

- 2018 Cities Power Partnership Awards
 - Knowledge Sharing Award, along with other buddying councils Shoalhaven Council, Kiama Municipal Council, Bega Valley Shire Council and Wingecarribee Shire Council.
 - Finalist in the Energy Efficiency Achievement Award for our Emissions Reduction Plan
- 2019 Local Government Excellence Awards, Local Government Professionals, finalists in the following categories:
 - Community Partnerships and Collaboration
 - Excellence in People and Culture
 - Special Project Initiative

2019-20

- Sam Samra Award for Water Management for 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.
- IPWEA 2019 Engineering Excellence Awards:
 - Winner Projects greater than \$500,000 but less than \$5 million - Moruya Regional Airport Runway Strengthening.
 - Highly commended 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.
 - Winner 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.
- 2020 Local Government Excellence Awards, Local Government Professionals, winner in Community Partnership and Collaboration Population under 60,000 for the Eurobodalla Employment Revolution Program

2020-21

- Keep Australia Beautiful NSW's environmental communication award for its Young Leaders program at the Sustainable Communities Awards
- Batemans Bay Waterfront Master Plan has won two Australian Institute of Landscape Architects (NSW) Awards

BLACK SUMMER BUSHFIRES



501 homes destroyed
80 facilities destroyed
859 outbuildings destroyed
274 houses 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 was 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 Officers, 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 10,000 people at the peak of the evacuations. Council, including a number of Councillors, supplemented 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 our 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.

Recovery Response

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

- Coordination of outreach sessions.
- Assistance with Building Impact Assessments.
- Tasked Australian Defence Force personnel.
- Support with set-up of headspace Batemans Bay.
- Development of recovery webpages on Council's website to provide a 24/7 source of truth for residents seeking recovery support – www.esc.nsw.gov.au/recovery.
- Working with media and using Council's communication platforms to provide information and interview opportunities to ensure the community is aware of recovery support.
- Working with the Bushfire Housing Assistance Response Team (NSW Dept. of Communities and Justice), 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.
- Advocacy 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 an increase 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 11 February, 24 March, 23 June, 22 September, 8 December 2020 and 27 April 2021 Council meetings.

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 on 28 March 2020. Using Council's Community Transport service, free transport was provided, and the centres received the highest number of registrations in NSW.

More than 6,000 Eurobodalla households registered at the Recovery Centres



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
with more than 500 residents attending

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. This service concluded when the Eurobodalla Bushfire Recovery Support service commenced in August 2020.

More than 120 calls were received
by the Recovery Helpdesk from
community members

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. Resilience NSW in conjunction with Red Cross undertook a phone survey, on behalf of Council, to all fire affected residents to ensure that they are connected with appropriate services and resources.

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 for lease by fire affected residents

Eurobodalla Bushfire Recovery Support Service

Jointly funded by the Australian and NSW governments, this service ensures that people who have been impacted by the fires can access the recovery support they need. The service offers a single point of contact with a Case Management Officer who provides practical and personal support to help manage recovery needs, access relevant services and assist in decision making.

The service commenced in August 2020 and has been extended to the end of December 2021. The initial complement of case managers increased by three earlier this year, with a further two new case managers commenced in July 2021 to meet demand. This will bring our team of case management officers to eleven.

636 clients are actively receiving support from Eurobodalla Bushfire Recovery Support service

Clients receive information, advice and assistance regarding grants, mental health, legal and financial counselling services, re-building, donations through GIVIT, Disaster Relief Australia (DRA), BlazeAid and other supports.

Given the continued need for this service, an application has been made to extend the service beyond the December 2021 timeframe.

Community Recovery Officer

Council's Community Recovery Officer (CRO), funded by Resilience NSW, has worked in partnership with the Recovery Support Service, National Recovery and Resilience Agency and Service NSW to identify roles, and support funding for, incoming volunteer groups wishing to support bushfire impacted communities. These groups include: Disaster Relief Australia, People Helping People and BlazeAid.

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

The CRO also works closely with counterparts in neighbouring shires to ensure that recovery planning across the region is strategic and reflective of State and Federal Government expectations and priorities, particularly with respect to significant amounts of grant funding that has been made available in the past 18 months.

Volunteers for Recovery Program

Council's Volunteers for Bushfire Recovery Program is providing opportunities for volunteers to make a difference and contribute to the health and wellbeing of people in our community who have been impacted by the bushfires. Council was successful in obtaining funding from COORDINARE SE NSW Primary Health Network to coordinate this program.

The program aims to reduce social isolation for vulnerable bushfire impacted residents by increasing opportunities for socialisation and community connectedness for people aged over 18 from all backgrounds.

15 volunteers recruited for Recovery Program

Volunteer roles include:

- Assisting residents to access social, recreational and community activities and appointments.
- Providing social support and companionship.
- Supporting residents who wish to try new social, recreation, creative or vocational experiences.

Mental Health

In addition to the Eurobodalla Health and Wellbeing Subcommittee, Council hosted the Eurobodalla Mental Health Forum on 17 March 2021. 60 agency delegates attended this planning day to establish an effective ongoing mental health network. A mental health working group has been formed to deliver the specific projects and actions that were identified by the Forum.

Community Led Recovery Events

41 community led recovery events have been organised by Council staff and bushfire recovery agencies, with assistance from community groups, agencies and associations.

3,277 attendees at community led recovery events where services and outreach provided

Community Development Activities

Council's Youth Services facilitated connection between local high schools and Headspace to support wellbeing in school settings. Headspace visited several schools to discuss possible recovery activities and support, both short and long term.

Two youth forums were held in February 2020 with youth workers and service providers in our shire. At the forums the participants developed ideas and identified issues that were presented at a youth and community recovery planning session held in March 2020.

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

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

Disaster Relief Fund

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

\$584,518 funds were available and \$560,022 (96%) has been distributed to fire affected residents

Natural Environment

81% shire was bushfire impacted

90% of the Shire's National Parks and State Forests were impacted by bushfire

Council worked closely with WIRES and Landcare volunteers on immediate 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 securing \$1.8 million funding from WIRES, and the Australian and NSW governments for items such as: sediment and erosion control works; feral animal and weed control; Landcare projects; rehabilitation, revegetation; nest boxes; and monitoring and evaluation. Council also worked with other organisations that offered fully subsidised revegetation and volunteer crews to assist with the recovery of the natural environment and with the Ripper Drone Alliance, funded by Westpac and WIRES, to map and monitor sites and invasive species.

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 also successfully advocated to the NSW Government for changes to the Biodiversity Conservation Act and Koala SEPP, to facilitate the rebuilding of homes lost. The intention is to facilitate the most efficient process possible to enable the rebuilding of homes lost to fires and to do so in a manner whereby the homes are compliant with current standards for asset protection zones (APZ), making them safer and more resilient. In many cases this will require the clearing of land around the replacement dwelling to achieve an appropriate APZ and access.

The NSW Government fees associated with development applications (BASIX Certificate and Planning Reform Fund) have been waived for rebuilding bushfire affected properties. Council successfully advocated to the NSW Government to waive the Long Service Levy for rebuilds up to \$1 million.

Council investigated ways to facilitate the rebuild process in areas where due to the size and density of lots, and the existence of native vegetation, may be difficult for



property owners to achieve compliance with bushfire management requirements when rebuilding. An example of such an area is North Rosedale. In such situations Council considered a precinct approach to developing solutions, through working with landowners and Rural Fire Service (RFS).

The bushfires destroyed ten and damaged two local heritage items. Council worked with Heritage NSW and local heritage/historical groups to document the impacts on the items. Council engaged a Heritage Advisor and worked with Laing O'Rourke and Public Works Advisory to facilitate the necessary approvals to enable the efficient clean-up of the destroyed sites.

Development Applications

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 for six months.

324 rebuild development applications received

278 approved

194 construction certificates issued

32 occupation certificates issued

\$200,000 Disaster Recovery Funding has been allocated to assist significantly impacted ratepayers, as categorised by the NSW Government, with Development Application fees. Eligible ratepayers can submit an application through the Eurobodalla Disaster Relief Fund for up to \$1,000 to assist with Development Application fees if they owned the subject property during the bushfires.

103 development applications have been approved, with \$85,770 being reimbursed

Waste Management Facilities

Two of Council's three waste management facilities (Surf Beach and Moruya) were significantly impacted by fire while the third (Brou) had to be closed for safety reasons for a period of time due to the proximity of fire to the site. Council undertook significant works to first extinguish the fires at these sites and to then make them safe.

During the fire, normal waste collection services were interrupted. Council worked with our contractors, Suez, to provide catch-up and additional services as soon as it was safe to do so. We also liaised with other commercial operators to provide them with access to waste management facilities so they could service their commercial clients. This was especially important in assisting businesses that needed to dispose of soiled stock. Council also provided additional green waste collection services and has been receiving domestic trailer ute loads of bushfire impacted waste and green waste for free.

Council successfully collaborated with the NSW Government and Laing O'Rourke to ensure that the bushfire clean-up waste would not adversely impact Council's ability to manage waste during and after bushfire clean-up. Council successfully advocated for the Surf Beach Waste Management Facility to be increased with a three-metre high overtop creating an additional 100,000 cubic metres of landfill, or the equivalent of four years' capacity under normal circumstances.

759 properties have been cleared equating to 67,500 tonnes of waste

Infrastructure

Council continues to advocate to the Australian and NSW governments for critical resilience strategies to be identified, funded and implemented for public infrastructure.

490km of fire-damaged local roads

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

16 of the 18 fire-damaged or destroyed bridges repaired or reconstructed

Fire damage was also sustained to other Council infrastructure including water, sewer, emergency services, Eurobodalla Regional Botanic Garden and other infrastructure. Repair and replacement of this infrastructure is progressing.

Progress on the bushfire recovery infrastructure works has been adversely impacted by the seven declared natural disaster floods/storms between February 2020 and March 2021.



The seven natural disaster floods have caused extensive and problematic damage to our local road network, particularly to the unsealed road network. This damage is a result of the declared natural disaster floods in February, July, August, October and December 2020, and March and May 2021. Each event required extensive immediate repair and clean-up work, with resources diverted from recovery to this immediate response work to allow access for the community.

The extent of damage and solutions to repair some of the more problematic sites is still under investigation, with these recovery works expected to extend well into 2022-23. Additional temporary and specialist resources have been engaged to manage this recovery program. The physical work will be undertaken by a mixture of temporary staff engaged for flood recovery work and contractors, with funding under the Natural Disaster Relief and Recovery Arrangements (NDRRA).

The full extent of infrastructure response and recovery works funded under the NDRRA on the local transport network alone from the bushfires and floods, is still being assessed and is climbing with the most recent March and May flood events.

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 assist with the determination of support package development. It is understood that in excess of \$30 million 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 the Tourism and Business Industry Newsletters with an emphasis on financial assistance and support available to the sector.

Tourism

Council's tourism marketing throughout the fire period and following, has been flexible, authentic and realistic to ensure not only the safety of the visitors and residents, but to ensure visitor's expectations were realistic. Council implemented a number of marketing campaigns as part of the recovery process, including an Instagram campaign into Canberra to support visitation over the Canberra Day long weekend and a Visiting Friends and Relatives Campaign which was launched late March early April 2020.

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.

48 recovery-related media releases distributed

48 recovery-related Facebook posts

Council developed recovery webpages www.esc.nsw.gov.au/recovery 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 provides updates on practical and financial support available from different government bodies, rebuilding bushfires, and related community or neighbourhood meetings.

13 dedicated recovery newsletters

Additional information on Council's efforts during the response and early recovery phases when delivering its 2020-21 Operational Plan actions are included in the 'Our Achievements' section of the 2019-20 Annual Report.

Council's recovery efforts will continue in the years following 2020-21 and future community plans will be developed to ensure Eurobodalla recovers from the impacts of the Black Summer Bushfires and COVID-19 pandemic.

COMMUNITY STRATEGIC PLAN



The Community Strategic Plan describes what we need to do to take Eurobodalla forward into the future. The Plan has a vision to be friendly, responsible, thriving and proud. This vision is at the heart of what we need to do together to achieve the future our community desires. The Plan, supported by nine outcome areas, articulates what our vision really means. The strategies show how we will go about achieving the outcomes and vision of our community.

OUR VISION

Friendly

We are happy, supportive and welcoming

A liveable community has pride of place, ease of access, community harmony, and a mobile and healthy population that is encouraged and motivated to participate in community life. There is a feeling of safety and security, a strong vibrant cultural base, and places to relax, study and play which means people are happy with their work life balance.

Responsible

We make balanced decisions that benefit current and future generations

A sustainable community is characterised by appreciation of our natural surroundings that support our economy and lifestyle. It has responsible planning and management practices to maintain our biodiversity and unique character, and is supported by the actions we agree to, to minimise our impact and make best use of valuable resources.

Thriving

We are successful and sustainable in growth and development

A productive community works together to enable positive investment and employment opportunities. An innovative, diverse and resilient economy ensures that funding, planning and support for infrastructure and economic development exists to grow and enhance business confidence, market strength and industry diversity.

Proud

We build community spirit and our Eurobodalla leads the way

A collaborative community is engaged, informed, proactive and involved. It has responsible decision making and a sound financial position supported by capable leaders, functional assets and efficient operations to meet the changing needs of the community.



STRONG COMMUNITIES, DESIRABLE LIFESTYLE

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

This outcome focused on the importance of encouraging health and wellbeing as well as community pride and a sense of belonging. It looked at maintaining a caring and connected community with high levels of volunteering and community participation. As well as the provision of a range of affordable facilities, programs, services and active living opportunities for target groups such youth, older people and people with a disability. All these factors contributed to a positive work life balance and ensured our community retained and built on its family, friendly, inviting and safe feel.

1.1 Worked in partnerships to ensure safety at home and within the community by

- Collaborating with key partners such as the NSW Police, Transport for NSW and Lifeguarding Services Australia to address issues of community safety through the Police Liaison committee, provided road safety programs and patrolled beaches and adopted the **Eurobodalla Road Safety Plan**
- Delivered legislated health protection and regulatory programs through the food inspection program and introduction of the Scores on Door program and providing companion animal management services and the adoption of the **Companion Animal Management Plan**

1.2 Improved local access to health services through

- Advocacy efforts resulting in the **Eurobodalla Regional Hospital funding** announcement
- Work in partnership with government and sector providers to improve youth health outcomes and services for sexual health, mental health and drug and alcohol consumption and advocating for the establishment of **headspace Batemans Bay** and establishment of the **Local Drug Action Team**
- Advocating to increase provision and coordination of mental health services for people affected by bushfires and other natural disasters

1.3 Encouraged and enabled healthy lifestyle choices by

- Activated and motivated our community to embrace healthy lifestyles through the development of the Healthy Community Action Plan, supported recreation groups to manage and develop their clubs and provided more than \$50,000 in Healthy Communities and Seniors Week grants to over 100 recipient organisations
- Planning and providing a safe and accessible network of recreation and community facilities through the adoption and ongoing implementation of the **Recreation and Open Space Strategy 2018** and provision of swimming pools and cemeteries
- Investing in **sporting facilities**, supported by robust consultation and planning, including delivering new and upgraded sporting amenities buildings, additional changerooms to support women's sport, playing field renovations and lighting improvements, tennis court upgrades and expanded and upgraded netball facilities



- Managing community facilities, including operating effective booking systems, undertaking accessibility and sustainability upgrades, and facility renewals
- Reviewing, updating and implementing Plans of Management and Masterplans for community and Council-managed Crown land
- Developed and managed the Eurobodalla Regional Botanic Garden including partnering with the Friends of the Gardens and securing grant funds for the **redevelopment of the Visitor Centre**

1.4 Ensured activities, facilities and services met changing community needs by

- Renewing or upgrading **twelve playgrounds** in alignment with NSW Government Everyone Can Play Guidelines, providing more inclusive and accessible recreation options
- Working closely with sporting and community groups to understand and respond to user needs
- Providing services and opportunities for young people including the youth cafes and facilitating the youth committee and local youth networks

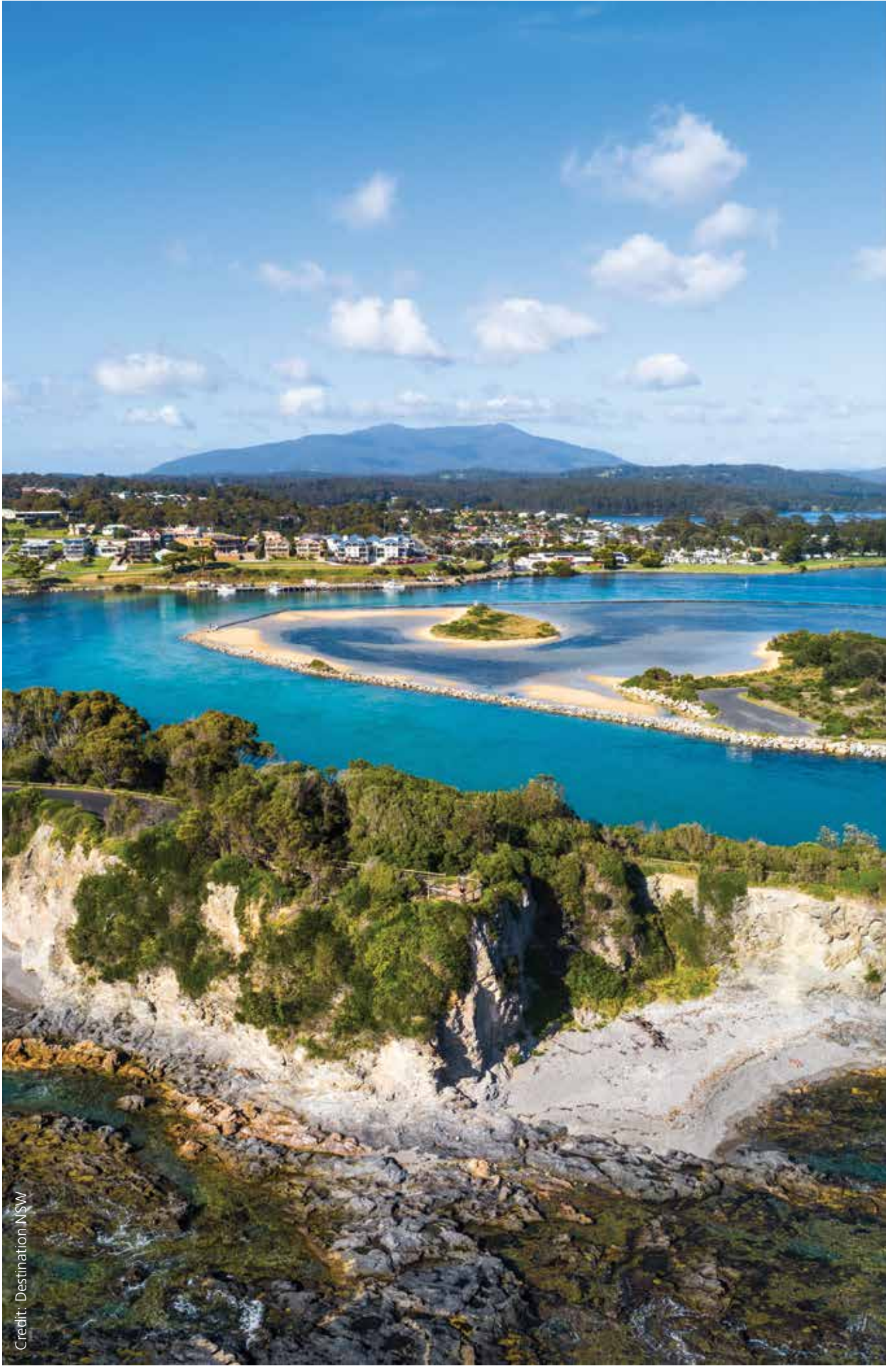
- Successfully transitioning from grant funded Involve Eurobodalla disability service to being registered as a National Disability Insurance Scheme (NDIS) provider delivering Supported Independent Living accommodation, Support Co-ordination, Plan Management and Direct Support services
- Providing services for **National Disability Insurance Scheme (NDIS)** participants and facilitating the Disability Inclusion Advisory committee
- Providing group and individual social support services for older people via **Community Home Support Program** and **Aged Care Packages** and providing respite to their carers
- **Community Transport** delivered by volunteers

1.5 Retained our unique identity, relaxed lifestyle and strong community connections through

- Implementing volunteer programs such as **Y-drive Learner Mentor Program**, Community Transport, Social support and farmers events
- Developing a Community Directory and Volunteer Guide for the Eurobodalla

- CI01 - 75% self-report their health as good to excellent
- CI02 - 95% of people don't experience problems accessing health services
- CI03 - 94% self-report their quality of life living in Eurobodalla as good to excellent
- CI04 - 61.5% people aged 16 years and over undertake adequate physical activity
- CI05 - 64.5% of adults assessed as overweight or obese
- CI06 - 18.3% people aged 16 years and over in high or very high psychological distress
- CI07 - 73% agree or strongly agree that that their community feels like home
- CI08 - 61% agree or strongly agree that most people can be trusted
- CI09 - 71% agree or strongly agree that when they need someone to help them out, they can usually find someone
- CI10 - 38% have volunteered as a member of a community organisation or group in the past 12 months
- CI12 - 1,530 criminal incidents in 2020 based on 17 major offences
- CI13 - 358 drug related offences in 2020
- CI14 - 92% agree or strongly agree they feel safe in their own home at night
- CI14 - 93% agree or strongly agree they feel safe in their neighbourhood during the day
- CI14 - 61% agree or strongly agree they feel safe walking down the street at night
- CI15 - Road safety (annual average from 2016-20):
 - 3.8 fatal crashes
 - 24.4 crashes resulting in serious injury
 - 41.8 crashes resulting in moderate injury
 - 11.2 crashes resulting in minor injury
- CI42 - 19% registered players in an organised sporting club

- Annually:
 - 130 people with a disability received NDIS services including 24/7 residential services across three sites to 11 residents with complex and profound disability
 - 209 older people and their carers received support and respite services
 - 13,500 Community Transport trips provided to 2,000 clients travelling more than 400,000 kilometres
- Community satisfaction with
 - Management and control of companion animals – 79%
 - Cemeteries – 86%
 - Eurobodalla Regional Botanic Garden – 97%
 - Swimming pools – 67%
 - Recreation facilities – 87%
 - Public toilets – 75%
 - Public halls – 80%
 - Lifeguards – 89%
- 79% Recreation and Open Space Strategy 2018 actions complete or commenced



Credit: Destination NSW

CELEBRATED CREATIVITY, CULTURE AND LEARNING

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

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

2.1 Supported and encouraged the expression of our vibrant creative arts sector by

- Developing and promoting creative arts activities and industries through the collaboration with Mr Basil Sellers (AM) and constructing the **Basil Sellers Exhibition Centre** and associated Basil Sellers Art Prize
- Maintaining relationships with community groups involved in all art mediums
- Providing opportunities for the community to participate in creative arts through the adoption and implementation of the **Creative Arts Action Plan**, implementation of arts programs and exhibitions at the Basil Sellers Exhibition Centre and the coordination of the Public Art Advisory committee
- Provision of the Mayor's Writing competition and Little Sellers Art Prize for school aged children

2.2 Improved local access to higher education and lifelong learning opportunities, facilities and services through

- Delivering early education services and programs through the coordination of the Family Day Care Education program, Out of School Hours and Vacation care centres and activities
- Delivering the **3Bs** supported playgroup across multiple locations
- Providing quality library services across the three libraries through their extensive lending collections, reference and information material and online services such as 'click and collect' and the adoption of the **Library Strategic Plan**
- Advocating and collaborating with TAFE NSW to address local education needs and improve educational opportunities through the commencement of the **expansion of the Batemans Bay TAFE campus** and provide information, opportunities and experience to assist young people to develop skills

2.3 Embraced and celebrated local history, cultural heritage and diversity by

- Acknowledging and involving the traditional owners and members of the Aboriginal community through the coordination of the Aboriginal Advisory committee and the implementation of the **Aboriginal Action Plan** and the celebration of NAIDOC and reconciliation weeks
- Collaborating with the local Aboriginal community to design and deliver a playground in Mogo that celebrates Aboriginal culture
- Managing and promoting our heritage through the coordination of the Heritage Advisory Committee, facilitation of the Local Heritage Places Grants, the Heritage Advisory and Museum Advisory Programs and the coordination of the **Fergus Thomson OAM Heritage Award**
- Adopting and implementing Plan of Management and Masterplan for the Moruya Showground to maintain and improve this heritage site

2.4 Strengthened community life through the delivery of a range of community events and activities by

- Providing opportunities for people to be engaged in an active, vibrant and inclusive lifestyle through the coordination of events for Youth week and delivering community programs and event through the libraries such as 'Intergenerational Storytime', author talks and 'Tech Savvy' training



- CI11 - 11.4% of children in first year of school are developmentally vulnerable on two domains according to the Australian Early Development Index (AEDI)
- CI16 - 77% of residents have internet access at home
- CI17 - 3,097 apprenticeships and traineeships completed
- CI17 - 5,103 apprenticeships and traineeships approved
- CI18 - 36.3% people aged over 15 years completed Year 12 schooling (or equivalent)
- CI23 - 70% agree or strongly agree that people coming to live here from other countries enrich Eurobodalla's cultural life
- CI23 - 33% have experienced or seen discriminatory attitudes in the past 12 months
- CI34 - 4,279 people have tertiary qualifications
- CI34 - 529 attending TAFE and 439 attending university
- CI41 - 82% residents participated in an arts or cultural activity in the last 12 months

- Community satisfaction with
 - Library service – 96%
 - Creative Arts service – 86%
 - Youth service – 71%
 - Children's services – 86%
- Comparison with State Library of NSW best practice and benchmarks:

	ESC	NSW
Total expenditure per capita (\$)	52.85	53.88
Membership percentage of population (%)	41.00	42.25
Visits per capita (%)	3.82	4.49
Library material per capita	2.37	2.27
Expenditure of library materials per capita (\$)	5.77	4.99

- 20% of residents participated in creative arts events in the last 12 months

PROTECTED AND VALUED NATURAL ENVIRONMENT

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

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

3.1 Responded to our changing environment and build resilience to natural hazards by

- Managing coastal use and hazards through the preparation of the **Eurobodalla Coastal Management program** and managing lake openings in accordance with protocols
- Minimised the impact of flooding on development and people by preparing the **Narooma Coastal Flood Management Plan** and the **Batemans Bay Urban Creek Flood Study**
- Collaborated with agencies and emergency services to support coordinated emergency management by advocating for the strategic review of emergency services, undertaking fire mitigation program on Council controlled land and participating in committees
- Supported emergency services agencies in planning and responding to disasters through the adoption of the Local Emergency Management Plan (EMPLAN) and development of the **Eurobodalla Infrastructure Resilience Plan**
- Provided funding support to Rural Fire Services, State Emergency Service, NSW Fire and Rescue in line with legislation

3.2 Valued, protected and enhanced our natural environment and assets through

- Providing education on and managing the impacts associated with invasive species by undertaking the biosecurity program, implementing the Flying Fox Management Plan and finalising the **Regional Eurobodalla Flying Fox Management Plan**
- Worked in partnership with Landcare and community groups to provide natural resource management and implement environmental protection and restoration programs
- Improved the quality of the natural environment through the preparation of the **Biodiversity Strategy** and coordination of the Coastal and Environmental Management and Advisory committee

3.3 Maintained clean healthy waterways and catchments by

- Undertaking estuary planning and management projects
- Participating in the **Beachwatch** program, undertook estuary monitoring and delivered the onsite sewage management system inspection program to manage impacts on our waterways

3.4 Developed community awareness of environmental opportunities, issues and impacts through

- Monitoring and responding to public and environmental health matters and undertaking the public pool water quality inspection program



CI28 - 91% of sites graded good to very good in Beachwatch program with all sampled locations considered suitable for swimming most of the times
CI29 - 74% of woody vegetation cover

- Community satisfaction with
 - natural environment management – 78%
 - emergency services support – 91%
 - invasive species management – 74%
 - public health and safety management/ programs – 89%
- Office of Environment and Heritage State of Beaches report - 91% of sites graded good to very good

SUSTAINABLE LIVING

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

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

- 4.1 Maximised the efficient use and reuse of our water resources by
 - Providing a safe, reliable and sustainable town water supply and sewerage services through the adoption of the **Integrated Water Cycle Management Strategy** and undertaking liquid trade waste inspections
 - Promoting and implementing programs for the efficient use of water resources through the provision of treated effluent for reuse in the community and providing incentives to encourage use of water saving devices in homes
 - Advanced the planning and development of the **Southern Water Supply Storage** securing \$76.8 million funding and commencing the construction of the pump station
- 4.2 Targeted reduction of waste with an emphasis on resource recovery and waste minimisation through
 - Provision of sustainable waste services and infrastructure including managing the kerbside collection and undertaking the annual hazardous waste collection
 - Implementation of waste reduction, resource recovery and recycling technologies and initiatives by collaborating with regional strategic partnerships and opening the **Eurobodalla Community Recycling Centre** and delivering community education programs
 - Minimised illegal dumping through the coordination of Clean Up Australia activities and investigating and managing illegal dumping incidents
- 4.3 Supported and encouraged sustainable choices and lifestyles by
 - Partnering with schools and the community to deliver environmental education programs and projects such as the Marine Debris working group and the environmental educational calendar
- 4.4 Worked together to reduce our environmental footprint and develop a clean energy future through
 - Implementing the **Emissions Reduction Plan** and achieving greenhouse gas reduction targets two years ahead of schedule and installing **LED Streetlights**
 - Investigating opportunities of large-scale renewables and finding partners to explore clean energy opportunities including the signing of long-term **renewable energy power-purchase agreement (PPA)** with Renewable Energy Hub and Engie



CI22 - 11% of people ran out of food in the past 12 months and could not afford to buy more

CI24 - 3.26kg/week residual waste materials generated by households per capita and collected by Council

CI25 - 3.19kg/week recyclable waste generated by households per capita

CI26 - 61.77% of waste diverted from landfill

CI27 - 3,567 ML water usage for Eurobodalla

CI30 - 6,080 solar installations and 27,654kW rated output

CI31 - 174,824 MWh with 6.6MWh/customer

CI32 - 438,000 tonnes of greenhouse gas emissions

- Community satisfaction with
 - Water services – 91%
 - Sewerage services – 92%
 - Waste services – 81%
- Compliance with NSW Best Practise Management Guidelines for Water and Sewer achieved
- 21,537 water customers
- 7.7% water meters replaced annually
- 20% reduction in the amount of Council's CO2 emissions since 2005-06
- 208,332 tonnes of waste to landfill over five years
- Remaining life of landfills:
 - Surf Beach 11 years
 - Brou 6 years

VIBRANT AND DIVERSE ECONOMY

Our business and industry sector are 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 advantages to ensure Eurobodalla is the choice to live, visit and invest.

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

5.1 Diversified the region's economy, attracted investment and targeted new and emerging employment sectors by

- Encouraging and attracting new businesses, investment and employment opportunities through the Invest Eurobodalla website, promoting Eurobodalla at business and industry expos and assisting small business start-ups
- Capitalised on visitor and freight opportunities resulting from Canberra International Airport
- Implementing **Advancing Eurobodalla**
- Facilitating the Rural Producers Advisory Committee and seeking grant funds to support the growth of a sustainable rural industry such as the **Shellfish Hatchery**
- Developing Batemans Bay Mackay Park Precinct into the **Bay Pavilions** due to open early 2022

5.2 Supported our business community to grow and assisted in building capacity through

- Working collaboratively with the Chambers of Commerce to strengthen partnerships
- Identifying local business needs in terms of business training and delivered capacity building programs by providing skill development opportunities through workshops, program such as **Renew Eurobodalla** and seminars
- Implementing the **Employment Revolution** project and providing young people between the ages of 15 and 24 with improved access to training and job opportunities
- Supporting parents by providing Family Day Care and Out of School Hours Care for parents working fulltime, casually or shift work across a range of industries

5.3 Focused on the development of sustainable tourism, events and visitor experiences by

- Working in partnership to continue to develop the tourism industry, reviewing the visitor services model and providing support, promotion and networking opportunities to local tourism operators
- Developing and implementing the **Eurobodalla Tourism Wayfinding and Signage Strategy**
- Positioning and promoting Eurobodalla to key visitor markets and participate in the award-winning Destination NSW **Unspoilt** campaign and launching the **All Kinds of Natural** brand
- Finalising and implementing the **Eurobodalla Destination Management Plan**
- Actively seeking and supporting the development and hosting of events, implementing the **Event Strategy** and adopting the **Mogo Adventure Trails Hub Masterplan**

5.4 Ensured businesses had access to supportive public and technology infrastructure through

- Advocating for infrastructure and improved technology and digital services to support economic and improved transport and telecommunications services including mobile and NBN

CI19 - Equivalised weekly household income quartile percentages:

- Low 38.10%
- Medium low 34.90%
- Medium high 18.50%
- High 8.50%

CI20 - 962 relative socio-economic disadvantage index score and 56 ranking within NSW

CI21 - 75% of people can raise \$2,000 in two days in an emergency

CI36 - 7.1% unemployment rate and 43.8% labour force participation rate

CI37 - \$1,684 million gross regional product (GRP) representing a 6.54% increase over the last four years

CI43 - 47% of residents attended a festival and or a community event in the last 12 months



- Community satisfaction with
 - support provided to local business – 65%
 - Tourism service – 80%
 - support provided to events – 69%
- 15.6% employed in the Tourism sector
- 272 young people supported via the Employment Revolution project delivering more than 200 employment outcomes

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 is not lost, and we retain our unique sense of place.

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

6.1 Planned for growth and encouraged increased investment and development outcomes through

- Actively participating in policy and legislative reviews such as the State Environmental Planning Policy 70 - Affordable Housing, Urban Design for Regional NSW and NSW Outdoor Dining Policy
- Commencing the investigation into town centre strategies for Narooma and Moruya
- Reviewing the housing and land supply and publishing our community's profile demographic information
- Reviewing and preparing planning strategies and policies such as Mystery Bay, Mogo and Congo planning controls
- Adoption of the **Batemans Bay Waterfront Masterplan and Activation Strategy**

6.2 Encouraged and supported the development of a more diverse, innovative and affordable range of housing by

- Engaging and educating industry and community on development processes, roles and outcomes through builder and developer forums and providing pre-lodgement advice and assistance to applicants
- Providing receptive and responsive development assessment services for development assessments, construction certificates, and complying development applications, and certification inspection services

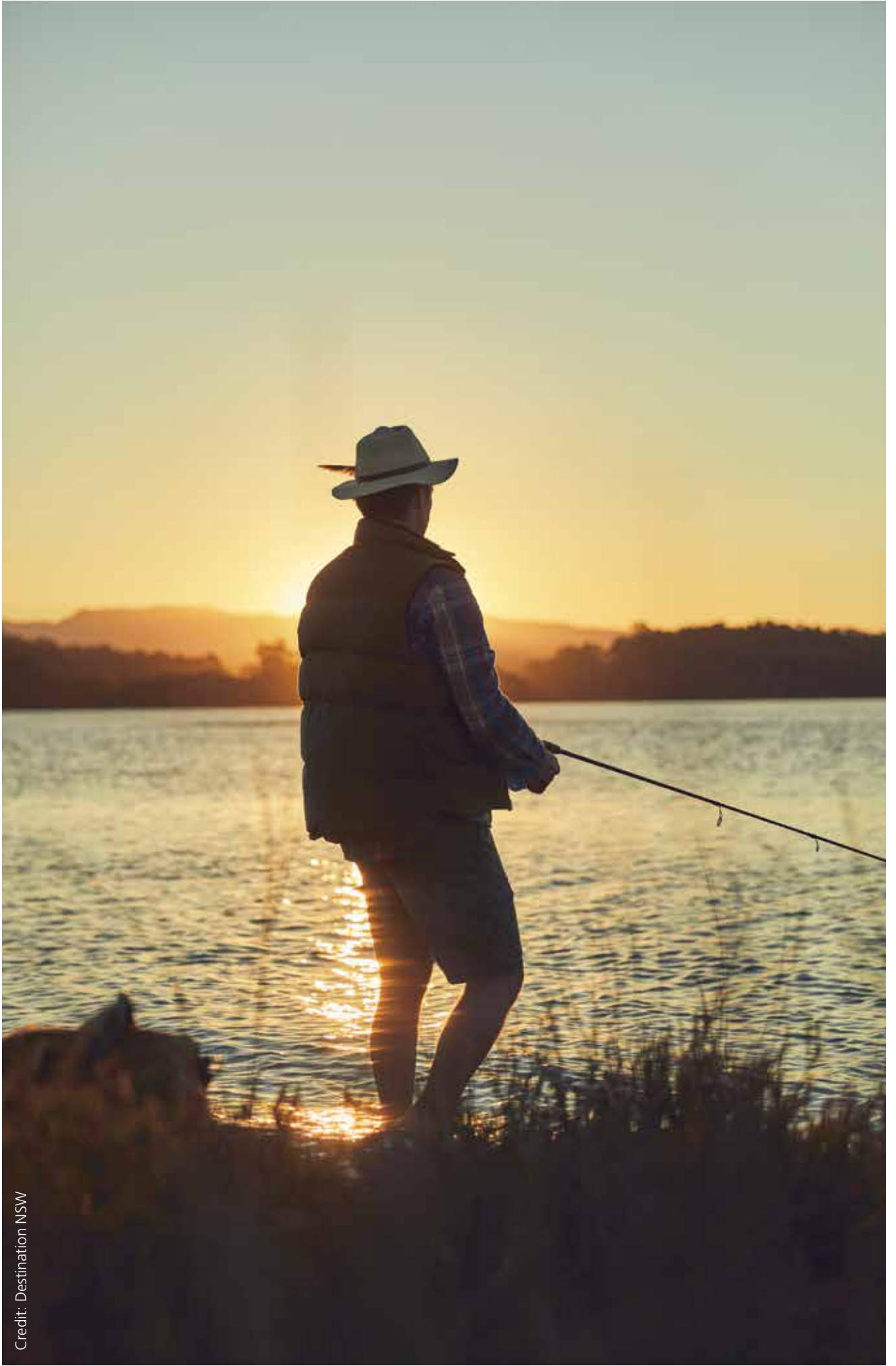
6.3 Ensured development is sustainable, and reflects community values and the desired local setting by

- Enabling housing choice through implementing responsive planning instruments such as the **Eurobodalla Local Strategic Planning Statement**

CI35 - Average 690 development applications per annum with a average total value of \$133.5 million

CI40 - 39.70% households in rental stress and 14.60% households in mortgage stress

- Community satisfaction with
 - Development assessments – 65%



Credit: Destination NSW

CONNECTED AND ACCESSIBLE PLACES

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

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

7.1 Worked in partnership to provide an integrated transport network through

- Advocating for improved transport links, services and infrastructure by partnering with peak bodies such as South East Australian Transport Strategy and seeking grant funding for the local and regional network
- Provided a safe, efficient and integrated transport network through ongoing building, renewing and maintenance of the road network, providing traffic management and transport planning and investigating technology options to monitor parking demand and compliance
- Implementing the Eurobodalla Road Safety Plan 2019-22 resulting in highly focused whole of network upgrade strategies, reduced crash rates and successful grant applications

7.2 Improved the provision and linkages of our pathway network by

- Providing an enhanced pathway network through the adoption of the **Pathway Strategy** and the ongoing building, renewing and maintenance of the pathway network and leveraging funds to accelerate the expansion of the network
- Construction and upgrade of beach access stairs

7.3 Explored and developed public transport options and systems through

- Advocating for improved local and regional public transport

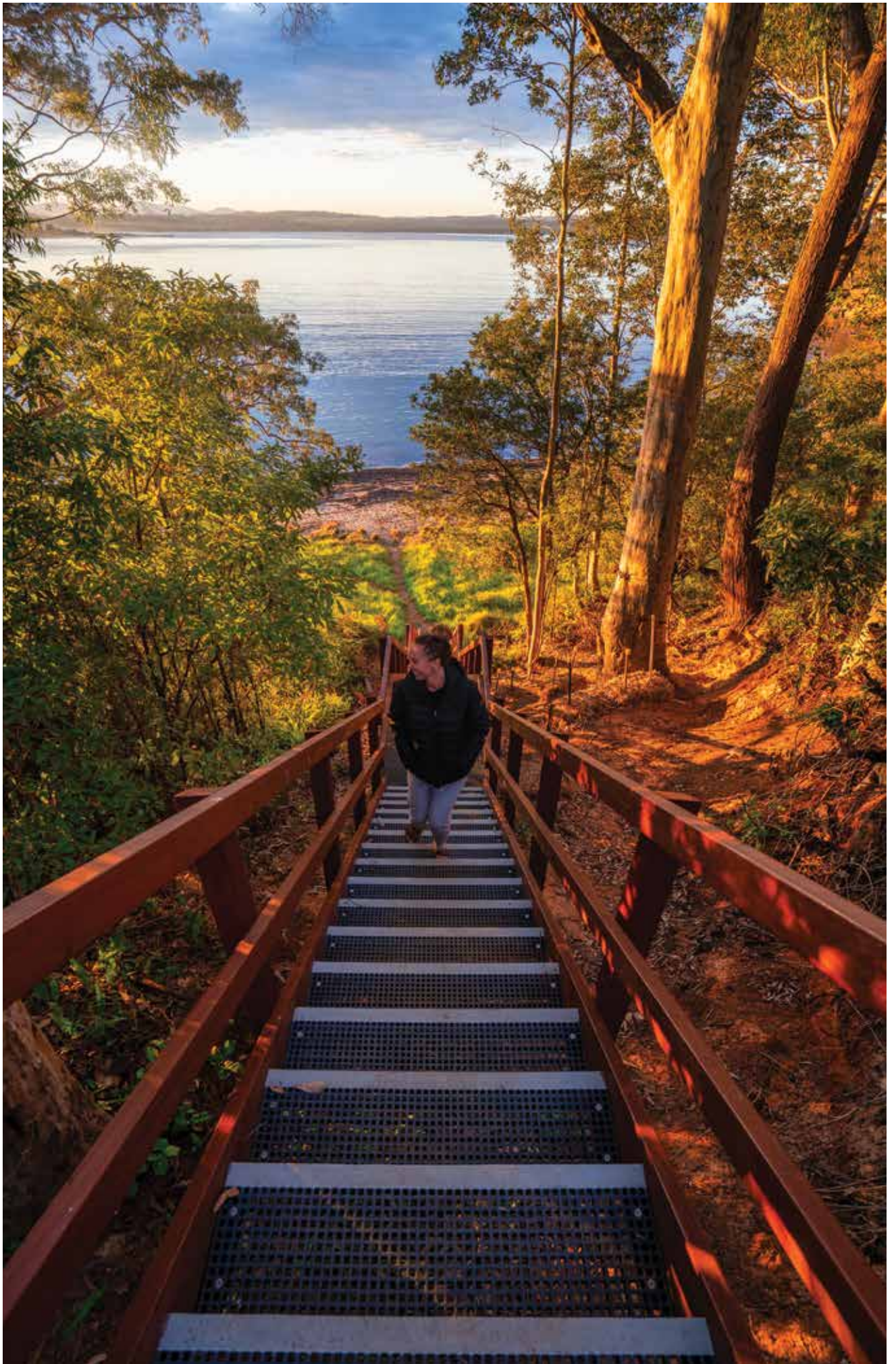
7.4 Enhanced the connectivity into and out of Eurobodalla through improved air, road and sea transport links by

- Operating and maintaining the Moruya Regional Airport and enhancing the facility through the continuation of the implementation of the **Moruya Airport Master Plan**
- Advocating for improved road and freight access into and out of Eurobodalla for the progressive upgrade of the Princes and Kings Highways and the electric highway and to optimise outcomes from delivery of the new Batemans Bay bridge
- Worked in partnership to develop marine infrastructure by advocating for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels, seeking additional funding and maintaining, renewing and upgrading boating and marine infrastructure

- Community satisfaction with:
 - Local and regional sealed roads – 77%
 - Local unsealed roads – 68%
 - Traffic management – 60%
 - Pathways – 82%
 - Stormwater – 83%
 - Boating and marine infrastructure – 84%
 - Airport – 89%
- Pathway network grown by 16% over a five year period
- More than 40,000 landings at the Moruya Airport between 2016 and 2021

C133 - 49km shared pathway and 82km footpath

C133 - 573 people rode or walked to work on census day



COLLABORATIVE AND ENGAGED COMMUNITY

Our community works together and is actively involved.

Our thoughts and ideas are valued, we are empowered with knowledge and have the opportunity to participate in decision making.

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

8.1 Encouraged shared responsibility through an informed community through

- Delivering effective media coverage across a range of channels by managing media relations, responding to queries and preparing and distributing media releases
- Proactively communicating information on Council services, activities and events through the implementation of communication strategies for key projects, publishing Council's communications and managing Council's corporate websites and social media channels

8.2 Provided opportunities for broad and meaningful engagement by

- Adopting and implementing the **Community Engagement Framework**
- Working in partnership with the community on key projects

8.3 Worked together to enhance trust, participation and community pride through

- Promoting and supporting effective representation of our Mayor and Councillors in communications and facilitation of civic functions
- Managing media issues to mitigate risk

CI38 - 79.38% turnout at 2016 Local Government elections and 7.95% informal votes

CI39 - 38% people were a member of a community organisation or group in the past 12 months

- Community satisfaction with communication from Council – 81%
- 37.8% increase in website traffic
- 428% increase in Facebook followers



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.

Our community leaders listened to and acted on our behalf, we valued our community's knowledge, experience and ideas and work together to plan for and implement our vision for the future. Our Council is open, accountable and represents its constituents. This outcome focused on Council as a leader and the way we operate as an organisation. This insured Council practiced sound, sustainable, ethical and transparent decision making, provided a fair and safe workplace and managed community finances and assets responsibly.

9.1 Provided strong leadership and worked in partnership to strategically plan for the future and progress towards our community vision through

- Undertaking sound, best practice long term community and corporate planning and reporting
- Implementing effective governance to ensure Council met its statutory obligations
- Advocating and collaborating to advance the region and address local issues by actively participating in the **Canberra Region Joint Organisation** and maintaining strategic partnerships with 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.

9.2 Maintaining financial sustainability and supported the organisation in achieving efficient ongoing operations by

- Providing effective and friendly customer service and administrative, technical and trade services to support the organisation
- Managing land under Council control to achieve a return for the community including the **Batemans Bay Beach Resort**
- Managing Council's finances responsibly and reviewing Council fees and charges

9.3 Leveraged our skills, knowledge and systems to continually improve and innovate through

- Implementing innovative and creative projects such as the e-Connect project and coordinated the internal audit program through the **Audit, Risk and Improvement Committee**
- Continuing to be an organisation people want to work for

- Community satisfaction with
 - Council's overall performance – 82%
 - Value for money of Council services – 79%
 - Customer assistance – 76%
 - Management of Council's finances – 65%
- Customer service index – 64.3%, ranked third out of 45 councils
- Staff turnover rate – 6.18%

