

Delivery Program

2017-22

Operational Plan Progress

2021-22




Six Monthly Performance Update

July – December 2021

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KEY




	On Track
	On Hold
	Needs Attention

1. STRONG COMMUNITIES, DESIRABLE LIFESTYLE

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	Community and Cultural Development	<p>Due to COVID-19 restrictions one virtual meeting was held. Items on the agenda included an update on Y-drive regarding numbers of learner drivers, numbers that attained their P plates and assisting learners with Driver Knowledge Tests, support for click and collect at the libraries and an update on campgrounds.</p> <p>A further meeting was held in December at which the following items were discussed:</p> <ul style="list-style-type: none"> – Roadworks, traffic at Moruya; alcohol free zones/reserves, ranger movements, accommodation capacity for the shire, New Year's Eve and holiday period preparations, campgrounds and Bells Carnival at Corrigans Beach. 	
1.1.1.2 Provide road safety programs	Transport	<p>Funding of the Road Safety Officer and 2021-22 program was approved by Transport for NSW and reported to Council. Programs Include:</p> <ul style="list-style-type: none"> – A Metre Matters – Eurobodalla Seniors – Jump on Your Bike – Under 5, Road Safety – Fatality Free Friday – Helping Learner Drivers Become Safer Drivers – Plan B Win a Swag – Hold My Hand – It's Holiday Time – Motorcyclists: Coffee with a Cop – War on Waste – Kings Highway Road Safety Partnership 	
1.1.1.3 Coordinate the management of beach safety	Public Order and Safety	<p>Council's Professional Beach Lifeguard services commenced on Monday 20 December 2021 and will continue through to Wednesday 26 January 2022 at eight of Council's public beaches.</p> <p>To date, while there has been fewer beach visitations this season compared to past seasons, there has been a similar number of rescues.</p>	

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 Environment Health	Program on hold due to COVID-19 business closures. Inspections to recommence in February 2022.	
1.1.2.2 Provide companion animal management services	Public Order and Safety	81 animals were impounded with 88% returned to owner or rehomed.	
1.1.2.3 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	Council received 399 customer service requests for matters relating to public safety such as straying and nuisance domestic animals and abandoned vehicles.	


1.2 – IMPROVE LOCAL ACCESS TO HEALTH SERVICES


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



Action	Service	Comment	Status
1.2.1.1 Advocate for improved local health services including mental health services	Community and Cultural Development	The NSW Government continues to progress the new Eurobodalla hospital. Council continues to assist the NSW Government with planning and infrastructure requirements. Council continues to advocate for a Regional Emergency Management Facility to be located centrally in Eurobodalla. This will enable emergency services to co-locate at this facility.	



1.3 – ENCOURAGE AND ENABLE HEALTHY LIFESTYLE CHOICES





1.3.1 - Activate and motivate our community to embrace healthy lifestyles

Action	Service	Comment	Status
1.3.1.1 Support community and recreation groups to manage and develop their clubs	Recreation	All clubs and recreation providers have been given new contact officer information and meet and greets have been arranged across Eurobodalla. Council has further supported community and recreation groups through the following actions: <ul style="list-style-type: none"> – Constructed new clubrooms and canteen at Gundry Oval, – Supported Cricket NSW with local strategy and member survey, – Supported a grant application for lights at Captain Oldrey Park, – Supported a grant application for AFL ball netting posts at the Hanging Rock Sporting Precinct, – Supported a grant application for tennis resurfacing at Malua Bay tennis facility. 	


		<ul style="list-style-type: none"> – Supported grant application for the air conditioning and power supply Moruya RSL, and – Installed a new book-a-court/Igloo lock system across tennis facilities in Eurobodalla. 	
1.3.1.2 Coordinate Healthy Communities and Seniors Week grants	Community and Cultural Development	Healthy communities, bush fire recovery and seniors week grant applications were advertised and opened for submissions on 1 December 2021.	

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 Build, renew, operate and maintain recreation and community facilities	Recreation	<p>Construction and renewal capital projects are under way consistent with work schedules. These projects include:</p> <ul style="list-style-type: none"> – Surf Beach toilet facility - new facility with central disabled toilet. – Captain Oldrey Park amenity building - renovated and extended amenity building to incorporate additional change rooms, kiosk and club/meeting room. – Moruya Showground Grandstand - repainting the grandstand and replacing roof sheeting and structure supports – Observation Point to Casey's Beach staircase - constructing a new timber staircase <p>In addition, all recreation and community facilities are regularly assessed, audited and maintained to ensure they are safe, sustainable and meet community expectations.</p> <p>Essential services for public facilities are being managed and on track for compliance including fire services, automatic doors and disability access.</p>	
1.3.2.2 Progress the implementation of the Recreation and Open Space Strategy 2018	Recreation	<p>The following Recreation and Open Space Strategy 2018 actions have been progressed or completed:</p> <ul style="list-style-type: none"> – N24 - construction has commenced on the Batemans Bay Coastal Headlands Walking Trail from Observation Point in Batehaven to McKenzies Beach in Malua Bay. – N25 - Funding has been secured, complemented by additional amounts through a successful Everyone Can Play grant, for implementation of the masterplan for the Malua Bay Beach Reserve. – C2 - further implementation of actions from the Captain Oldrey Park landscape masterplan in Broulee, including further access and landscaping works between the amenities building and netball courts, installation of netball court tiered seating, and a carpark upgrade. Interpretive signage reflecting environmental and Aboriginal cultural information has been designed and developed ready for manufacture 	

		<p>then installation in the new accessible nature trail.</p> <ul style="list-style-type: none"> - S3 - funding has been secured through a successful grant to construct a second playing field at Bill Smyth Oval in Narooma, and work is also progressing on a new multi-sport court and carpark at this site, in accordance with the adopted masterplan. <p>E29 – a preliminary draft of the Plan of Management for Developed Reserves and Facilities has been completed and work has commenced on the plan for Natural Areas and Undeveloped Reserves.</p>	
<p>1.3.2.3 Seek grants and other funding to sustain and improve the network of recreational and community facilities</p>	Recreation	<p>To sustain and improve the network of recreational and community facilities within the Shire \$2,083,000 of grant funding was applied for from the Australian and NSW Governments between 1 July and 31 December 2021:</p> <ul style="list-style-type: none"> - NSW Regional Tourism Activation Fund – Improving accessibility at Eurobodalla Shire Beaches – \$500,000 - NSW Regional Tourism Activation Fund – Corrigans Beach Accessible Boardwalk – \$340,000 - NSW Regional Sport Facility Fund rd2 – Ack Weyman Oval Sportsfield Lighting Upgrade - \$149,600 - NSW Regional Sport Facility Fund rd2 – Captain Oldrey Park Sportsfield Lighting Upgrade - \$191,400 - Australian Government Black Summer Bushfire Recovery Grants Program – Moruya Showground Canteen Building Renewal - \$902,000. 	
<p>1.3.2.4 Prepare Plans of Management for Council managed Crown Reserves</p>	Recreation	<p>Council has continued to progress Plans of Management for Community and Crown land managed by Council. This work has included:</p> <ul style="list-style-type: none"> - Early drafting of the Developed Reserves and Facilities Plan of Management has been completed for consultation with relevant internal Council stakeholders. It has been determined that a number of other existing site-specific plans of management will be incorporated into this generic plan and land parcels are being reviewed to ensure that all relevant Community and Crown land is captured in the document. - Drafting of the Natural Areas and Undeveloped Reserves Plan of Management has commenced in alignment with the template for generic plans of management as provided by Crown Lands. - Hanging Rock, Corrigans Beach and Observation Point Reserves Plan of Management is still awaiting final Departmental endorsement in 	

		order to place the Plan on public exhibition prior to seeking adoption.	
1.3.2.5 Provide a booking service for recreation and community facilities and promote use of the facilities	Community Facilities	<p>Council's booking office continues to support the community in booking public buildings, sports grounds and other hireable spaces.</p> <p>The total number of community bookings from October - December 2021 was 3,083. This was lower than previous quarters due to public facilities being closed for much of this period in accordance with COVID-19 restrictions.</p> <p>The booking office has continued to revise COVID-19 safety plans and amend hiring terms to align with NSW Government guidelines.</p> <p>Council's website continues to provide detailed information relating to each site facility.</p>	
1.3.2.6 Manage Moruya and Narooma public swimming pools	Recreation	<p>Moruya and Narooma swimming pools are operated under a contract management agreement with Community Aquatics.</p> <p>The Narooma and Moruya pools had 19,372 visitations, representing a 34.2% decline in patronage compared to the same period last year as a result of, COVID-19 restrictions.</p> <p>While there was a drop in overall visitations at the pools there was a slight increase in the community participating in aquatic programs at each of the aquatic facilities.</p>	
1.3.2.7 Commence management of the Batemans Bay Regional Aquatic and Performing Arts Centre	Recreation	<p>Council negotiated contract terms with the preferred service provider, Aligned Leisure, for the management of the Bay Pavilions and a contract was signed between both parties in late August. Aligned Leisure are working towards transitioning into the new facilities and have appointed several leadership positions to operate the facility.</p>	
1.3.2.8 Provide, maintain and upgrade Council's cemeteries	Community Facilities	<p>Routine inspection and maintenance continued, and burials were prepared as required. Additional upgrade works include:</p> <ul style="list-style-type: none"> - New eastern section of Moruya cemetery set-out for use - Bushfire affected fence replaced at Batemans Bay cemetery - Bushfire affected arbor, fence and trees addressed at Nelligen cemetery working with Nelligen Progress Association - Additional Local Roads and Community Infrastructure Program grant funds allocated for Moruya cemetery \$15,000 and Narooma cemetery \$10,000 	

1.3.3 - Develop and manage the Eurobodalla Regional Botanic Gardens



Action	Service	Comment	Status
<p>1.3.3.1 Manage the visitor facilities, services and programs at the Eurobodalla Regional Botanic Garden</p>	Commercial Entities	<p>The Botanic Garden continues to rebuild facilities lost in the 2019-20 fires. In December the Childrens Playspace toilet block rebuild commenced and the replacement bridge and viewing platform commenced steel fabrication work offsite. Revenue from plant sales and the Visitor Centre shop was up by 5% compared to the same period in the previous year, however, COVID-19 restrictions continue to have a negative effect on function room and facility bookings. Groundwork was laid for a major new cultural event called 'From the Forest' to be held at Easter 2022. Public consultation was held for the redesign of the old Sensory Gardens which will become the Discovery Garden with completion expected in late 2022.</p> <p>Volunteer numbers and hours continued to be strong regardless of COVID-19 with over 6,700 hours worked over the last six months. Work commenced on reinstating the annual Year 4 schools education program at the Garden for 2022 which was last held in 2019 and cancelled because of fire damage. The garden continues to recover well with many new plantings and the new Naturescape Display Garden were completed and officially opened by the Governor General.</p>	




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
<p>1.4.1.1 Provide services and opportunities for young people</p>	Youth Services	<p>Youth committee: Five zoom meetings held</p> <p>Youth cafes: Operations were interrupted due to COVID-19 restrictions. 280 young people attended and participated in 70+ activities. Attended meeting with Save the Children to develop an outreach service in the Eurobodalla.</p> <p>Two youth newsletters distributed to 300 subscribers. Instagram page posted 25 activities covering youth events, training opportunities, advocacy, health and wellbeing.</p> <p>Youth events/activities: Face to face events postponed due to COVID-19 restrictions. Two online social club activities ran, and two school functions held. The NSW Government Office for Regional Youth Holiday Program grant acquired and acquitted.</p> <p>Local youth interagency (Working with Youth Network): two meetings held. Coordinated an e-group enabling over 180 subscribers to exchange information and opportunities for services and young people.</p>	

		<p>Employment project: Delivered 18 training and employment programs including three Jobs Drives. Engaged over 50 individual clients to provide career, training and employment supports resulting in 58 employment outcomes. Promoted 1,709 job opportunities and aided 40 local employers to recruit staff. Secured \$300,000 from the NSW Department of Education to deliver the Eurobodalla Youth Employment Strategy, and \$286,500 from the Commonwealth Department of Industry, Science, Energy and Resources to provide career guidance programs in 2023. Introduced an outreach service in Batemans Bay.</p> <p>Y drive: Y drive was interrupted due to COVID-19 restrictions. 24 volunteer mentors are supporting 30 learner drivers. Y drive vehicles have driven 23,502 km and clocked 1,249 hours. 13 learners passed their Provisional Licences and 11 pre-learners passed. An extra Y drive vehicle was purchased to meet demand. 14 participants attended Safer Driver Course. Worked with University of Canberra on support for learners with additional needs.</p> <p>Advertised youth grants.</p> <p>Won NSW Government Best Youth Week Award.</p>	
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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>Community Care's Involve Eurobodalla services continue to be provided to NDIS participants. Participant numbers held steady at around 130, including 11 participants being supported in three 24hr specialist disability accommodation services. Direct services continued during the last six months despite COVID-19 restrictions, with many group services being adapted to online platforms or individual services to minimise risk to participants.</p> <p>Around 100 participants are supported with Plan Management services, assisting participants to manage their NDIS Plan funding and pay third party providers, Support Coordination is provided to around 70 people, assisting participants to build capacity, understand and use NDIS plans to meet their goals and connect with appropriate specialist and generic supports.</p>	
1.4.2.2 Provide support services for older people	Community Care	<p>Council's Active Living team resumed Group services towards the end of 2021. We also increased one on one services with Social Support clients. There was an increase in demand for Community Transport especially long distance prior to the Christmas break. In December, 43 clients signed up to Councils home care packages. The year finished with some lovely Social Support group outings and celebrating our Volunteers.</p>	

<p>1.4.2.3 Coordinate the Disability Inclusion Advisory Committee and associated projects</p>	<p>Community Care</p>	<p>Two meeting have been held, on 21 July and a special meeting on 15 September. The agenda items for the July meeting included the National Disability Insurance Scheme implementation since 2016, the upcoming review of the Disability Inclusion Action Plan and the Eurobodalla hospital development. The special meeting called for September was to discuss the Disability Inclusion Action Plan review 2022, including, legislative framework, timeline for developing the plan, community engagement and survey and current demographic data.</p> <p>Due to Council elections being scheduled for December 2021 Council went into caretaker mode and no further meetings have been held.</p>	
<p>1.4.2.4 Identify and promote accessible features within town centres</p>	<p>Tourism</p>	<ul style="list-style-type: none"> – Working on the integration of interpretive information for the Batemans Bay Waterfront. – Working with Transport for NSW to coordinate works and share information obtained from community engagement. – Investigated the development of child friendly interactive elements. – Development of the Mogo Trails opportunities document to attract business that supports the trail hub. 	
<p>1.4.2.5 Review the Disability Inclusion Action Plan</p>	<p>Community Care</p>	<p>A review of the Disability Inclusion Action Plan commenced on 1 August 2021 and will conclude with the adoption of a new plan by 30 June 2022 in line with the NSW <i>Disability Services Act 2014</i> and relevant Regulations.</p> <p>The community engagement period ran throughout November 2021 in line with an engagement strategy developed in consultation with Council’s Disability Inclusion Advisory Committee. The engagement strategy was presented to Council on 21 September 2021.</p> <p>During the engagement period, 110 people completed a community survey while a further 42 people participated in six online workshops. The category of each workshop is provided below along with the number of participants in brackets.</p> <ul style="list-style-type: none"> – Adults with disability (6) – Families and carers of children with disability (2) – Disability service providers (9) – Businesses (8) – Not for profit community groups (9) – Allied Health professionals (8). 	

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>The Basil Sellers Exhibition Centre (Bas):</p> <p>A support network of 35 volunteers undertake gallery minding and information duties. During COVID-19 restrictions, these duties were limited to protect vulnerable members. With restrictions easing, volunteers are returning. An engagement project has begun so volunteers can participate in tasks including fundraising, exhibition installations and education programming.</p> <p>Community Transport and Social Support Programs</p> <p>Social Support Groups resumed once COVID-19 restrictions permitted. Volunteers accompanied them on outings including a boat trip to Nelligen and a invitation only lunch at TAFE. Community Transport and Social Support Volunteers are slowly getting busier providing essential services to people for medical appointments or shopping. A Volunteer end of year gathering was held at Tomakin with some fun on the bowling greens and a shared meal.</p> <p>Volunteers for Bushfire Recovery:</p> <p>We currently have 20 trained volunteers and with COVID-19 restrictions lifting they are engaging more with the community. A volunteer attended the Bodalla Tea & Talk and the team will continue to attend and engage in community events. We have received referrals from agencies as well as self-referrals. Volunteers are engaging with community members and receive positive feedback from these engagements.</p> <p>Community Development and Participation:</p> <p>Y drive closed due to COVID-19 restrictions in August but reopened early October. 24 volunteer mentors support 30 learner drivers. They have driven 23,502 km and clocked 1,249 hours. 13 learners passed their Provisional Licences and 11 Pre-learner passed their learner licence. 8 volunteers worked at the youth cafe and gave 100 hours of their time to cook 317 meals and support 70+ activities. The cafes ceased operating during COVID-19 restrictions. The Live Life program supported two volunteers to run a learn to play bridge program and two volunteers to run the Scottish dancing program. Unfortunately, both programs were cut short due to COVID-19 restrictions.</p>	
1.5.1.2 Develop and promote local community activities	Community and Cultural Development	Staff attended the Eurobodalla Local Drug Action, Eurobodalla Health and Wellbeing Recovery meetings, headspace Bega, the local jobs transport working group meetings, police liaison committee, Wallaga Lake working group, regional youth development meetings and the NSW club grants committee.	

		<p>Four beginner bridge classes were held before COVID-19 restrictions interrupted the program. Interviewed and signed up two new volunteers to start a ballroom dancing program in 2022.</p> <p>Distributed 1,000 x \$50 vouchers from FRRR to schools to support purchases of uniforms for bush fire affected families. Two Live Life newsletter distributed to 900 subscribers on local activities. WWYN e- group maintained to 190 subscribers. Numerous posts to eurofarmers e group and recovery networks to advise on grants and programs available. Hosted and ran three farming conversation sessions and developed these into podcasts to have a broader reach. Applied for funding to continue supporting local farming network and facilitated meetings to determine the feasibility of setting up a female farmers network.</p> <p>Hosted meetings to develop a concept proposal and applied for a grant to support local people who are experiencing homelessness to access shower and laundry services.</p>	
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2. CELEBRATED CREATIVITY, CULTURE AND LEARNING


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 has met once online this year and provided advice and recommendations surrounding the donation, acceptance and placement of a second Terrance Plowright Sculpture for the Council administration building.</p> <p>Council has acquired three new artworks for the permanent collection this year.</p> <p>The current Public Art Advisory Committee has now been dissolved and will be open for EOIs in early 2022.</p>	
2.1.1.2 Progress the Creative Arts Strategy	Community and Cultural Development	<p>The Creative Arts Strategy consists of 46 actions: High Priority highlights include:</p> <ul style="list-style-type: none"> – Securing \$150,000 infrastructure grant to upgrade the Bas and Mechanics Institute – The adoption of the Public Art Strategy 2021 – Development of promotional material that showcase local creative arts, through focussed attention the Bas website and social media presence, particularly during ongoing COVID-19 disruptions. – The finalisation of the 2022 annual program in the Bas. – The instigation of the volunteer engagement program. <p>Medium priority highlights this quarter are:</p> <ul style="list-style-type: none"> – Showcasing best practice creative arts programs with 20 creative arts programs and activities delivered. These activities have included exhibitions, online artist profiles, live streamed events, digital tours, opening events, artist talks and creative workshops. – Managing the creative arts volunteer program through volunteer inductions, surveying and skills auditing. <p>Low priority highlights include:</p> <ul style="list-style-type: none"> – The provision of Eurobodalla art prize opportunities has been achieved with the provision of two art prizes. The Basil Sellers Art 	


		<p>Prize has now been developed into a national award with an increased prize pool of \$25,000.</p> <p>Ongoing actions include:</p> <ul style="list-style-type: none"> – Facilitating opportunities to engage creative arts practitioners and groups with 32 artists having been showcased in this quarter. – Funding and investment in creative arts with a successful grant for equipment upgrades at the Bas and Mechanics Institute. – The monitoring of audience attendance and feedback has continued this quarter however the extended NSW COVID-19 restrictions and gallery closure has resulted in lower attendance than in past years. Managing the disruption to the annual program for both 2021 and 2022 has been a priority this quarter. There have been 1893 visitors to the Bas to date. 	
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2.1.2 - Develop and promote the Moruya Library and Arts Centre Project



Action	Service	Comment	Status
2.1.2.1 Implement the Basil Sellers Exhibition Centre arts program	Community and Cultural Development	The Basil Sellers Exhibition Centre program has been implemented with three exhibitions delivered before the COVID-19 restrictions took place and a further two exhibitions after restrictions eased. Maintenance, organisation and preparation has been undertaken in the Bas and four creative arts workshops have been delivered. Funding secured to upgrade acoustics and equipment via Create NSW.	

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

2.2.1 - Develop and provide early education services and programs

Action	Service	Comment	Status
2.2.1.1 Provide support services for children and families	Children's Services	Family Day Care and After School and Vacation Care Services remained open throughout the COVID-19 restrictions. Educators adapted their routines and hygiene practices to ensure the continuation of their services. Family Day Care have provided 3,203 occasions of care for year to date. After School Care have provided 5,335 occasions of care and Vacation Care have provided 1,300 occasions of care year to date. Excursions into the local community have been limited to outside venues. Face to face playgroups and parenting programs have also been limited to outside locations. Educators have remained in contact with families via personal phone calls, emails and group chats and games on the Children's Services Facebook page. The new Batemans Bay OOSH building	



		was completed and approved by the Department of Education and service began operations from the new centre in December.	
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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 the COVID-19 restrictions period library staff at the three branches used the opportunity to commence a new contactless Library2Home service which delivered over 474 library resources to our most vulnerable housebound library members. Libraries also offered a click& collect service during this time and 475 library members took advantage of the service collecting over 7,719 library resources.</p> <p>Library statistics YTD:</p> <ul style="list-style-type: none"> - 27,057 people have visited our libraries - 55,729 physical items loaned - 375 new library members - Library staff assisted with 9,460 customer information requests and assisted with 8,556 technology related requests - 9,494 eBooks downloaded - 11,264 eAudio books downloaded - 3,707 eMagazine loans 	
2.2.2.2 Progress the Library Strategic Plan	Libraries	<p>The Library Strategic Plan 2020-25 outlines the priority projects and programs the Libraries will deliver over five years. 56 actions have been identified to be implemented. Numerous action items from the plan are currently being undertaken. Highlights to date include:</p> <ul style="list-style-type: none"> - A trial of a home library service during the COVID-19 restrictions. A Library2Home service delivered over 474 library resources to vulnerable housebound library members via a contactless service. There are plans to continue and expand this service with the help of volunteers. - The implementation and installation of a new suite of library technologies was completed in late December. Library customers are currently being taught to use the new self-check kiosks and the response has been very positive, Public PC and print management software and POS (point of sale) software at each library has also been installed and is ready for staff to be utilised. These new technologies will support operational efficiencies and allow library members a full self-service station offering a wide range of service functions. - Demand for the online study tuition support tool Studiosity continues to grow, with over 104 local 	


		<p>students registered to use the service and approximately 20 students service per month receiving one on one study support.</p> <ul style="list-style-type: none"> – Development of a Library social media marketing plan resulted in the library launching its own Facebook presence. The library Facebook account allows the library to engage directly with library members and quickly communicate messages about what is happening in the libraries. This has been particularly important during the COVID-19 restrictions period. The library now has over 243 followers. 	
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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 continues to work with TAFE NSW to progress the connected learning centre for Batemans Bay at the existing TAFE, University of Wollongong and Library complex in Batemans Bay. This project is in the construction phase.	

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	One meeting was held. Discussions included the postponement of NAIDOC week activities due to COVID-19 restrictions, proposed development at Tuross, access to Cooper Island Road, supporting Aboriginal engagement in local government elections, update on homelessness in the Eurobodalla, input into the climate resilience strategy, Welcome to Country protocols and an Aboriginal community directory.	
2.3.1.2 Progress the Aboriginal Action Plan	Community and Cultural Development	The Aboriginal Action Plan contains 30 actions, 27 are currently underway. Projects include initiating and then postponing NAIDOC week events, advocating for the Aboriginal community at mental health and bush fire recovery meetings, physical acknowledgement of Traditional owners in Council buildings, promoting Aboriginal heritage and projects via Council website, seeking funds to support cultural heritage, supporting Aboriginal employment, linking community groups and activities with Aboriginal community members, working on developing an Aboriginal protocols and guidelines document and an Aboriginal community directory. Working with Wallaga Lake community to develop a Living History project which will be run during Reconciliation week 2022 if funding can be sourced,	

2.3.2 - Manage and promote our Heritage

Action	Service	Comment	Status
2.3.2.1 Progress the Eurobodalla Heritage Strategy	Community and Cultural Development	Council's Heritage Strategy continued to be implemented through two meetings of the Heritage Advisory Committee. Nominations were assessed for the Fergus Thompson OAM Award and a winner chosen. The winner will be announced in early 2022.	

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 Deliver community programs and events through the libraries	Libraries	<p>Despite COVID-19 restrictions, the library held 135 events with 1,005 people attending.</p> <p>After the libraries reopened to the public on the 18th October, our return to regular programming was gradual and cautious and included COVID-19 safety protocols – including strict capacity limits, and social distancing. Our first events to resume included our regular weekly Storytime and Rhyme time programs.</p> <p>In November speech pathologists from Eurobodalla Health Service visited the three library branches to talk about children's language and literacy development.</p> <p>50 parents with children aged between zero to five, attended these free sessions to learn how to support and encourage their children's literacy. Other event highlights included craft, creative writing, mindfulness and meditation workshops, games and Lego sessions aimed at families and our ever-popular annual Book Week celebrations.</p>	


3. PROTECTED AND VALUED NATURAL ENVIRONMENT

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


3.1.1 - Manage coastal use and hazards


Action	Service	Comment	Status
3.1.1.1 Prepare the Eurobodalla Coastal Management Program	Strategic Planning	Council completed Stage 2 the Open Coast Coastal Management Program (CMP) and made the findings available on Council's website. Council received funding to undertake targeted Aboriginal community consultation related to the Open Coast CMP. A draft CMP for Moruya, Wagonga and Mummaga estuaries was on public exhibition from 10 November until 5 January 2022.	
3.1.1.2 Manage lake openings	Stormwater	<ul style="list-style-type: none"> – Little Lake Narooma opened in July 2021 in accord with lake opening protocols – Joes Creek Batehaven opened in October, November and December 2021 in accord with lake opening protocols – Durras Lake opened in December 2021 in accord with lake opening protocols – Coila Lake levels monitored during December 2021 event but did not reach the trigger level for assisted opening 	



3.1.2 - Minimise the impact of flooding on development and people


Action	Service	Comment	Status
3.1.2.1 Continue to develop Shire flood risk management plans	Strategic Planning	The draft Narooma Flood Risk Management Study and Plan was completed and is ready for public exhibition in 2022.	

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 and recovery services including the transfer of the annual cost for the Rural Fire Service, State Emergency Service and NSW Fire and Rescue to the NSW Government	Public Order and Safety	<ul style="list-style-type: none"> – Advocacy to Resilience NSW to employ full time Local Emergency Management Officers working directly for Resilience NSW as part of a restructure of state funded emergency services to reduce burden on councils. – Ongoing advocacy through Office of Local Government and IPWEA NSW for NSW Government to remove Emergency Services cost 	

		<p>burden from councils and take ownership of Emergency Services.</p> <ul style="list-style-type: none"> – Advocacy to National Recovery and Resilience Agency for NSW Government to lead, plan and fund Emergency Services through a restructure of Resilience NSW. – Disaster to Resilience article provided to Local Government Procurement for inclusion in their magazine. – Advocacy continuing on improved telecommunications and power resilience to NSW and Australian Government, Telstra, Essential Energy, the Australian Senate Committee and key agencies. – Request forwarded to Department of Planning and Environment to consider incorporating infrastructure resilience and promote state role for Emergency Services planning. – Met with Fiona Phillips, Member for Gilmore, and Senator Murray Watt, Shadow Minister for Disaster and Emergency Management to discuss state and federal support for the proposed Moruya Emergency Operations Centre and Emergency Services precinct. 	
<p>3.1.3.2 Advocate for Government to fully fund and deliver the proposed Eurobodalla Regional Integrated Emergency Services Precinct in Moruya</p>	<p>Public Order and Safety</p>	<ul style="list-style-type: none"> – Ongoing advocacy to Local Members, relevant NSW Ministers, Resilience NSW, Regional Development Australia and Emergency Services Commissioners for a Regional Integrated Emergency Services Precinct in Moruya to co-locate Rural Fire Service, NSW Ambulance, NSW Fire & Rescue, State Emergency Service and Emergency Operations Centre. – Escalated proposal to the State Emergency Management Committee and State Bushfire Committee for endorsement. – Advocacy fact sheet developed to support Council grant application under the Australian Government Black Summer bushfire funding to enable Public Works Advisory to be engaged to complete the site selection process as part of the first stage of development. – Working with Far South Coast Regional Development Australia to advocate to the Local Member for Gilmore and Deputy Prime Minister to provide a funding commitment from the Australian Government as part of a Aust/NSW Government co-funding partnership. – Met Senator Murray Watt, Shadow Minister for Disaster and Emergency Management. Toured Moruya Fire Control Centre and EOC (Moruya RSL Hall) 	


<p>3.1.3.3 Pursue increased grant funding and undertake fire mitigation program on Council controlled land</p>	<p>Public Order and Safety</p>	<p>\$151,400 in RFS funding secured for hazard reduction works on 53 sites for hand clearing and grooming mechanical activities.</p> <p>Fire mitigation program on Council controlled land including:</p> <ul style="list-style-type: none"> – Routine inspections of asset protection zones. – 18ha fire mitigation slashing and vegetation mowing to commence October 2021. – 1.7 ha routine asset protection zone hand clearing work complete. – 0.5ha of fire mitigation grooming work complete. – 3.65ha hazard reduction burns completed on Council controlled lands by Rural Fire Service in August at Dalmeny, North Narooma and Mystery Bay, consisting of 0.95ha of Strategic Fire Advantage Zones and 2.7ha of Land Management Zone in total. – RFS mitigation crews assisting by undertaking work on one fire mitigation site in Lilli Pilli. <p>All bushfire complaints referred to the RFS for review.</p>	
<p>3.1.3.4 Advocate for implementation of the recommendations made in Council's submissions to the NSW Bushfire Inquiry and Royal Commission</p>	<p>Public Order and Safety</p>	<ul style="list-style-type: none"> – Eurobodalla Infrastructure Resilience Plan in place to track progress to improve resilience for Council roads, water and sewer infrastructure, and in alignment with progress by NSW Government agencies on telecommunications, power, highways and emergency services facilities, and private providers for aged care, fuel supplies and food retailers. – Advocacy to Local Federal and State Members, NSW Government Ministers, Resilience NSW, National Recovery and Resilience Agency, State Local Emergency Management and Bushfire Management Committees, and to Australian Government Senate Committee on resilience improvements, bridge rebuilds and specific Mt Wandera improvements. – Three meetings held by Working Group (Council, Crown Lands, Essential Energy, Telstra and NBN Co) to define and implement a larger APZ with ongoing vegetation maintenance to improve resilience of the critical Mt Wandera telecommunications facility. – Working with Forestry Corporation to remove bushfire affected hazardous trees and maintain access roads to Mt Wandera. – Request to Resilience NSW to review funding to assist Forestry Corporation clear and maintain forestry roads accessed by residents. – Ongoing replacement of rural timber bridges with concrete structures in bushfire prone areas. 	

		<ul style="list-style-type: none"> - Working with Transport for NSW on resilience improvements to highways in line with recommendations 31 and 32 from the NSW Bushfire Inquiry. - Mt Wandera advocacy report endorsed by Local Emergency Management Committee and FSC Bushfire Management Committee and submitted to State Committees for review and endorsement. Report also provided to Resilience NSW, National Recovery and Resilience Agency, NSW Ministers and State and Federal MPs, Telco Authority, Telstra and Crown Lands, with a focus on replacing timber with composite poles and improvements to maintenance regime. - Advocacy to Infrastructure Australia 	
<p>3.1.3.5 Support emergency service agencies in planning and responding to disasters through the Local Emergency Management, Local Rescue, Regional Emergency Management and Eurobodalla Bushfire Risk Management Committees</p>	<p>Public Order and Safety</p>	<ul style="list-style-type: none"> - Chaired Local Emergency Management Committee (LEMC) and Extraordinary LEMC to discuss COVID-19 preparedness. - Attended online RFS Pre-Season and SES Seasonal briefings. - Attended Regional Emergency Management and online FSC Bushfire Management Committee. - Established Eurobodalla and Bega Valley virtual Emergency Operations Centre to manage regional response to COVID-19 on yellow alert on 25 August 2021 (weekly/fortnightly meetings to end December. Follow up meeting scheduled early January 2022). - Facilitated completion of COVID-19 After Action Review. - Attended the inaugural Far South Coast Bushfire Management Committee held virtually. - Sought and received RFS endorsement to increase APZ for Mt Wandera telecommunications facility. - Contracted consultant and commenced Working Group to deliver Central Tilba Heritage Village Bushfire Resilience Plan with funding secured under BLERF and Minderoo Foundation. - The LEMC and FSC BFMC unanimously endorsed the proposed regional co-located Emergency Services precinct in Moruya and Mt Wandera resilience plan with a commitment to progress review to the State Committees for endorsement and funding. - Regular updates to emergency services on disaster recovery works (e.g. roads, water) and resilience advocacy. - Active participant in Wallaga Lake COVID-19 Aboriginal Action Plan. - Participation in Canberra Region Joint Organisation Community Resilience and 	



		<p>Preparedness Working Group and Local Emergency Management Officer Group.</p> <ul style="list-style-type: none"> – Participation in NSW LEMO Network Group. – Emergency Operations Centre established to assist SES with the response to the flood on 10 December 2021. Damage from this event assessed and Natural Disaster declared. Crews tasked to assist on the day of the flood and over the subsequent weekend. Urgent immediate risk assessments achieved, and actions prioritised and implemented to restore access on the day of the flood and otherwise by Christmas 2021. 	
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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	Boneseed inspections complete. Bitou Bush control across the majority of council managed coastal cliffs complete with the exception of Sunshine Bay, and additional funding was obtained to complete this work. Annual widespread weed control underway along highways and council managed roads (Blackberry, St Jon's Wort, African Love Grass). Primary run of rabbit control delivered via calcivirus at Dalmeny and Kianga, follow up will be rolled out over summer. First batch of cochineal established at the Batemans Bay biological control facility to support control of Prickly Pear.	

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	A grant funded project has commenced to assist Landcare groups in bushfire impacted areas – Nelligen, Pretty Point, Deua River and Tuross Valley. Grant funding has also been received for a Landcare project in the Tilba area to assist property owners with Lantana control and protecting the threatened native plant species Warty Zieria. 26 Landcare groups have worked within COVID-19 restrictions and group activities and events had recommenced after easing of restrictions. Eurobodalla Landcare Network meeting was held in November.	
3.2.2.2 Plan and implement environmental protection and restoration program	Environmental Management	New grant funded citizen science project partnership for locating Gang Gang nests and installation of artificial nests. Installation of 600 post-fire wildlife nest boxes completed, monitoring program is ongoing. Indian Myna bird control program continuing with new volunteer trappers engaged.	


3.2.2.3 Progress the Eurobodalla Flying Fox Management Plan	Environmental Management	Cocos Palm removal project has been completed in the suburbs closest to the Batemans Bay camps (a total of 162 palms removed). Vegetation management and planting has occurred in the Batemans Bay camps and buffer zones. Two flying-fox/threatened species general community education events have been held. Two projects, wildlife friendly fencing and ' how to deal with bat-poo' YouTubes are in progress. The grey-headed flying- foxes returned to the camp at Catalina golf course at the very end of September and monitoring of known camps continues, the population in the period peaked at 3,100.	
3.2.2.4 Seek grant and other funding to sustain and improve the natural environment	Environmental Management	<p>Grant funds received for:</p> <ul style="list-style-type: none"> – Landcare groups to assist bushfire recovery; – Lantana control; – Citizen science project partnership for locating Gang Gang nests and installing artificial nest boxes; – Restoring major estuaries and enhancing natural defences of our foreshores. <p>New grant applications submitted:</p> <ul style="list-style-type: none"> – Native beehive project; – Wagonga Inlet living shoreline; – Cigarette butt bin and education program for Narooma. 	

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's website was updated to include a webpage dedicated to the project to help keep the community updated on its progress and invite community input at key stages.	

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	New grant funding (50%) has been received and the project is continuing across all of the major estuaries to restore and enhance the natural defences of our foreshores. This project involves working with adjoining landholders to minimise their impacts on the estuaries, public education and engagement along with on ground bank protection works. Two bushfire affected waterways projects continued to assist with restoration of riparian areas on private and public lands that were impacted by bushfires and floods including major erosion mitigation	

		and revegetation works at Gulph Creek, Tuross River and Cabbage Tree Creek. Planning and community consultation undertaken for Wagonga Inlet Living Shoreline Project.	
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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	Program commenced 1 November 2021 with 11 sites monitored weekly. Significant rainfall events expected to negatively impact water quality due to high volumes of runoff.	
3.3.2.2 Undertake estuary monitoring	Public and Environmental Health	Estuary monitoring continued across the six major estuaries in Eurobodalla. Estuary health data is used to prepare report cards for each of the major estuaries which are available the Council website.	
3.3.2.3 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	782 inspections have been carried out with a high level of compliance of 94%.	
3.3.2.4 Undertake water, sewer and waste monitoring	Public and Environmental Health	Monitored in accordance with NSW Health requirements and Environmental Protection Licences.	


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


3.4.1 - Monitor and manage public and environmental health			
Action	Service	Comment	Status
3.4.1.1 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	Council received 371 customer service requests for public and environmental health related matters such as noise, air, land, and water pollution and development compliance.	
3.4.1.2 Undertake the commercial public pool water quality inspection program	Public and Environmental Health	21 public pools were inspected during November and December, with the focus being on holiday parks and resorts due to their high usage rate. The remaining public pools will be inspected in 2022.	


4. SUSTAINABLE LIVING



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>Capital and renewal activities, including watermain renewals:</p> <ul style="list-style-type: none"> – Costin Street and Loader Parade, Narooma – Bodalla RFS, Bodalla – Potato Point Road, Bodalla – Horse Island and Tuross Head Pressure reduction valve. – Luck Street, Moruya – Queen/Ford Street, Moruya – Shore Street, Moruya – Broulee Road, Broulee – Clarke Street, Broulee – Queen Street and Church Street, Mogo – Grandfathers Gully, Lilli Pilli – Vesper Street, Batemans Bay – Princes Highway/Link Road, Batemans Bay – Clyde Street, Batemans Bay – Surf Beach toilet block <p>109 new water service connections.</p> <p>Council provides a drinking water supply that meets Australian Drinking Water Quality via:</p> <ul style="list-style-type: none"> – 21,856 water connections – 628 km of reticulated water mains – 292 km of trunk water mains – 2 river offtakes (Moruya River and Tuross Alluvial bores) – 1 water storage (Deep Creek Dam) – 2 water treatment plants (Northern WTP and Southern WTP) – 34 service reservoirs – 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) 	
4.1.1.2 Build, renew, operate and maintain sewerage systems	Sewer Services	<p>Operational and maintenance activities as per schedule</p> <ul style="list-style-type: none"> – Rosedale sewer pods (Bushfire recovery) ongoing – Sylvan Street, Malua Bay 	


		<ul style="list-style-type: none"> - Performance comments: - Council provides sewage services via: <ul style="list-style-type: none"> o 137 sewage pumping stations o 6 sewage treatment plants <p>Sewage surcharges from the system are classified as either major or minor. Surcharges that cannot be controlled and contained prior to entering a waterway are classified major and are reported to the EPA when they occur. All surcharges are reported annually.</p> <p>Surcharges occur due to major rainfall events, sewer chokes, damage to the sewer mains by a third party, electrical disruption or mechanical failure.</p> <p>11 major spills and 26 minor spills have occurred.</p> <p>The rain event on 20 October 2021 resulted in major spills from sewer pump stations in Tuross Head which impacted oyster harvest areas whose representatives were notified and subsequent water quality testing undertaken.</p> <p>During the 26-28 November 2021 rain event the Batemans Bay Sewage Treatment Plant went into overflow as a result of the increased volume of water entering the plant. No oyster harvest areas were affected.</p> <p>During the 10-11 December 2021 rain event:</p> <ul style="list-style-type: none"> - Major spills occurred in the Moruya area as a result of stormwater inundation/river flood levels. The Moruya River oyster leases were impacted and notified (these are nursery leases and not harvest areas). - Sewer pump stations surcharged as a result of stormwater inundation. No oyster harvest areas were affected. - 426km of gravity sewer main - 142km of pressure sewer main 	
4.1.1.3 Undertake liquid trade waste inspections	Public and Environmental Health	60 liquid trade waste inspections carried out. Program was interrupted due to COVID restrictions.	


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 High School playing field - Moruya Riverside park - Tuross Golf Course 	

4.1.2.2 Provide incentives to encourage use of water saving devices in homes	Water Services	102 washing machine and 43 dual-flush toilet rebates provided.	
4.1.3 - Advance planning for and development of the Southern Water Supply Storage			
Action	Service	Comment	Status
4.1.3.1 Progress the Southern Water Supply Storage project	Water Services	Major funding secured from NSW Government (\$25.612M) and Australian Government (\$51.2M) for Eurobodalla Southern Water Supply after significant background preparation and advocacy work. This \$105M critical water security and resilience project is proceeding. Land acquisitions being progressed. Construction contract for Tuross River Pumping Station in progress. Shortlist for tenderers to participate in Early Tenderer Involvement process finalised. Early Tenderer Involvement process commenced.	



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	Operations at the Surf Beach and Brou waste management facilities and Moruya transfer station are on track with no incidents. Council was successful in its bushfire recovery landfill grant applications securing approximately \$7.8M in funding for a number of projects that will assist Council in offsetting some of the operational costs and impacts associated with the 2019-20 bushfire disaster and improve community resilience for future disasters.	
4.2.1.2 Manage kerbside collection	Waste Management	Council's kerbside collection of waste, recycling and green waste has progressed as per contractual arrangements, servicing approximately 46,000 bins each week.	
4.2.1.3 Undertake annual hazardous waste collection	Waste Management	The annual hazardous waste collection was postponed due to COVID-19 restrictions. Due to ongoing concerns associated with COVID-19 and following discussion with the Regional Waste Group of Councils the next event will likely take place sometime around September/October 2022 in line with the annual scheduled dates.	

4.2.2 - Implement waste reduction, resource recovery and recycling technology and initiatives			
Action	Service	Comment	Status
4.2.2.1 Participate in regional collaboration and develop strategic partnerships	Waste Management	Council is a member of the Canberra Region Joint Organisation (CRJO) and attends regular Resource Recovery Working Group meetings. With the support of the CRJO, Council developed advertising to promote our Community Recycling Centres and recycling education,	


		which is now displayed on our waste contractors collection vehicles. Investigation of regional opportunities for solar panel recycling has been successful and Council is now collecting solar panels to transport for recycling.	
4.2.2.2 Deliver community education on waste minimisation	Waste Management	Due to COVID-19 restrictions, waste education and composting lessons are being delivered to community groups and schools through Zoom talks, and modified workshops. The promotion of recycling and waste diversion initiatives in a commercial shop front during recycling week was a success and Council has planned similar future initiatives. We have also sought funding to assist in the recovery and diversion of textile waste from our landfills. Our waste education YouTube videos are currently under development and we continue to inform the community of recycling and waste diversion programs through the media and on our website.	

4.2.3 - Minimise illegal dumping

Action	Service	Comment	Status
4.2.3.1 Coordinate Clean Up Australia day activities	Waste Management	Preliminary works have commenced for the Clean Up Australia Day event that is scheduled to be held in March 2022.	
4.2.3.2 Investigate and manage illegal dumping incidents	Waste Management	Council received 33 customer service requests for illegal dumping matters including building and household waste and also dumping of green waste.	


4.3 – SUPPORT AND ENCOURAGE SUSTAINABLE CHOICES AND LIFESTYLES

4.3.1 - Partner with schools and community to deliver environmental education programs and projects


Action	Service	Comment	Status
4.3.1.1 Provide environmental and sustainability education programs	Environmental Management	Provided online resources for schools/community groups including a new Enviro Treasure Hunt resource as face to face activities are limited. Ongoing collaboration with Village Centre and Bridge Plaza on a sustainability education program for its customers and retailers to be implemented during next peak visitation period and beyond.	

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 actions that reduce CO2 emissions and increase climate resilience	Environmental Management	Ongoing actions associated with Emissions Reduction Plan including the Renewable Energy contract for 80% of Council operations. Development of the draft Climate Resilience Plan has continued with various stakeholders providing input and a community working group meeting in December. Monitoring of Council water, energy, waste and emissions continues. Business and resident water efficiency programs have continued providing rebates, incentives and education to reduce water consumption.	



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	New ten-year Power Purchase Agreement commenced on 1 July 2021 with 80% of Council's energy to be supplied from renewable sources. Ongoing investigations into options for the remaining 20% associated with smaller sites. Solar maintenance works scheduled for February 2022 on Council facilities.	



5. VIBRANT AND DIVERSE ECONOMY



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

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


Action	Service	Comment	Status
5.1.1.1 Facilitate business, education and employment partnerships and employment generating initiatives	Business Development	<ul style="list-style-type: none"> – Participated in intergovernmental and education stakeholder meeting to discuss managing and building skills in the local workforce in preparation of future projects. – Approached Regional Development NSW to facilitate engagement with professional industry bodies. <p>Limited workshops have not been held from July – December 2021 due to COVID-19 restrictions and other programs in place associated with funding.</p>	
5.1.1.2 Progress Advancing Eurobodalla	Business Development	<p>Key priority 1. Industry engagement and business development</p> <ul style="list-style-type: none"> – Regular emails and quarterly phone calls to Chamber Presidents to provide information for distribution to members and monitor any issues that arise in the business community. – Direct business engagement with 66 businesses to date and direct assistance to 21 businesses. – Assisted to recruit eight workshop participants for disability inclusion plan. <p>Key priority 2. Investment attraction</p> <ul style="list-style-type: none"> – Development and management of prospective investors client management list. – New holding page set for Invest Eurobodalla due to coding issues. <p>Key priority 3. Workforce development</p> <ul style="list-style-type: none"> – Successful application for Small Business Month 2022 to conduct trade events. – Participated in intergovernmental and education stakeholder meeting to discuss managing and skilling a workforce in preparation of future projects. <p>Key priority 4. Infrastructure and place enhancement</p> <ul style="list-style-type: none"> – Development of projects and development list to demonstrate level of activity within Eurobodalla to assist external infrastructure providers for planning future builds. 	

		– Provided letters of support and assistance for grants under the regional connectivity program.	
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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	Implemented the Eurobodalla Food Trail promoting our food producers. Website, brochure and video content launched.	
5.1.2.2 Progress the Shellfish Hatchery Project	Business Development	A development application has been approved and a construction contract signed. A construction certificate has been obtained for the first part of the construction. The materials for one of the three main buildings have been delivered to the site.	


5.1.3 - Plan for the development of the Batemans Bay Mackay Park Precinct			
Action	Service	Comment	Status
5.1.3.1 Finalise the construction of the Regional Aquatic, Arts and leisure Centre Batemans Bay, subject to all Council and Development Application approvals	Strategic Planning	The construction of the Bay Pavilions has progressed well, on time and on budget. The building is fully enclosed with roof structures and external walls complete and internal linings now progressing. With internal linings underway, the Council procurement of essential fit out items is underway with contractual completion of construction due in May 2022. The head contractor ADCO is working closely with Council project staff to ensure the project is complete per the contract.	
5.1.3.2 Progress the Expression of Interest process for the redevelopment of the northern precinct of Mackay Park	Strategic Planning	Currently assessing submissions from real estate agents to market EOI opportunity.	

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	– Invitations provided to all Chambers of Commerce to participate in projects such as Small Business Month funding, circulating details on the Alfresco Rebate, various grants and updates on the COVID-19 economic stimulus packages.	




		<ul style="list-style-type: none"> – Contributed to the development of the Tilba District Chamber of Commerce Community Plan. – Successful application for the NSW Government Festival of Place – Summer Night Fund to work with the Narooma Chamber of Commerce in 2022. – Coordinated the inaugural Christmas catch up to thank the Chambers of Commerce for their contribution throughout the year. – Advocated on behalf of the Mogo Chamber after flood event regarding assistance from Telstra and Service NSW. 	
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5.2.2 - Support the business community to build capacity



Action	Service	Comment	Status
5.2.2.1 Identify local business needs in terms of business training, design and promote capacity building programs	Business Development	<ul style="list-style-type: none"> – Secured funding from the NSW Government for Small Business Month to conduct three Trade and Construction ‘drop in’ breakfasts to provide local businesses with details on NSW government procurement for March 2022. – Visited the University of Wollongong accelerate facility and Industry 4.0 Hub to arrange events to be held in 2022. – Support received from AusIndustry to host an Industry 4.0 Hub event in Batemans Bay February 2022. 	

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 Progress the Eurobodalla Tourism Wayfinding and Signage Strategy	Tourism	Installed new town entry signs at Bodalla. Developed new wayfinding along trails and key destinations consistent with wayfinding style guide.	
5.3.1.2 Progress the implementation of the Eurobodalla Destination Action Plan	Tourism	The Eurobodalla Destination Action Plan was a four year plan with a range of actions to be completed by 2021. The majority of actions were delivered upon with the exception being on-going operational tasks.	
5.3.1.3 Progress the Nature Based Tourism Study	Tourism	Implementation of the Nature Based Tourism Feasibility Study continues by progressing the Mogo Adventure Trails Hub and the Coastal Headlands Walking Trail projects. The Contractor for the Mogo Trails is in the detailed design stage of the project.	

		<p>The Mogo Adventure Trails Hub project will be a significant driver in the economic recovery of Batemans Bay, Mogo and surrounding areas from the bushfires. Council is seeking expressions of interest for artists to provide artwork that reflects the themes in the Interpretation Plan for Batemans Bay and Observation Point.</p> <p>Council commenced upgrades to the stairway upgrades on the Coastal Headlands Walking Trail project.</p> <p>Staff continue to meet with NSW Government agency representatives, including Destination NSW, NPWS, NSW Crown Lands and Forestry Corporation for NSW about nature-based Tourism projects.</p>	
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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 Progress the Event Strategy 2020-2024	Business Development	Events have continued in line with COVID-19 restrictions. Most events are being rescheduled to 2022.	
5.3.2.2 Continue to seek grant funding for the implementation of the Mogo Adventure Trail	Business Development	Council received funding through the NSW Government Growing Local Economies Fund and the Bushfire Local Economic Recovery Fund to undertake detailed design and construction of the Mogo trails. The \$8M funding in total will enable the delivery of all trails identified in the Mogo Trails Master Plan as well as supporting infrastructure such as toilets, bike wash, showers, signage and trail head infrastructure. Council is not currently seeking further grant funding for Mogo Trails.	



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	<ul style="list-style-type: none"> – Working with Telstra and NBN Co to ensure Eurobodalla projects are included in the current rounds of regional co-investment Fund and the Regional Connectivity Fund. – Contributing to the revision of the Moruya Airport Masterplan currently in progress. 	



6. SERVICE AND BALANCED DEVELOPMENT


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	Council commenced a review of the NSW Government's proposed changes to employment zones in the Local Environmental Plan, prepared a submission to the Place and Design SEPP - BASIX toolkit and agritourism reforms.	
6.1.1.2 Advocate and seek funding for Strategic Town Planning in towns and villages	Strategic Planning	Council continues to advocate and seek funding to strategically plan our towns and villages. Council is continuing to advocate to the NSW Government to fund and prepare a town centre master plan for Moruya as part the of Moruya bypass and Eurobodalla Regional Hospital projects. Council placed the draft Mogo Village Place Activation Plan on public exhibition from 3 November 2021 to 28 January 2022. The plan is the second stage of the Mogo rebuild process which seeks to further activate the local economy of Mogo and strengthen community resilience in the village since the bushfires. The project is funded through bushfire recovery funding.	



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	Council continued to draft a planning proposal that would implement the reclassification and rezoning of land identified in Council's adopted Recreation and Open Space Strategy and as resolved by Council. Council engaged with the community in Dalmeny to seek early feedback on what should be included in the development control plan for the Dalmeny Land Release Area via two workshops, a site walk and an online survey. Council recommenced work reviewing the building height controls in Batemans Bay.	
6.1.2.2 Progress the Batemans Bay Waterfront Masterplan and Activation Strategy	Strategic Planning	Council released an expression of interest for local artists to provide artwork that reflects the themes in the Batemans Bay Waterfront and Observation Point Interpretation Plan. Council met with TfNSW to ensure interpretation locations complements new	


		infrastructure and other interpretation being delivered by the Batemans Bay Bridge Replacement Project.	
6.1.2.3 Continue to review Infrastructure Contributions Plans	Strategic Planning	Council continued to prepare a draft contributions plan including progressing works schedules and required mapping. Council made a submission to the NSW Government regarding their contributions plan reforms.	





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

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

Action	Service	Comment	Status
6.2.1.1 Share information through builder and developer forums	Development Assessment and Building Certification	Largely due to COVID-19 restrictions, no forums have been held. A Builders and Developers newsletter was distributed during December with information regarding changes in legislation, an e-planning update and bushfire rebuild. No further newsletters have been distributed, however, there have been several different pieces of communication sent out to advise the development community about changes to the way applications are lodged and processed, such as through the NSW Planning Portal.	
6.2.1.2 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	50 formal pre-lodgement meetings have been held with potential applicants from 1 July to 31 December. There were also 17,859 emails and 9,983 phone calls received, a total of 27,842 enquiries to the 31 December (excluding over the counter enquiries).	


6.2.2 - Provide receptive and responsive development assessment services

Action	Service	Comment	Status
6.2.2.1 Assess and determine development applications	Development Assessment and Building Certification	The average processing time for development applications and section 4.55 applications (previously section 96) is an average of 47.39 days at 31 December 2021. Council has received 535 DA/Modification applications from 1 July to 31 December 2021. This is down 3% on last year financial year and up 15% on the five-year average. The total number of applications determined from 1 July to 31 December 2021 is 428 applications. This is down 15% on the last financial year and up 6% on the five-year average. Council received 643 planning (10.7) certificates from 1 July to 31 December, with 81.2% processed in less than two days; 18.0% processed in two to four days and 0.8% processed in more than four days (note days include weekends).	

6.2.2.2 Assess and determine construction certificates	Development Assessment and Building Certification	49 construction certificates received and 41 determined between 1 July 2021 and 31 December 2021.	
6.2.2.3 Assess and determine complying development applications	Development Assessment and Building Certification	Five complying development certificates received and three determined between 1 July 2021 and 31 Dec 2021.	
6.2.2.4 Provide certification inspection services	Development Assessment and Building Certification	1,287 building and plumbing inspections carried out from 1 July 2021 to 31 Dec 2021 including 832 plumbing inspections and 455 certification inspections and 85% of these were carried out within 24 hours of the initial request.	
6.2.2.5 Undertake pool fence inspection compliance program	Development Assessment and Building Certification	48 swimming pool inspections were carried out from 1 July to 31 December. The Swimming Pool Barrier Compliance Program has been temporarily reduced in its scope to deal with sales/leases and complaints.	


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 the Local Strategic Planning Statements	Strategic Planning	<p>Council continues to progress actions listed in Council's adopted Local Strategic Planning Statement (LSPS), including the preparation of the Biodiversity Strategy, review of the contributions plan, implementing the recommendations of the Mogo Adventure Tail Hub Strategy and Masterplan, development of the coastal headland walking trail and continuing to develop subdivision planning controls.</p> <p>An interpretation plan for the Batemans Bay waterfront and Observation Point was prepared and Council started investigating how it could also be applied to the Coastal Headland Walk.</p> <p>Council continued to investigate height controls in Batemans Bay and advocate for funding from the NSW Government for master planning for Moruya.</p>	

7. CONNECTED AND ACCESSIBLE PLACES


7.1 – WORK IN PARTNERSHIP TO PROVIDE AN INTEGRATED TRANSPORT NETWORK

7.1.1 - Advocate for improved transport links, services and infrastructure			
Action	Service	Comment	Status
7.1.1.1 Partner with peak bodies to advocate for improved and on-going funding programs for local transport infrastructure	Transport	<p>Proactively working through the NSW Roads & Transport Directorate to advocate for improved funding for local and regional roads. Implementing funding received under new NSW Government Fixing Local Roads (FLRs) program including rebuilding North Head Drive and other roads (\$3,125,000 in grants secured under FLRs program round 1, \$537,000 under FLRs round 2 and \$1,093,442 under FLRs round 3) and Fixing Country Bridges program (\$7,116,900 received under Round 1) to allow replacement of eight timber bridges in 2021-23, significantly increasing community resilience. Further six grant applications lodged to under Fixing Country Bridges to replace another six timber bridges.</p> <p>Partnered with IPWEA NSW and NSW Roads and Transport Directorate.</p> <p>Pro-actively working with the South East Australian Transport Strategy Inc (SEATS) to advocate on transport priorities for the Eurobodalla, including upgrades to the Princes Highway (highway duplication and bridge upgrades) and improved resilience works.</p> <p>Princes Highway/South Batemans Bay Link Road intersection treatment and connection being delivered by TfNSW.</p> <p>Working with TfNSW and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with new regional hospital. Participated in TfNSW Princes Highway Moruya Bypass Value Management Workshop 28-29 July 2021.</p> <p>\$360,000 funding for installation of six wombat crossings in Moruya, Dalmeny, Sunshine Bay and Broulee received under Federal Stimulus NSW Road Safety Program to improve road safety, particularly for school children.</p> <p>First 30km/hr speed zone in regional NSW implemented in Moruya CBD east following installation of appropriate speed controls and pedestrian facilities.</p> <p>Further \$280,000 funding achieved for additional pedestrian/street improvements in Church Street and Queen Street east to allow extension of the 30km/hr</p>	


		<p>speed zone to the entire eastern precinct (now under consideration by TfNSW).</p> <p>Ongoing work with TfNSW to improve pedestrian movement across the Princes Highway at Mogo school and on the upgrade the Princes Highway/Tomakin Road intersection. Grant application submitted for upgrades to local roads and parking submitted under stimulus funding by TfNSW on Council's behalf.</p> <p>NSW Roads Conference communique adopted by Council and advocated to the NSW Premier, Deputy Premier and Ministers promoting outcomes of the Local Roads Congress communique 2021.</p> <p>On-going advocacy work to secure disaster relief funding under NDRRA. Extensive funding secured for bushfire affected trees, bridge replacements, a new alignment of part of Araluen Road and other disaster works. Proposals developed to replace two causeways at Nerrigundah with bridges for consideration by TfNSW.</p> <p>15 of 19 timber bridge NDRRA natural disaster funded restorations now complete, with two bridges completed in September quarter. Additionally, McGregors Creek trafficable by Christmas 2021, Kenny Bridge nearing completion and Murphys Bridge under construction (with some disruption due to on-going river flooding). Design for Old Bolero Mountain Road bridge complete (access currently restricted due to flood damage).</p> <p>Approximately 36% of bushfire effected road length has been treated for hazardous trees, with approximately 8% completed in December quarter. Approximately 47% of flood/storm impacted roads requiring grading and resheeting completed to date.</p> <p>Additional declared natural disaster flood occurred on 10 December 2021. The disaster damage is under assessment, however, damage identified to date includes culvert and road damage at Veitch Street, Mogo, River Road Causeway, Currawan, embankment damage to Araluen Road, Merricumbene.</p> <p>Total NDRRA funding expended to date from the nine declared natural disasters is \$24M.</p> <p>Northern Area Transport Network Plan endorsed by Council 26 October 2021, and forwarded to SEATS, Transport for NSW, Resilience NSW and emergency response agencies.</p> <p>Advocacy to Infrastructure Australia to seek funding to repair and make resilient remote rural unsealed roads (November 2021).</p>	
<p>7.1.1.2 Seek grant and other funding to sustain and improve the local and regional transport network</p>	<p>Transport</p>	<p>\$473,000 grant secured for Local Roads and Community Infrastructure Round 1.</p> <p>\$1.704M grant secured for Local Roads and Community Infrastructure Round 2.</p>	




		<p>\$568,000 grant secured for Local Roads and Community Infrastructure Round 3.</p> <p>\$360,000 grant secured for School Zone Safety Infrastructure.</p> <p>\$280,000 grant secured – NSW High Pedestrian Activity Area, Moruya CBD east (Queen, Church and Ford Streets).</p> <p>\$3.5M grant applied for under the Fixing Local Roads Round 3 (6 projects in total). Two successful worth \$1,093,000.</p> <p>\$18.5M grant application under Safer Roads – NSW Government (6 locations).</p> <p>\$17.24M grant application under Safer Roads – Australian Government Tranches 4 & 5, 6 (7 locations).</p> <p>\$23,000 grant application – NSW CPTIG 2 bus shelters, Moruya Heads and Batemans Bay</p> <p>\$5,412,000 grant application – Fixing Country Bridges Round 2 (6 bridges across the shire).</p> <p>\$85,600 grant secured for environmental improvements including sealing and drainages works to Wagonga Scenic Drive and Runnyford Road through Local Land Services.</p> <p>Funding received from Australian Government (\$1,704,195)</p> <ul style="list-style-type: none"> - Batmans Bay Foreshore – Retaining Wall - \$100,000 - Bill Smythe Oval Car Park - \$249,195 - Captain Oldery Oval Car Park - \$255,000 - Resilience Araluen Road 19km Mark - \$250,000 - Resilience Araluen Road 31km Mark - \$150,000 - Resilience Araluen Road Merricumbene - \$250,000 - Culvert replacement – Church Street Mogo - \$100,000 - Local Roads – Drainage and Culverts - \$150,000 - Unsealed Road Batter Protection and Rock Scaling Work - \$200,000 <p>Funding received from Australian Government Local Roads & Community Infrastructure Round 3 (\$568,000)</p> <p>Pathways and road safety</p> <ul style="list-style-type: none"> - Sunpatch Parade \$43,000 - Kuppa Avenue marked pedestrian threshold treatment to support 30km/hr high pedestrian speed zone \$25,000 - Annetts Parade, Mossy Point \$25,000 - Bavarde Avenue central splitter islands \$30,000 <p>Rural Road resilience</p> <ul style="list-style-type: none"> - Araluen Road (Merricumbene stage 2) \$150,000 	
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		<ul style="list-style-type: none"> - Nerrigundah Mountain Road dust seal \$100,000 - Belowra Road \$50,000 <p>Funding received under NSW Road Safety Program for School Zone Infrastructure (\$360,000)</p> <ul style="list-style-type: none"> - Queen Street - convert school crossing to wombat crossing - \$50,000 - Church Street - convert school crossing to wombat crossing – \$45,000 - Mirrabooka Avenue - new wombat crossing - \$50,000 - Noble Parade - new pedestrian refuge and footpath link to school bus stop - \$70,000 - Sunshine Bay Road - convert school crossing to wombat crossing - \$70,000 - Train Street - new wombat crossing - \$70,000 <p>\$280,000 grant secured – NSW High Pedestrian Activity Area, Moruya CBD east (Queen, Church & Ford Streets)</p> <p>Funding received under Fixing Local Roads Round 3 for two projects on Araluen Road \$1,093,000.</p> <ul style="list-style-type: none"> - Project One: \$378,750 Araluen Road near J-Tree Road - Project Two: \$714,692 Araluen Road near Merricumbene/Deua River Valley. 	
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7.1.2 - Provide a safe efficient and integrated transport network			
Action	Service	Comment	Status
7.1.2.1 Build, renew and maintain a safe efficient and integrated transport network	Transport	<p>Maintenance inspections and maintenance undertaken. Reseal contract in place and annual program in progress.</p> <p>Resheeting program to be integrated with natural disaster recovery and other grant funded works over 2021-22.</p> <p>Extensive disaster recovery works underway and planned. Further damage in declared natural disaster flood December 2021 being assessed with urgent immediate restoration of access undertaken for Christmas 2021.</p> <p>Additional projects to those within the Operational Plan in 2021-22:</p> <p>Urban road reconstruction</p> <ul style="list-style-type: none"> - Queen Street, Mogo completed - Costin Street, Narooma in progress - Loader Street, Narooma in progress <p>Pavement rehabilitation completed:</p> <ul style="list-style-type: none"> - North Head Drive, Moruya - Garlandtown Bridge approaches, North Head Drive 	




		<ul style="list-style-type: none"> – Bowerbird Place, Malua Bay – Currawong Crescent, Malua Bay – Peninsula Drive, North Batemans Bay <p>Regional Roads completed:</p> <ul style="list-style-type: none"> – George Bass Drive road safety and resilience improvements. – Left turn auxiliary lane – North Rosedale – Duplication of northbound lanes near Sunshine Bay Road – Shoulder widening south of Burri Point Road – Bermagui shoulder widening – Hector McWilliam shoulder widening <p>Regional Roads in progress:</p> <ul style="list-style-type: none"> – Grandfather Gully Bends – Shoulder widening and intersection upgrade Carramar Drive – Cullendulla Drive shoulder widening – Tomakin Road Safety Works – Mackay Park Deceleration Lane <p>Bridge Construction completed:</p> <ul style="list-style-type: none"> – Garlandtown Bridge, North Head Drive – Extend Box Culverts at Surf Beach to replace footbridge – Belimbla Bridge, Belowra Road – McGregors Creek bridge Araluen Road – Kennys Creek bridge Araluen Road substantially complete – Design for Old Bolaro Mountain bridge replacement – Murphys bridge Eurobodalla Road in progress (impacted by repeated rain and flood events in the Tuross River) <p>Procurement commenced for replacement of eight additional timber bridges under Fixing Country Bridges program</p> <p>Rural Roads complete:</p> <ul style="list-style-type: none"> – Ridge Road Tilba – Old Highway Tilba (highway to winery) – Whole of length spraying of wattle regrowth in progress following bushfires. – Extensive bushfire affected tree removal in progress. Funding secured to complete works over 2021-22 and 2022-23 under NDRRA funding. – Major culvert reconstruction at Buckenbowra Road – Additional culvert resilience work across multiple sites in progress – Additional FLRs funding secured for Araluen Road (two sites) 	
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		<ul style="list-style-type: none"> - Additional \$1.1m LRCIP round 2 grant funding allocated to improve resilience of rural roads - Araluen Road <ul style="list-style-type: none"> o Alternate route at 22km mark well advanced and open to traffic on 10 December 2021 (\$3m NDRRA funding) o Merricumbene resilience work in progress o Initial stabilisation work at 19km mark complete. Contracts awarded for remainder. o Contracts awarded for various geotech work at damage sites o Road widening at 11km, 14km and pump station complete <p>Gravel Resheeting</p> <ul style="list-style-type: none"> - Runnyford Road complete - The Ridge Road Batemans Bay complete - Old Highway Tilba complete <p>Extensive gravel resheeting recovery work in progress across multiple damage sites under NDRRA funding. 38 km completed, with 12 km of projects in progress or contracted. Total works estimated is currently 81 km in length. Sites achieved to date include:</p> <ul style="list-style-type: none"> - Wattlegrove Road - Araluen Road Heffernans Road/ Wanderer Mountain Detour - Belowra Road - Congo Road - Hawdons Road - Kiora Street - Meringo Road - River Road - Wamban Road - Bingie Road - Buckenbowra Road - Clouts Road - Comerang Forest Road - Egans Road - Eurobodalla Road - Reedy Creek Road - Pedro Point Road <p>Car parks</p> <ul style="list-style-type: none"> - Hector McWilliam Drive Bus Car Park complete to prime seal - Captain Oldlery LRCIP works complete to prime seal - Bill Smyth Oval LRCIP works in progress. 	
<p>7.1.2.2 Build, renew and maintain the stormwater network</p>	<p>Stormwater</p>	<p>Storm Water Renewal</p> <ul style="list-style-type: none"> - Pleasant Place Tuross - Heron Rd Catalina - Island View Road Tuross <p>Stormwater capital</p>	

		– Miller Street Stage 1 and 2 (Golf Links Drive).	
7.1.2.3 Provide traffic management and transport planning	Transport	Northern Area Transport Network Plan developed and approved by the Local Traffic Committee and adopted by Council. Traffic advice provided to: <ul style="list-style-type: none"> – assist development of Dalmeny west urban expansion area – assist development of Mogo Village Place Activation Plan – assist development of Broulee west urban expansion area – assist development of Rosedale west urban expansion area – assist development of NSW Government Moruya Bypass 	
7.1.2.4 Coordinate the Local Traffic Committee	Transport	Four meetings held.	
7.1.2.5 Investigate technology options to monitor and manage parking demand and compliance	Transport	In progress.	


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	Inspection and maintenance undertaken. New pathways <ul style="list-style-type: none"> – South Head shared pathway stage near Congo Road – Sunpatch Parade shared pathway – Church Street, Veitch Street Mogo pathways 	
7.2.1.2 Seek grant funding to accelerate expansion of the network	Transport	Applications being prepared for 2022-23 Active Transport Program (walking and cycling). Funds allocated from bushfire funding to Park Street, Church Street, Veitch Street Mogo (complete) <ul style="list-style-type: none"> – Collaborated with Banksia Village and Broulee Mossy Point Community Association with \$13,000 donated to construct the footpath on Grant Street from Heath Street to Carters Store with matched funding from Council. 	
7.2.1.3 Advocate to government agencies for a bridge across Cullendulla Creek	Transport	Working Group coordinated by the Long Beach Community Association established including representatives from Marine Parks, NPWS and Council to commence initial discussions on the proposal. Yet to meet due to other priorities.	



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	Off-highway inter and intra-state bus stop and car park constructed at Hector McWilliam Drive, Tuross Head with \$270,000 funding jointly provided by the Australian and NSW Governments under the Road Safety Stimulus Program. \$23,000 grant applied for under NSW Country Passenger Transport Infrastructure Grant 2 for bus shelters at Moruya Heads and Batemans Bay	


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	Passenger numbers have dropped significantly due to COVID-19 restrictions. The airport remains fully operational however.	
7.4.1.2 Review the implementation of the Moruya Airport Master Plan	Commercial Entities	Consultant has been engaged to review and update the Master Plan. Public consultation on this review has been undertaken	

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	Roads Maintenance Management Contract work undertaken on Kings Highway for Transport for NSW (TfNSW). Bushfire affected hazardous trees removed from the Clyde Mountain working in collaboration with TfNSW and local contractors. Advocating to TfNSW via Local emergency management committee and Far South Coast Bushfire Management Committee for improved resilience along the Kings Highway and Princes Highway in accord with recommendations 31 & 32 of the NSW bushfire inquiry. Proactively working directly and through SEATS to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades. Presented on bushfire bridge resilience at SEATS meeting held virtually.	



		<p>Provided recommendation to SEATS for TfNSW and VicRoads to advocate to Australian Govt for specific project funding to improve resilience and B-Double access on Princes Highway.</p> <p>Working with Canberra Joint Regional Organisation of Councils (CRJO) on transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway.</p> <p>Liaising with TfNSW during construction activities for South Batemans Bay Link Road connection.</p> <p>Working with TfNSW and the Department of Health (Infrastructure) on proposed Moruya bypass and integration with proposed regional hospital.</p> <p>Working with the NSW Roads and Transport Directorate in accord with the NSW Roads Congress Communique 2021.</p> <p>Participated in TfNSW Princes Highway Moruya Bypass Value Management Workshop.</p> <p>Major advancements on Princes Highway by TfNSW including Batemans Bay bridge, Albion Park by-pass, planning for Ulladulla by-pass, planning for Moruya by-pass, corridor planning for duplication of the highway from Nowra to Batemans Bay (refer to TfNSW for further detail).</p> <p>Substantial mass action road safety projects underway along Princes Highway.</p> <p>Successively negotiated improved design of proposed upgrade to Kings Highway east of Lyons Road. Work planned for 2022.</p>	
<p>7.4.2.2 Advocate to the NSW Government to optimise outcomes from the delivery of the new upgrade of the Princess Highway including the Moruya Bypass</p>	<p>Transport</p>	<p>Participating in monthly meetings with TfNSW to progress Moruya Bypass Project.</p> <p>Advocating to TfNSW, Member for Bega and Minister Toole for NSW Government retention of current section of Princes Highway and Moruya bridge to avoid depreciation burden on Council.</p> <p>Advocacy to TfNSW through the Local Emergency Management Committee for the NSW Governemnt to integrate the bypass with the new Eurobodalla Hospital and proposed Eurobodalla Regional Co-located Emergency Services Precinct in Moruya.</p> <p>Request to TfNSW to seek locally manufactured bridge components for Moruya bypass to support local economy, and underscoring need for works to complement Council's Delivery Program Operational Plan and Community Strategic Plan and align with Council strategies including the Eurobodalla Pathways Strategy.</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	Attended Marine Estate Management Strategy for Local Government online forum. Advocated for improved monitoring of sand levels by Maritime NSW of Wagonga Inlet.	
7.4.3.2 Seek additional funding for local boating and marine infrastructure	Recreation	\$9,865 grant secured to install a fishing platform at the Jack Buckley Memorial Park Tomakin. \$9,950 grant application to extend the access stairs to rock platform at South Durras. \$9,905 grant application to replace the fish cleaning table at Brielys Boat Ramp. \$200,000 grant secured to upgrade Tuross Head Boat Ramp Jetty.	
7.4.3.3 Maintain, renew and upgrade boating and marine infrastructure	Recreation	Inspections and maintenance on schedule. Additional works required to reinstate Narooma shark net prior to Christmas Marine Renewals and Upgrades: <ul style="list-style-type: none"> – Apex Park Pontoon replacement (grant funded) complete – Hanging Rock Boat Ramp facility upgrade (grant funded) complete except for lighting – Hanging Rock fish cleaning table shelter (grant funded) complete – Mossy Point marine facilities upgrade (grant funded) commenced – Batemans Bay foreshore wall replacement complete (damaged in ocean storm event) – Jack Buckley fishing platform complete – Lavendar Bay boat ramp dredging, Tuross complete before Christmas holiday period Works being planned for Brierleys boat ramp car park using grant funding from Maritime NSW.	



8. COLLABORATIVE AND ENGAGED COMMUNITY



8.1 – ENCOURAGE AN INFORMED COMMUNITY

8.1.1 - Coordinate delivery of effective media coverage across a range of channels

Action	Service	Comment	Status
8.1.1.1 Manage media relations and advice and respond to queries	Communications	Advice was provided to staff on media and communication matters. Council continues to nurture strong relations with local media. 82 media queries were responded to promptly, and with staff collaboration where appropriate.	
8.1.1.2 Prepare and distribute media releases	Communications	Council prepared and distributed 99 media releases for coverage in print, online and radio media, which resulted in 45 formal requests for interviews.	

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

Action	Service	Comment	Status
8.1.2.1 Assist to develop and implement communication strategies for key projects	Communications	Communications support was provided for the following campaigns and projects: The Bay Pavilions construction and management projects, Bay Pavilions accessibility review, the Eurobodalla Regional Botanic Garden online relaunch, the Eurobodalla Regional Botanic Garden signage and wayfinding strategy, the Mogo Activation Plan, Our Eurobodalla (Council's primary community engagement strategy), Council administration building wayfinding and signage, Public Art Strategy. Umbarra village signs installed at Mogo and Bodalla.	
8.1.2.2 Prepare, design and publish Council's communications	Communications	Design projects included the design and review of Council's annual report, Delivery Program and Operational Plan, two of four editions of Living in Eurobodalla, Our Eurobodalla branding logo report and collateral, rates flyer, Y-drive concertina, library cards and bags, OOSH signage and posters, the Annual Report, Moruya Airport signage scoping document, Eurobodalla Regional Botanic Gardens walk signage concepts wayfinding map and signs, water bill brochure, Public Art Strategy, Treasure-hunt activity sheets, library posters, library summer reading collateral, Library book labels, event posters, and COVID-19 restriction posters, Mogo and Bodalla village entry signs, administration building refurbishment signage suit, Captain Oldrey park signage and wayfinding, internal signage, Bas lightbox	


		sign, water bill brochure, OOSH posters and sewer system stickers.	
8.1.2.3 Manage corporate websites	Communications	New Intranet continues to progress, joining the corporate, Bas and Eurobodalla Regional Botanic Garden (ERBG) websites on the Squiz platform. The new websites feature improved usability, particularly navigation and search functions and are mobile friendly, with a fresh new look, particularly for the Eurobodalla Regional Botanic Gardens site. Corporate website users: 142,834, page views: 594,256.	
8.1.2.4 Manage social media channels	Communications	Council's corporate social media following continued to grow, with an average of four to five Facebook posts each week and ad hoc Instagram posts as suitable content was sourced. Council has 16,700 Facebook followers, 2,369 Instagram followers and 118 YouTube followers.	

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	Provide proofreading and support for 10 staff-managed electronic newsletters – Live Life, Library News, What's Buzz'n, Arts Information Exchange, Bushfire Recovery Update, Business Update, Coastal Management Program, The Bas, What's On, Tourism News - and support for four staff-managed Facebook pages – The Bas, Eurobodalla Libraries, Eurobodalla Children's Services, Eurobodalla Regional Botanic Garden.	

8.2.2 - Work in partnership with the community on key projects


Action	Service	Comment	Status
8.2.2.1 Develop effective communications that support quality engagement	Communications	Specific engagement communication support was developed for the Mogo Activation Plan, Our Eurobodalla, and promotion of Council platforms to increase engagement.	

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

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

Action	Service	Comment	Status
8.3.1.1 Publish regular Mayoral communications	Communications	The Mayor undertakes radio interviews with ABC South East, 2EARFM and 2EC/PowerFM. Council commenced caretaker period on 5 November 2021. Mathew Hatcher was declared Mayor on 21 December 2021. A Mayoral message was published on Council's Facebook page on 21 December 2021.	
8.3.1.2 Facilitate and support civic functions	Corporate and Community Leadership	The following civic functions were facilitated by the former Mayor, Councillor Liz Innes: <ul style="list-style-type: none"> – Little Sellers Art Prize – Citizenship ceremony on Australian Citizenship Day and 3 November 2021. Council commenced caretaker period on 5 November 2021. The new Council was declared elected on 23 December 2021.	




8.3.2 - Provide advice and public relations management in response to issues

Action	Service	Comment	Status
8.3.2.1 Manage media and public relations issues	Communications	Issues managed on an ongoing basis.	


9. INNOVATIVE AND PROACTIVE LEADERSHIP


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 and update Council's Integrated Planning and Reporting documents	Corporate and Community Leadership	Council have commenced community engagement for the review of the Integrated Planning and Reporting suite of documents, as guided by the adopted Community Engagement Strategy for this review. An online platform 'Our Eurobodalla' was available for community participation during October 2021. Responses and feedback from this are being reviewed and collated with outcomes from other engagement activities to inform the review and update the Community Strategic Plan. The Resourcing Strategy, Delivery Program 2022-25 and Operational 2022-23 will be developed in response to this with the incoming Council.	
9.1.1.3 Revalue water and sewer assets	Corporate and Community Leadership	To be completed during 2022 by Council's Assets team in conjunction with Finance.	
9.1.1.2 Prepare and table the Annual Report (including Financial Statements)	Corporate and Community Leadership	The 2020-21 Annual Report was tabled at the 9 November 2021 Council meeting.	


9.1.2 - Implement effective governance

Action	Service	Comment	Status
9.1.2.1 Facilitate community grants and donations	Corporate and Community Leadership	33 community grant and donation applications were received between 1 July – 31 December 2021: <ul style="list-style-type: none"> - 11 Education and School grant applications - 3 Mayoral grant applications - 6 Local Heritage Grant applications - 5 Fergus Thomson OAM Heritage Award applications - 1 Historical Societies Support grant application - 7 Tourism and Events Sponsorship 2021 Round 2 applications. 	

<p>9.1.2.2 Assist the Council in meeting its statutory obligations and roles</p>	<p>Corporate and Community Leadership</p>	<ul style="list-style-type: none"> - Council has held seven Council meetings. The meeting schedule and administration of meetings was amended to reflect pandemic restrictions and changes to the date of the local government election. <p>Five Mayoral reports:</p> <ul style="list-style-type: none"> - Postponement of 2021 local government elections - Use of Mayoral Executive Instrument and Procedures for audio-visual link to Council meetings - General Manager's Contract Renewal - Presentation of Annual Financial Statements - Change of Extraordinary Council meeting - Bushfire Recovery Grant - Green Waste and FenceCycle Program <p>Three Notice of Motion reports:</p> <ul style="list-style-type: none"> - Policy Development - Public gates and cattle grids - Cultural Burning - Retirement of Superintendent John Cullen AFSM, Rural Fire Service <p>Eight Question on Notice reports:</p> <ul style="list-style-type: none"> - Bushfire Response - Broulee Land Clearing - Land clearing at Broulee - Proposed Development of land behind Dalmeny - Services for Eurobodalla's aging population - Modification of DA0124/20 and DA2248/1983 Proposed Subdivision Turnbolls Lane - Development adjoining land west of Turnbolls Lane, Moruya - Dalmeny Land Release Area <p>One Delegates report:</p> <ul style="list-style-type: none"> - NSW Local Roads congress. <p>One Petition report:</p> <ul style="list-style-type: none"> - Broulee Mossy Point Community Association Petition. 	
<p>9.1.2.3 Provide professional development opportunities for Councillors</p>	<p>Corporate and Community Leadership</p>	<p>Due to COVID-19 restrictions, Councillors did not participate in conferences during this period. The new Council was not declared until 23 December 2021. Orientation and Induction will occur in the first six months of the term.</p>	
<p>9.1.2.4 Review Council policies</p>	<p>Corporate and Community Leadership</p>	<p>On track. The policy review commences in February 2022.</p>	




<p>9.1.2.5 Facilitate the Local Government elections</p>	<p>Corporate and Community Leadership</p>	<p>The Local Government elections were held on 4 December 2021. Mathew Hatcher was declared Mayor on 21 December 2021 and Rob Pollock OAM, Tubby Harrison, Anthony Mayne, David Grace, Amber Schutz, Tanya Dannock, Alison Worthington and Peter Diskon were declared Councillors on 23 December 2021.</p>	
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9.1.3 - Advocate and collaborate to advance the region and address local issues			
Action	Service	Comment	Status
<p>9.1.3.1 Actively participate in a Joint Organisation</p>	<p>Corporate and Community Leadership</p>	<p>Council is an active member of the Canberra Joint Organisation (CRJO). Board meetings have been held via Zoom during COVID-19 restrictions.</p>	
<p>9.1.3.2 Seek sources of funding to implement community vision</p>	<p>Corporate and Community Leadership</p>	<p>\$14,440,845 of grant funding was sought from the NSW and Australian Governments between 1 July – 31 December 2021:</p> <ul style="list-style-type: none"> – NSW Regional Tourism Activation Fund – Improving accessibility at Eurobodalla Shire Beaches – \$500,000 – NSW Regional Tourism Activation Fund – Corrigans Beach Accessible Boardwalk - \$340,000 – NSW Regional Sport Facility Fund rd2 – Ack Weyman Oval Sportsfield Lighting Upgrade - \$149,600 – NSW Regional Sport Facility Fund rd2 – Captain Oldrey Park Sportsfield Lighting Upgrade - \$191,400 – NSW Streets as Shared Spaces – Light up the Bay: phase two - \$500,000 – NSW Infrastructure grants rd2 – Mt Wandera bushfire resilience - \$40,000 – Destination NSW – Refresh and Renew Fund – Batemans Bay Beach Resort accessible cabins - \$30,000 – Federal Government Black Summer Bushfire Recovery Grants Program – Moruya Airport Redevelopment phase two - \$3,832,000 – Federal Government Black Summer Bushfire Recovery Grants Program – Regional Co-located Emergency Services Precinct - \$200,000 – Federal Government Black Summer Bushfire Recovery Grants Program – Moruya Showground Canteen Building Renewal - \$902,000 – Federal Government Black Summer Bushfire Recovery Grants Program – Reconstruction of the SES Batemans Bay facility - \$628,050 – Federal Government Preparing Australian Communities Program - Eurobodalla: from 	




		<p>natural disasters to a brighter future project - \$4,659,328</p> <ul style="list-style-type: none"> - Federal Government Local Roads and Community Infrastructure – phase 3 – nominated projects - \$2,078,584 - Federal Government Stronger Communities Programme – shared pathway upgrades - \$40,000 <p>Notification of successful applications between 1 July – 31 December 2021:</p> <ul style="list-style-type: none"> - NSW Infrastructure Grants – Reconstruction of the SES Batemans Bay facility - \$200,000 - NSW Creative Capital program - Strengthening community access and sustainability - \$149,883 - NSW EPA FenceCycle program – bushfire damaged rural fencing - \$550,000. 	
<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 its membership with 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>Councillor Jack Tait is a member of the Batemans Marine Park Advisory Committee.</p> <p>Councillor Rob Pollock OAM is a member of the Joint Regional Planning Panel. Due to the local government elections, these memberships ceased on 4 December 2021.</p> <p>Lindsay Usher is the Canberra Region Joint Organisation representative on the NSW Government Department of Planning and Environment Local Government Stakeholder Panel and Joint Regional Planning Panel.</p>	

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	Council continues to provide customer assistance to the community in the main administration building and depots. Council's front counter team, processed 1,013 receipts and the Switch received 14,342 phone calls.	
9.2.1.2 Manage public access to government information and privacy (GIPA)	Corporate and Community Leadership	During the reporting period: <ul style="list-style-type: none"> – ten valid applications received – 11 applications determined. 	
9.2.1.3 Provide effective records management	Customer Assistance and Records	Council continues to provide an effective records management system. Council received 1,409 hard copy letters and 9,109 emails to the council@esc.nsw.gov.au email address.	




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




Action	Service	Comment	Status
9.2.2.1 Manage leases and licences	Property	Council manages approximately 150 leases and licences. This involves signing up new licences and managing renewals and rent reviews for existing ones. Rents for holiday parks are being affected by COVID-19 restrictions but overall revenues performed well. Lessees for the former visitor information centre in Batemans Bay has been signed up.	
9.2.2.2 Facilitate property sales and development	Property	Sales contracts have been exchanged on five further properties. An additional six properties have been prepared for sale or on the market	
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. Operational land in Dalmeny has been reviewed and sold in order to facilitate a better planning outcome for the Dalmeny Land Release Area.	
9.2.2.4 Manage the operation of Council's campgrounds and Batemans Bay Beach Resort	Commercial Entities	Council's campgrounds and caravan park have been closed during the COVID-19 restrictions, but bookings have been very strong since they reopened.	


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	The Information and Communications Technology (ICT) team continued to provide appropriate ongoing support to the organisation for the provision of secure, reliable Information Services (ICT), this includes support of all	



		<p>servers, computers, mobile telephones, and tablets and the development of an organisation wide IT security posture.</p> <p>The team have planned several projects to begin in 2022 to make the delivery (ICT) services easier and more reliable to Council staff and the public. The ongoing rollout of single and same sign on to corporate applications will continue. Council will begin the rollout of a digital signature platform based on the industry leading Adobe Sign. The team will also streamline the internet addresses for council services so web-based services will be easier to find and use.</p> <p>The synergy between the ICT team and e-connect teams continue to provide enhanced outcomes to the organisation and the combination of the two teams has been successful in providing a more comprehensive data and information service delivery to Council. The ICT and e-connect team are collaborating on the migration of the Technology One Platform to the more modern hosted or “cloud” version.</p> <p>COVID-19 restrictions have seen Council Staff continue to be working from home. For existing staff this has been an easy transition. New staff to Council, however, have been challenged with starting in a new environment, learning new rules and policies all while working remotely. The ICT team continue to make this transition as smooth as possible for the new members of the Council team by providing laptop computers, mobile telephones, and secure Virtual Private Network (VPN) connections as needed.</p>	
<p>9.2.3.2 Provide depots and workshops</p>	<p>Works and Operations</p>	<p>Depots and workshops supporting operational activities and customer service as required.</p>	
<p>9.2.3.3 Manage fleet and procurement services</p>	<p>Fleet and Plant</p>	<p>Fleet - Replacement Plan has progressed strongly with approx. 70% of items having been purchased to date. Council anticipate lengthy delays in new vehicle deliveries due to global chip shortages and COVID-19. These delays continue to be on-going.</p> <p>Procurement - A new Panel requirement for Traffic Control Services has been identified. This new Panel will assist the organisation in delivering projects and providing an efficient way to procure these services whilst obtaining best value for money for Council. This will be tendered shortly. Other Tenders are being renewed as required.</p> <p>The Contracts Register for all Procurement activities over \$50k is up to date.</p> <p>Stores - Council continue to experience some supply chain delays due to COVID-19 restrictions. Staff are continuing to forward plan and are ensuring stock levels are slightly higher to allow for shortages/delivery delays for specific stock items. Worldwide there are supply issues and we are attempting to obtain and store</p>	


		increased amounts in conjunction with Council's workshop and fuel suppliers.	
9.2.3.4 Provide risk and insurance services	Risk and Insurance	<ul style="list-style-type: none"> - 29 Motor vehicle Claims - 5 Public Liability - property damage - 5 Public Liability - Personal Injury – Notifications - 3 Professional Indemnity - Notifications 	
9.2.3.5 Provide technical services	Technical Services	Technical support provided for works program, customer inquiries, development matters and strategic infrastructure planning – ongoing.	
9.2.3.6 Undertake private works	Works and Operations	84 private works orders undertaken or commenced (54 workshops). Value = \$56,864	





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	Lodgements and reporting are on track and all deadlines met.	
9.2.4.2 Provide strategic financial management and reporting	Finance and Central Treasury	Reporting is on track and deadlines met.	
9.2.4.3 Collect rates and charges	Finance and Central Treasury	Rates instalments have been issued in line with mandatory timeframes.	

9.2.5 - Benchmark and review Council fees and charges			
Action	Service	Comment	Status
9.2.5.1 Review commercial services fees and charges	Finance and Central Treasury	To be completed as part of budget process.	

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	Council's achievements are listed and celebrated in its Annual Report.	
9.3.1.2 Finalise the e-connect project	Information Technology	The e-connect team continues to roll out the final phases of the implementation of the e-connect project, that is, Enterprise Asset Management (EAM) and Strategic Asset Management (SAM).	

		<p>With the support of the Water and Sewer team, implementation of the Enterprise Assets Management (EAM) module went smoothly with only a small number of support calls being fielded. The e-connect team have been at work extending the original functionality rolled out and have begun the process of planning the roll-out to other asset types.</p> <p>The scoping and prototype workflow for the Leasing and Licensing module continues and the analysis and implementation of the software for other areas of the business will follow, with a planned project completion of the end March 2022.</p> <p>The team continues to provide operational for support production modules and respond to Service Desk requests as required.</p>	
9.3.1.3 Coordinate the internal audit program and the implementation of recommendations	Finance and Central Treasury	The internal audit program will begin in February 2022 and be completed by December 2022. Training has been completed for all staff.	

9.3.2 - Continue to be an organisation people want to work for			
Action	Service	Comment	Status
9.3.2.1 Continue to develop performance and capabilities frameworks	Workforce Development	During this period the annual performance appraisal process was successfully undertaken.	
9.3.2.2 Provide employee learning and development opportunities	Workforce Development	<p>COVID-19 restrictions caused significant disruption to the delivery of Learning and Development courses, with the majority of scheduled face-to-face Work, Health and Safety (WHS) operational training postponed.</p> <p>In the reporting period, the Learning and Development team coordinated 269 learning events, providing 441 places to staff across the following categories:</p> <ul style="list-style-type: none"> - Work, Health, Safety operational training - Organisational programs - Professional development opportunities - Leadership and Management program <p>To date, 213 staff completed 286 e-Learning lessons.</p>	
9.3.2.3 Provide human resource management	Workforce Development	A range of human resource (HR) advice and services have been provided that have supported the workforce to continue to effectively perform their roles throughout challenging times such as floods and COVID-19. Recruitment has continued at a high volume with lower applicant numbers than previously seen.	
9.3.2.4 Progress Work, Health and Safety strategy	Workforce Development	Council has diligently implemented the WHS and Wellbeing Strategy 2018 - 2022 over the last four years. The finalisation and implementation of the WHS Management System (WHSMS) is the remaining	

		element to be delivered in the strategy. Council has dedicated resources to the finalisation and implementation of the WHSMS in 2022.	
9.3.2.5 Undertake youth employment	Workforce Development	<p>The 2021 youth trainees have successfully completed their Certificate III and Certificate IV Business Administration training with TAFE. Due to COVID-19, the Trainees were required, where possible, to work from home, and they completed their studies virtually via Teams. Whilst challenging, it enabled them to develop new skills and ways of working.</p> <p>During the reporting period we successfully recruited seven new youth trainees for 2022. Three trainees have subsequently withdrawn their acceptance, citing alternative employment opportunities and personal challenges as the reasons. We have recommenced the recruitment process to fill two of the three roles. We have also rolled over three of the 2021 trainees to undertake Certificate IV training in 2022.</p> <p>In addition to the youth trainees above, we have also successfully recruited two Civil Construction Plant Operator Apprentices, six Civil Construction Apprentices, one Electrician Apprentices, and three Horticulture Apprentices.</p> <p>Three of the apprentices have already commenced employment, all other trainees and apprentices are due to start in Quarter 3 on 7 February 2022.</p>	