

Item	Action	Outcome / KPI	Due date	Responsible Directorates/Area	Longer term Measure Delivery Program Measure (4 year)	Community Strategic Plan Goal	Delivery Program Linkage	Update
1	Structure the organisation to deliver key outcomes	Continue organisation restructure	Jun-24	General Manager with People and Culture	More effective and accountable management of Council's projects. Increased customer satisfaction.	5. Our engaged community with progressive leadership	5.3.4 Develop and grow a skilled, motivated and accountable workforce and position Council as an organisation people want to work for	Organisation restructure planning is ongoing. 1. Plans to establish a Project Management function are underway - due March 24. 2. Review of the Planning and Sustainability directorate structure and resourcing (Oct 23). 3. Explore option to move Parks and Gardens team from IS to join Recreation team in CARS (Nov 23).
2	Deliver Customer Experience Plan	Develop a Customer Experience Plan with tangible actions for improvements.	Draft by Jun-24	Finance & Corporate Services	Increased satisfaction with Council's customer service	5. Our engaged community with progressive leadership	5.1.3 Provide a welcoming and easy to deal with Council where customers have a positive experience	
3	Deliver Events Strategy	Develop an events strategy addressing Council's approach to third-party events, Council-run events and community events.	Draft by Jun-24	Coordination and Communication	Increased satisfaction with Council's events offering, removal of barriers for organisers, enhanced community cohesion.	3. Our region of vibrant places and spaces	3.2.5 Encourage a variety of quality events	
4	Deliver Business Continuity Plan and Risk Strategy	1. Update Business Continuity Plan 2. Develop Risk Strategy 3. Present strategies to Council and ARIC	Draft by Jun-24	Finance & Corporate Services	Increased satisfaction with the long-term planning of Eurobodalla	5. Our engaged community with progressive leadership	5.2.2. Implement effective governance and long-term planning	1. Business Continuity Plan (BCP) distributed to all sub-plan owners early February 2023. Testing by consultants planned Q1-2, with BCP being briefed to Council and ARIC by end Feb 2024. 2. Appointment of Risk Coordinator (Nov 23).
5	Future Finance Strategy	1. Develop an agreed Finance strategy	Draft by Dec-23	Finance & Corporate Services	Increased satisfaction with the management of Council's finances	5. Our engaged community with progressive leadership	5.3.1 Provide strong corporate and financial management that is ethical, fair, transparent and accountable	1. Revised draft Finance Strategy due date is December 2023. Overarching objectives will be to maximise cost efficiencies and manage cash usage with the aim to return Council to a financially sustainable position. The Strategy is an action item in the DPOP and has been widely publicised in the community. 2. Budget reset exercise across all Council services (Oct-Nov 23) 3. Mid-point reviews of key projects (Nov 23) 4. Strategic financial workshop with councillors Q3, followed by community briefings.
6	Investments	1. Brief Councillors on fossil fuel-free investment opportunities 2. Report to Council on investment opportunities	Jun-24	Finance & Corporate Services	Increased satisfaction with the management of Council's finances	5. Our engaged community with progressive leadership	5.3.1 Provide strong corporate and financial management that is ethical, fair, transparent and accountable	
7	Review Bay Pavilions	Develop Sustainability Plan for the Bay Pavilions	Jun-24	CARS	Increased satisfaction with public facilities and swimming pools	2. Our community that welcomes, celebrates and supports everyone	2.2.2.6 Manage Bay Pavilions	1. KPMG review of the Bay Pavilions reported to Council on 15 August 2023. 2. InConsult were engaged to conduct a risk assessment and GHD were engaged to conduct an energy audit, with reports from both received in July 2023. Reported to Council 17 October 2023. Future service planning and improvements will be informed by the three review processes. This process has commenced, with staff seeking quotes for the necessary energy improvement works to reduce energy costs and a detailed transition plan from defect liability to Council maintenance in place, as well as a preliminary development of the Sustainability Plan underway.

8	Toilet Strategy	Implement the Toilet Strategy	Jun-24	CARS	Increased satisfaction with the public toilet network	2. Our community that welcomes, celebrates and supports everyone	2.2.2.3 Finalise and implement the Public Toilet Strategy	Budget for the implementation of Toilet Strategy established. Public Amenities Coordinator appointed (Sept 23) with remaining team recruitment to follow Oct/Nov 23. Key toilet renewal projects underway.
9	Continue Southern Dam	Completion of power supply upgrade, embankment foundation preparation and commencement of dam wall construction	Dec-23	Infrastructure Services	Commissioning of water supply from the dam	1. Our sustainable shire, that celebrates our natural environment and outdoor lifestyles	1.4.2 Increase water security through construction of the Southern Water Supply Storage	1. Foundation work continuing but has delayed progress (about 6 months), with a scheduled completion date of October 2024. 2. Project considered by the Audit, Risk and Improvement Committee (Oct 2023). 3. Council resolved to acknowledge and endorse SMEC design variations to date and to further vary the contract to include design during construction services. 4. Project on track to be delivered for \$131m however up to \$8.5m in potential risks remain. 5. Certainty will decrease once the foundation work is completed by the end of this year.
10	Animal Shelter	Develop concept plan and cost estimate for a new animal shelter	Jun-24	Planning & Sustainability	Increased community satisfaction with Council's animal shelter	2. Our community that welcomes, celebrates and supports everyone	2.4.3 Provide companion animal services	
11	Batemans Bay Master Plan	Progress preparation of the Batemans Bay Master Plan and associated planning proposal	Jun-24	Planning & Sustainability	Increased satisfaction with planning for development	3. Our region of vibrant places and spaces	3.1.1 Review, prepare and deliver planning instruments	
12	Housing Strategy	Finalise preparation of a Housing Strategy for the Shire	Jun-24	Planning & Sustainability	Decrease community concern about housing affordability and availability	3. Our region of vibrant places and spaces	3.1.3 Work in partnership to encourage and facilitate greater housing diversity and affordability.	Successful developer forum held October 23.
13	Mogo Trails	1. Open eastern portion of Mogo Trails 2. Prepare branding and marketing strategy for Mogo Trails	Jun-24	Planning & Sustainability	Satisfaction with Mogo Trails	3. Our region of vibrant places and spaces	3.2.3 Develop Mogo Adventure Trail Hub	Mid-point review (in conjunction with Coastal Headland Walking Trails) to start Nov 23.
14	Emergency preparedness	Update Emergency Management Plans	Dec-23	Infrastructure Services	Community reassurance that emergency planning is contemporary and robust	2. Our community that welcomes, celebrates and supports everyone	2.4.4 Work with agencies and emergency services to coordinate emergency management and improve resilience	Appointment of Council's first full time Local Emergency Management Officer (November 23)

Carried forward from 22-23

Signed: _____
Mathew Hatcher
Mayor

Date: _____

Signed: _____
Warwick Winn
General Manager

Date: _____