



Annual Report
2023-24

Acknowledgment of Country

Eurobodalla Shire Council recognises Aboriginal people as the original inhabitants and custodians of all land and water in the Eurobodalla and respects their enduring cultural and spiritual connection to it. Eurobodalla Shire Council acknowledges the Traditional Owners of the land in which we live. Council pays respect to Elders past, present and aspiring. We are on Yuin Country.

Access to information

The best way to find out information about Council is to read the meeting agenda papers, read the Living in Eurobodalla residents' newsletter, follow us on Facebook or Instagram, subscribe to Council News e-newsletter, visit the website, drop into a library in Narooma, Moruya or Batemans Bay, attend a Councillor Catch Up, or visit the Customer Service Centre in Moruya.

How to contact us

In person	Customer Service Centre Corner Vulcan and Campbell Streets, Moruya Monday to Friday, 8.30am to 4.30pm
Phone	02 4474 1000 For after-hours emergencies call 1800 755 760
Mail	PO Box 99, Moruya NSW 2537
Email	council@esc.nsw.gov.au
Web	www.esc.nsw.gov.au
Councillors	See contact details on our website

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Our Eurobodalla - State of the Shire November 2024 is Appendix 2 to this report.



About this report

This is Eurobodalla Shire Council's Annual Report for the financial year to 30 June 2024.

It is an important informing tool for our many stakeholders, including residents and ratepayers, community groups, businesses, our local members of parliament, other government agencies and non-government organisations.

This report provides the reader with insight into Council's efforts and achievements, governance and structures, and presents financial and operational performance information for the year.

It is prepared in accordance with the *Local Government Act 1993*, Local Government (General) Regulation 2021, the Office of Local Government's Integrated Planning and Reporting Guidelines and other legislation.

This year's activities were guided by the Community Strategic Plan (Our Eurobodalla 2042) and Council's Delivery Program 2022-26.

This report is divided into seven sections:

1. Welcome
2. Our Eurobodalla
3. Our performance summary
4. Our governance
5. Our organisation
6. Detailed performance report
7. Local government requirements

Financial statements for year ended 30 June 2024 are Appendix 1 to this report.

State of the Shire – Our Eurobodalla in 2024 is Appendix 2 to this report

Acknowledgements

Eurobodalla Shire Council would like to acknowledge all staff and photographers who have contributed to the completion of the Annual Report 2023-24.

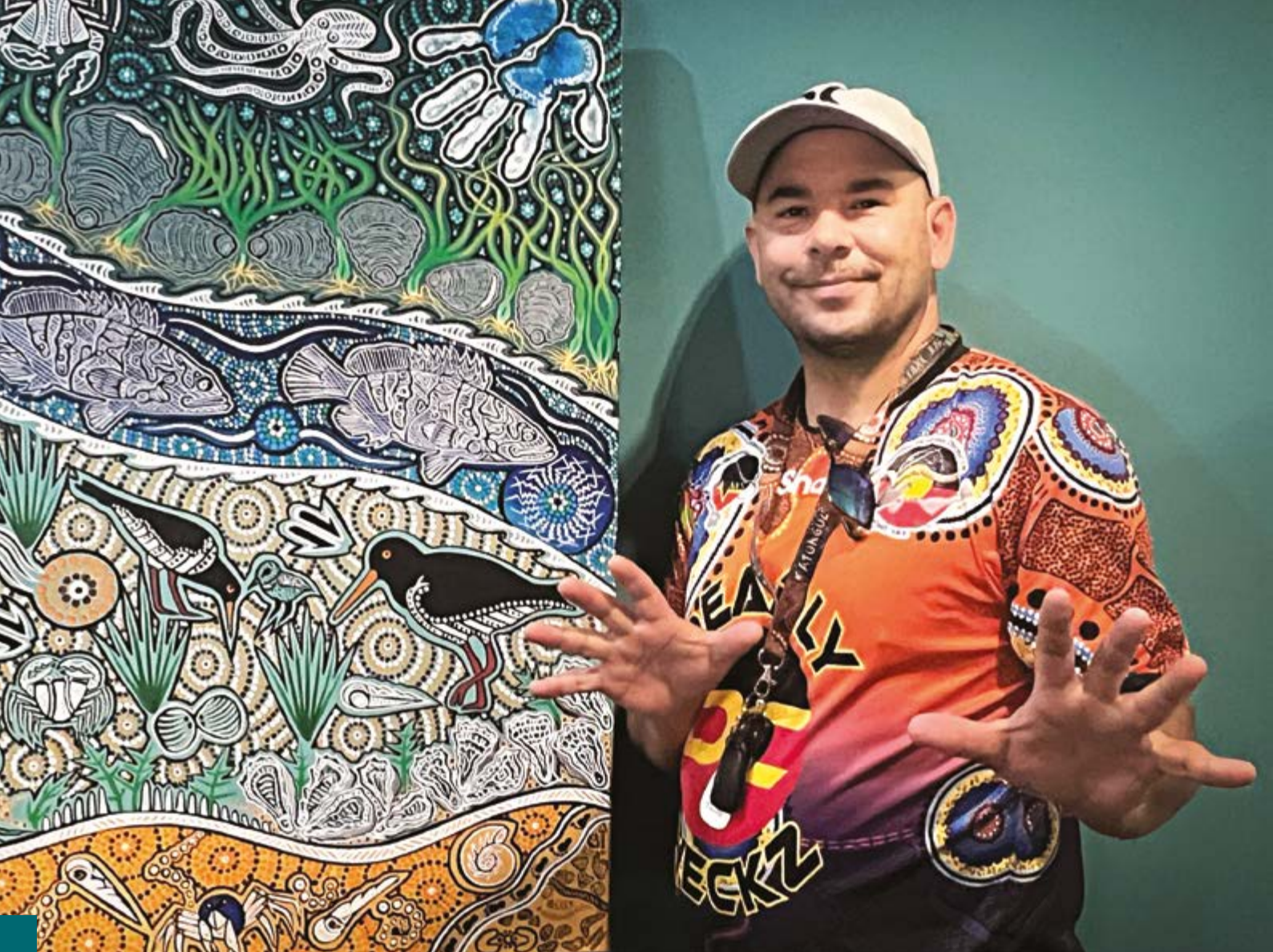
Figures quoted in this report may be subject to minor rounding.

If you would like to provide feedback or obtain a printed copy of this report, please contact Council.

Accessibility

Every effort has been made to ensure this report is accessible and inclusive for all readers, including those using assistive technologies.

Image: Families having fun at the Emergency Services Playdate, organised by our Children's Services team.



Images: a) Nigel Stewart and his amazing painting, which is the official design of the interpretative signs of the Wagonga Inlet Living Shoreline. b) Yoga studio owner Catherine Mullarvey, who features in the March-May edition of our print newsletter, Living in Eurobodalla.

1. Welcome



Mayor's message

This annual report is proof that living within your means does not mean going without. It represents another year of quality capital works and excellent services provided for the Eurobodalla community, all delivered with a new mindset of 'do less, but do it better'.

Our new General Manager's financial health check late in 2022 revealed debt and deficit too large and a work program beyond the capacity of our workforce and our financial resources. Many factors contributed to this challenging scenario, including the tremendous rebuild after the Black Summer bushfires and floods, and too much reliance on government grants to fund infrastructure we can barely afford to maintain. Thanks to the newly formed finance team, strategies for better managing our finances and grants are now embedded and showing results already, with a lower annual deficit and debt being paid down.

Representing a return to core business, this report serves as a showcase of what can be achieved by placing focus on what matters to the community and finding solutions. We still have a massive capital program with water and sewer, roads and bridges, playgrounds, sporting fields, and public toilets all being upgraded or renewed up and down the shire. Our planning team has restructured and refocused on town planning and development services, while services like waste, environment, libraries, children and youth, arts and events keep our communities safe and connected.

Advocacy work to the state and federal governments has been strong and targeted. Backed by our local Members of Parliament, we have been able to represent the community on matters ranging from the Batemans Bay emergency department to better models for funding local government; radiology services at the new hospital to the Moruya Bypass, as well as improvements to the NSW planning portal.

Communication has been another focus, with Councillor Catchups rotating around the shire's towns and villages each month to provide an opportunity for residents to chat with councillors in their hometown. Our media releases, newsletters and social media keep thousands of Eurobodallans up to date with Council news, and a return to community briefings about our financial challenges and our work plans signals a commitment to transparency and bringing residents along with us.

The community has responded favourably to the work we started and our 'safe pair of hands' approach, and I was honoured to be returned as popularly-elected Mayor of Eurobodalla for a second term in September 2024.

We still have much to do. A financially sustainable Council that gets the fundamentals right for its community is the gold-standard I am aiming for.

Mathew Hatcher
Eurobodalla Mayor

Image: Mayor Mathew Hatcher with SES volunteers at Moruya's Emergency Services Playdate.



General Manager's message

2023-24 was the first full year of our return to core business and living within our means. It was a successful one.

Council's finances are always top of mind and remain our key challenge. The bedding down of the new corporate services directorate has allowed us to examine and stabilise spending, close out our huge capital works program, and wean ourselves off the government grants sugar hit means we can focus on getting back to the fundamentals. That means helping residents solve problems in their own communities – a tap on a toilet block, opening up a long-closed shed for use by locals, a small driveway for a charity to ease their boats into a garage, restoring an historic grave, waiving fees for events that bring our community together.

On a larger scale, more than 1,900 tonnes of green waste was accepted free-of-charge at our waste facilities for two weeks in September to help households prepare ahead of bushfire season.

On a larger scale, more than 1,900 tonnes of green waste was accepted free-of-charge at our waste facilities for two weeks in September to help households prepare ahead of bushfire season. Meanwhile, Council's first full time Local Emergency Management Officer proved a powerful advocate at the NSW parliamentary inquiry into firefighting funding and assets in August.

We are working our way through a list of public toilet upgrades, now with a dedicated team to build, renew and maintain these important facilities. New playgrounds are popping up around the shire, with the Malua Bay reserve an absolute highlight this year. Working with local Indigenous artists to beautify our public infrastructure at places like Observation Point and Wagonga Inlet is attracting all the right attention, with visiting dignitaries impressed and feedback from the community very positive.

Following a restructure and refocus of planning directorate priorities, we have a draft housing strategy moving towards adoption, and a Batemans Bay masterplan ready to exhibit over the 2024-25 summer. Town masterplans for Moruya and Narooma are next and staff will have every support to complete these within the new term of Council.

Our mobile youth service is proving a hit, replacing the static youth café and setting up in their van at places where young people like to be.

Our mobile youth service is proving a hit, replacing the static youth café and setting up in their van at places where young people like to be. As well as providing support and contacts, they continue to host popular events.

I'm proud we've made good progress towards a new animal shelter for the shire, and that we've created a budget to install more virtual fences every year, proven to save the lives of wildlife on local roads.

Our first tourism industry-led working group for many years was recruited last month. They will set to work with staff on a fresh approach to tourism, guiding and growing this \$180 million per annum sector of our economy.

The new Corporate Services Director and I hosted six community meetings to discuss our budget and finances and the feedback from the small but passionate group of attendees was excellent. There is still a great deal to do, but every day I remind myself that we live in paradise!

Warwick Winn
General Manager



Images: a) Dancers parade the streets during the Narooma Oyster Festival in May - a highlight of Eurobodalla's events calendar. b) Kids enjoy locally made ice cream while walking the new path, part of Tilba's accessibility project. c) Textile artist and Tangaroo Blue ambassador Bernadette Davis features in our print newsletter Living in Eurobodalla.

2. Our Eurobodalla

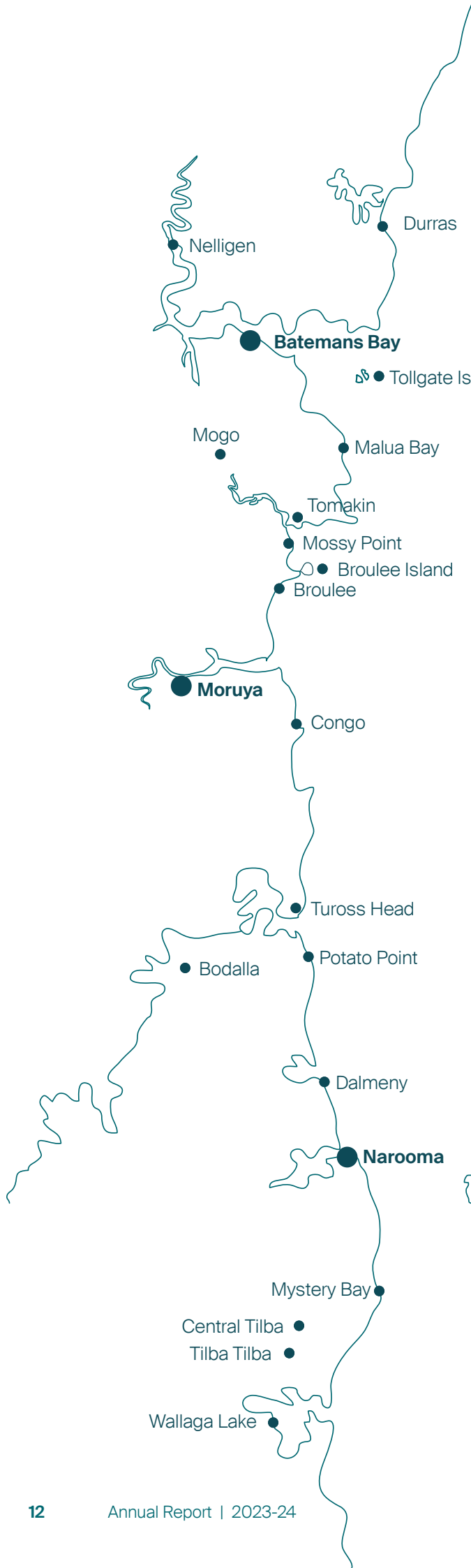
With easy access to Canberra and Sydney, Eurobodalla offers an attractive alternative to city living, with three main towns - Batemans Bay, Moruya and Narooma - and coastal and rural villages spread along the shire's 143 kilometre coastline and hinterland.

Eurobodalla offers an enviable coastal lifestyle. From our beaches to our bushlands, rivers and mountains, the Eurobodalla is a place of inclusive communities embracing sustainable lifestyles.

With 83 beaches, 20 lakes and four major river systems, Eurobodalla showcases its natural beauty and provides countless opportunities to enjoy its waterways. Over three-quarters of our land area is open space, consisting of 10 national parks and 15 state forests.

Over 40,000 people call Eurobodalla home, and we attract 1.6 million visitors every year.





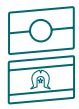
Located close to Canberra and Sydney, Eurobodalla offers an attractive alternative to city living.

Who are we

The following snapshot is comprised from the most recent data available from Council's Community Profile tool, Profile.id.



If the Eurobodalla Shire consisted of 100 people there would be:



6
Aboriginal and
Torres Strait Islanders



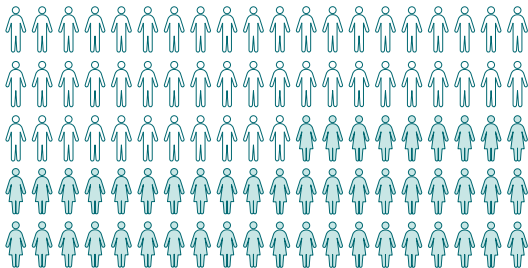
8
needing assistance
with core activities



4
speaking languages
other than English at
home



14
born overseas



51 females
49 males
19 0-19 years
39 20-59 years
42 60+ years



73
own or mortgage
a house



22
renting



17
undertaking
voluntary work



31
with a household
income less than
\$800 per week



40,912
population 2023



47,407
forecast 2036
population



54
median age



\$2.25B
gross regional
product



3,245
local businesses



\$1,167
median weekly
household income

Top industries of employment

1

Health care and
social assistance

2

Construction

3

Retail trade

4

Accommodation
and food services

5

Education and training

Eurobodalla - yesterday, today and tomorrow

Yesterday

The Dhurga-speaking, Walbanga people of the Yuin Nation are the first people of our region, living here for over 20,000 years, forming deep connections to the land and waterways of Eurobodalla. Important landmarks like Gulaga (Mount Dromedary) and Barunguba (Montague Island) hold special cultural significance. Many place names today are derived from their Aboriginal names.

Over time, Eurobodalla's landscape and communities evolved, shaped by various influences and events. In the early 1800s, the population began to grow with the development of agriculture, timber, and fishing.

Moruya Shire was formed in 1906 after the first elections on 8 December 1906, with E.M. Mort elected as the first Shire President. In 1954, the Eurobodalla Shire was formed through the amalgamation of three existing shires: Moruya, Broulee, and Bodalla. This unification aimed to streamline local government and better serve the growing needs of the region's communities. In 2008, Eurobodalla chose its first popularly elected Mayor, Fergus Thomson OAM.

Today

The Eurobodalla Shire Council, with current Mayor Mathew Hatcher at the helm, takes on the role of managing local government functions along 143 kilometres of the New South Wales south coast, stretching from South Durras to Wallaga Lake. A significant portion of the land is non-rateable crown land. Specifically, over three-quarters of the land area is open space, consisting of 10 national parks and 15 state forests, making it an appealing place to live and visit due to its expansive natural beauty and abundant recreational opportunities. One unique aspect of Eurobodalla is that around a third of ratepayers are non-residents, with the majority coming from Canberra.

Over the years, the Council has played a crucial role in the region's development, overseeing infrastructure projects, community services, and environmental conservation efforts. The Council's history reflects the broader changes in the region, adapting to the evolving needs of its residents and the natural environment.

Today, Eurobodalla is known for its stunning coastal landscapes, vibrant communities, and rich cultural heritage, all supported by the ongoing efforts of the Eurobodalla Shire Council. Located close to Canberra and Sydney, Eurobodalla offers an attractive alternative to city living, with three main towns - Batemans Bay, Moruya and Narooma - and coastal and rural villages.

Tomorrow

Looking ahead, Eurobodalla is working towards a future shaped by the collective vision and aspirations of its community. Our Community Strategic Plan (Our Eurobodalla 2042) was endorsed by Council in April 2022. The whole of community plan represents an inspiring roadmap for Eurobodalla to 2042 that captures a clear vision and compelling goals for residents, businesses, community organisations, and many partners and collaborators.

Our 2042 vision

From our beaches to our bushlands, rivers and mountains...

Our Eurobodalla is a place of inclusive communities embracing sustainable lifestyles. Our future balances our natural assets and thriving economy. Our community is resilient and collaborative, and this underpins all that we do.

Our goals for future Eurobodalla

1. Our sustainable shire celebrates our natural environment and outdoor lifestyles
2. Our community that welcomes, celebrates, and supports everyone
3. Our region of vibrant places and spaces
4. Our connected community through reliable and safe infrastructure networks
5. Our engaged community with progressive leadership

Each goal identifies strategies to achieve it and recognises that collaboration from many stakeholders, including the community, Council, industry, and the NSW and Australian Governments, is needed to become the future Eurobodalla we aspire to:

- Led by the Mayor Mathew Hatcher, the Council developed their Delivery Program 2022-26 in response to the Community Strategic Plan. It identifies activities to guide their term and work towards the community's goals. Each year, Council develops an Operational Plan, our annual to-do list, which we aim to deliver over the year.
- In October 2023, Council resolved to collaborate with fellow Canberra Region Joint Organisation member councils to review the Community Strategic Plan (CSP). This collaboration saw member Councils use the same question set and tools to seek input from their communities as to their aspirations for the future of their shires. This will inform an update of Eurobodalla's CSP while also contributing to a regional plan for matters common to all shires in our region. Council undertook the community engagement activities during February and March 2024 and are working to update the plan for future Eurobodalla based on the feedback.
- In September 2024, Eurobodalla residents and ratepayers will also visit the polling booths to elect nine councillors to lead Council for the 2024-2028 term.



Our 2042 vision

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Our goals for future Eurobodalla

- Our sustainable shire celebrates our natural environment and outdoor lifestyles
- Our community that welcomes, celebrates, and supports everyone
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- Our engaged community with progressive leadership

Challenges and considerations moving forward

Eurobodalla's population is expected to grow more than 14%, to over 47,000 by 2036. This population growth will bring with it expected economic growth, but also a greater demand on resources and services. All household types are expected to grow, and our residents continue to voice their concerns about housing availability now and into the future. But this growth, and its demand on housing, needs to be balanced. Our current Community Strategic Plan (CSP) calls for Eurobodalla to be a sustainable shire that celebrates our natural environment and outdoor lifestyles and residents consistently tell us what they value most about our shire is the natural environment, the cleanliness of our area and the good lifestyle and peacefulness the region offers. Managing growth, while maintaining our desirable amenity, will be a careful balancing act now and into the future. Robust master planning and appropriate development control plans will be key to achieving this balance.

The current median age for our region's residents is 54, and this has increased since the last census. Analysis shows that there is a lower proportion of people in the younger age groups (0 to 17 years) and a higher proportion of people in the older age groups (60+ years). Overall, 16.9% of the population was aged between 0 and 17, and 42.3% were aged 60 years and over, compared with 21.4% and 29.1% respectively for Regional NSW. Eurobodalla's unique age profile requires consideration when planning, providing, and advocating for services and community development initiatives to both attract and retain youth and families. At the same time, we must support our ageing population to ensure we work towards another CSP goal, to be a community that welcomes, celebrates, and supports everyone.

Recent significant grant opportunities have supported major infrastructure projects for Eurobodalla. These include the Bay Pavilions, Southern Dam, Mogo Trails, Coastal Headland Walking Trail, and Wagonga Inlet Living Shoreline, driving us towards being a region of vibrant places and spaces (CSP goal 3). However, as these major projects come online their associated risks and ongoing operational and maintenance costs are borne by Council. A strategic approach to advocacy, acceptance and management of grants into the future must be guided by the recently adopted grant strategy, which details a set of guiding principles for these.

The maintenance of all Council assets and infrastructure continues to be a challenge for local government. At the end of this year our infrastructure backlog ratio was 9.4%, which is outside the Office of Local Government's target of less than 2%. The ratio indicates the amount required to spend on assets to bring them to a satisfactory condition. To reduce this, future planning and Council's works program will need to focus on renewing and maintaining assets – our recently developed Public Toilet Strategy is a great example of this approach. Eurobodalla has also experienced an unprecedented run of natural disasters, including the devastating 2019-20 Black Summer Bushfires and numerous significant rain events since. Considered maintenance and preparedness of our infrastructure is critical to move towards our CSP goal of being a connected community through reliable and safe infrastructure networks.

Councils across NSW face challenges to remain financially sustainable, with many of our neighbouring Councils applying for substantial special rate variations. Eurobodalla Council has not applied for a special variation recently but, like many councils across the state we are forecasting ongoing operating deficits in our general fund and needed to create a Finance Strategy this year to help guide us towards a financially resilient future. We are advocating for a better model of funding for local government and will need to continue to partner with our community now and into the future while we take these steps. These actions and conversations are vital factors to be an engaged community with progressive leadership (CSP goal 5).

Our stakeholders

Eurobodalla Council values the diverse range of stakeholders who actively engage in, and contribute towards, shaping our region today and into the future.

- **Individuals**
Residents, ratepayers, visitors
- **Indigenous communities**
Local Aboriginal and Torres Strait Islander groups
- **People with a disability and their carers**
- **People with diverse cultural backgrounds**
- **Older people**
- **Young people**
- **Committees and advisory groups**
- **Special interest groups**
Community, arts, environmental, and sporting groups
- **Non-profit organisations**
Charities, welfare groups, advocacy organisations
- **Schools and education institutions**
- **Healthcare providers**
Local hospitals, health services, and care facilities
- **Business and industry groups**
- **Local government agencies**
Neighbouring councils, regional planning bodies
- **NSW Government**
- **Australian Government**
- **Emergency services**
Police, fire, ambulance, and SES
- **Media outlets**
Local newspapers, radio and TV stations



What brought you to Eurobodalla?

In four years since leaving Canberra, Caroline and Imogen now run one of the region's most popular cafés, Salt, located at the marina on the Wagonga Inlet in Narooma.

They first met in 2009 at a gourmet food and wine store, later reconnecting in Tuross Head. Imogen, previously a chef at the Pickled Octopus, wanted to start her own venture. Caroline, who worked in digital marketing, decided to join Imogen in starting the business. They met other business owners and locals, forming special relationships. The previous owner of Salt thought Caroline and Imogen were perfect to take over.

Despite starting during the pandemic, they described the timing as perfect. Salt is known for using local produce and has become a popular coffee spot in Narooma. Imogen writes the menus, which change seasonally.

Both women had babies within the first year of opening Salt and credit their team for their support. They continue to grow and enjoy working together. While Imogen and Caroline's journey in Eurobodalla's hospitality scene may still be young, it looks to be heading in a very exciting direction. One thing is for certain: they wouldn't do it with anyone else.



Images: **a)** Our youth team's summer pool party is all about friendship, fun, and community. **b)** We upgraded facilities at Brierley's Boat Ramp to enhance accessibility and safety. This site holds cultural significance for our local Aboriginal community, reflecting their deep connection to the land and waters.



3. Our performance summary

The section includes a summary of our efforts to deliver the Operational Plan 2023-24 ('the workplan'), a summary of our financial performance, Council's achievements and awards, and it highlights ways we have celebrated our community this year.

Operational Plan 2023-24 achievements

Guided by the vision, five goals, and 18 strategies of the Community Strategic Plan (Our Eurobodalla 2042), Council identified 65 activities to deliver during their term, establishing their Delivery Program for 2022-26.

The Operational Plan 2023-24 breaks down these activities into 212 actions that Council aims to deliver throughout the year, forming its workplan for 2023-24.

At year end:

- 97% actions were achieved
- 3% actions were off track or withdrawn

The following pages provide a summary of the efforts undertaken to deliver the workplan aligned to each Community Strategic Plan outcome. They showcase highlights for the year and where actions got off track or needed to be withdrawn from the workplan.

A detailed report on progress against all 212 Operational Plan 2023-24 actions can be found in Part 6, Detailed Performance Report section.



Our Eurobodalla is Sustainable Community Strategic Plan Goal 1

Our sustainable shire celebrates our natural environment and outdoor lifestyles

In 2023-24, Our Operational Plan contained 38 actions to work towards the Delivery Program 2022-26 activities and Community Strategic Plan (Our Eurobodalla 2042) strategies and goals.

At year end, their status was:

- ✔ 36 Achieved
- ✘ 2 Off track

2023-24 efforts include:

- Sustainable education based around topics from Council's Climate Action Plan, with 84 events delivered, including workshops, tours, and talks throughout the community.
- Council renegotiated the firming price as part of our Power Purchase agreement, and a review of other electricity contracts for the Bay Pavilions and all small council sites is underway to seek savings and renewable energy options prior to their contracts expiring at the end of 2024.
- The review of the Eurobodalla Waste Strategy progressed, and informing consultation has begun. It will consider how to best deliver reliable, consistent waste services, community education on waste and resource management, and efficiencies to ensure our future population is serviced. A draft strategy will be presented to Council and publicly exhibited next year.
- A program for remote properties to receive up to four tipping vouchers per year was developed, ready for roll out next year.
- Council commenced the implementation on nine actions across the Moruya, Mummuga and Wagonga Estuaries Coastal Management Plans this year.



There are 12 Delivery Program 2022-26 activities that work towards this goal.

Strategies to achieve this goal:

- 1.1 Move together for a sustainable future
- 1.2 Value, protect, and enhance our natural environment
- 1.3 Respond to our changing climate and natural hazards
- 1.4 Work together in the management and use of our valuable resources

There are 12 Delivery Program 2022-26 activities that work towards this goal.

- The Wagonga Inlet Living Shoreline multiyear project also progressed. Oyster reefs have been installed, and the realignment and restoration of the foreshore have been completed with 17,000 native seedlings planted. Public infrastructure (accessway, boardwalk, jetty, and floating pontoon) designs have been completed and construction has commenced.
- Council continued its participation in the Beachwatch program, and ongoing water quality issues at Surf Beach were sent for independent analysis to identify the source of the poor results.
- Planting and artificial shading works occurred across key community assets, including Durras Skate Park, Malua Bay playground, and Gundry playground, and over 300 plants were planted across Batemans Bay, Moruya, Mogo, and Narooma.
- The North Batemans Bay coastal management project commenced, and three potential long-term solutions for managing the coastal erosion at Bay Road, Long Beach, were presented to the community at a drop-in information and feedback session.
- The construction of the southern dam progressed, with the outlet tower base, shaft and bridge, outlet conduit and inlet/outlet pipeline, and dam wall foundation completed. The dam wall clay core, left and right abutments, and spillway construction are underway.

Where we got off track:

- Council's Electric Vehicle Strategy, an aim of our Climate Action Plan, remains in the early stages of development while research is conducted around infrastructure and safety procedures needed.
- A draft biodiversity strategy has been developed but not yet finalised, delaying the anticipated timing of this project. The draft strategy will be finalised and ready for public exhibition in 2025.

2024-25 Workplan highlights

- Finalise the waste strategy
- Establish more virtual fences for wildlife
- Identify and validate biodiversity corridors
- Finalise Wagonga Inlet Living Shoreline project



Our Eurobodalla is Sustainable Community Strategic Plan Goal 1

Our sustainable shire celebrates our natural environment and outdoor lifestyles

Sustainable, by the numbers

- 4,644 participants in sustainable education events
- 58% of Council's energy is supplied from renewable energy
- Approximately 46,000 bins serviced weekly in the kerbside collection
- 100% of kerbside collection customer requests attended to within timeframes
- 137 incidents of illegal dumping
- 100% compliance in biodiversity inspections
- 24 Landcare groups supported
- 905 public and environmental health matters responded to within timeframes
- 300 plants were planted across key towns
- 67% of the southern dam construction completed
- 266 water rebates issued
- 4.4% of the water meter network replaced
- 3,634 ML water treated

Strategies to achieve this goal:

- 1.1 Move together for a sustainable future
- 1.2 Value, protect, and enhance our natural environment
- 1.3 Respond to our changing climate and natural hazards
- 1.4 Work together in the management and use of our valuable resources

There are 12 Delivery Program 2022-26 activities that work towards this goal.

Shining a new light on waste

Using two shipping containers, a heap of recycled materials and some creativity, the non-profit organisation Repurposing for Resilience (RfR) partnered with Council to create a community hub that intercepts solar panels from landfill.

One container is a workshop where panels and hardware are inspected, washed, and repaired, while the second is an art space. Both containers are outfitted with 90% recycled materials, including timber offcuts, roofing iron, and bubble wrap from Taronga Zoo used for insulation. Naturally, repurposed solar panels power the centre.

The art space showcases creative trinkets made from waste, like jewellery from cutlery and baskets from electrical cables. These items make you reconsider what can be repurposed instead of discarded. Additionally, items purchased can be taken home immediately – no waiting for exhibitions to end.

During the centre's opening, paintings made on solar panel canvases sold quickly, sparking interest in a workshop teaching others how to prep panels for painting.

The reuse centre welcomes volunteers and offers learning opportunities for those interested in repurposing, whether skilled or not. With plans to expand, including a dust-free electronic workshop space, the centre is open for more community involvement.

RfR runs on volunteer power, with a team working on Fridays to repurpose panels, while more volunteers, including fabricators, artists, and even an aerospace engineer, join in. Solar panels can be dropped off for free at the reuse centre or for a small fee at any waste facility, where they are inspected and sent for repair or recycling.

The centre embodies the concept of a circular economy, focusing on keeping items in use for as long as possible rather than turning them into waste. By supporting RfR, the community can help make a big difference in reducing waste and promoting sustainability.



Image: Electrical apprentice Beau Cleary working in the Repurposing for Resilience space at the Moruya Transfer Station.



Our Eurobodalla is Inclusive Community Strategic Plan Goal 2

Our community that welcomes, celebrates,
and supports everyone

In 2022-23, our Operational Plan contained 68 actions to work towards the Delivery Program 2022-26 activities and Community Strategic Plan (Our Eurobodalla 2042) strategies and goals.

At year end, their status was:

✔ 68 Achieved

2023-24 efforts include:

- The Observation Point Aboriginal Heritage interpretation project was completed this year, and work continues on the interpretation for the Coastal Headland Walking Track.
- Council delivered four pre-employment training programs designed to assist Aboriginal youth to develop employment skills and support them to secure local employment outcomes.
- The Heritage Advisory Committee worked together with Council officers to review the Eurobodalla Heritage Strategy 2024-28; it was developed in line with Heritage NSW guidelines.
- Council continued to support seniors by providing Commonwealth Home Support Services, such as respite, social support, and community transport. Many of these services are provided with the support of volunteers.
- Council's Youth Services went mobile this year, with the mobile youth van and its team delivering 23 afternoon pop-up sessions with a variety of sport, recreation, creative and social activities, engaging 237 young people.
- Council's 'Involve' service continued to cater to NDIS participants, providing 49 individuals with direct support, 43 participants with support coordination, 65 plan-managed participants, and supported 11 individuals in independent living across three accommodation sites.



There are 17 Delivery Program
2022-26 activities that work
towards this goal.

Strategies to achieve this goal:

- 2.1 Acknowledge our beginnings, embrace our diversity
- 2.2 Encourage community spirit and enable healthy lifestyles
- 2.3 Provide rich learning opportunities and experiences
- 2.4 Foster a safe community

There are 17 Delivery Program 2022-26 activities that work towards this goal.

- Y drive, Council's learner driver program, achieved the program's 300th licence this year. The program is supported by volunteer mentor drivers and assists eligible participants to build driving hours and provide literacy support to pass driving tests.
- Work on Council's public toilet network increased, guided by the Public Toilet Strategy and a new dedicated public amenities team. Major projects included Malua Bay and Brierleys Boat Ramp with new builds and renovations completed at North Broulee and NATA Oval Narooma. Renovation works at South Head Moruya, South Broulee and Mosquito Bay are also underway, and 169 defects were fixed during the year.
- The Bay Pavilions completed its second year of operations, experiencing over 288,000 visits to the facility. Independent reviews of the facility's performance, energy use, and risks were carried out, ready to inform a future sustainability plan for the community asset.
- The new-look Malua Bay Reserve was opened to the public after significant works were completed. The reserve now features a new toilet block, a playground with a footprint six times larger than the previous one, an integrated half-court basketball facility, large shade sails, additional picnic shelters, seating and accessible BBQs, shared pathways, a viewing platform, and an outdoor fitness area. Dune rehabilitation works were also delivered as part of the project.
- Council continued its commitment to support 'green living' with the launch of the Eurobodalla Seed Library at Moruya Library. The Seed Library offers a selection of seasonal seeds including vegetables, herbs, and flowers, which can be 'borrowed' free of charge by library members. After growing, members can harvest and return seeds to the library.
- Council continued to provide the grant-funded Supported Playgroups program. There were nine supported playgroups across seven locations in the Eurobodalla, supporting an average of 140 families fortnightly. The playgroups provided community events, including the Westpac Helicopter Discovery Day, excursions to the zoo, Play in the Park, and Transition to School resources and information sessions.
- Council welcomed its first full-time Local Emergency Management Officer in November 2023.
- Between 11 and 24 September 2023, Council accepted approximately 1,900 tonnes of green waste for free to support the community in preparing their properties for the bushfire season.

2024-25 Workplan highlights

- Collaborate to provide youth health and wellbeing initiatives
- Construct John Street, Mogo public amenity
- Introduce energy efficiencies at Bay Pavilions
- Explore intergenerational programming at our libraries
- Update the Eurobodalla Road Safety plan



Our Eurobodalla is Inclusive Community Strategic Plan Goal 2

Our community that welcomes, celebrates,
and supports everyone

Inclusive, by the numbers

- 4 meetings of the Aboriginal Advisory Committee
- 68 new citizens welcomed at Council-run ceremonies
- 27 heritage advice sessions provided
- 539 seniors supported
- 23 mobile youth van pop-up sessions held
- 67 public toilet facilities maintained
- 10,238 bookings for recreation and community facilities
- 288,131 visits to Bay Pavilions
- 20,527 members of Eurobodalla libraries
- 4,257 family day care occasions of care
- 3,750 vacation care occasions of care
- 6,095 out of school hours occasions of care
- 91% compliant food inspections
- 257 liquid trade waste inspections

Strategies to achieve this goal:

- 2.1 Acknowledge our beginnings, embrace our diversity
- 2.2 Encourage community spirit and enable healthy lifestyles
- 2.3 Provide rich learning opportunities and experiences
- 2.4 Foster a safe community

There are 17 Delivery Program 2022-26 activities that work towards this goal.



Rolling support for Eurobodalla's youth

Eurobodalla's youth van enables Council's team to take their show on the road, offering a mobile alternative to the Youth Cafés. By removing the barrier of transport, the van brings activities directly to the region's young people, making it easier for them to engage with Council's youth services across the shire.

Starting with recreational activities at the Bay on Wednesdays, the program plans to expand to more destinations as it grows. The initiative was shaped by feedback from Council's Youth Committee, focusing on creating an unstructured environment where young people could relax and participate in various activities.

This flexible approach gave the youth services team the opportunity to create a safe, welcoming space for young people to express themselves. Over time, the team has built trust within the community, providing a reliable support network for those who may not feel comfortable seeking help at school or home.

The youth van successfully brings recreational activities, comfort, and support directly to where young people are, ensuring they have a place to feel safe and connected within the community. It serves anyone aged 12 to 24, offering a space to hang out, grab a snack, join in regular activities, and get involved in community projects.






Our Eurobodalla is Thriving Community Strategic Plan Goal 3

Our region of vibrant places and spaces

In 2023-24, our Operational Plan contained 43 actions to work towards the Delivery Program 2022-26 activities and Community Strategic Plan (Our Eurobodalla 2042) strategies and goals.

At year end, their status was:

-  41 Achieved
-  1 Off track
-  1 Withdrawn

2023-24 efforts include:

- Council prepared a draft masterplan for Batemans Bay after numerous meetings with Batemans Bay community groups and stakeholders. The masterplan will be presented to Council early next financial year for public exhibition.
- The draft Housing Strategy 2024-2041 was publicly exhibited, and feedback will be collated, considered, and reported to Council for adoption in late 2024.
- 789 development and modification applications received - an increase of 3.95% compared to last year.
- Mourya Housing Infrastructure project construction works commenced. Works at Francis, Vulcan, Bergalia, and John streets progressed. The project aims to attract potential developers by providing infrastructure for up to 1,000 homes in areas already zoned for residential development.
- Ride Ready Eurobodalla, the industry development program for businesses interested in opportunities created by the emerging mountain bike market in Eurobodalla, was rolled out to interested businesses and community groups.



There are 15 Delivery Program 2022-26 activities that work towards this goal.

Strategies to achieve this goal:

- 3.1 Balance development between the needs of people, place and productivity
- 3.2 Support diversified industry and thriving businesses
- 3.3 Embrace and value our creative arts
- 3.4 Celebrate our unique region through inclusive places and spaces

There are 15 Delivery Program 2022-26 activities that work towards this goal.

- The Job Shop, Council's Employment project, continued hosting a range of initiatives and incentives and assisted 189 Eurobodalla job seekers into employment.
- Council adopted the Eurobodalla Destination Action Plan 2023-28, and work is underway to examine, with industry representatives, a suitable tourism delivery model - a key action from the plan.
- Construction continued on the Mogo Trails, and a large part is complete, with other sections nearing completion. Signage and entry statements are mostly in place. The trails will be partly ready for use in early September 2024.
- The Batemans Bay Coastal Headlands Walking Trail project progressed after the completion of the Observation Point precinct. Various viewing platforms, concrete footpaths, and natural trails are in place, with its completion expected by the end of 2024.
- Eurobodalla's public art offerings continued to grow throughout the shire, with the Moruya public amenities, Hanging Rock water tank, and the Narooma toilet block at the Avenue of Remembrance enhanced with murals. The Heavy Metal Seashore and Weed sculptures from the 2023 Sculpture for Clyde event were permanently installed.
- The Eurobodalla Regional Botanic Garden experienced record visitation numbers for seven months of the year.

Where we got off track:

- Place activation projects did not occur this year; instead, staff efforts were directed toward preparing and consulting on the draft Eurobodalla Housing Strategy and draft Batemans Bay Masterplan.
- The Sensory Garden upgrade for Eurobodalla Regional Botanic Garden was withdrawn from the workplan after responses to the construction tender were higher than the available grant funding, and descoping the project did not meet the funding body's program criteria.

2024-25 Workplan highlights

- Finalise the Batemans Bay Masterplan
- Review the Economic Development Strategy
- Establish a tourism delivery model to drive the outcomes of the Eurobodalla Destination Action Plan
- Finalise the Mogo Trails and Coastal Headland Walking Trails projects
- Install town signage at Tilba Tilba, Central Tilba, Tomakin, Broulee, Mossy Point and Batehaven



Our Eurobodalla is Thriving Community Strategic Plan Goal 3

Our region of vibrant places and spaces

Thriving, by the numbers

- 789 development and modification applications received
- 702 development applications determined
- 39 businesses assisted
- 275 Job Shop clients
- 189 people assisted into employment
- 3,507 jobs advertised
- 55 event applications processed
- 564 entries received for the Little Sellers Art Prize
- 84,994 visitors to the Eurobodalla Regional Botanic Garden

Strategies to achieve this goal:

- 3.1 Balance development between the needs of people, place and productivity
- 3.2 Support diversified industry and thriving businesses
- 3.3 Embrace and value our creative arts
- 3.4 Celebrate our unique region through inclusive places and spaces

There are 15 Delivery Program 2022-26 activities that work towards this goal.

Paving the way for new housing in Moruya

On the southern fringes of Moruya lies a largely undeveloped area consisting of 13 private properties. While this area, mostly rural paddocks, may appear quiet and untouched, it is the focus of significant planning and infrastructure efforts.

Council has been working closely with landowners, local residents, and the broader community to shape this area into a much-needed housing development that will meet current and future demands.

Council's draft Eurobodalla Housing Strategy 2024-2041 was on public exhibition for community feedback from 23 May to 10 July. Meanwhile, infrastructure upgrades have already begun on Council land in South Moruya, including:

- installation of stormwater drainage pipes
- upgrading of water supply pipes
- sewer system upgrades
- widening of roads
- construction of new intersections and traffic-calming measures
- installation of kerb and guttering
- road resurfacing and realignment in key areas for better traffic flow
- extension of shared pathways
- improvements to pedestrian and cycling infrastructure
- installation of street lighting for improved safety
- landscaping and environmental management around construction zones.

These upgrades, funded by an \$11.53 million state government grant and a \$4.39 million contribution from Council, are scheduled for completion by June 2026.

The Moruya housing infrastructure project is guided by principles that emphasise the creation of safe, accessible neighbourhoods with cycling and pedestrian links to the town, schools, and the new hospital. This initiative is a critical step toward addressing housing availability and affordability in the region, helping to meet the needs of both current and future residents.



Image: Mayor Mathew Hatcher (right) with builder Aaron Monopoli in Moruya. Projects like this are the frontline of housing affordability in the Eurobodalla.



Our Eurobodalla is Resilient Community Strategic Plan Goal 4

Our connected community through reliable
and safe infrastructure networks

In 2023-24, our Operational Plan contained 25 actions to work towards the Delivery Program 2022-26 activities and Community Strategic Plan (Our Eurobodalla 2042) strategies and goals.

At year end, their status was:

- ✓ 24 Achieved
- ✗ 1 Off track

2023-24 efforts include:

- 17 traffic guidance schemes were reviewed for special events held in Eurobodalla.
- Traffic counts were collated after the opening of the South Batemans Bay Bypass/Link Road project, and the data collected will assist in considering traffic volumes on streets around the Batemans Bay CBD, Beach Road, and surrounding areas.
- Council started working with Transport for NSW to support their early investigations into transport network improvements in and around Narooma.
- Bus shelters were upgraded at Dalmeny Drive, Kianga; Beach Road, Batehaven; and South Head Road/Native Way, Moruya Heads.
- Additional reactive works were carried out on local and urban roads after more frequent and significant rain events continued to occur this year.
- The network of pathways grew, with expansion projects completed at George Bass Drive from Surf Beach to Lilli Pilli; Northcove Road, Maloneys Beach; Edward Road, Batehaven; Sunpatch Parade, Tomakin; Francis, Vulcan, and Bergalia Streets, Moruya; Evans and Hawkins Road, Tuross Head; and Corunna and Tilba Street, Narooma.



There are 10 Delivery Program
2022-26 activities that work
towards this goal.

Strategies to achieve this goal:

- 4.1 Provide integrated and active transport networks to enable a connected and accessible Eurobodalla
- 4.2 Strengthen linkages through air, road, and marine transport options
- 4.3 Enhance connectivity through improved telecommunications and power supply

There are 10 Delivery Program 2022-26 activities that work towards this goal.

- The Moruya Airport Masterplan and Strategic Plan were reviewed and updated to align airport activities with Council's Finance Strategy; the draft will be presented to Council during 2024-25.
- A new airport hangar subdivision was registered during the year, and three new leases were signed.
- Council advocated for Transport for NSW (Maritime) to investigate upgrading the L-Wharf in Batemans Bay to facilitate larger seaplane berths.
- The Brierleys Boat Ramp project was completed and opened this year - the community can now enjoy the upgraded or new car park, toilet block, wash down area, fish cleaning table, barbecue and picnic shelter, and landscaping. Council also worked with members of the Brierley family to design interpretation panels for Brierleys homestead near the boat ramp to preserve the local Aboriginal cultural heritage.
- Council commenced the development of the Eurobodalla Digital Strategy, working with government, business, and resident stakeholders. The strategy aims to focus on three priorities: developing infrastructure, increasing residents' digital literacy, and facilitating business adaptation and innovation using new technologies.

Where we got off track:

- The review of the pathway strategy continued to be hampered by staff vacancies and staff being diverted to other critical projects this year. It is anticipated that it will be reviewed during 2024-25.

2024-25 Workplan highlights

- Deliver Potato Point Road flood resilience upgrades
- Progress intersection upgrades for George Bass Drive at Broulee and Malua Bay
- Finalise the review of the Moruya Airport Masterplan



Our Eurobodalla is Resilient Community Strategic Plan Goal 4

Our connected community through reliable
and safe infrastructure networks

Resilient, by the numbers

- 11 Local Traffic Committee meetings held
- 8,627 community transport trips provided
- 633km of sealed roads maintained
- 390km of unsealed roads maintained
- 115 bridges maintained
- 205km of stormwater pipes maintained
- 153km of pathways maintained
- 147 Council car parks maintained
- 20,250 passengers through Moruya Regional Airport

Strategies to achieve this goal:

- 4.1 Provide integrated and active transport networks to enable a connected and accessible Eurobodalla
- 4.2 Strengthen linkages through air, road, and marine transport options
- 4.3 Enhance connectivity through improved telecommunications and power supply

There are 10 Delivery Program 2022-26 activities that work towards this goal.



The right ingredients for dirt roads

The grader team, known as the G-Team, are the ‘chefs’ of our unsealed road network. The team know the recipe like the back of their hands – how to grade the shire’s 400 kilometres of unsealed roads.

Using a 15-tonne grader, roller, water truck, and a ute full of tools, the G-Team follow a schedule from north to south of the shire, and back again. They extend out west as far as 50 kilometres past Nerrigundah. Bus routes and busy roads are graded twice a year which means an average of 530 kilometres of dirt road is graded each year.

John “Johnno” Dudley, with 25 years of experience, leads the team. He explains the recipe for grading a dirt road: the team clears drains, rips into rough sections of the road, and uses the grader and roller to reshape and recompact the surface. The tail-outs are an essential element. These dead-end-looking side roads are necessary to drain water off the road. Water is the other crucial ingredient in this process, helping to bind the materials and prevent the road from crumbling.

Weather plays a key role in their work. Too much rain turns the road to slop, while too little means they need extra water. The G-Team also performs re-sheeting, which involves adding new gravel to sections when needed. The average cost of gravel for one kilometre of road is \$30,000.



Our Eurobodalla is Collaborative Community Strategic Plan Goal 5

Our engaged community with progressive leadership

In 2023-24, our Operational Plan contained 38 actions to work towards the Delivery Program 2022-26 activities and Community Strategic Plan (Our Eurobodalla 2042) strategies and goals.

At year end, their status was:

- ✓ 37 Completed
- ✗ 1 Off track

2023-24 efforts include:

- New Council newsletters were added to the offering during the year, including 'The Garden Path' to keep stakeholders up to date with activities at the Eurobodalla Regional Botanic Garden; and the Builders and Developers update was reintroduced.
- Work occurred towards a refresh of Council's brand image this year to ensure it is more recognisable and that communications are clear, user-friendly, and accessible. Subtle changes were made across corporate collateral to improve accessibility, with slightly larger fonts implemented and colour contrast ratios reviewed.
- Council's online engagement platform, 'Our Eurobodalla,' was made a permanent fixture and rolled out across the organisation to enable engagement from the community across projects and plans via an online 24/7 platform.
- A new data breach policy was developed in 2023 in accordance with amendments to the *Privacy and Personal Information Protection Act 1998 (PPIP Act)*.
- Councillor Catch Ups continued this year at 10 locations across the shire, allowing members of the community to have an informal catch up with their Council representatives. Outcomes from the Catch Ups are published on Council's website.



There are 11 Delivery Program 2022-26 activities that work towards this goal.

Strategies to achieve this goal:

- 5.1 Acknowledge our shared responsibility through an informed community
- 5.2 Proactive, responsive and strategic leadership
- 5.3 Work together to achieve our collective vision

There are 11 Delivery Program 2022-26 activities that work towards this goal.

- A new risk and compliance system was procured, and implementation has commenced, along with a review of Council's risk registers.
- The Finance Strategy 2024-28 was endorsed by Council in December 2023 with the aim of achieving and maintaining the financial resilience of Council. Twelve actions were identified in the strategy to support this aim. During the year, progress has been made towards all actions, and four were completed.
- In June, Council adopted a 'safe hands' budget to guide efforts for the 2024-25 year. The budget was informed by a budget reset that looked for efficiencies, savings, and service level tweaks to stabilise the forward budget outlook.
- In October 2023, Council resolved to collaborate with fellow Canberra Region Joint Organisation member councils to review the Community Strategic Plan - meaning we'll update our own Community Strategic Plan while also contributing to a regional plan for matters common to all shires in our region. Between February and March 2024 Council staff manned 'pop up' information and engagement stands across the shire to gain insights into what residents aspire the future Eurobodalla to be.
- Lease numbers and revenue generated from these continued to grow during the year, now exceeding 200 leases or licences.
- A new iteration of the Traffic Control Panel and Plant Hire Panel was updated this year, which will both assist in delivering Council's key operational activities while achieving value for money.

Where we got off track:

- Our review of Council's recruitment policy and processes was delayed as we needed our human resource staff to focus on other key functions after experiencing some turnover in the team. It is anticipated to be finalised during 2024-25.

2024-25 Workplan highlights

- Induct Councillors after the September 2024 elections
- Undertake a review of Council's light fleet including electric vehicle considerations
- Facilitate the Audit, Risk and Improvement Committee under its new terms of reference



Our Eurobodalla is Collaborative Community Strategic Plan Goal 5

Our engaged community with progressive leadership

Collaborative, by the numbers

- 84 media releases
- 135 formal media queries
- 23,362 Council social media followers
- 37,608 phone calls to Council's switch
- 4,934 hard copy letters received and processed
- \$210,873 granted via Council's Community Grants program
- 13 meetings of Council
- 4 meetings of the Audit, Risk and Improvement Committee
- 10 Canberra Region Joint Organisation meetings attended
- 200 leases and licences managed
- 164 private works orders completed

Strategies to achieve this goal:

- 5.1 Acknowledge our shared responsibility through an informed community
- 5.2 Proactive, responsive and strategic leadership
- 5.3 Work together to achieve our collective vision

There are 11 Delivery Program 2022-26 activities that work towards this goal.



Mapping out a smarter future

Council uses a Geographic Information System (GIS) mapping software for a variety of essential tasks, from urban planning to environmental management.

GIS layers detailed information such as roads, land tenure, and assets like water pipes and playgrounds, helping teams make informed decisions and improve services across the shire.

Here are some interesting facts about how the GIS benefits our community:

1. Parks and gardens crews use GIS to schedule mowing, ensuring they know when each area was last mowed and when the next is due.
2. In emergencies like sewer spills or water main bursts, crews use GIS to quickly locate stop valves and shut off water efficiently.
3. The environment team maps threatened species and tracks the placement of nesting boxes through GIS to protect wildlife.
4. GIS helps prioritise properties with dialysis patients during water supply disruptions, using data from NSW Health.
5. Transport NSW provides annual crash data, which is mapped in GIS to identify road safety trends and areas in need of improvement.
6. Infrastructure and DA teams use GIS to retrieve postal addresses and send letters to residents about upcoming works.
7. Council subscribes to NearMap, which supplies aerial imagery that is integrated with GIS for town planning and disaster recovery.
8. Every Council asset and its construction date can be viewed in GIS.

Financial snapshot

Council prides itself on transparency and accountability, particularly in relation to Council's financial performance and monitoring. Engaging with the community and providing easy to understand financial information is critical to achieving good governance.

During the 2023-24 financial year, Council managed an operating income of \$150M collected from rates, fees and charges, operating grants and contributions and investments. \$159M was spent on service delivery and maintenance of assets and Council also received \$69M in capital revenue.

For the year ending 30 June 2024, Council has reported a consolidated operating deficit of \$8.8M. Whilst this year's result is impacted by one-off factors outside of Council's control such as the reduction in the prepayment of the federal governments financial assistance grant, it also highlights the impact of Council holding a vast infrastructure network and the improvement required for prudent prioritisation of asset renewals.

In late 2022, an independent financial health check was undertaken to consider Council's financial position and performance into the future. The health check showed that Council was planning for large future operating deficits in the general fund, increasing levels of debt and a work program which stretched resources. In response to the findings, Council embarked on developing a finance strategy to work towards financial resilience.

In late 2023, Council endorsed its finance strategy. The Finance Strategy 2024-28 centres around three strategic themes:

1. Financial resilience
2. Prudent asset management
3. Accountability

During the year, Council undertook several actions in the Finance Strategy to achieve and maintain the financial resilience of Council and minimise the impact of unknown events or events outside the control of Council.

These actions included:

- A Council-wide 'reset' of the Operational Plan budget targeting 10% ongoing cash savings applied to the 2024-25 budget.
- A review of existing loans by value, time remaining, purpose and eligibility for payout and a commitment to no new borrowings in the 2024 financial year.
- Improved financial reporting and community engagement with six workshops held across April and May 2024 to explain the finance strategy and our future workplan.
- Endorsed a grants strategy to formalise how and when Council seeks and applies for grant funding.
- A review of the annual capital works program resulting in a realistic and achievable works program completing above 85% of the revised budget for capital expenditure.

Looking ahead

The focus for the 2025 financial year will be to continue with the remaining actions in the Finance Strategy with a particular focus on developing an achievable program of works that prioritises asset renewal based on asset condition and optimal renewal timeframes.

Council prides itself on transparency and accountability, particularly in relation to Council's financial performance and monitoring.

The following information is an overview of Council's financial results for the year. Its aim is to be easily understood by readers in our community. A full copy of Council's audited Financial Statements for the year ending 30 June 2024 are available as Appendix 1 to this report.



We managed
\$2.1B

infrastructure, property and plant and equipment



We raised
\$75.62M

rates and annual charges



We invested
\$117.8M

in new and renewed assets



We received
\$91.17M

grants and contributions



We spent
\$31.14M

on maintenance of infrastructure assets



Image: Our airport manager Sheldon Jones said passenger numbers were back to normal since Covid and expects them to steadily grow.

How we performed

Council functions are separated into three different funds, General, Water, and Sewer. Each of these funds is operated and managed separately and has different considerations but are connected.

- **Water Fund and Sewer Funds:** Income and expenditure related to the supply of water and sewerage services.
- **General Fund:** All other services.

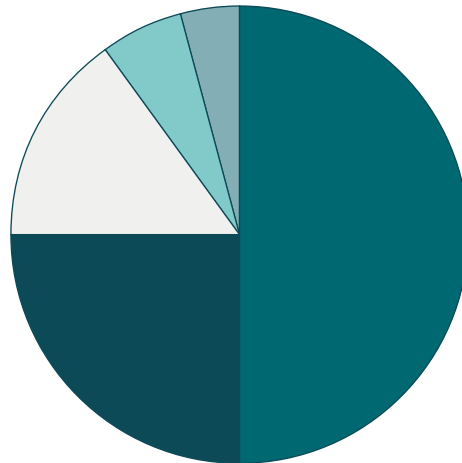
The following information presents a summary of financial results for 2023-24 by Fund.

Income Statement by fund (\$'000)

	General	Water	Sewer	Consolidated
Total income operating and capital	137,372	49,612	32,662	219,646
Total expenses from continuing operations	112,602	18,813	27,694	159,109
Net operating result attributable to each council fund	24,770	30,779	4,968	60,537
Net operating result for the year before grants and contributions provided for capital purposes	(11,150)	2,785	(470)	(8,835)

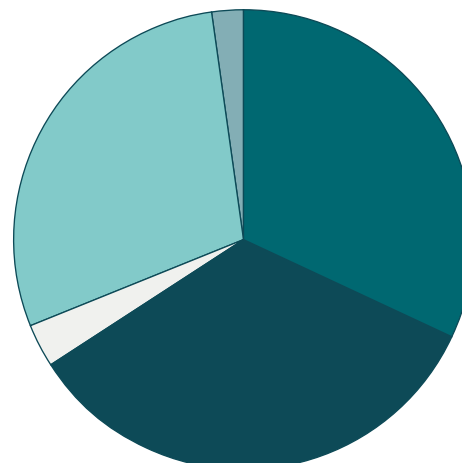
2023-24 Operating Income \$150m

- Rates and annual charges 50%
- User charges and fees 25%
- Operating grants 15%
- Interest and investment revenue 6%
- Other revenues 4%



2023-24 Operating Expenditure \$159m*

- Employee benefits and on-costs 32%
- Materials and services 34%
- Borrowing costs 3%
- Depreciation, amortisation and impairment of non-financial assets 29%
- Net losses from the disposal of assets 2%



*Council's Income and Expenditure by Council's Service is available in Note B1-1 Functions or activities in Council's Financial Statements.

What your rates paid for

In 2023-24 rates and annual charges paid by our ratepayers made up 50% of Council's total income. This included the general rate, environmental levy and waste, water and sewer charges.

This illustration shows how \$100 of your rates and annual charges was spent across Council services, based on the Operating Statement:



\$23.01

Sewer services



\$20.30

Transport



\$17.07

Water services



\$7.65

Recreation



\$7.28

Community facilities



\$4.83

Waste management

\$3.06

Public order and safety



\$2.15

Development assessment and building certification

\$1.58

Strategic planning

\$2.57

Corporate and community leadership

\$1.35

Community care

\$2.36

Stormwater



\$1.97

Libraries

\$1.16

Environmental management

\$0.78

Communications



\$0.74

Community and cultural development



\$0.68

Economic development



\$0.66

Tourism



\$0.32

Children's services



\$0.29

Public and environmental health



\$0.27

Property



\$0.16

Youth services



-\$0.24*

Commercial entities

*Generates a return to Council

Financial Ratios

Financial ratios are a tool that assist in understanding some aspects of Council's financial performance.

There are seven ratios that are calculated each year.

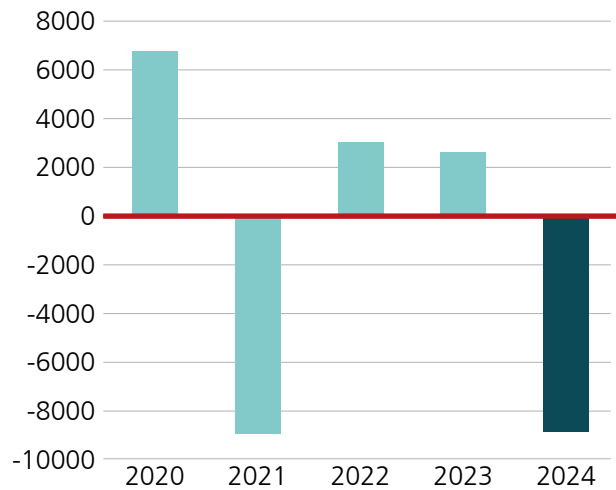
Operating Result before Capital (\$'000)

Below the benchmark ⬇️

Council's operating result is below the benchmark for this year. While some of this is due to one-off timing factors, Council's ability to keep costs below revenue will continue to be a challenge in the future.

Benchmark 0

- 2020 6,755
- 2021 (8,939)
- 2022 3,093
- 2023 2,628
- 2024 (8,835)



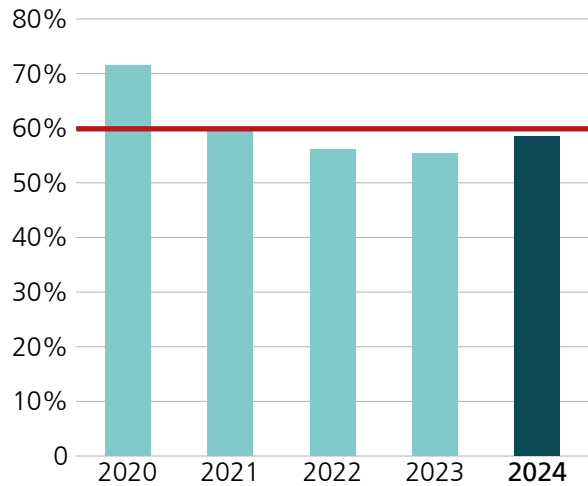
Own Source Operating Revenue Ratio

Below the benchmark ⬇️

This ratio measures how reliant Council is on grants or outside funding. The gradual improvement in this ratio demonstrates Council's commitment to reviewing its approach to grant funding.

Benchmark 60%

- 2020 71.39%
- 2021 59.52%
- 2022 56.14%
- 2023 55.33%
- 2024 58.49%



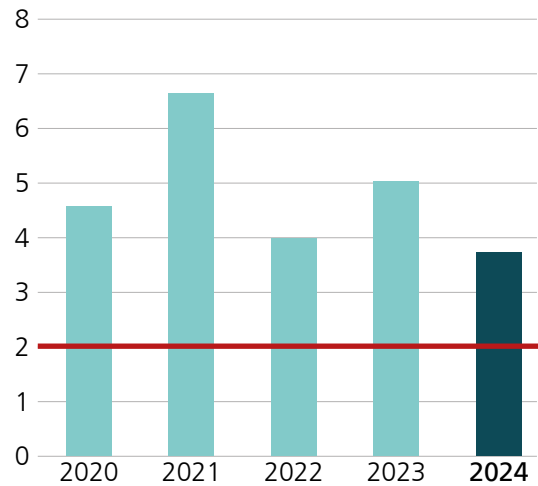
Debt Service Cover Ratio

Achieved the benchmark 

This ratio measures the availability of cash to pay for loans, including interest, principle and lease repayments. Council has continued to remain above the benchmark.

Benchmark 2x

- 2020 4.57x
- 2021 4.64x
- 2022 3.99x
- 2023 5.03x
- 2024 3.73x



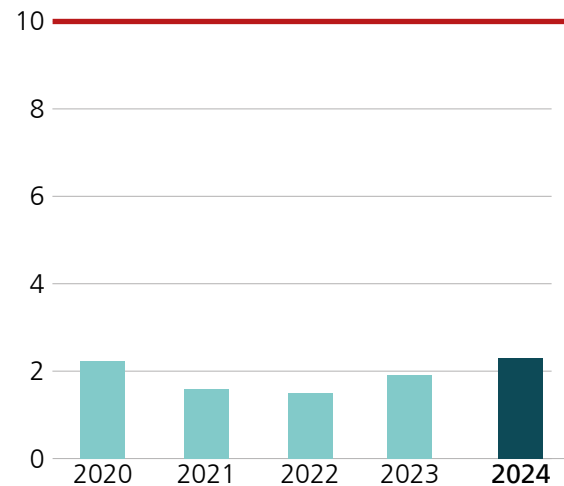
Rates and Charges Outstanding

Achieved the benchmark 

This ratio shows the percentage of rates and annual charges outstanding over total rates and annual charges charged. Council's high standard of debt recovery and collection policy ensures this ratio remains well below the benchmark of 10%.

Benchmark 10%

- 2020 2.23%
- 2021 1.60%
- 2022 1.49%
- 2023 1.92%
- 2024 2.30%



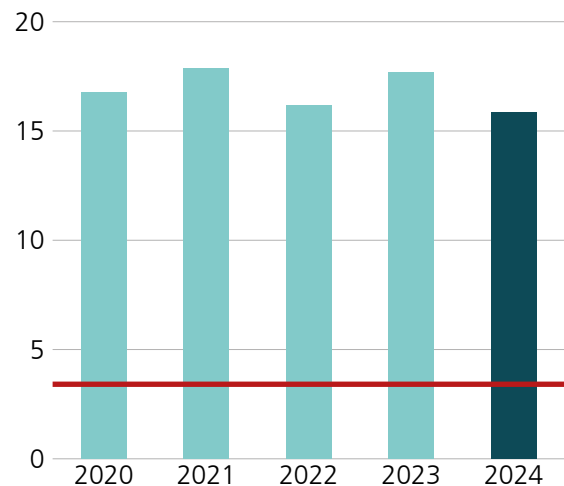
Cash Expense Cover Ratio

Achieved the benchmark 

This ratio measures in months how long Council could continue paying for its immediate expenses without the need for additional cash. Council has achieved well above the benchmark by using a good mix of low-risk medium return investments.

Benchmark >3 months

- 2020 16.78 months
- 2021 17.85 months
- 2022 16.18 months
- 2023 17.69 months
- 2024 15.87 months



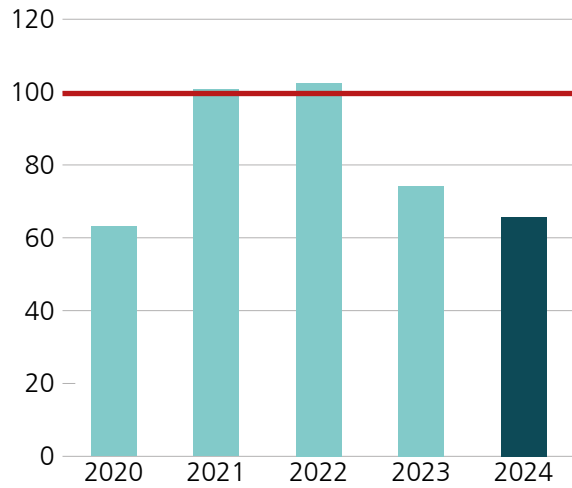
Infrastructure Renewal Ratio

Below the benchmark ⬇️

This ratio measures whether the renewal of public assets is keeping up with the rate of depreciation (or depletion). Council will need to invest in the renewal of existing assets in the future (rather than new assets) to see an improvement in this ratio.

Benchmark 100%

- 2020 63.06%
- 2021 100.67%
- 2022 102.42%
- 2023 74.14%
- 2024 65.64%



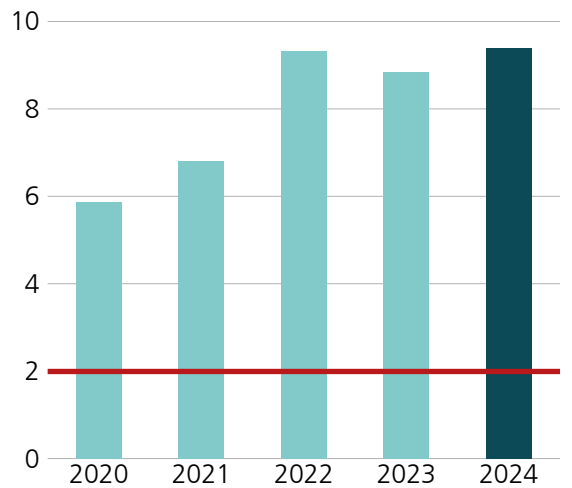
Infrastructure Backlog Ratio

Outside the benchmark ⬇️

Infrastructure backlog is the amount required to be spent on public assets to bring them to a satisfactory condition. As costs increase over time the cost to bring assets to satisfactory will also grow. Council will need to prioritise reducing this backlog to ensure the community can benefit from the services these assets provide.

Benchmark <2%

- 2020 5.87%
- 2021 6.81%
- 2022 9.32%
- 2023 8.84%
- 2024 9.40%



Capital Works Snapshot

Council spent \$118M on capital projects, one of the largest items of expenditure. This was made up of:

- \$2.3M Community buildings and facilities
- \$10.2M Parks, sport and recreational facilities
- \$5.2M Plant and equipment
- \$1.5M Footpaths and cycleways
- \$3.7M Bridges
- \$60M Water
- \$12.3M Roads
- \$22.8M Sewer

Some of the projects in progress or completed include:

- New Southern water storage facility at Eurobodalla
- Batemans Bay sewerage treatment plant upgrade
- Wagonga Inlet living shoreline at Narooma
- New water and sewerage scheme at Nelligen
- Mogo Trails
- Coastal Headlands walking trail at Batemans Bay
- Malua Bay beach reserve
- Housing precinct infrastructure at South Moruya
- Tomakin Road upgrade at Mogo



Image: The new Mogo Trails offer amazing views and a real sense of adventure. The eastern section opened in August, with the remainder of the 130-kilometre network set to open in 2025.

Achievements and awards

Council awards

Throughout the year Council's assets, people and works were recognised for extraordinary achievements.



Bay Pavilions Arts and Aquatic Centre Facility of the Year 2023 NSW Aquatic Recreation Awards

The Bay Pavilions Arts and Aquatic Centre earned top honours winning Facility of the Year at the 2023 NSW Aquatic Recreation Awards, presented by the Aquatic and Recreation Institute. This award is the highest recognition in the industry.



The Wagonga Inlet Living Shoreline (WILS) project NSW Coastal Management Award for Innovation 2023 NSW Coastal Conference

This award recognises the project's pioneering nature-based solutions for coastal protection and management. In partnership with Eurobodalla Shire Council, the NSW Department of Primary Industries Fisheries' Oyster Reef Restoration Team, and The Nature Conservancy Australia, WILS addresses bank erosion by restoring oyster reefs, re-establishing saltmarsh, and incorporating riparian plantings.



Michael Anlezark Doris Killian Award National Gardens Clubs Australia

Michael, manager Eurobodalla Regional Botanic Garden was presented with the National Garden Clubs Australia's Doris Killian Award in recognition of his outstanding community service.

Michael was nominated by the Friends of the Garden, a testimony to how highly the volunteer group regards Michael's leadership.

Alison Burns

Regional winner, Excellence in Family Day Care Award 2023
The Family Day Care Australia

The Children Services division of Council was nominated for Service of The Year, Coordinator of The Year, and Educator of the Year for 2023.

Eurobodalla Family Day Care Educator, Alison Burns, was the regional winner for Wollongong, Illawarra and South Coast in the Family Day Care National Excellence Awards.



Skye Stapleton

Distinguished Certified Professional status
Australian Library and Information Association (ALIA)

Information Technology Librarian, Skye Stapleton, was awarded the esteemed Distinguished Certified Professional status by the Australian Library and Information Association.

To achieve this recognition, Skye demonstrated the required continuing professional development (CPD) hours and compliance with ALIA's CPD scheme, highlighting her blend of professional and personal knowledge and skills within the Australian library and information sector.



2022-23 Annual Report

Bronze

Australasian Reporting Awards

Council's 2022-23 Annual Report was once again awarded a bronze award at the Australasian Reporting Award, which recognises organisations that aim to communicate more effectively and those that achieve excellence in reporting.





Celebrating our community

Council celebrated the achievements of community members and local organisations, who are dedicated to helping make Eurobodalla a great place to live.

Mayor's Charity Ball and Local Hero Award

The inaugural Mayor's Charity Ball, held on 17 November 2023 at Narooma Golf Club, was a night to remember. An initiative of Mayor Mathew Hatcher and Eurobodalla Shire Council, the event brought the Eurobodalla community together for dinner and dancing to celebrate the shires volunteers. The event supported Monty's Place in Narooma, with proceeds from the night going to this worthy cause. Sponsored by 2EC and PowerFM, the ball featured local legend Kimmi Saker as MC, and DJ Matt Brown, ensuring a memorable night for all attendees.

A highlight of the evening was the announcement of Eurobodalla's 2023 Local Hero, David Oliphant, who has served countless volunteer hours over 25 years in Eurobodalla. Established in 2018, the annual Local Hero Award recognises Eurobodalla residents who make outstanding contributions to our community; people who give up their own time for the benefit of others and for our community as a whole.



Fergus Thomson OAM Heritage Award

The Fergus Thomson OAM Heritage Award, established in 2020, honours the legacy of the late Fergus Thomson OAM, a former shire Mayor dedicated to preserving the cultural heritage of the Eurobodalla region. This annual award recognises projects that contribute to the community's awareness and appreciation of Eurobodalla's rich heritage.

Kevin Setter was awarded the 2023 Fergus Thomson OAM Heritage Award on 5 September at the Bas, recognising his extensive research and publication of *Stagecoaches and Royal Mail Southern Eastern NSW 1841-1913*. His book offers a detailed history of stagecoach travel in southeast NSW, covering topics such as colonial coaches, mail contracts, and road building. Also at the ceremony, Bronwen Harvey received the 2023 recognition award for her contributions to Tilba's History and Culture Working Group.



Little Sellers Art Prize

The Little Sellers Art Prize, an annual competition for school-aged artists in Eurobodalla, has been fostering young talent since its inception in 2016. This year's theme, 'Drink the Wild Air,' invited participants from years 1 to 12 to express their unique perspectives. With 564 entries received, the competition continues to offer an authentic exhibition experience, showcasing the creativity of local emerging artists.

In addition to celebrating artistic achievement, the Little Sellers Scholarship Program, established in 2022, supports visual art students in years 11 and 12. Funded by art collector and philanthropist Mr. Basil Sellers AM, this \$2,000 scholarship aids students in pursuing further education and career development in the arts. This year's Art Prize winner was Arsh Khan and the scholarship was awarded to Alexys Hunter.

Mayor's Writing Competition

The 2023 Mayor's Writing Competition, now in its 15th year, showcased young literary talent from across Eurobodalla with an awards presentation at Moruya RSL Hall on 25 October. Initiated by former Mayor, the late Fergus Thomson OAM, the competition recognises creative writing among students from kindergarten to Year 12.

This year's theme, 'Change', inspired 540 entries, with winners having their work published in an anthology, available in the Eurobodalla Libraries online catalogue. The Syd Hayes Creative Writing Award was presented to Moruya High student, Ashley Bell.



Environment Calendar

For 26 years, Eurobodalla Council has proudly produced an annual environment calendar. The theme for the 2024 edition, 'Smart Textiles: Swap or Mend It,' showcased the creative contributions of 14 students who helped raise awareness about reducing textile waste in landfills.

This year, over 200 enthusiastic Year 4 students submitted their artworks, playing an important role in educating the community on sustainable practices.



Youth Battle of the Bands

'Currents Battle of the Bands', held in April each year, is a live music competition for young people living in Eurobodalla.

The event is a legacy of more than a decade borne out of the youth committee, where local bands, DJs and solo artists perform and compete as part of youth week events. In 2024, seven incredible acts battled it out on stage at the Moruya RSL Hall performing before a crowd of 300 people. Joint Custody took out the winning prize which means the trophy remains with Moruya High for the third consecutive year. Runner up was Abbey May (St Peter's), Axle King (Narooma High) for Best Stage Presence, and Good Golly (St Peter's) for Most Original.



Citizenship Ceremonies

Council hosted four Citizenship Ceremonies to welcome 68 new citizens to Eurobodalla from all over the world this year. Citizens were welcomed from many different countries of nationality, including: Canada, China, England, Fiji, France, India, Isle of Man, Italy, New Zealand, Niue, Peru, Philippines, Russian Federation, Scotland, Slovakia, South Africa, Sri Lanka, Thailand, United Kingdom, United States and Wales.

Under the Citizenship Act 2007, Council assists the Australian Government by hosting citizenship ceremonies for conferees in Eurobodalla.





Image: Councillors at one of their community catch-ups, held in a different town each month. Our councillors enjoyed connecting with locals, sharing ideas, and discussing what matters most.

4. Our governance

This section outlines how Council is governed and advised, who our Councillors are, the major decisions made, and how the community collaborated with Council throughout the year.



Our Council

Eurobodalla Council is a body of nine members who are elected for a four-year term to carry out duties under the provisions of the Local Government Act and Regulations.

The role of a Councillor is defined in s232 of the *Local Government Act 1993*. The Mayor is popularly elected every four years and the Deputy Mayor is elected by the members of the Council.

The elected body is supported by a team of Council staff responsible for bringing policies and changes into effect.

In NSW, Local Government elections are held every four years. Eligible voters elect councillors to their local council.

The current Council was elected in December 2021 and held their first Council Meeting on 8 February 2022. This term of Council runs until September 2024, and Local Government elections will be held 14 September 2024.

Our Councillors December 2021-September 2024

- Councillor Mathew Hatcher (Mayor)
- Councillor Alison Worthington (Deputy Mayor)
- Councillor Tanya Dannock
- Councillor Peter Diskon
- Councillor David Grace
- Councillor Tubby Harrison
- Councillor Anthony Mayne
- Councillor Rob Pollock OAM
- Councillor Amber Schutz

Eurobodalla Council is a body of nine members who are elected for a four-year term.

Councillor Mathew Hatcher (Mayor)

Mobile: 0482 662 708
Email: Mayor@esc.nsw.gov.au
Council terms: 2021-2024

Councillor Hatcher sought re-election at the September 2024 elections, and was declared Mayor for the 2024-2028 term on 1 October 2024.

With strong links to the hospitality and tourism industries, entrepreneur and small businessman, Councillor Hatcher, is a company director and recently a past President and Vice President of Batemans Bay Business and Tourism Chamber.

In 2020, he was awarded the Eurobodalla Local Hero Award for his lifechanging efforts during and after the Black Summer bushfires, and later awarded the National Emergency Medal for Service to the Country in recognition of these efforts.

Councillor Hatcher is also the Vice Patron for the Far South Coast Branch of Surf Lifesaving Australia.



Councillor Alison Worthington (Deputy Mayor)

Council terms: 2021-2024

Councillor Worthington did not seek re-election at the September 2024 elections.

Councillor Worthington has worked extensively throughout customer service operations in various industry settings including hospitality, retail, aged care and disability care, and customer research.

She is an active member of Sustainable Agriculture Gardening Eurobodalla (SAGE), Repurposing for Resilience, Southcoast Health and Sustainability Alliance (SHASA) and avid permaculturist, along with being a member of Moruya Football Club, Australian Local Government Women's Association NSW, and Eurobodalla Shire Council's Women in Local Government Alliance.



Councillor Tanya Dannock

Council terms: 2021-2024

Councillor Dannock did not seek re-election at the September 2024 elections.

Councillor Dannock's, over 35-year professional career, has had a focus on supporting families and including the value of parenting across various role and duties including as an Advisor to a Federal Member of Parliament, operating her own business focusing on flexible work practices, implementing government policy and programs, and as a professional birth assistant.





Councillor Peter Diskon

Council terms: 2021-2024

Councillor Diskon did not seek re-election at the September 2024 elections.

Councillor Diskon has enjoyed a longstanding radio and television career spanning over four decades.

He has been an active member of the Batemans Bay Lions Club and local Eurobodalla community radio station @EAR_FM.



Councillor David Grace

Council terms: 2021-2024

Councillor Grace did not seek re-election at the September 2024 elections.

Councillor Grace holds a Master of Social Work (James Sturt University) and a Diploma of Administration (Canberra University).

His professional background includes working as a Child Protection Worker and Counsellor.

Away from work, Councillor Grace is a musician enjoying participating in bands and live performances.



Councillor Tubby Harrison

Council terms: 2021-2024

Councillor Harrison did not seek re-election at the September 2024 elections

Councillor Harrison has an extensive background in small business, owning and operating his agricultural and retail store since 1994.

He has been an active member of the Moruya Jockey club and the Eurobodalla Show Society.

Councillor Anthony Mayne

Mobile: 0482 788 865
Email: Clranthony.mayne@esc.nsw.gov.au
Council terms: 2016-2021, 2021-2024

Councillor Mayne sought re-election at the September 2024 elections, and was confirmed as a Councillor for the 2024-2028 term on 2 October 2024.

Councillor Mayne holds a Bachelor of Business, majoring in Economics and Marketing (Deakin University), a Graduate Certificate in Human Resources (Charles Sturt University) and holds professional memberships in the Australian Institute of Company Directors and as an Accredited Member of Australian Human Resources Institute.

He is the President of Moruya Red Door Theatre Company Inc., a trustee of the Moruya RSL, and an active member of Broulee Rural Fire Service.



Councillor Rob Pollock OAM

Mobile: 0482 707 080
Email: Clrrob.pollock@esc.nsw.gov.au
Council terms: Councillor Pollock was first elected to Council in 1987, and has continued to be elected every term to the current term 2021-24

Councillor Pollock sought re-election at the September 2024 elections, and was confirmed as a Councillor for the 2024-2028 term on 2 October 2024.

Councillor Pollock is a business analyst and has extensive experience in tourism and hospitality from his days as a restaurateur and long-term Chair of both the NSW South Coast Tourism Board and Regional Development Australia Far South Coast.

In 2012, he was awarded the Medal of the Order of Australia (OAM) in the Australia Day Honours for service to tourism and to the community of southern New South Wales.



Councillor Amber Schutz

Mobile: 0482 783 020
Email: Clramber.schutz@esc.nsw.gov.au
Council terms: 2021-2024

Councillor Schutz sought re-election at the September 2024 elections, and was confirmed as a Councillor for the 2024-2028 term on 2 October 2024.

Councillor Schutz holds a Master of Architecture and has worked professionally as an architect in regional areas for over 13 years.

Passionate about wildlife, she has been a member of Wildlife Information, Rescue and Education Service (WIRES).



Councillor allowances and expenses

Allowances

The NSW Local Government Remuneration Tribunal is responsible for categorising councils and determining allowances to be paid to councillors and mayors in each category. There is normally a rise in the recommended allowance each year. Eurobodalla's Mayor received \$90,460 for the year and the Councillors received \$26,070 each.

Expenses

In addition to the annual allowance, Council also covers some of the expenses incurred by Councillors in the performance of their official duties. These expenses include the provision of iPads and mobile telephones, travel and accommodation, catering and other items and activities directly related to Council business. The adopted policy for the payment of mayoral and councillor allowances and expenses can be found on Council's website.

Mayoral and Councillor allowances and expenses for 2023-24

Councillor	Allowance	Professional development	Conference/ seminar	Phone/ internet	Other (incl travel)	Total
Clr Tanya Dannock	\$26,070	\$2,500	-	\$409	\$170	\$29,149
Clr Peter Diskon	\$26,070	-	-	\$409	\$177	\$26,656
Clr David Grace	\$26,070	-	\$5,602	\$409	\$770	\$32,850
Clr Tubby Harrison	\$26,070	-	-	\$408	\$777	\$27,255
Clr Mathew Hatcher (Mayor)	\$90,460	\$3,994	\$4,523	\$410	\$6,560	\$105,947
Clr Anthony Mayne	\$26,070	\$3,377	\$2,162	\$412	\$1,099	\$33,121
Clr Rob Pollock	\$26,070	-	-	\$240	\$1,514	\$27,824
Clr Amber Schutz	\$26,070	\$1,634	\$2,163	\$417	\$898	\$31,182
Clr Alison Worthington	\$26,070	-	\$3,737	\$434	\$170	\$30,411
Total	\$299,020	\$11,505	\$18,186	\$3,548	\$12,134	\$344,393

Representing residents and ratepayers

Councillors provide community leadership and guidance, channel communication between the community and Council, and consider the issues facing Eurobodalla. This means balancing the needs of the community and the needs of individuals, considering the long and short-term implications of decisions and ensuring that ratepayers' money is allocated in the most effective way.

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

Roles of Mayor, Deputy Mayor, and Councillors

Councillors are expected to represent the community's views and make decisions in its best interest.

The Local Government Act 1993 defines the role of the Mayor (s226), Deputy Mayor (s231), and Councillors (s232).

The role of the mayor is to:

- Lead Council meetings, ensuring compliance with the *Local Government Act 1993*.
- Provide leadership and direction to the community, representing the residents' interests, concerns and aspirations.
- Engage in civic and ceremonial responsibilities, including representing the Council at community events and official functions.
- Serve as the Council's primary representative, conveying Council decisions and policies to the public and media.

- Collaborate with the General Manager and Council staff to ensure Council decisions are effectively implemented and the Council's functions are efficiently carried out.
- The Deputy Mayor performs the functions of the Mayor as required, including during the Mayor's absence or as delegated.

The role of councillors is to:

- Represent the interests, concerns and aspirations of electors, ratepayers, and residents within the shire.
- Provide leadership and direction, helping to shape and support the community's development and wellbeing.
- Serve as a bridge between the community and the Council, ensuring effective communication and understanding.
- Actively participate in the Council's decision-making processes, contributing to discussions and decisions at Council and committee meetings.
- Make every effort to acquire and maintain the skills needed to perform the role of a councillor.

Code of conduct

Council's Code of Conduct sets clear standards of behaviour for all councillors, staff, and committee members, promoting integrity, transparency, and accountability. It ensures that all representatives act in accordance with ethical principles, comply with relevant legislation, and maintain public trust in local government. Regular training and strict adherence to the Code underpin our commitment to maintaining high standards of governance and conduct.

Councillors are expected to represent the community's views and make decisions in its best interest.

Council meetings

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

All Council meetings are carried out in accordance with Council's Code of Meeting Practice. Council's meeting schedule, agendas and minutes are available on our website, along with speaker presentations and Council's responses.

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

Community involvement

Meetings are open to the public, and community members are actively encouraged to attend. Community members can address Councillors during Public Forum or Public Access.

Public Forum provides an opportunity for community members to talk on agenda items. Public Access sessions provide an opportunity for community members to address Council on issues that are not listed on an upcoming agenda.

Participation in Council meetings, Public Forum and Public Access is promoted through Council's platforms and local media. Agenda highlights are posted to social media, followed by a Mayor's wrap after each meeting.

Corresponding with Councillors

Community members can write to councillors at:

- email: council@esc.nsw.gov.au
- post: Eurobodalla Shire Council
PO Box 99, Moruya NSW 2537

Correspondence received at these generic addresses is distributed by Council's records staff to the Councillors and staff specified by the sender. All correspondence or emails sent to Council addresses become official records.

Council activities

- 13 Council meetings were held, including one Extraordinary Meeting
- 21 community members addressed Council during 10 Public Access sessions, and
- 68 community members spoke in 12 Public Forum sessions on agenda items.

Councillor meeting attendance

- **Clr Hatcher:** 13 meetings attended
- **Clr Dannock:** 12 meetings attended, 1 apology
- **Clr Diskon:** 11 meetings attended, 2 apologies
- **Clr Grace:** 11 meetings attended, 2 apologies
- **Clr Harrison:** 13 meetings attended
- **Clr Mayne:** 13 meetings attended
- **Clr Schutz:** 13 meetings attended
- **Clr Pollock OAM:** 12 meetings attended, 1 apology
- **Clr Worthington:** 13 meetings attended

Council meeting broadcasts

Council provides live streaming of meetings via our website. Each live stream is tested both the day before and the morning of the meeting to ensure the technology is working properly. In addition to the minute secretary taking minutes, there is also an administration officer and an IT support officer observing the meeting. They are available during the live stream to ensure it runs uninterrupted.

Live and archived views of Council meetings

Month	Live views	Archived views	Total views
July 2023	112	131	243
August 2023	417	160	577
September 2023	63	75	138
October 2023	78	122	200
November 2023	125	86	211
December 2023	196	106	302
January 2024	-	37	61
February 2024	284	335	619
March 2024	230	182	412
April 2024	116	172	288
May 2024	133	180	313
June 2024	224	178	402
Total	1,978	1,764	3,766

Speaking on behalf of the community

Council continued to show strong leadership and resolve in its advocacy on behalf of the community. Council actively worked with the NSW and Australian Governments, neighbouring councils and by participating in a variety of committees and campaigns to improve community life. Councillors have represented Council at conferences and have raised, considered and discussed ways forward on pressing community issues. Solid relationships with local members of parliament and their staff ensure our community's unique interests are well represented and advocated for.

Advocacy letters from Council

- Upgrades to evacuation centres.
- Motion to the 2023 Local Government NSW Conference Regarding the NSW Planning Portal.
- Advocacy to NSW Government to amend the *Companion Animals Act 1998* regarding pet cat containment.
- Batemans Bay pontoon modifications to accommodate passenger-carrying seaplanes.
- Advocacy to the National General Assembly to call on the Federal Government to research virtual fences and to provide grants to local councils to undertake trials to enhance road safety.
- Eurobodalla Regional Hospital.

Submissions made by Council

- Public Accounts Committee Inquiry into the assets, premises, and funding of the NSW Rural Fire Service.
- Council Submission to Inquiry into historical development consents in NSW - Legislative Assembly Committee on Environment and Planning.

Conference attendance

- Councillor Grace and Councillor Worthington attended the Climate Summit for Local Government in September 2023.
- Councillor Hatcher, Councillor Schutz and Councillor Grace attended the Local Government NSW Annual Conference in November 2023.
- Councillor Worthington attended the Australian Local Government Women's Association (ALGWA) Conference in March 2024.
- Councillor Grace and Councillor Hatcher attended the Rural and Regional Summit in May 2024.
- Councillor Mayne attended South East Area Transport Strategy (SEATS) board meetings and Gulaga Board meetings and conferences throughout the year.

Councillor professional development

Councillors are required "to make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor" (*Local Government Act 1993*). During the year:

- Media training was provided to Councillors in August 2023.
- Cultural Awareness training was provided to Councillors in February 2024.
- Code of Conduct and Meeting Practice refresher training was provided to the Councillors in March 2024.
- Councillor Hatcher and Councillor Schutz completed the Australian Institute of Company Directors Course in July 2023.
- Councillor Hatcher attended the Australian Institute of Company Directors Governance Essentials for Local Government Course in October 2023.
- Councillor Dannock and Councillor Mayne enrolled in the Australian Institute of Company Directors Course but were unable to attend – refunds have been sought.

Council briefings and bulletins

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

Councillors also receive a weekly bulletin that highlights operational issues addressed by staff, links to the Office of Local Government circulars, Planning and Infrastructure circulars, and updates from the Canberra Region Joint Organisation. Fifty-one bulletins were issued during the year.

Councillors receive all media releases and newsletters distributed by Council staff.

Committees of Council

One way the Council involves local residents in its operations and decision-making is through the use of committees. There are three types of committees:

- advisory committees, whose membership may include experts, professionals, government employees, community representatives and Council staff, as well as Councillors.
- community committees, which are delegated by Council to perform certain functions, such as managing a public hall or other property.
- committees external to Council, which are attended by Councillors and/or Council staff on behalf of the community.

Council's Advisory Committees provide advice to Council on a range of issues and offer a valuable opportunity for information exchange with our community. Each committee has at least one Councillor representative and a range of other community representatives.

Council had seven active Advisory Committees during 2023-24.

Aboriginal Advisory Committee

The Eurobodalla Aboriginal Advisory Committee (EAAC) aims to promote the importance of Aboriginal culture within Eurobodalla. It advises and makes recommendations to Council on matters that are of importance to the local Aboriginal community.

Representative: Councillor Alison Worthington and Councillor David Grace.

Audit, Risk and Improvement Committee

The Audit, Risk and Improvement Committee (ARIC) to Council plays a pivotal role in our governance framework. The committee provides independent assurance and assistance to the Council on risk management, control, governance and external accountability responsibilities.

Representative: Councillor Tubby Harrison and Councillor David Grace.

Disability Inclusion Advisory Committee

The committee supports the delivery of Council's Disability Inclusion Action Plan and helps Council review and identify disability access and equity issues.

Representative: Councillor David Grace, and Councillor Alison Worthington as an alternate.

Coastal and Environmental Management Advisory Committee

The committee provides feedback to Council about coastal and flood management and includes representatives from community groups, government agencies and the local scientific community.

Representative: Councillor Alison Worthington (chair) and Councillor Amber Schutz.

Heritage Advisory Committee

The committee advises Council staff, the Heritage Advisor, and the Council on matters relating to the ongoing implementation of the Heritage Strategy.

Representative: Councillor Amber Schutz (chair).

Public Art Advisory Committee

The committee provides expert cultural and artistic advice and guidance to Council and staff on planning public art and related matters.

Representative: Councillor David Grace (chair) and Councillor Amber Schutz as an alternate.

Climate Change Advisory Committee

The committee provides advice to Council and the community about how to effectively deliver the actions set out in the Climate Action Plan. The committee also identifies and advises on emerging climate issues and opportunities.

Representative: Councillor David Grace and Councillor Alison Worthington.

From time-to-time Council will establish sunset committees which are similar to advisory committees but are formed for a defined period of time to address a specific issue. During 2023-24 Council had no sunset committees in operation.

External committees

Councillors may also attend a range of committees external to Council to share ideas, provide feedback and inform Council decisions. These include:

- Canberra Region Joint Organisation (CRJO)
- Eurobodalla Bushfire Management Committee
- Eurobodalla Local Traffic Committee
- Floodplain Management Association of NSW
- South East Arts (SEA)
- South East Australian Transport Strategy Inc (SEATS)
- Batemans Marine Park Advisory Committee (Ministerial appointment)
- Gulaga National Park Board of Management (Ministerial appointment)
- Regional Development Australia, Far South Coast (Ministerial appointment)

Council Representation on External Committees:

- Councillor Schutz is a delegate of the Eurobodalla Local Traffic Committee, Eurobodalla Bushfire Management Committee, Floodplain Management Association of NSW, Batemans Marine Park Advisory Committee (Ministerial appointment) and Joint Regional Planning Panel.
- Councillor Worthington is a member of Batemans Marine Park Advisory Committee (Ministerial appointment).
- Councillor Mayne is a delegate on the South East Australian Transport Strategy Inc (SEATS) and Gulaga Board of Management (Ministerial appointment).
- Councillor Grace is a delegate on the South East Arts Committee.



Image: Mayor Mathew Hatcher welcomes new citizens in the chamber.

Guiding Council's governance

Overseeing agencies

The Eurobodalla Shire Council operates under the oversight of several key agencies, including the Office of Local Government (OLG), NSW Ombudsman, and Independent Commission Against Corruption (ICAC). We acknowledge the authority of these agencies and adhere to their guidance. This ensures that our operations and practices align with the highest standards of conduct, integrity, and accountability. Our commitment to transparency and ethical governance is reinforced by our proactive engagement with these agencies for advice and oversight when necessary.

Public interest disclosures

Council is committed to upholding the aims and objectives of the *NSW Public Interest Disclosures Act 2022*. We recognise the critical role this legislation plays in empowering all individuals engaged with Council, including employees, councillors, and contractors to confidently report wrongdoing without fear of reprisal. By encouraging a 'speak up' culture of transparency and accountability, Council ensures that those who disclose misconduct are supported, reinforcing a strong ethical framework for public service.

In 2023-24, zero disclosures were reported. For more information, refer to the Local Government requirements section of this report.

Members of the public have the right to access government information.

Public access to information

In accordance with the *Government Information (Public Access) Act 2009* (GIPA Act), Council is committed to promoting transparent and accountable governance by facilitating public access to information.

Members of the public have the right to access government information, and this right is restricted only when there is an overriding public interest against disclosure. We proactively release government information via our website and other channels and encourage the public to utilise open access and informal release pathways wherever possible. Formal access applications are processed when information is not available through these avenues, with decisions made within 20 working days, as per the GIPA Act.

In 2023-24, Council received 14 valid formal access applications under the GIPA Act, with 10 determined within the required statutory decision period. Information was released informally to a further four applicants, after determining that a formal access application was not required.

For more information, refer to the Local Government Requirements section of this report.



Image: Local author Chrissey Guinery brings the community together for a special luncheon and storytelling on International Women's Day.

Strengthening governance

During 2023-24, several initiatives were undertaken to enhance the governance framework for Eurobodalla Shire. These included:

Major project governance

In recent years, significant grant opportunities have supported major infrastructure projects for Eurobodalla. These include the Bay Pavilions, Southern Dam, Mogo Trails, Coastal Headland Walking Trail, and Wagonga Inlet Living Shoreline

As these substantial projects and multiyear builds become operational, or significantly progress, their implications and impacts require further analysis for both the present, and looking forward, for the operation and maintenance of the assets.

During the year, Council engaged external agencies to undertake independent reviews of three major projects. This included Bay Pavilions via KPMG and a midpoint review for Mogo Trails and Coastal Headlands Walking Trail projects via Morrison Low. These reviews and their findings were presented to Council in August 2023 and May 2024 respectively to ensure the findings were presented in the public domain, promoting transparency.

Both reviews identified the need to strengthen governance models and establish a dedicated function for major project management. These recommendations are under active consideration among the raft of other organisational changes that are underway to strengthen governance.

Risk and assurance

Council intensified its focus on an organisation-wide approach to risk and assurance services during the year.

A new position of Risk Coordinator was created and recruited to better support Council's risk management activities, and specialist risk management software was procured which is expected to be implemented by 2024-25. A risk assurance review and a review of the register of strategic risks also commenced to complement these efforts. Council engaged risk management specialists, Centium, to deliver recommendations for a compliant and robust framework under the Office of Local Government Risk Management and Internal Audit Guidelines. This engagement involves a high-level assurance map and a four-year Internal Audit Plan, including a detailed plan for the first year. The Audit, Risk and Improvement committee are also involved in these works.

Additionally, Council prepared for its Audit, Risk and Improvement Committee's (ARIC) transition to the new Office of Local Government guidelines ready to take effect from 1 July 2024. The ARIC guidelines strengthen the independence of the committee and ensure the continuing of the three mandatory governance mechanisms (audit, risk and improvement) that are key to ensuring councils are doing things the best way they can for their communities. The guidelines and proposed changes to the membership structure were presented to Council in April 2024 for a period of public exhibition. They were endorsed June 2024, ready for their 1 July 2024 commencement.

Development of guiding strategies

Council developed two key guiding strategies – the Finance Strategy 2024-28 and the Grants Strategy 2024-28 in response to the 2022 independent financial health check recommendations.

Council's Finance Strategy 2024-28 seeks to deliver long-term financial sustainability of Council through the implementation of 12 priority actions supporting financial resilience, prudent asset management and accountability. It was developed alongside other Council policies, and was endorsed by Council at their December 2023 meeting.

The Grants Strategy 2024-28 outlines the new strategic approach that Council will take to determine the suitability to advocate for, apply for, and administer grant funds. Recommendations and actions within this Strategy align with Council's Finance Strategy. It calls for enhanced oversight of grant funded projects, improved governance for the administration of grant funding and aims to reduce risk of seeking funding for projects that are unsuitable, unachievable or that place an ongoing financial burden on Council and ratepayers.

The strategies reinforce Council's finance-led and delivery focussed approach to delivering its services to the community and improve governance outcomes.

Audit, Risk and Improvement Committee

Council is committed to open and transparent governance that satisfies community expectations and best practice standards. Council's Audit, Risk and Improvement Committee (ARIC) complies with section 428A of the *Local Government Act 1993*, the *Local Government (General) Regulation 2021* and the *Office of Local Government's Guidelines for Risk Management and Internal Audit for Local Government in NSW*. Since 2008, the ARIC has played a pivotal role in strengthening risk management and corporate governance practices within Council.

The Audit, Risk and Improvement Committee achieves its independence by having a majority of independent members (external to Council and its operations). During 2023-24, the committee comprised of three independent members and two Councillors, being:

- Independent Member and Chair – Mr Kim Gillis (last meeting as Chair, 7 March 2024)
- Independent Member – Dr Tish Richardson (formally resigned June 2024)
- Independent Member – Mr Grant Doran (Acting Chair from 10 March 2024)
- Councillor Tubby Harrison
- Councillor David Grace

ARIC members also included non-voting members:

- General Manager
- Director of Finance and Corporate Services
- Internal auditor
- Chief Financial Officer
- External auditor

The objectives of the committee are to:

- Provide independent assurance and assistance to the Council on risk management, control, governance and external accountability responsibilities.
- Provide information to the Council for the purpose of improving the organisation's performance of its functions.

- Keep these aspects of the Council's operations under review:
 - compliance
 - risk management
 - fraud control
 - financial management
 - governance
 - implementation of the strategic plan, delivery program and strategies
 - service reviews
 - collection of performance measurement data by the council
 - any other matters prescribed by the regulations.

During 2023-24, the ARIC met on four occasions (October, November, March and May) and considered a range of issues, including:

Audit

- The Audit Engagement Plan and the audit of Financial Statements for year ended 30 June 2023.
- Review of investment activity and the quarterly budget reviews.
- Credit card use and management.
- Internal audit program updates.

Risk

- Revised Risk Management Policy.
- Updates on Enterprise Risk Management initiatives.
- Bay Pavilions updates to each meeting for performance monitoring and risk management.
- Updates on major projects including the Coastal Headlands Walking Trail and Southern Dam.
- KPMG midpoint review of Bay Pavilions.

Improvements

- Adoption of the 2022-26 Delivery Program, 2023-24 Operational Plan including the 2023 Fees and Charges
- Development and finalisation of the Finance Strategy
- Clinical Indicator Program (CIP) Benchmarking

Preparations are also underway to transition to the new Office of Local Government guidelines ready to take effect from 1 July 2024. The guidelines and proposed changes to the membership structure were presented to Council in April 2024 for a period of public exhibition and endorsed June 2024. The Committee also updated its Terms of Reference and Internal Audit Charter expressions of interest for new committee members were sought.

Collaborative Governance

Together, we are neighbours, allies, and advocates for Eurobodalla. Community members can share their ideas and connect with Councillors in several ways:

- Councillor Catch Ups - these gatherings are held at different locations across the shire each month.
- Writing to councillors at the council email address or sending correspondence via mail.
- Public Forums - held before each Council Meeting, this is an opportunity to speak to the Council about any business on the agenda.
- Public Access - held on the first Tuesday of each month, this is an opportunity to present to the Council on any Council-related matter.

In addition to formal committees, reference groups, public access and public forums, Council continued its proactive approach to consulting and engaging with our stakeholders, including our local residents, community groups, service providers, businesses, organisations and other levels of government.

These conversations and information exchanges are guided by the principles in our Community Engagement Strategy, which will be reviewed in 2024-25. Here are some collaboration highlights from the year:

Councillor Catch Ups

Councillor Catch Ups were a Councillor led initiative and started in April 2022, with Mayor Hatcher commenting, "We want to make sure we're giving the community what they've asked for, and that is, that we're listening to them."

The now embedded catch ups continued across Eurobodalla this year, rotating between towns on the third Wednesday of the month. The community is invited to turn up for an informal chat which gives residents and stakeholders the opportunity to meet with their Councillors in a community setting where they could raise issues, provide feedback and ask for information. The wrap ups of each session are featured on the Council website so the community can stay up to date the issues discussed.

In 2023-24, eight catch ups were held across Eurobodalla including:

- Tomakin in August
- Tilba in September
- Moruya in October
- Batehaven in November
- Tuross Head in February
- Batemans Bay in March
- Narooma in April
- Broulee in June



Image: Deputy Mayor Alison Worthington speaks with a community member at the Tomakin Councillor Catch Up. These catch ups are a great way for locals to share their thoughts and ideas with council representatives.



Community Strategic Plan: Our Eurobodalla—Towards 2042

Eurobodalla’s Community Strategic Plan (CSP) is a plan which describes our community’s vision and goals for the future of our shire. Council has a custodial role in engaging, refining and preparing the plan on behalf of our community. We created our first CSP over a decade ago, and we go back out to the community during each election year to understand whether the plan still accurately captures our aspirations for the future.

During February and March 2024, Council invited our community to have their say by answering questions about the current CSP, what their favourite aspect of Eurobodalla is, what services they want to see given priority, what they consider to be the biggest challenge for our area, and what is one thing they want to see achieved in the next ten years. An online survey was available and promoted to all shire residents and ratepayers, discussion guides were sent out to numerous community groups, and drawing sheets were provided to primary schools and preschools for our younger Eurobodallans to have their say.

Our General Manager, Directors and other Council staff also manned six information and engagement pop-up stands at various locations throughout the shire. Over 550 stakeholders dropped by to contribute their ideas for the review.

Overall 2,777 people participated during the engagement period. The revised version of our Community Strategic Plan, incorporating the community’s responses, will be presented to the newly elected Council in late 2024, ready for a public exhibition period.



A One-Stop-Shop Opportunity

While Council staff were out and about during the engagement phase at pop up stalls, we had customer service staff onboard to offer community members the chance to lodge any customer service requests on the spot. Around 30 requests were put into Council’s customer management system and responded to, for things such as litter management and replacement of residential garbage bins, drainage checks and mowing requests, and traffic management ideas.



Images: Photos from our Community Strategic Plan engagement efforts. Staff engaged in lively discussions and collected valuable insights from residents to help shape the future of Eurobodalla.

Community briefings

Following on from the successful introduction of Community Briefings during May 2022, Council continued this format for two key pieces of work during the year. These briefings give residents an opportunity to gain a deeper understanding and ask questions about guiding strategies and plans.

In April 2024, Eurobodalla Council's General Manager, Warwick Winn, alongside Finance Director Stephanie Speedy and Mayor Mathew Hatcher, held a series of community briefings to update residents on the Council's financial strategy. The briefings, which took place in Narooma, Moruya, and Batemans Bay libraries, focused on Council's efforts to stabilise its budget and achieve financial sustainability. Warwick outlined the measures taken to reduce the operating deficit, including reprioritising work plans and using grant funds strategically. Mayor Hatcher reinforced the Council's commitment to improving the organisation's financial position.

Further briefings were held in May and presented by Warwick and Stephanie. These were again hosted by the shire's libraries and focused on the draft 2024-25 workplan and budget, explaining service modifications from Council's budget reset project (an outcome of the finance strategy) and key work items and financial projections for the upcoming year.

Engagement online

Council's 'Our Eurobodalla' online engagement platform was rolled out this year to become a permanent method of community engagement going forward. This platform supports and supplements Council's face-to-face engagement activities by offering a 24/7 space for residents to have their say while surveys and projects are open for feedback.

With its ability to reach a wider audience, online engagement ensures that those unable to attend engagement events in person can still put forward their ideas. This approach broadens input and strengthens opportunities for stakeholders to inform and collaborate on future initiatives. During the year, 'Our Eurobodalla' was used to seek input and provide information for the following projects:

- Eurobodalla Destination Action Plan
- Moruya Flood Study and Flood Risk Management Study and Plan
- Batemans Bay Urban Creeks Floodplain Risk Management Study and Plan
- Eurobodalla – Towards 2042 (Community Strategic Plan review)



Image: Our finance director Stephanie Speedy and General Manager Warwick Winn working together to ensure financial stability and meet the needs of the community.

Communication by the numbers



18,365

Facebook followers
Posts seen by 37,358 accounts per month (on average)



2,871

Instagram followers



19,031

LinkedIn followers



861,881

views of Council website



3,658

Council News subscribers
Up by 10% this year



84

Media releases distributed

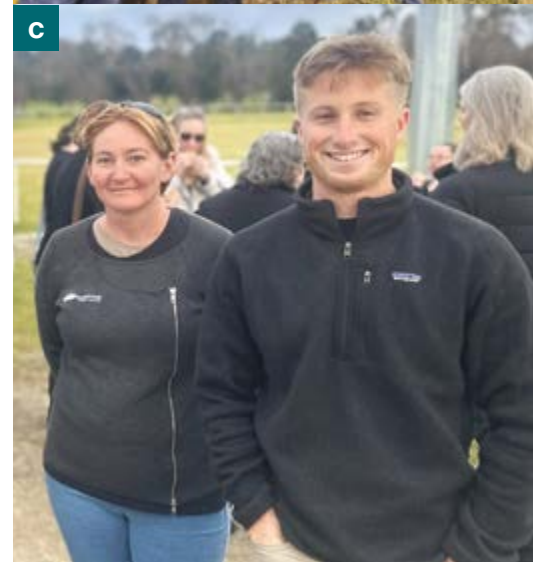


Images: **a)** The Basil Sellers Exhibition (Bas) Centre now has a deductible gift recipient status. Our Bas team Indira Carmichael, Sue Blackburn and Kim Bush are on a mission to make the Bas the best creative venue on the South Coast of NSW. **b)** Our grading team maintain 400 kilometres of unsealed roads. **c)** Staff members at our annual staff brekky.

5. Our people

The staff of Eurobodalla Shire Council are led by our Executive Leadership Team which is made up of the General Manager and senior staff.

Section 335 of the *Local Government Act 1993* explains the functions of the General Manager. The General Manager has statutory and operational delegations from Council and is responsible for the day-to-day management of the organisation.



Our organisation

Eurobodalla Council is one of the region's largest employers. Our workforce consists of skilled and professional people who value Eurobodalla and are invested in its future, and the delivery of quality services to our community.

The knowledge, skills, innovation and commitment of Council staff continues to be a driving force behind many of our achievements this year.

Our staff are led by the General Manager and Directors, and are supported by Divisional and Corporate Managers. Together, they are responsible for various community facing services, or internal services that provide support to the organisation. The General Manager oversees Council's four main directorates:

- Infrastructure Services
- Planning and Environment
- Community, Arts, and Recreation Services
- Finance and Corporate Services

In addition to these directorates, the General Manager, via the Chief Operating Officer, also oversees the customer service, tourism, events, communications, and a legal counsel.

Our senior staff



Warwick Winn

General Manager

Warwick joined Eurobodalla Shire Council as General Manager in November 2022, following his tenure as General Manager at Penrith City Council from 2018 to 2022.

Warwick has had a long career in local government across the UK, New Zealand, and Australia, bringing extensive experience from previous roles, including Chief Executive Officer at Manningham City Council and North Sydney Council.

He holds an array of qualifications, including an Advanced Diploma of Management (PLS Performance Group), an Advanced Diploma of Environment and Development (Open University, England), a Master of Environmental and Local Government Law (Macquarie University), a Post Graduate Diploma of Town and Country Planning (Leeds Metropolitan University), a Bachelor of Arts majoring in Organisational Psychology (University of Canterbury, New Zealand). He also holds certificates in Governance and Risk Management (Governance Institute of Australia) and Values-Based Leadership (University of Cape Town).



Graham Attenborough

Director of Infrastructure Services

Graham’s career over the past 30 years has been in both the private sector and government, including overseas. With a degree in civil engineering, the majority of his roles have been in the water sector, managing operations and delivering infrastructure projects. Since returning to Australia about 15 years ago, Graham has worked in a number of state government entities, with local government as a customer or stakeholder.



Kathy Arthur

Director of Community, Arts, and Recreation Services

Kathy’s local government experience spans more than 30 years. She worked for Sutherland, Rockdale and Liverpool councils before joining Eurobodalla in 1997. Among other roles, Kathy has managed the shire’s libraries and the community service division before her appointment to the Director’s role in 2013. Kathy holds a Bachelor of Arts, along with graduate diplomas in education, and library and information services.



Gary Bruce

Director of Planning and Environment

Gary has a Master in Environmental and Local Government Law in addition to his urban and regional planning qualifications. Gary’s career with Eurobodalla Council began with his appointment to the Divisional Manager Development Services role in 2015. This followed an exemplary planning career with a large regional council in western New South Wales and a stint in the private sector. Gary’s vision for the directorate is one of excellence in customer service, a return to core planning functions, and a proactive, people-centred approach to planning, compliance, and services.



Stephanie Speedy

Director of Finance and Corporate Services

Stephanie is a chartered accountant with 20 years experience in the private and public sectors. She holds degrees in both law and commerce and has a substantial background in change management and continuous improvement. Stephanie has more than 15 years financial and management accounting experience in Europe, UK, Australia and New Zealand across top tier accounting firms, global retail companies and leading property organisations. Stephanie commenced her local government career with Eurobodalla Shire Council in January 2017 and has successfully managed a number of financial functions prior to her appointment as Director.

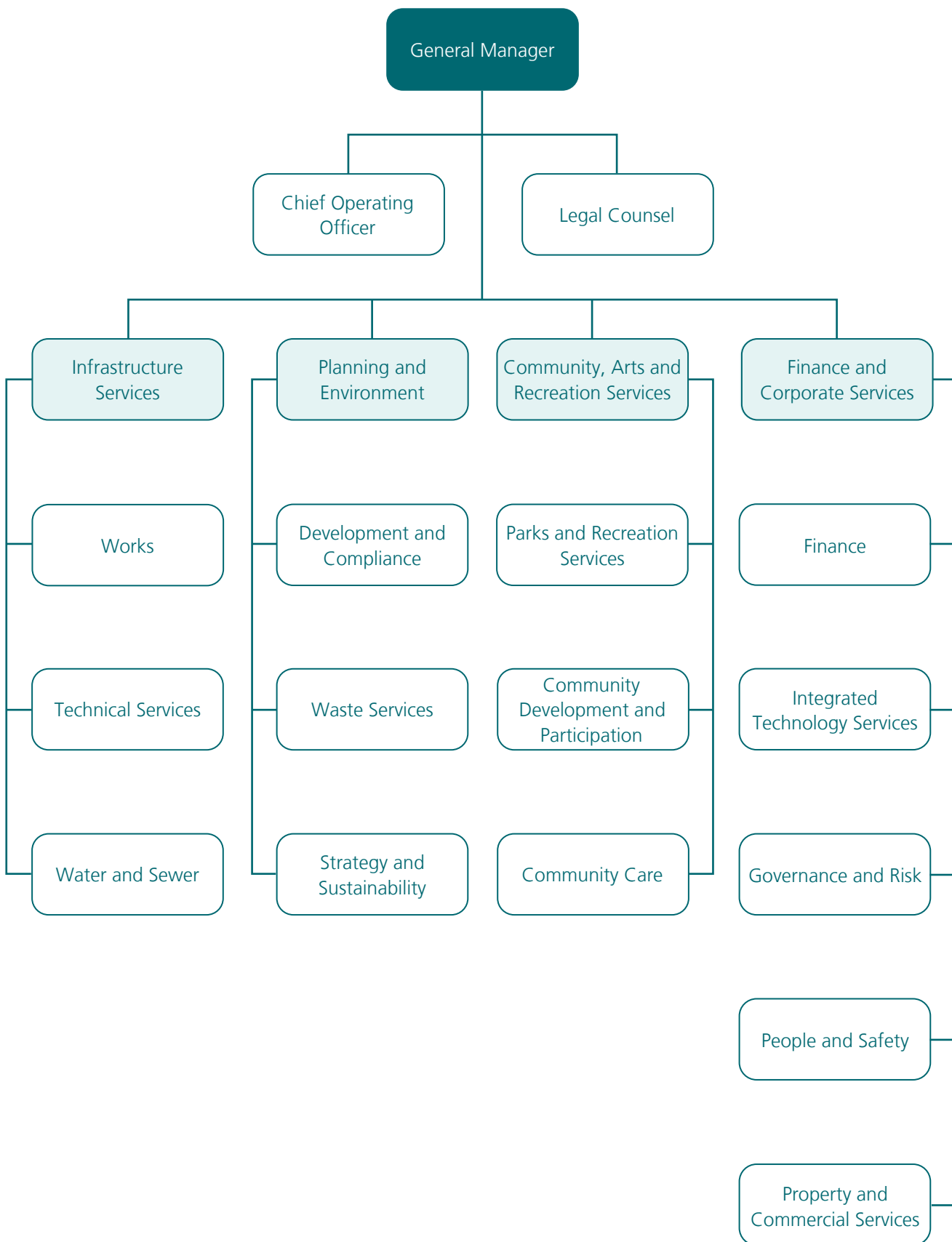


1 General Manager

4 Directors

14 Divisions

Eurobodalla Council organisational chart at 30 June 2024.



Delivering services for our community

Our employees bring a wide range of industry experience to deliver essential services. These include:

General Manager

- Grants and Advocacy: seek funding opportunities to support Council's future aspirations.
- Customer Service and Records: customer contact centre, switch and records management.
- Events: event support and attraction.
- Tourism and Economic Development: visitor information and tourism industry partnership, business development and place activation.
- Legal Counsel: legal advice and representation for Council.

Infrastructure services

- Works: construction and maintenance of roads, bridges, pathways, car parks, marine infrastructure, streetscaping, parks and reserves.
- Technical Services: infrastructure design, asset management, project management
- Water and Sewer: plan for and manage the shire's water and sewer assets including transport, treatment, stormwater and flood management, construction of new infrastructure.
- Emergency Management: functions of Council's Local Emergency Management Officer.

Planning and Environment

- Development and Compliance: development assessment, building and plumbing compliance, development engineering, development administration, regulatory functions.
- Waste Services: landfill and transfer station operations, infrastructure improvements and capital works, domestic waste, recycling and organics collection, waste minimisation and education.
- Strategy and Sustainability: land-use planning, coastal and floodplain management, natural environment planning, heritage planning, sustainability and climate action.

Community, Arts and Recreation Services

- Parks and Recreation Services: recreation planning, facilities and sportsground management, maintenance, and bookings, sports participation support, swimming centres, professional lifeguards, public amenities, landscape maintenance.
- Community Development and Participation: children, youth, arts, library services.
- Community Care: aged care, disability services, NDIS.

Finance and Corporate Services

- Finance: financial management of Council, including financial statements, budgeting and forecasting, procurement, fleet, levying of rates and annual charges.
- Integrated Technology Services: develop and maintain secure information and communication knowledge and systems, including cyber security and incident response management across Council.
- Governance and Risk: corporate governance, risk management and insurance services, access to information, integrated planning and reporting.
- People and Safety: human resource recruitment and management, workplace health, safety and wellbeing.
- Property and Commercial Services: property acquisitions and disposals, leases and licences for Council and Crown land, Eurobodalla Regional Botanic Garden, Moruya Airport, Batemans Bay Beach Resort and Council's three campgrounds.

Our values

Eurobodalla Council actively promotes its values and encourages the recognition of behaviours that align with these principles throughout the workplace. Our values are:

We are collaborative

We ask for and share ideas, insights and knowledge. We find strength and reward in working together.

We are respectful

We show respect and compassion to each other and our community. When there are issues, we go to the source.

We show team spirit

We nurture and value our relationships, bringing out the best in each other.

We are professional

We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.

We are open and trusting

We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Council staff have embedded the values into their everyday tasks and contact with each other and the community...it's the way we do things around here.



Our staff

Our staff by the numbers

As at 30 June 2024.



8 years

Average service



14.9%

Turnover rate



7 females

in leadership positions

13 males

in leadership positions



10 apprentices

9 trainees

3 cadets



244 female

employees

299 male

employees



543 employees

364 full-time

120 part-time

37 temporary



46 years

median age

281 staff

46 years or younger

281 staff

46 years or older



70

Casual staff



Image: Our hardwaste pickup team doing the rounds.

Staffing Council in 2023-24

Staff turnover

The staff turnover rate was 14.9% - a decrease of 1.6% from the previous year.

While turnover has decreased, Council is focused on further reducing this rate. The turnover in permanent positions is consistent with broader industry and common challenges such as national skill shortages, housing affordability, increased remote work, and global financial pressures, and exacerbated by low national unemployment rates. Council will continue to implement and refine strategies to reduce turnover moving forward.

Staff age

Over 46% of Council employees are 50 years or older.

Employee age range for 2023-24

Age range	Female	Male
18 years and younger	1	1
19-29 years	24	42
30-39 years	49	53
40-49 years	58	64
50-59 years	74	79
60-69 years	37	55
70-79 years	1	5
Total	244	299

Our employee age distribution aligns with Australia's ageing workforce trend. This will present a need to recruit new or retain younger staff as more employees approach retirement. To attract younger workers, Council implements initiatives including traineeship programs, flexible working arrangements and family-friendly policies, learning and development programs and encourages succession planning where required.

Staff gender and diversity

Council employed 244 females and 299 males this year.

Overall, females represented 44.9% of the workforce, while males represented 55.1%.

Directorate and gender summary for 2023-24

Directorate	Female	Male
General Manager	22	5
Infrastructure Services	28	177
Planning and Environment	47	39
Community, Arts and Recreation Services	100	51
Finance and Corporate Services	47	27
Total	244	299

Gender and position summary for 2023-24

Employee levels	Female	Male
Worker	214	263
Coordinator	23	22
Divisional Manager	5	11
Director	2	2
General Manager	0	1
Total	244	299

Reflecting similar local government entities, Council's female employees predominantly occupy clerical, administrative, and community-focused roles, while male employees fill the majority of operational roles. Efforts in recent years to promote operational roles to both male and female candidates has seen the number of female employees in traditionally male-dominated operational roles increase.

3.5% of Council employees self-identify as Aboriginal or Torres Strait Islander people. Less than 1% of Council staff are of non-English speaking background and 2% report as having a disability.



Image: Our annual staff brekky brings corporate and outdoor staff together.

Equal employment opportunities

During 2023-24, Council employed 28 women in operational roles and 11 people with a disability.

Council continues to develop a diverse and inclusive workplace that values and utilises the contribution of its employees from various backgrounds and experiences, to enhance overall performance, attract and retain talent and provide more effective service delivery. Targeted recruitment initiatives, such as increasing opportunities for women in operational roles and for people with a disability, are key components of this ongoing effort.

Recruitment

1,296 job applications were processed, resulting in 234 placements across permanent, part time, and temporary roles this year. Of these, 48 appointments were new candidates that were successfully recruited to permanent roles (31 males and 17 females). The management of casual labour hire was also internalised during the year, resulting in the processing of 349 casual placements over the year.

Council offers generous benefits to employees, which includes:

- Flexible work options.
- 35 hours per week for administrative staff.
- 38 hours per week for operational staff (nine-day fortnight).
- Up to three days leave for end-of-year shutdown.
- Nine weeks Council-provided paid parental leave.
- Long Service Leave after five years of continuous service, study leave, three weeks personal leave annually.
- Annual Award increases, performance reviews, rewards and recognition program.
- Salary packaging program.
- Learning and career growth opportunities.
- Free counselling through our Employee Assistance Program.
- Uprise wellbeing app, Fitness Passport, Social Club, flu vaccinations, skin checks. A mix of strategies was deployed to attract the best skilled applicants this year, including advertising both externally and within the organisation, building talent through trainee/apprentice/cadet programs and lateral transfer opportunities.

Council has also commenced a review of the recruitment processes. The aim of this review is to ensure best practices and modern approaches are used for recruiting, and to simplify the application process for the end user and improving the interview process and candidate experience. This year a survey was developed and distributed to internal staff to identify improvement opportunities in the internal recruitment process.

Changes identified through this process will be tabled for 2025 implementation.

Developing our people

Learning and development

Over 2023-24, Council coordinated 309 face-to-face and 392 online learning events to staff, resulting in 2,631 instances of training.

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

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

Each year, we deliver training to meet all relevant requirements, including:

- legislative requirements including the *NSW Work Health and Safety (WHS) Act 2011*
- Australian Standards
- NSW SafeWork Codes of Practice
- Environmental Protection Authority requirements
- requirements of other regulatory bodies
- other organisations' best practice procedures
- Council's own work procedures

An annual Learning and Development Plan is developed to identify and prioritise a range of targeted development activities for our people.

Councils learning events this year included the following categories:

- Work, Health, Safety (WHS) operational training including a targeted Asbestos Awareness and Safety program.
- Organisational programs including Public Interest Disclosure and Equal Employment Opportunity (EEO).
- Professional development opportunities
- Leadership and management development
- Corruption prevention workshops provided by ICAC
- Advanced media skills for executive leaders

In May 2024, we commenced the rollout of our People Leader Development Program to support the leadership capabilities of our staff and reinforce our focus on work health and safety. It will continue to be delivered in 2024-25. The program includes:

- WHS due diligence
- WHS roles and responsibilities
- Managing psychosocial hazards
- Managing performance and productivity

Progress towards qualifications

This year, staff members received ongoing encouragement and support to advance their qualifications, leading to:

- 36 staff members successfully completing formal qualifications
- 12 trainees and apprentices reaching the end of their training programs

Trainees and apprentices

During the year, Council is proud to have:

- taken on 1 apprentice in horticulture parks and gardens, 3 business trainees and 6 water industry operation trainees;
- provided ongoing training and support to 18 continuing water and sewer, civil construction, civil construction plant operations, horticulture parks and gardens, business, carpentry, electro-technology, fitter/machinist, individual support trainees and apprentices;
- supported a further 12 in successfully completing their traineeships/apprenticeships.

Youth employment

Our business traineeships are offered under the Youth Employment Training Scheme (YETS) for young people under 21 years of age. This has been a longstanding initiative of Council to provide professional opportunities for the young people of Eurobodalla.

In 2023, the YETS program was revitalised to create valuable and highly sought-after career opportunities for the shire's youth by providing varied and clear career pathways. Trainees will:

- complete a two-year traineeship - completing a Certificate III Business in the first year and Certificate IV Business in the second year; and
- rotate through a number of business areas to build skills and knowledge across a variety of teams and contexts.

Four 2023-2025 Youth Business Trainees completed their Certificate IV Business with TAFE. Two have left the program to pursue tertiary study and business opportunities. The remaining two trainees commenced an organisational project to round out their business skills and knowledge; and three 2024-2026 youth business trainees commenced their traineeships in our Community, Arts and Recreation Directorate. They will rotate through Library Services, Creative Arts Development, and Recreation Services and complete a Certificate III Business with TAFE in their first year and a Certificate IV Business in the second.

To ensure the scheme continues to deliver valuable outcomes for the trainees, we conducted feedback sessions and implemented changes in the current and future programs.

This ongoing commitment to youth employment continues to contribute to the development of a skilled and adaptable local workforce.



Image: The Job Shop team, Karen McLellan, Rhonnie South and Amy Kovacs.

Providing a safe workplace

Council is legally obligated to minimise risk to its employees and also acknowledges its responsibility to ensure a safe and healthy workplace.

Health and safety by the numbers

Over the past year, Council recorded the following health and safety-related incidents:

- 115 incidents
- 26 near misses
- 67 workers' compensation claims
- 154 occurrences of lost time injuries
- 107 injuries/illnesses

Health and safety incidents comparisons

	2021-22	2022-23	2023-24
Total number of incidents	80	65	115
Total number of near misses	14	19	26
Total number of claims	45	32	67
Total number of lost time injury occurrences	149	407	154

The total number of incidents, near misses and claims have increased due to efforts this year to improve the visibility of workplace health and safety (WHS) in the operational areas of the organisation. These efforts included:

- increasing education of staff via more one-on-one staff meetings about health and safety
- greater support in relation to the reporting processes
- additional safety alerts
- the improved use of Council's reporting system 'Vault'.

Our proactive approach has encouraged employees to confidently report incidents and seek the support they need.

In addition to these efforts, recent significant legislative changes has resulted in trending towards higher WHS claims statewide.

These increases also highlight Council's commitment to early intervention and care. By addressing issues as they arise, we are better equipped to provide the necessary resources and support to our employees, ensuring their wellbeing and fostering a safer work environment for everyone. Increased engagement via the return-to-work program has seen 75% of injured workers return to work within the initial four week period.

A fitness for work procedure and increased engagement with allied health professionals was deployed this year. This aims to proactively reduce the likelihood of known risk and the exacerbation of pre-existing conditions that may result in compensable injuries.

Council also strengthened its workplace health and safety team during the year by recruiting a specialist WHS coordinator.

Health and wellbeing programs

Council continued its offering of complimentary health and wellbeing programs to its staff during the year, including:

- Free counselling through our Employee Assistance Program
- Flu shots and skin checks
- Mental health support resources
- Uprise wellbeing app and fitness passport
- All staff breakfast to celebrate local government week

Supporting our people

Our staff at Council are supported by the People and Safety Team, which delivers essential programs, resources, and services, ensuring comprehensive human resources management across the organisation. This includes advisory and internal services such as payroll, recruitment, generalist HR, industrial relations, award interpretation, work health and safety, and learning and development. In 2023-24, the team received an average of 1,950 email enquiries per month.

Policies that empower and support our people

Our human resourcing is strategically led by a comprehensive suite of policies, covering areas including:

- Diversity and EEO
- Flexible work practices
- Health and wellbeing
- Leave
- Performance recognition and management
- Staff development
- Volunteering
- Workplace health and safety

Commitment to continuous improvement

In December 2022, all staff were invited to participate in an organisation-wide survey commissioned by incoming General Manager Warwick Winn. This initiative was designed to identify areas of strength and opportunities for improvement within the organisation, to recalibrate work priorities, and to better understand staff needs and desires. With 68% of staff responding, the survey was conducted by an independent provider, ensuring unbiased feedback.

The results, communicated to all staff in early 2023, highlighted key priorities such as exploring additional flexible work arrangements, promoting the Council as an 'employer of choice,' and reviewing the salary system for equity and fairness. In response, Directors and Managers facilitated planning sessions last year, encouraging teams to discuss survey themes, identify key priorities, and suggest initiatives for improvement.

During 2023-24, work occurred to identify key learning outcomes to address some of the common issues raised. This resulted in the development and implementation of the People Leader Development Program. The program is aimed at strengthening communication, reinvigorating Council's people management skills and increasing understanding and visibility of safety. This program also aims at a refresh of Council's values and how we incorporate them into Council's daily leadership.

Council also reviewed resourcing and implemented changes to provide additional support in the safety team to address staff survey responses. The newly expanded Safety Team are working on the organisational safety management strategy to improve and embed safety culture.

Valuing our volunteers

Volunteers: the lifeblood of our community

There are over 700 incredible people who donate their time to Council's community programs and services - that's more volunteers than Council staff!



Featured here are volunteers who contribute to some of Council's service offerings - Y drive, Community Care, Botanic Gardens, Environment Services and the Bas.

Volunteers are truly the backbone of the Eurobodalla Regional Botanic Garden.

Over 100 passionate green thumbs and nature lovers dedicate themselves to the garden's upkeep and activities. Some volunteers care for the herbarium collection, while others prune and maintain the grounds. A group of educators volunteer with school groups and guide monthly walks, while others welcome visitors to the centre.

Nursery volunteer, Di Clark, enjoys learning scientific plant names as they're collected, numbered, and entered into the system.



Andy's investing time for richer lives

For 19 years, Andy travelled Australia with his infamous chihuahua, Rocky, moving between campsites. When his van's motor blew up and he made special friendships in Moruya, Andy decided to stay.

After Rocky died, Andy signed up to "do something" and has become a popular volunteer with Council's Community Care programs, taking elderly men on outings, giving them a new lease on life. He also volunteers three days a week with Anglicare.

Jill finds fellow travellers

After moving to Eurobodalla in 2014, Jill Howell saw volunteering as a way to meet people and get to know the town. She was drawn to the Basil Sellers Exhibition Centre, where she made friends with fellow volunteers and with Indi and Sue, who run the Bas. Jill says volunteering at the gallery suits her well, and she sees it as a main attraction for Eurobodalla.



Gee's looking at nature anew

Recently retired, Gee Perera, became an avid contributor to avian citizen science and a local Landcare volunteer. She started by photographing birds, and following the fires she observed endangered gang gangs, whose population has declined by nearly 70% in 20 years.

Gee's passion for birds led her to volunteer for the Eurobodalla Natural History Group, Landcare, and the Broulee/Mossy Point Dunecare Group.



Road rules with Robyn

After a corporate career in Canberra, Robyn retired to Bodalla with her partner. She joined the Rural Fire Service and Council's Y drive program which helps eligible people in Eurobodalla obtain their learner (Ls) and provisional (Ps) driver licences.

Robyn has mentored six learners and is part of a team of 30 volunteer mentors who have enabled 340 learners to become independent drivers.





a



b

Images: a) A reservoir being built for the Nelligen Water Supply and Sewerage Scheme. b) Moruya transfer station supervisor Lee Davis sets up the new soft plastic recycling bins.

6. Detailed performance report

Operational Plan 2023-24

This section provides a detailed performance report on the status of actions and measures committed in our Operational Plan 2023-24.


It builds on the summary shown in the Our performance summary section of this report.


Action: Operational Plan action for the 2023-24 year.


Progress update: describes the efforts and achievements for the Operational Plan action this year.

Service: indicates the Council service area that contributed to this workplan action.

Status:

 **Achieved** - indicates the service has been delivered as anticipated, a project has been completed, or a multiyear project has progressed to where it was considered to reach this year.

 **Off Track** – indicates the service delivery fell behind where anticipated, or a project has incurred delays.

 **Withdrawn** – indicates a service or project that was unable to proceed.

Measures: indicates a quantitative performance indicator.


Community Strategic Plan

Goal 1 Our sustainable shire celebrates our natural environment and outdoor lifestyles

Strategy 1.1 Move together for a sustainable future

Delivery Program




Activity 1.1.1 Build community awareness of opportunities to live more sustainably

Action	Service	Progress for year	Status
1.1.1.1 Partner with community groups to promote sustainable practices, and deliver education programs	Environmental Planning and Management	Council partnered with local community groups and other environmental education organisations to deliver 84 events with a total of 4,644 participants from early learning centres, primary and secondary schools, and businesses. The events, workshops, tours, talks and volunteer opportunities focused on waste, water, biodiversity, and other sustainability topics featured in our Climate Action Plan.	 Achieved
1.1.1.2 Advocate to NSW Government for support to assist in addressing barriers to enable further investment in sustainability upgrades for business	Economic Development Environmental Planning and Management	Council encourages business participation in programs such as the energy savings scheme. This program is communicated through business publications and direct staff engagement. Council sponsored the Southcoast Health and Sustainability Alliance electric vehicle (EV) expo in Moruya to improve understanding of the range of EV models and share drivers' firsthand experiences. NSW government programs for EV installation on private land have been encouraged.	 Achieved

Measure	2023-24
Number of education programs	84

Delivery Program




Activity 1.1.2 Investigate and encourage renewable energy and technologies for Council and the community





Action	Service	Progress for year	Status
1.1.2.1 Continue to seek renewable energy supply for 100% of Council's electricity demand	Environmental Planning and Management	The firming price as part of Council's Power Purchase Agreement was renegotiated as required by the contract conditions in May 2024. A review of other electricity contracts (Bay Pavilions and all small sites) is currently being undertaken to seek cost savings and renewable energy options for contracts expiring at the end of 2024.	 Achieved
1.1.2.2 Finalise a Council Electric Vehicle (EV) Strategy	Environmental Planning and Management Plant and Fleet	Council's Electric Vehicle Strategy remains in the early stages of development. Research is being undertaken to ensure the necessary infrastructure and safety procedures are in place prior to electric vehicles being purchased. A light fleet review will be conducted next year, which will include consideration of electric vehicles.	 Off track
1.1.2.3 Advocate to NSW and Australian governments for further support of Electric Vehicles	Environmental Planning and Management Transport	Council continues to monitor for opportunities from the NSW and Australian governments for further support of electric vehicles.	 Achieved

Measure	2023-24
Amount of Council's energy supplies via renewable energy	58%

Delivery Program

Activity 1.1.3 Facilitate waste management services guided by the strategy and asset management plan

Action	Service	Progress for year	Status
1.1.3.1 Build, renew, operate and maintain waste landfill sites and transfer stations	Waste Management	<p>Operations at the Brou and Surf Beach landfill facilities and Moruya Transfer Station are on target with no major incidents.</p> <p>The bushfire recovery landfill projects (expansion) at Brou and Surf Beach Waste Management Facilities experienced some delays due to assessment and reporting constraints, however, progress is now being made with the planning proposal for Brou seeking a gateway determination from the NSW Department of Planning and a tender out for the Surf Beach project.</p>	 Achieved
1.1.3.2 Manage kerbside collection and annual hazardous waste collection	Waste Management	<p>The collection of domestic waste has progressed as per the contractual arrangements, servicing approximately 26,000 households and 46,000 bins per week. The annual hard waste collection presented challenges and minor disruptions to the service but was overcome with support from Cleanaway and Council Rangers. The annual hazardous waste collection was well received by the community.</p>	 Achieved
1.1.3.3 Prepare the draft Eurobodalla Waste Strategy	Waste Management	<p>The review of the Eurobodalla Waste Strategy is progressing. Council and the appointed waste consultant have engaged with key stakeholders and public consultation has begun. It is anticipated that a draft strategy will be presented to Council by the end of 2024.</p>	 Achieved

Action	Service	Progress for year	Status
1.1.3.4 Partner in regional collaborations and develop strategic partnerships for sustainable waste practices	Waste Management	<p>As a member of the Canberra Region Joint Organisation (CRJO), Council attends regular Resource Recovery Working Group meetings and participates in the Waste Education subgroup monthly.</p> <p>Grant funding obtained by CRJO has delivered numerous waste initiatives in the Eurobodalla, including:</p> <ul style="list-style-type: none"> the promotion of Council's community recycling centres the Annual Household Chemical Cleanout provision of return and earn bins and bags for sporting groups, schools, and events implementation of B-Cycle battery stewardship free membership to Garage Sale Trail 2024 the expansion of the Food Donations Network and the implementation of food diversion for businesses through a Bin Trim grant. <p>Council also partnered with non-profit organisation Repurposing for Resilience (RfR) to create a community hub that intercepts solar panels from landfill at the Moruya Transfer Station.</p>	 Achieved
1.1.3.5 Coordinate Clean Up Australia Day activities	Waste Management	<p>Clean Up Australia Day was held on 3 March 2024 with 50 community and school sites registered for clean-up.</p> <p>Approximately 266 volunteers collected about 35 cubic metres of rubbish, comprising an estimated 116 rubbish bags (approximately 10 cubic metres) and 35 cubic metres of bulky waste items removed from the local environment, comparable to last year's efforts. Additional clean-ups were completed by schools and Ocean Watch outside the actual clean-up day where an additional estimated 5 cubic metres of rubbish were collected from our oyster leases and waterways.</p> <p>Commonly encountered rubbish items included coffee cups and recyclable drink containers, plastic and metal bottle tops and a significant number of cigarette butts.</p>	 Achieved
1.1.3.6 Investigate and manage illegal dumping incidents	Public and Environmental Health	Council investigated 137 illegal dumping incidents during the year. This is a reduction compared to the previous year.	 Achieved
1.1.3.7 Develop a program for remote properties to receive up to four tipping vouchers per year	Waste Management	The voucher program for remote properties has been developed and the rollout is programmed for early 2024-25.	 Achieved






Measure	2023-24
Kerbside collection customer requests attended to within timeframes	100%
Number of illegal dumping incidents	137

Community Strategic Plan

Strategy 1.2 Value, protect, and enhance our natural environment

Delivery Program






Activity 1.2.1 Protect and enhance the landscape and biodiversity values of Eurobodalla

Action	Service	Progress for year	Status
1.2.1.1 Finalise and adopt the Biodiversity Strategy	Strategic Planning	All feedback received from the community and stakeholders during the consultation phase has been considered. Draft actions have been provided to relevant areas of Council for feedback. The finalisation and adoption of the strategy have been delayed due to time and resource constraints. It is anticipated that a draft strategy will be finalised and ready for public exhibition in 2025.	 Off track
1.2.1.2 Provide invasive weed management programs	Environmental Planning and Management	Council's Weed inspection program was delivered throughout the year and met its identified targets. Major control works completed during the year include bitou bush, boneseed, alligator weed, St John's wort, blackberry and African love grass.	 Achieved
1.2.1.3 Provide pest management	Environmental Planning and Management	Council's pest management program included monitoring and follow-up shooting of rabbits. Localities where the program was carried out include South Durras, Long Beach, Mackay Park, Observation Point, Catalina, Wimbie Beach, Lilli Pilli, and more recently at Dalmeny, Kianga and Narooma. Tuross Head was rescheduled to August/September 2024 due to the availability of the contractor.	 Achieved
1.2.1.4 Collaborate with Southeast Local Land Services to promote sustainable and biodiverse aware practices	Environmental Planning and Management	Council partnered with Local Land Services to provide waterway restoration projects in the Tuross catchment and planning work for Wamban Creek. Regular planning meetings occurred throughout the year.	 Achieved
1.2.1.5 Undertake flying fox camp monitoring and deliver community awareness programs	Environmental Planning and Management	Regular camp monitoring occurred and was completed for all occupied camps. A new camp was established at Potato Point in the national park. At the end of the year, four camps were occupied at Batemans Bay Water Gardens, Moruya Riverside Park, Narooma Ringlands, and Potato Point.	 Achieved

Measure	2023-24
Percentage of complying biosecurity inspections	100%

Delivery Program



Activity 1.2.2 Maintain healthy waterways and catchments by finalising and implementing estuary management plans and monitoring impacts

Action	Service	Progress for year	Status
1.2.2.1 Implement the Wagonga, Mummuga and Moruya Estuary Coastal Management Plans	Environmental Planning and Management	<p>Council commenced the implementation of approximately nine actions across the Moruya, Mummuga and Wagonga Estuaries Coastal Management Plans (CMP's) during the year. The Estuaries CMPs are five-year plans, with 2023-2024 being the first year of implementation.</p> <p>The Wagonga Inlet Living Shoreline multiyear project also progressed. Oyster reefs have been installed, and realignment and restoration of the foreshore has been completed with 17,000 native seedlings planted. Public infrastructure (accessway, boardwalk, jetty and floating pontoon) designs have been completed and construction has commenced.</p>	 Achieved
1.2.2.2 Undertake the estuary health monitoring program	Public and Environmental Health	<p>Council continued the healthy estuary monitoring program across the six major estuaries in Eurobodalla this year.</p> <p>Estuary health data is used to prepare report cards for each of the major estuaries. These are available on the Council website and are updated periodically.</p>	 Achieved
1.2.2.3 Participate in the Beachwatch program	Public and Environmental Health	<p>Council continued its participation in the NSW Government's Beachwatch program which ensures that water quality at 11 popular beaches in Eurobodalla are monitored during the warmer months.</p> <p>Weekly sampling commenced in November and continued to the end of March, with results posted on the Council website each week during this period. Council continues to investigate water quality issues identified at Surf Beach through the Beachwatch program and sought independent analysis at Surf Beach to identify the source of poor water quality results.</p>	 Achieved
1.2.2.4 Deliver the Onsite Sewage Management System inspection program	Public and Environmental Health	<p>Council carried out 1,466 inspections throughout the year with 94% of the systems compliant.</p> <p>The review of the Onsite Sewage Management System Code of Practice was completed and accepted by Council.</p>	 Achieved
1.2.2.5 Undertake water, sewer and waste monitoring	Public and Environmental Health	<p>Council carried out monitoring of the Waste Management Facilities and Sewer Treatment Plants in accordance with NSW Health requirements and Environmental Protection Licences.</p>	 Achieved

Measure	2023-24
Percentage of complying onsite sewer management system inspections	94%

Delivery Program

Activity 1.2.3 Work in partnership to provide natural resource management to develop community awareness of environmental opportunities, issues and impacts

Action	Service	Progress for year	Status
1.2.3.1 Assist Landcare and community groups to deliver environmental projects	Environmental Planning and Management	<p>Council continued to support 24 Landcare groups working on public and private lands from South Durras to Narooma and extending westwards up the Deua Valley. During the year, approximately 2,500 volunteer hours were contributed to environmental works, with most effort spent on weed control. This also incorporated litter collection, revegetation/ planting, education events, and pest animal control.</p> <p>Landcare has partnered with many other agencies and community groups over this period, including (but not limited to); the National Parks and Wildlife Service, Local Land Services, Ozfish, Department of Primary Industries, Fisheries, Nature Coast Marine Group, Australian National University, University of Wollongong, Stepping Stone Farm, and local schools.</p>	 Achieved
1.2.3.2 Monitor, inspect and respond to public and environmental health matters	Public and Environmental Health	<p>Council received 905 customer service requests for public and environmental health-related matters including noise, air, land, and water pollution, and development compliance during the period.</p>	 Achieved



Measure	2023-24
Number of Landcare groups supported	24
Number of public and environmental health matters responded to within timeframes	905

Community Strategic Plan

Strategy 1.3 Respond to our changing climate and natural hazards



Delivery Program

Activity 1.3.1 Improve Eurobodalla’s resilience to the effects of man-made climate change through the implementation of the Climate Action Plan

Action	Service	Progress for year	Status
1.3.1.1 Design and implement programs for plantings, and or, artificial shading of strategic urban streetscapes, council carparks and playgrounds	Environmental Planning and Management	<p>During the year:</p> <ul style="list-style-type: none"> • The Durras skate park playground relocation was completed. These works incorporated shade sails and landscaping. • Malua Bay playground was completed and incorporated shade sails and landscaping. • Replacement plantings in Batemans Bay, Moruya, Mogo, and Narooma were completed with over 300 plants being planted. • Defects were rectified at Gundry playground to make the shade sails fully operational. • Programs for plantings and/or artificial shading of strategic urban streetscapes are ongoing with new programs being developed and executed each year. 	 Achieved
1.3.1.2 Facilitate a Climate Change Advisory Group	Environmental Planning and Management	<p>The Climate Change Advisory Group met on three occasions this year. Topics covered in presentations and discussions included natural hazards and emergency management planning; the built environment–planning processes, masterplans being developed, coastal projects, trees and subdivisions; and the waste management strategy. Members were invited to provide further input on plans through public exhibition processes and working group participation.</p>	 Achieved


Delivery Program

Activity 1.3.2 Manage coastal hazards by implementing coastal and management studies and projects

Action	Service	Progress for year	Status
1.3.2.1 Commence North Batemans Bay coastal management works	Strategic Planning	<p>A contract for the design of northern beaches coastal protection works was awarded by Council.</p> <p>Worley Consulting developed three potential long-term solutions for managing the coastal erosion at Bay Road, Long Beach. The community was invited to a drop-in session at the Long Beach Rural Fire Station in June 2024 to find out about the options and to provide feedback. Feedback will be considered to identify the most suitable solution. Temporary sandbag protection works are in place at Bay Road, with ongoing monitoring and maintenance occurring as required.</p>	 Achieved
1.3.2.2 Manage lake openings	Stormwater	<p>The following lakes were opened in accordance with Lake Opening Procedures:</p> <ul style="list-style-type: none"> • Joes Creek (on three occasions) • Coila Lake • Durras Lake • Kianga Creek <p>This continues to be elevated compared to previous years due to rain events.</p>	 Achieved

Delivery Program

Activity 1.3.3 Protect communities through developing and implementing floodplain risk management plans





Action	Service	Progress for year	Status
1.3.3.1 Finalise the Batemans Bay and Moruya Flood Studies	Strategic Planning	<p>The Batemans Bay Floodplain Risk Management Study/Plan and the Moruya Floodplain Risk Management Study/Plan are progressing with an updated flood modelling expected by the end of 2024.</p>	 Achieved


Community Strategic Plan

Strategy 1.4 Work together in the management and use of our valuable resources

Delivery Program

Activity 1.4.1 Provide safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy


Action	Service	Progress for year	Status
1.4.1.1 Deliver programmed capital works (build and renewals) for the water supply network	Water Services	Water main renewal projects were completed at: <ul style="list-style-type: none"> • Golf Links Drive/Heradale Street, Batemans Bay • Beach Road, Batemans Bay • Edward Road, Batehaven • Ocean Road Batehaven • Veitch Street, Mogo • Lilli Pilli pressure release valve, Lilli Pilli • Currawong Crescent, Malua Bay • Sunpatch Parade, Tomakin • Trunk main cross-connection, Tomakin • George Bass Drive/Broulee Road, Broulee • Murray Street, Moruya • Spencer/Francis Street, Moruya • Wagonga Inlet crossing, Narooma 	 Achieved
1.4.1.2 Operate and maintain the town water supply system	Water Services	Water supply system and infrastructure operations, along with maintenance activities, were undertaken during the year according to Council's schedule.	 Achieved
1.4.1.3 Deliver programmed capital works (build and renewals) for the sewerage network	Sewer Services	Sewer capital projects and asset renewals completed include: <ul style="list-style-type: none"> • Batemans Bay Sewage Treatment Plant Augmentation, Surf Beach • Wagonga Inlet crossing, Narooma • Vulcan Street, Moruya • Brierleys boat ramp, Moruya • Low-pressure sewer pod installations, various Shire locations 	 Achieved
1.4.1.4 Operate and maintain sewerage system	Sewer Services	Sewage treatment plants and infrastructure operation and maintenance activities undertaken as per Council's schedule.	 Achieved

Action	Service	Progress for year	Status
1.4.1.5 Continue to develop and implement a new integrated water, sewer and stormwater servicing plan for South Batemans Bay CBD	Water Services Sewer Services Stormwater	<p>A detailed survey of the South Batemans Bay Central Business District has been completed. Council also finished the water supply modelling and the concept design for the sewerage pumping station augmentation.</p> <p>The design for stormwater upgrades on Herarde Street, Bavarde Avenue, Heradale Parade, and Golf Links Drive has been completed, and construction is underway.</p> <p>Further stormwater upgrades for Beach Road, Flora Crescent, and Orient Street (South) were identified, pending further detailed design and outcomes from the Batemans Bay Living Place Masterplan/Strategic Planning work to support the Housing Strategy.</p>	 Achieved

Measure	2023-24
Length of water mains maintained	928km
Number of water customer	22,177
Percentage of water meters replaced	4.4% of network
Volume of water treated	3,634ML
Length of sewer mains maintained	588km
Number of customers on reticulated sewer	21,711
Number of sewerage pump stations and treatment plants maintained	141 sewage pump stations, 6 sewage treatment plants
Number of sewer spills	162

Delivery Program




Activity 1.4.2 Increase water security through construction of the Southern Water Supply Storage

Action	Service	Progress for year	Status
1.4.2.1 Continue the construction of the Southern Water Supply Storage/Dam	Water Services	<p>Construction works continued this year and included the completion of the:</p> <ul style="list-style-type: none"> • Outlet tower base, shaft, and bridge. • Outlet conduit and inlet/outlet pipeline. • Dam wall foundation including the dam wall clay core and left and right abutments, with spillway construction underway. 	 Achieved

Measure	2023-24
Percentage of dam complete	67%

Delivery Program

Activity 1.4.3 Provide opportunities and incentives to encourage responsible use of resources by the community and at Council

Action	Service	Progress for year	Status
1.4.3.1 Promote and issue rebates and incentives to help conserve water and energy	Water Services	During the year there were: <ul style="list-style-type: none"> • 212 washing machine rebates issued. • 44 dual flush toilet rebates issued. • 10 showerheads exchanged. 	 Achieved
1.4.3.2 Provide treated effluent for reuse in the community	Water Services	Treated effluent was supplied for reuse at Moruya Golf Course, Moruya High School playing field, Moruya Riverside Park, and Tuross Golf Course. The recycled effluent supply to Catalina Golf Course and Hanging Rock sports complex was returned to service after the completion of upgrades at the Batemans Bay Sewage Treatment Plant (STP) in May 2024.	 Achieved
1.4.3.3 Continue to improve energy security for key water and wastewater assets	Water Services	To date: <ul style="list-style-type: none"> • Permanent standby generators have been installed at Batemans Bay, Tuross Head, and Bodalla Sewage Treatment Plants. • Permanent standby generators will be installed at Tomakin, Moruya, and Narooma Sewage Treatment Plants during their scheduled augmentations. • Permanent standby generators designed for Tuross Sewer Pumping Station No.1 Going forward, all augmentations will incorporate energy security.	 Achieved

Measure	2023-24
Number of water rebates issued	266



Community Strategic Plan




Goal 2 Our community that welcomes, celebrates, and supports everyone

Strategy 2.1 Acknowledge our beginnings, embrace our diversity

Delivery Program

Activity 2.1.1 Acknowledge and involve the traditional custodians of Eurobodalla and deliver the outcomes of the Aboriginal Action Plan

Action	Service	Progress for year	Status
2.1.1.1 Coordinate the Aboriginal Advisory Committee and associated projects	Community and Cultural Development	<p>Council facilitated quarterly scheduled meetings of the Aboriginal Advisory Committee (August, November, February, and May). Projects associated with the committee and aligned with Council's Aboriginal Action Plan included:</p> <ul style="list-style-type: none"> • Written submissions to numerous Council draft strategic plans, consultation on cultural projects, and input into development projects, including the Batemans Bay Masterplan review and the Wagonga Foreshore project. • Significant outcomes include the completion of an Aboriginal Protocols and Guidelines document, the review of current Dhurga-speaking people's timeline resources, and the initial investigation into establishing an Aboriginal employee network. • Two local Aboriginal artists were commissioned to design artworks for Council to use in enhancing Aboriginal-specific community development programs, documents, infrastructure, uniforms, and publications. 	 Achieved
2.1.1.2 Collaborate with Aboriginal Elders, leaders and representatives	Community and Corporate Leadership	<p>Council continued to collaborate with Aboriginal Elders, leaders, and representatives through various avenues. These included the Aboriginal Advisory Committee, events such as NAIDOC Week and the Australia Day citizenship ceremony, and engagement on projects such as Observation Point, the Coastal Headland Walking Trail, the Wagonga Inlet Shoreline, and the Malua Bay reserve upgrade.</p>	 Achieved




Action	Service	Progress for year	Status
2.1.1.3 Promote Aboriginal contacts and protocols including welcome or acknowledgement to Country	Community and Cultural Development	<p>An Aboriginal Protocols and Guidelines document, completed in collaboration with members of Councils Aboriginal Advisory Committee, will provide Council staff with information and understanding of important cultural protocols when working with, consulting and acknowledging local Aboriginal communities and peoples.</p> <p>The guidelines document is now accessible via Council's website and includes culturally specific information on Welcome to Country and Acknowledgment of Country protocols. The document is supported by an implementation plan that includes training for Councillors, existing staff, and new staff as part of their induction.</p> <p>An updated Acknowledgement of Country for Council communication purposes was reviewed and approved by the Aboriginal Advisory Committee. This updated Acknowledgement of Country was added to Council meeting agendas.</p>	 Achieved
2.1.1.4 Celebrate NAIDOC Week with events, activities and grant opportunities	Community and Cultural Development	<p>Council recognised and celebrated NAIDOC Week through its annual flag-raising ceremony and morning tea event in Moruya, along with three Aboriginal art and cultural workshops recognising and celebrating Aboriginal culture. Council provided administrative, financial, and promotional support to the organisers of the 2023 Mogo Big Day Out NAIDOC Week community event and participated as a stallholder, providing children's and youth activities. Additionally, Council helped to promote and participated in several community-led NAIDOC Week events that received funding through Council's 2023 NAIDOC Week grants program. Of the 12 grant applications received in 2023, 10 eligible applications received funding to a total of \$5,350.</p>	 Achieved
2.1.1.5 Deliver opportunities to celebrate and showcase our Indigenous heritage through an interpretation framework	Strategic Planning	<p>Council completed the Observation Point Aboriginal Heritage interpretation project this year. The NSW Government and the Aboriginal community acknowledged the work at Observation Point as a leader in its engagement with Aboriginal stakeholders and the celebration of culture.</p> <p>Council engaged with members of the Brierley family to design interpretation panels for Brierleys homestead near Brierleys boat ramp, and work continues on the interpretation for the Coastal Headland Walking Track.</p>	 Achieved

Action	Service	Progress for year	Status
2.1.1.6 Promote Aboriginal employment in broader community	Community and Cultural Development	Council delivered four pre-employment training programs designed to assist Aboriginal youth in developing employment skills and supporting them in securing local employment outcomes in a range of industry sectors, including construction. Through the Employment Project programs, Council promoted a range of Aboriginal-identified employment opportunities, including three positions with Animal Welfare, as well as opportunities with the NSW Department of Education, National Parks and Wildlife Service, and NSW Health.	 Achieved

Measure	2023-24
Number of meetings of the Aboriginal Advisory Committee	4
Number of activities and grants full subscribed	11

Delivery Program




Activity 2.1.2 Manage and promote our natural, cultural and historical heritage identity guided by the Heritage Strategy



Action	Service	Progress for year	Status
2.1.2.1 Coordinate the Heritage Advisory Committee and associated projects	Community and Cultural Development	The Heritage Advisory Committee worked together to review Council's Eurobodalla Heritage Strategy 2024-28 and prepared it for adoption by the Council. The Committee also reviewed its strategic objectives for the next five years. The Committee awarded the Fergus Thomson OAM Heritage Award to Kevin Setter for writing a book that correlated the development of stagecoach travel in the region in competition with sea transport.	 Achieved
2.1.2.2 Provide heritage advice	Community and Cultural Development	Council's heritage advisory service provided ongoing heritage advice to property owners and the Heritage Advisory Committee. It is partly funded by the NSW Government Heritage Office. The Heritage Advisory Committee and Council continue their advocacy for preserving local history and heritage education.	 Achieved
2.1.2.3 Review of the Eurobodalla Heritage Strategy	Community and Cultural Development	Council and the Heritage Advisory Committee reviewed and updated the heritage strategy. Council endorsed the strategy for public exhibition in May 2024 and it was formally adopted by Council in July 2024.	 Achieved

Measure	2023-24
Number of meetings of the Heritage Advisory Committee	3
Number of heritage advice sessions	27

Delivery Program

Activity 2.1.3 Provide services that meet changing community needs and celebrate our diversity



Action	Service	Progress for year	Status
2.1.3.1 Provide support services for seniors and their carers	Community Care	<p>Council continued to support seniors by providing Commonwealth Home Support Services, such as respite, social support, and community transport. Many of these services are provided with the support of volunteers.</p> <p>There was an increase in clients using Council services via the allocation of a Home Care package. Council is increasing its provision of Home Care packages and services to other providers that offer Home Care, especially in the transport space.</p>	 Achieved
2.1.3.2 Facilitate citizenship ceremonies	Community and Corporate Leadership	<p>Council held four citizenship ceremonies, welcoming 68 new citizens.</p>	 Achieved
2.1.3.3 Provide Families Week activities	Children's Services	<p>Families' Week occurred in May 2024, with Council delivering five community activities throughout the week. Activities covered the Shire and included:</p> <ul style="list-style-type: none"> • a treasure hunt for characters from the Hairy Maclary picture book • a multigenerational family picnic that included Meals on Wheels and the Out and About Group • a bike day with Council's Road Safety Officer • a science show with Dr Graham Walker • Music and Magic in the Eurobodalla Regional Botanic Gardens. <p>There was a total of 536 participants which included 280 children and 276 adults.</p>	 Achieved



Action	Service	Progress for year	Status
2.1.3.4 Coordinate Youth Week events	Youth Services	<p>Council received state funding to support the annual hosting of the 'Currents Battle of the Bands' youth week event, which was delivered and supported by members of Council's Youth Committee to 350 young people.</p> <p>Youth Week activities delivered included:</p> <ul style="list-style-type: none"> • three 'Be Well Eat Well' workshops for 18-24-year-olds, attended by 46 young people • three youth activity pop-ups with the mobile unit at the local pools, reaching 42 young people • support for the launch of a youth suicide prevention mural in Batemans Bay. 	 Achieved
2.1.3.5 Deliver Children's Week activities	Children's Services	<p>Council provided a week of activities across the Eurobodalla to celebrate Children's Week, with a total of 467 attendees, including 167 adults and 300 children. Activities included:</p> <ul style="list-style-type: none"> • a guided walk in the Eurobodalla Regional Botanic Garden • a musical adventure show • Rhyme Time with libraries at Broulee • a Hungry Caterpillar scavenger hunt in Narooma. <p>The main event for the week was the annual Children's Week Fun Day. This year, it was held at Kyla Park, Tuross Head, and included face painting, story time, DJ music, and 12 local community-operated services providing activities and resources to families.</p> <p>Council also hosted six playdates with emergency services during the week, with around 30 emergency personnel in attendance at each session, and a huge turn out from the community with over 500 people visiting the sessions.</p>	 Achieved


Measure	2023-24
Number of seniors supported	539
Number of senior services volunteers hours provided	5,800 hours
Number of direct support workers	52
Number of direct service hours provided	27,697 hours
Number of citizenship ceremonies held	4
Youth week program attendances	600


Delivery Program

Activity 2.1.4 Provide services and strengthen opportunities to retain and attract youth, supported by the Youth Action Plan

Action	Service	Progress for year	Status
2.1.4.1 Coordinate the Youth Committee and associated projects	Youth Services	<p>Councils Youth Team facilitated ten youth committee meetings with 111 youth representatives from each of the five local high schools participating. One meeting was a joint meeting with the members of the Workers With Youth Network stakeholder group culminating in the production of a short film aimed at addressing youth homelessness in Eurobodalla.</p> <p>The Committee conceptualised and worked together to deliver the youth-driven Winter SOULstice youth event, bringing awareness of youth mental health and suicide prevention to 130 young people, in partnership with headspace and the Bega Valley Eurobodalla Suicide Prevention Collaborative.</p> <p>In 2024, the committee membership rose to 33 young people.</p>	 Achieved
2.1.4.2 Manage Youth Cafés and outreach services	Youth Services	<p>Council's youth team, with support from volunteers and a range of local youth services, provided 29 youth café sessions (over 145 hours of face-to-face engagement), which were attended by 568 young people aged 12 to 17 years. A total of 55 volunteers helped to provide a wide range of activities and entertainment, including 500 nutritious meals served.</p> <p>In preparation for the mobile youth service, the operational guidelines were updated, actions within Council's Youth Action Plan were reviewed, and measurement, reporting, and evaluation tools were developed.</p> <p>Council's youth services went mobile from January 2024. The mobile youth van and its team delivered 23 afternoon pop-up sessions with a variety of sports, recreation, creative, and social activities, engaging 237 young people.</p>	 Achieved

Action	Service	Progress for year	Status
2.1.4.3 Provide the Y drive project	Youth Services	<p>Y drive supported 265 learners, via 30 volunteer mentors, to build driving hours and provide literacy support to pass the learners' test.</p> <p>They drove 84,046 km and registered 4,689 logbook hours during their 768 driving sessions. In total 85 learners passed their provisional licence, and 87 pre-learners obtained their learner licence. A sixth Y drive vehicle was purchased to keep up with the driving demand. In addition, 38 participants attended the Safer Driver Course, four steering committee meetings were held, 12 participant inductions and three mentor inductions were delivered.</p> <p>In May 2024, Council celebrated Y drive's 300th license at a volunteer celebration held at the Eurobodalla Regional Botanic Gardens.</p>	 Achieved
2.1.4.4 Provide youth employment opportunities at Council through the apprenticeship and traineeship program	Workforce Development	<p>Council continued to offer career opportunities to youth in our community under the revitalised Youth Employment Training Scheme (YETS) program:</p> <ul style="list-style-type: none"> • Four 2023-2025 Youth Business Trainees completed their Certificate IV Business with TAFE. • Three 2024-2026 Youth Business Trainees commenced their traineeships—they will rotate through Library Services, Creative Arts Development, and Recreation Services and complete a Certificate III Business with TAFE in their first year and a Certificate IV Business in the second. • To ensure the scheme continues to deliver valuable outcomes for the trainees, we conducted feedback sessions and implemented changes in the current and future programs. <p>In addition to the Council's youth trainee program, Council:</p> <ul style="list-style-type: none"> • engaged one apprentice in horticulture (parks and gardens) and six water industry operation trainees • provided ongoing training and support to 15 continuing trainees and apprentices in water and sewer, civil construction, civil construction plant operations, horticulture (parks and gardens), business, carpentry, electro-technology, and fitter/machinist • supported a further 11 in successfully completing their traineeships/apprenticeships. 	 Achieved

Action	Service	Progress for year	Status
2.1.4.5 Deliver programs and events for youth	Youth Services	<p>Council delivered and/or partnered with local youth service organisations to offer 51 targeted youth events, reaching 2,688 young people and community members, including 23 after-school van pop-up sessions. Access to all Council-run youth events and programs was free for young people. Some highlights for the year include:</p> <ul style="list-style-type: none"> • A youth homelessness film project was delivered, engaging 26 young people directly and reaching a further 1,738 indirectly via a social media drive. • In January 2024, Council's youth team launched the first mobile youth activity van at an event in Narooma with 65 young people and built strong relationships via van pop-ups throughout Terms one and two. • Council partnered with Queerbodalla community group to launch Pride Month 2024, attended by 340 people. Art activities, badge making, and jewellery making were provided to support identity, gender and sexuality diversity, and social connection on the day. • Council delivered a youth-conceived and youth-led Winter SOULstice mental health event, featuring youth speakers with lived experience, youth live music, and a lantern installation, with 130 young people participating. • State funding was received to support the annual hosting of the celebrated 'Currents' Battle of the Bands youth week event, which was delivered and supported by members of Council's Youth Committee for 350 young people. • Youth Week activities delivered including three 'Be Well Eat Well' workshops for over 18s, engaging 46 young people; three youth activity pop-ups at the local pools, reaching 42 young people; and the launch of a youth suicide prevention mural in Batemans Bay. • Council's Employment Projects participated in, developed, or delivered 16 employment and education programs for young people (481 attendees), including vocational skills training and industry-specific work-ready and career information activities, such as the annual Community Services Jobs Drive. This year, the Jobs Drive was held in March and was attended by 70 job seekers, with 19 community sector employers offering over 130 jobs opportunities. <p>Projects align to actions outlined in Council's Youth Action Plan including providing outreach services, delivering programs to diverse young people, amplifying youth voices and youth-led initiatives, seeking funding for school holiday programs and collaborating closely with youth sector organisations.</p>	 Achieved

Action	Service	Progress for year	Status
2.1.4.6 Coordinate, maintain and work actively with the Workers with Youth Network to support and promote local service delivery and stakeholders	Youth Services	<p>Council facilitated four meetings of the Workers with Youth Network (WWYN), attended by 74 youth service stakeholders and two youth committee members.</p> <p>Collaboration occurred with local and external stakeholders including R U OK? Conversation Convoy, to inform and address identified youth development needs in the Eurobodalla, and to plan collaborative strategic mental health responses. Council continued to coordinate the Workers With Youth Network Google eGroup, which has 234 members who shared 2,011 conversations, promoting and sharing information on youth training, youth holiday activities, event and programs, health and wellbeing information, and opportunities for sector professional development.</p>	 Achieved

Measure	2023-24
Number of meetings of the Youth Committee	10
Youth Café attendance	568 attendees
Youth Van Pop-Up attendance	237 attendees
Number of licences achieved via Y drive	172
Number of youth apprenticeships and traineeships offered	7

Delivery Program

Activity 2.1.5 Support people with disability and their carers and implement the Disability Inclusion Action Plan

Action	Service	Progress for year	Status
2.1.5.1 Coordinate the Disability Inclusion Advisory Committee and associated projects	Community Care	<p>The Disability Inclusion Advisory committee held four meetings during the year.</p> <p>A range of consultations occurred, including external ones (Eurobodalla Hospital project) and internal ones, such as the Toilet Strategy and associated projects, as well as the Batemans Bay Masterplan project.</p>	 Achieved
2.1.5.2 Provide support services for National Disability Insurance Scheme participants	Community Care	<p>Council's 'Involve' service continued to cater to NDIS participants, providing 49 individuals with direct support, 43 participants with support coordination, 65 plan-managed participants, and 11 individuals in supported independent living across three accommodation sites.</p> <p>The registration renewal process was conducted by HDAA-approved quality auditors for the NDIS, with positive feedback on Council's services and supports.</p> <p>During the year, the optimisation of clients' packages occurred, ensuring that service providers maintained reasonable pricing and thus enabled the efficient utilisation of funds. This initiative empowered NDIS clients to select support providers that adhere to the NDIS code of conduct, offering them a spectrum of choices. Additionally, proactive measures were taken to combat fraud by collaborating with advocates, and the NDIS Commission. The Involve team also worked with the office of Bill Shorten to address the evolving needs of NDIS participants around several challenges, such as delayed NDIS service funding timelines, risks of homelessness, and limited living options for younger individuals in aged care. The focus of Involve has been to ensure the provision of safe and high-quality services. This commitment underscores the team's dedication to meeting the evolving needs of the community and enhancing the overall well-being of participants.</p>	 Achieved
2.1.5.3 Deliver disability awareness training for Council staff and Councillors	Workforce Development	Disability awareness training has been completed for Councillors. Staff training options are being explored.	 Achieved

Measure	2023-24
Number of meetings of the Disability Inclusion Advisory Committee	4
Number of NDIS participants supported	76
Number of direct service hours provided	26,500
Number of direct support workers	50





Community Strategic Plan

Strategy 2.2 Encourage community spirit and enable healthy lifestyles

Delivery Program

Activity 2.2.1 Strengthen community spirit through community development initiatives






Action	Service	Progress for year	Status
2.2.1.1 Provide volunteering opportunities through various programs and promotion of the Eurobodalla Volunteer Guide	Various	<p>Council valued the efforts of its volunteers across several programs during the year:</p> <ul style="list-style-type: none"> • Social support has 29 volunteers who provided over 1,000 hours of their time to assist 32 clients with tasks such as shopping, medical appointments, errands, and general social support. Two of these social support individual services were simply taking the client for a walk, with both clients reporting many benefits from their walking activity. Our social support groups grew steadily throughout the year thanks to volunteer assistance of five hours every Monday and Tuesday with the men's and ladies' social groups where clients attend the Dr Mackay for coffee/cake before heading out into the community for lunch at a venue of their choosing. • One volunteer supported the Embracing Babies program, attending a weekly session, talking with families, offering morning tea and assisting with the setting up and packing away of resources and equipment. This volunteer participates in various activities offered throughout the year such as walk with prams, first aid training, and families and children's week programs. • Y drive had 30 mentors support 256 learners to build driving hours and provide literacy support to pass the learner's test. • The Basil Sellers Exhibition Centre had a support network of 42 volunteers who undertook gallery minding and information duties, and event and deinstallation support. Two volunteer inductions are held each year, and each exhibition has a volunteer and staff artist talk as part of the permanent programming. Volunteer workshops have been added to the annual programming for the creation of Bas merchandise. Weekly updates ensure all volunteers are up to date with current exhibitions, events, and safety information. 	 Achieved


Action	Service	Progress for year	Status
2.2.1.1 (continued)	Various	<ul style="list-style-type: none"> • Eurobodalla Regional Botanic Garden volunteers contributed 16,189 hours to the gardens. • Community transport had two successful volunteer inductions this year and onboarded three new volunteers. Community Transport currently have 44 active volunteers. • Council also hosted a whole of Council volunteer event at the Botanic gardens to celebrate Y drive's 300th licence and ran three mentor inductions training eight new volunteers. 	 Achieved
2.2.1.2 Coordinate the community grants program including Healthy Communities, Seniors Week and Youth Grants	Community and Cultural Development	Council's 2023-24 Healthy Communities, Seniors Week, and Youth Development Grants, received a total of 40 grant applications with 38 community initiatives receiving funding—seven for youth development, 25 for healthy communities, and eight for Seniors Week community-led programs. Programs supported included: <ul style="list-style-type: none"> • Seniors Week concert and morning tea • Landcare Family Fun Day • A weekly food relief program • New sports uniforms and coaching clinics • Young parents' workshops and workshops for the skills development and empowerment of young women which provided capability and capacity building opportunities for Eurobodalla residents. 	 Achieved
2.2.1.3 Conduct Local Heroes Award	Community and Corporate Leadership	Council hosted the Local Hero Awards in November. Fourteen nominations were received. Mr David Oliphant was named the 2023 Local Hero for his 25 years of service to the community.	 Achieved
2.2.1.4 Provide an up-to-date Community Directory	Community and Cultural Development	The community directory was updated in May 2024. A working group continues planning to transition the directory from an external site to Council's main web platform.	 Achieved

Measure	2023-24
Grants program promoted and fully allocated	100%

Delivery Program

Activity 2.2.2 Provide and manage quality community facilities to meet the needs of the current and future communities




Action	Service	Progress for year	Status
2.2.2.1 Maintain and manage community halls	Community Facilities	Council undertook preventative maintenance and maintenance requests on 13 community halls and centres including paint and carpet work per planning. Further investigations are underway for heating options within the community halls and centres.	 Achieved
2.2.2.2 Prepare an action plan to increase use in community halls	Community Facilities	Consultation and planning regarding place activation and community halls has occurred in consultation with stakeholders. Activation of halls is being supported as part of the general management of community halls going forward, as well as through other efforts supporting place activation, events, creative arts, and recreation.	 Achieved
2.2.2.3 Finalise and Implement the Public Toilet Strategy	Community Facilities	Council's new public amenities team fixed 169 defects, addressed 54 customer service requests, and responded to 27 items of correspondence this year. Major projects included new builds at Malua Bay and Brierleys Boat Ramp, and renovations were completed at North Broulee and NATA Oval Narooma. South Head Moruya, South Broulee, and Mosquito Bay renovations are also underway. Lilli Pilli and John Street Mogo are in progress and waiting on permits to start new builds, with plans for the removal of the Tomakin Road public toilet and upgrades to the Mogo sports field toilet.	 Achieved
2.2.2.4 Provide, maintain and upgrade Council cemeteries, including delivering the Narooma Cemetery Expansion project	Community Facilities	Council maintains eight operational cemeteries. During the year 72 burials and inurnments were arranged. The Narooma Cemetery expansion project is ongoing. Environmental approvals are expected early in the new financial year. Construction to commence when approvals are in place.	 Achieved
2.2.2.5 Provide a Council facility booking service	Community Facilities	The booking office facilitated 10,238 hire events this year, accounting for 47,220 hours of use across 139 venues. Sporting clubs and associations made 277 bookings, not for profit and community organisations made 294 bookings, local schools made 136 bookings, private hirers made 257 bookings, and Council staff made 296 bookings. Revenue raised from these hire events totalled \$295,440.	 Achieved




Action	Service	Progress for year	Status
2.2.2.6 Manage the Bay Pavilions	Community Facilities	<p>There were 288,131 visitations at the Bay Pavilions, 1,357 members, and 610 learn to swim enrolments. The theatre had 62 shows and events for the year which was an increase compared to the year prior.</p> <p>The Building Management System (BMS) had a number of issues. Work has occurred to have these resolved, as a first step to implementing further energy audit recommendations. Progress has been made with maintenance issues and a dedicated person has been employed for three days a week to manage maintenance.</p> <p>Council is working with the current contractor to increase revenue by hosting more shows and events and by increasing the meeting room bookings, which will have anticipated flow-on increases for the café.</p> <p>During the year Council also engaged external reviews for the Bay Pavilions including a KPMG review of operations and governance (August 2023) and a GHD Energy Audit and a Inconsult Risk Audit (October 2023). The findings were reported to Council, and will be used to inform a sustainability plan for future operations and maintenance of the facility.</p>	 Achieved

Measure	2023-24
Number of public toilet facilities maintained	67
Number of burials and inurnments	72
Number of bookings for recreations and community facilities	10,238
Visitation numbers at the Bay Pavilions	288,131 visits

Delivery Program

Activity 2.2.3 Plan for, and deliver safe and accessible recreation opportunities, guided by the Recreation and Open Space Strategy and asset management plan


Action	Service	Progress for year	Status
2.2.3.1 Provide and maintain recreation facilities	Recreation	Council undertook preventative maintenance to meet legislative compliance requirements on all 23 community sporting and recreation facilities. Council undertook upgrades to sporting assets to improve access and visibility on sporting fields.	 Achieved
2.2.3.2 Upgrade Malua Bay Reserve	Recreation	Project completed and included: <ul style="list-style-type: none"> the replacement of the old toilets with a new toilet facility featuring five cubicles and two outdoor showers. The new toilets comply with all Australian Standards and are unisex, including one accessible and one ambulant toilet. a new playground with a footprint six times larger than the previous playground. The replacement utilised one piece of equipment from the old playground and was designed and constructed according to the 'Everyone Can Play' principles, which cater to all ages and all abilities. an integrated half-court basketball facility and large shade sails have been installed above play equipment. To enhance the reserve, additional picnic shelters, seating, and accessible BBQs were installed with shared pathways connecting various elements of the reserve. Construction of a viewing platform, including dune rehabilitation. an outdoor fitness area with softfall and shade sails installed near the surf club. 	 Achieved
2.2.3.3 Upgrade Moruya Showground canteen and amenities	Recreation	Works were completed to replace the existing bar and individual toilet block with a new single bar/canteen comprising a dedicated event servery area, a purpose-built cool room, and extensive undercover outdoor decking, along with a new amenity building comprising 10 toilets (including accessible and ambulant). This facility was designed to fit into the surrounding heritage environment. Outstanding work to install a new mains switchboard will occur early in the 2024-25 year to complete this project.	 Achieved

Action	Service	Progress for year	Status
2.2.3.4 Upgrade Hanging Rock sporting fields	Recreation	<p>This is complex project incorporating field upgrade, new amenities building, field lighting, carpark and connecting pathways.</p> <p>During the year:</p> <ul style="list-style-type: none"> The design was completed for the field upgrades, which includes resurfacing, realignment, and irrigation. Council commenced seeking quotes for this work. The design of the new change facility was completed, and quotes will be sought in early 2024-25. <p>Construction is targeted to commence in late 2024 calendar year and all the components are expected to be completed by late 2025.</p>	 Achieved
2.2.3.5 Liaise with local sporting clubs to create strategic plans in developing long-term sustainability in sport	Recreation	<p>This work was completed via the Sustainability in Sport program that created a club resource kit, including a strategic plan template. The Sports Resource Kit is available for clubs to download from our web page, or a hard copy can be provided on request.</p>	 Achieved
2.2.3.6 Manage the contract for Moruya and Narooma aquatic facilities	Recreation	<p>Aligned Leisure is now contracted to manage the Narooma and Moruya Pools, and the contract is being proactively managed by Council.</p> <p>Narooma and Moruya pools are older pools and require significant works. Requirements identified include pool vacuums, sunbather cover machines, painting of the pool (Moruya), the state of the change facilities (Narooma), and a disability chair (Narooma). These matters will be prioritised and undertaken as funds become available.</p>	 Achieved

Measure	2023-24
Visitation number at Moruya Swimming Pool	20,938
Visitation number at Narooma Swimming Pool	40,353

Delivery Program

Activity 2.2.4 Work in partnership to improve local and regional health services


Action	Service	Progress for year	Status
2.2.4.1 Advocate for improved health services	Community and Corporate Leadership	The NSW Government is progressing the new Eurobodalla Regional Hospital, which is now at the construction stage. Council continues to work with the government on planning and infrastructure requirements.	
2.2.4.2 Work with NSW government to maximise outcomes for the Eurobodalla Regional Hospital	Community and Corporate Leadership	<p>Council continued to advocate to the NSW Government to deliver the Eurobodalla Regional Hospital project.</p> <p>At Council's 30 April 2024 meeting, Councillor Hatcher put forward a Mayoral Minute requesting Council's support to lobby the NSW Government to ensure the opening of Eurobodalla's new regional hospital at the end of 2025 continues to provide high levels of health care for all Eurobodalla residents. Specifically, the recommendation was to:</p> <ul style="list-style-type: none"> • Advocate to the NSW Government to prioritise construction of the Moruya Bypass to provide direct and efficient access to the hospital from the north of the shire. • Advocate to the NSW Government for increased ambulance services in the north of the shire to coincide with the opening of the new Eurobodalla Regional Hospital. • Advocate to the Australian Government to extend the opening hours of the Batemans Bay Urgent Care Clinic to 24/7 to coincide with the opening of the new Eurobodalla Regional Hospital. <p>The Mayoral Minute received unanimous support from Councillors and was carried.</p> <p>An advocacy letter was sent in May 2024 to Dr Michael Holland MP and Mrs Wendy Tuckerman MP.</p>	 Achieved

Community Strategic Plan

Strategy 2.3 Provide rich learning opportunities and experiences


Delivery Program




Activity 2.3.1 Work in partnerships to improve educational opportunities




Action	Service	Progress for year	Status
2.3.1.1 Collaborate with stakeholders to advocate for and address local educational needs	Community and Corporate Leadership	<p>Council continued to collaborate with TAFE NSW and the University of Wollongong to support educational programs and students at the Batemans Bay campus.</p> <p>Council continued to accept and seek opportunities to collaborate with all schools at the primary, secondary, and tertiary levels within the shire. This included one local primary school conducting a mock debate with councillors in the Council Chamber.</p>	 Achieved

Delivery Program

Activity 2.3.2 Provide quality library services, programs and resources, as identified in the Eurobodalla Library Strategic Plan

Action	Service	Progress for year	Status
2.3.2.1 Provide lending collections, reference, information and online services	Libraries	<p>Council's Libraries continued to provide a diverse range of lending collections, reference materials, information services, and online resources to the community. During the year there was:</p> <ul style="list-style-type: none"> • 126,628 library visits • 155,227 physical items loaned • 1,293 new library members • 40,531 customer information requests that staff assisted with (including technology assistance) • 21,762 eBooks downloaded • 30,125 eAudiobooks downloaded • 7,858 eMagazine loans <p>A new Collection Development Plan 2024 was finalised during the year. The plan provides overall direction for the selection, creation, and management of the library collection, informed by an analysis of customer preferences, demographic data, library standards, and trends. The plan guides the collection of physical items (books, magazines, and other materials) and electronic resources (eBooks, eMagazines, streamed materials), the local history collection, and interlibrary loans and donations.</p>	 Achieved


Action	Service	Progress for year	Status
2.3.2.1 (continued)	Libraries	<p>Council continued its commitment to support 'green living' with the launch of the Eurobodalla Seed Library at Moruya Library. The Seed Library aims to encourage people to grow healthy food, reduce costs, and become more active in the garden. The Seed Library offers a selection of seasonal seeds, including vegetables, herbs, and flowers which can be 'borrowed' free of charge by library members. Customers can borrow up to two packets of seeds to grow in their own gardens. After growing, members can harvest and return seeds to the Seed Library to share with other community members.</p> <p>The launch of Council's new "Books to Go" collection occurred during 2024. This curated selection of popular and new releases ensures in-demand titles are readily available, addressing customer feedback and reducing wait times. New titles were added regularly, ensuring the service remains fresh and responsive to reader preferences.</p> <p>The BorrowBox platform was expanded to include eMagazines, making it Council's go-to destination for all eResources and giving borrowers an improved overall digital library experience.</p>	 Achieved
2.3.2.2 Deliver a home library service	Libraries	<p>Options for the introduction of a new Home Library Service have been investigated and potential operational models have been reviewed. Estimates for the program's costings have been prepared, and documentation, policies, and procedures have also been created.</p> <p>The Home Library Risk Assessment document has been completed and submitted, and the program is anticipated to commence in the 2024-25 period.</p>	 Achieved
2.3.2.3 Build on opportunities with facility partners such as NSW Health, University of Wollongong and the Bas to value-add and improve service provision.	Libraries	<p>The Batemans Bay Library and the University of Wollongong campus partnered to deliver many successful programs and events during 2024, highlights include:</p> <ul style="list-style-type: none"> • Intergenerational Playgroup Program—a 10-week program designed to bring together people of different ages to learn from and support each other. The program was attended by older adults aged 70+, pre-schoolers aged 3-5, siblings, parents, and carers. • The Year 6 'Future Finder' Program with students from across Eurobodalla and beyond visited the campus for an emoji treasure hunt to find book titles and to learn new library research skills in preparation for high school. • A quiet room was installed at Batemans Bay to support students. • NSW Health and libraries have been working together to develop safety practices and improvements to the Narooma facility. 	 Achieved



Action	Service	Progress for year	Status
2.3.2.3 (continued)	Libraries	<ul style="list-style-type: none"> Moruya Library has worked collaboratively with the Bas to co-program activities at the centre to complement exhibitions and events e.g. Art of the Gardens, NAIDOC Week, and International Women's Day. 	 Achieved
2.3.2.4 Develop and implement local studies collection plan	Libraries	<p>A new Eurobodalla Libraries Local Studies Collection Plan was developed in 2024 and was reviewed by the State Library of NSW. The Local Studies Collection Plan acts as a strategic guide for the procurement, preservation, and accessibility of materials that encapsulate the distinctive history, demographics, and culture of a specific region.</p> <p>Implementation includes bolstering the digitisation of local narratives, both oral and written, and expanding the scope of local content collected. This comprehensive approach ensures that our local stories will be collected and accessible for future generations. The library has increased content by local authors with equipment purchased to assist in capturing further content.</p>	 Achieved
2.3.2.5 Deliver programs and events via libraries to support life-long learning	Libraries	<p>Throughout the year, Eurobodalla Libraries have been a hub of engagement and learning, reaching over 7,069 individuals through 828 programs and events. These initiatives have been designed to foster lifelong learning and include:</p> <ul style="list-style-type: none"> Author Outreach—through talks, workshops, and live-streamed writing festivals, patrons were connected to established literary figures, enriching their understanding of the writing process and inspiring their own literary journeys. Highlights included high-profile authors Richard Glover, Inga Simpson, Julia Baird, and Trent Dalton. Early Literacy Development—our interactive activities, engaging story times, and baby rhyme time sessions were instrumental in nurturing a love of reading from a young age. Digital Inclusion—digitally aware workshops equipped patrons with the necessary skills and confidence to navigate the online world effectively, helping to bridge the digital divide. Community Building—movie afternoons, book clubs, and various gatherings provided platforms for shared experiences, fostering social connections and cultivating a strong sense of community belonging. Mayor's Writing Competition—this year's competition saw a record number of entries exploring the theme of "change", showcasing the diverse perspectives and creative talents within the community. 	 Achieved


Measure	2023-24
Number of library borrowings and visitations	281,905
Number of library members	20,527
Number of programs and events provided	831

Delivery Program

Activity 2.3.3 Develop and provide early education services and programs that promote learning and development

Action	Service	Progress for year	Status
2.3.3.1 Coordinate the Family Day Care service	Children's Services	Educators and coordination unit staff have been active throughout the year upgrading first aid qualifications; attending training relating to changes to the national laws, regulations and standards; completing annual work health and safety assessments; and reviewing and updating operational policies and procedures. The service hosted the annual Children's Week Fun Day, National Torres Strait Islander Children's Day, and participated in other local community activities such as Playdates with Emergency Services. One new educator commenced with the service and five educators ceased working with the service due to retirement and travel reasons. This has resulted in a team of eight educators across the Eurobodalla and a waitlist of 112 children. There have been six enquiries from prospective new educators. The service has provided 4,257 occasions of care this year. The service was nominated for Service of The Year, Coordinator of The Year, and Educator of the Year for 2023. Eurobodalla Family Day Educator Alison Burns was the regional winner for Wollongong, Illawarra and South Coast in the Family Day Care National Excellence Awards.	 Achieved

Action	Service	Progress for year	Status
2.3.3.2 Provide Out of School Hours and Vacation care	Children's Services	<p>Council's Out-of-School-Hours (OOSH) programs provided children with excursions to local recreation businesses such as golf clubs, pools, the airport, cinemas, Birdland Animal Park, Mogo Zoo, as well as local beaches and parks. Centre-based activities included crafts, science experiments, gardening, cooking, nature challenges, and physical games. The service has celebrated and participated in NAIDOC Week, National Science Week, Families Week and Children's Week. The OOSH supervisors have attained Food Safety Supervisor certificates, updated CPR certifications, and attended professional development relating to changes in national laws and regulations. Supervisors have been reviewing and updating programs and provided a total of 6,095 occasions of service during the year for After School Care and 3,750 occasions of service provided for the year to date for School Holiday Care.</p>	 Achieved
2.3.3.3 Deliver grant funded child and family development programs	Children's Services	<p>Council's grant funded children's programs include the 3Bs playgroups and Embracing Participation program.</p> <p>Council provides nine supported playgroups across seven locations in the Eurobodalla to an average of 140 families fortnightly. Playgroups have provided community events including the Westpac Helicopter Discovery Day, excursions to the zoo, Play in the Park, and Transition to School resources and information sessions. The program also supports disability and culturally and linguistically diverse (CALD) specific playgroups funded by NSW Playgroups to further support local families.</p> <p>Council's Embracing Participation program saw strong demand for the Embracing Babies program being delivered across three locations. A strong collaboration with Community Health and Tresillian has seen more families being supported with child health and development and parenting concerns. This year more families have required support to access early childhood services due to waitlists and limited paediatric services in our shire. Community events have included Children's Week activities, Infant First Aid courses for families, National Aboriginal and Torres Strait Islander Children's Day, and collaborative playdates with other services including Campbell Page, The Family Place and our local emergency services. Council continues to work closely with Community Health, and other allied health organisations to provide opportunities for families to learn more about their child's learning and developmental milestones.</p>	 Achieved

Action	Service	Progress for year	Status
2.3.3.4 Advocate to improve capacity and resilience of local early learning and care services	Children's Services	<p>Council has continued with advocacy and community networking events to improve the capacity of our local early education and care services. The network group met quarterly and discussed topics relating to staffing issues, child development, and vulnerability.</p> <p>Positive outcomes for Eurobodalla include:</p> <ul style="list-style-type: none"> • Moruya TAFE employing a full-time teacher and providing the Certificate III in Early Childhood Education and Care through online classes. Face-to-face classes are planned for 2025. • Preschools and long day care services will have access to health and development checks for 4-year-old children. • Council's educators have attended training in trauma-informed care and Food Safety. • Council has developed a partnership with University of Canberra to host Occupational Therapy (OT) students for work placement. This year we had two students review our Transition to School program and develop some resources for educators to share with families. 	 Achieved

Measure	2023-24
Number of family day care occasions of care	4,257
Number of family day care educators	8
Number of vacation care occasions of care	3,750
Number of Out of School hours occasions of care	6,095



Community Strategic Plan

Strategy 2.4 Foster a safe community

Delivery Program

Activity 2.4.1 Collaborate with partners to address issues of community safety




Action	Service	Progress for year	Status
2.4.1.1 Coordinate the Police Liaison Committee	Public Order and Safety	Police Liaison meetings were held in August, November, and March. June's meeting has been rescheduled to September.	

Action	Service	Progress for year	Status
2.4.1.2 Review and update the Eurobodalla Road Safety Plan and provide road safety programs	Public Order and Safety	<p>The Road Safety Plan review has been conducted and will be finalised once the final quarter of crash data for 2023 is available.</p> <p>Road Safety Programs completed this year include:</p> <ul style="list-style-type: none"> • Kings Highway Road Safety Partnership project, conducting a summer campaign launch in December 2023, Easter Campaign in 2024, and Heavy Vehicle Campaign in National Road Safety Week in May 2024 • South Coast Survive the Ride motorcycle workshop • Child restraint practices regional and remote NSW—in conjunction with Transport for NSW • RBT means Plan B—Win a Swag promotion • Batemans Bay Soldiers Club—Plan B, alternative transport • Blues Festival—Riverfront Hotel, Plan B Win a Swag alternative transport • Oyster Festival Narooma—Win a Swag, alternative transport • 65Plus seniors drivers—three workshops conducted, including the Stepping On falls prevention program. • Speed—Not so Fast • Heavy Vehicle Safety Initiative Grant—part of the Kings Highway Road Safety Partnership • Pedestrian safety 	 Achieved
2.4.1.3 Coordinate the management of beach safety through the Lifeguard contract	Public Order and Safety	<p>A new contract was awarded for provision of lifeguard services across eight Eurobodalla beaches. The Australian Lifeguard Service will provide professional beach patrol services for two summer seasons. The summer season ran from 20 December to 29 January 2024 and was successful, with a few minor improvements identified for upcoming seasons.</p> <p>The lifeguard contract also supports the installation of Council's mobility mats that assist members of the community with disability or low mobility with beach access. Feedback on the mobility mats continued to be positive after another successful season.</p>	 Achieved

Measure	2023-24
Number of Police Liaison Committee meetings held	3

Delivery Program



Activity 2.4.2 Deliver legislated health protection and regulatory programs


Action	Service	Progress for year	Status
2.4.2.1 Promote and undertake the food inspection program in accordance with the Food Authority guidelines and Scores on Doors program	Public Order and Safety	Council carried out 204 inspections with 97% receiving a good (3star), very good (4star), or excellent (5star) rating.	 Achieved
2.4.2.2 Undertake commercial public pool water quality inspection program	Public Order and Safety	Council carried out 51 inspections with 98% achieving compliance.	 Achieved
2.4.2.3 Undertake liquid trade waste inspections and/or audits	Public Order and Safety	Council carried out 257 inspections with 92% achieving compliance.	 Achieved
2.4.2.4 Monitor, inspect and respond to issues in relation to public safety	Public Order and Safety	Council received 530 customer service requests for matters relating to public safety such as abandoned vehicles, unsafe parking, and illegal camping.	 Achieved

Measure	2023-24
Percentage of complying food inspections	91%
Number of commercial public pool inspections	51
Number of liquid trade waste inspections	257

Delivery Program

Activity 2.4.3 Provide companion animal services, guided by the Companion Animal Management Plan 2018


Action	Service	Progress for year	Status
2.4.3.1 Respond to public safety matters associated with animal control	Public Order and Safety	Council received 817 customer service requests for matters relating to animals, such as straying/roaming animals, dog attacks, and nuisance barking dogs.	 Achieved
2.4.3.2 Promote and encourage desexing, microchipping and registration of animals	Public Order and Safety	Council undertakes monthly audits of the NSW Companion Animal Register and sends correspondence to animal owners who are required to obtain lifetime registration and/or desex their animals.	 Achieved





Action	Service	Progress for year	Status
2.4.3.3 Manage animal impounding and rehoming	Public Order and Safety	Council impounded 219 animals with 87% returned to the owner or rehomed. The remaining animals were assessed as being unsuitable for rehoming due to being feral cats or dogs having aggressive temperaments/being declared menacing or dangerous. Preliminary architectural plans and costings were developed for a new animal shelter and will be presented to councillors during 2024-25.	 Achieved

Measure	2023-24
Percentage of seized animals reunited with their owner	87%

Delivery Program

Activity 2.4.4 Work with agencies and emergency services to support coordinated emergency management and improved resilience

Action	Service	Progress for year	Status
2.4.4.1 Support emergency services, Government agencies and supporting organisations in planning, preparing, responding, and recovering from natural disasters through the Emergency Management, Rescue and Far South Coast Bushfire Risk Management Committees	Public Order and Safety	During the year, Council: <ul style="list-style-type: none"> • Chaired three Local Emergency Management Committee meetings • Attended three Local Rescue Committee meetings • Attended three Regional Emergency Management Committee meetings • Attended three Bushfire Management Committee Meetings • Attended the Coolagolite Bushfire After Action Review • Contributed to the development of the Far South Coast Next Generation Bushfire Risk Management Plan • Conducted an airport emergency exercise at Moruya Airport • Commenced the process of development of a Pre-Incident Recovery Plan supported by the NSW Reconstruction Authority • Commenced the process of development of a Disaster Adaptation Plan supported by the NSW Reconstruction Authority Council also created and recruited its first full-time Local Emergency Management Officer in November 2023.	 Achieved

Action	Service	Progress for year	Status
2.4.4.2 Advocate for strategic review of emergency 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	<p>Council supported Local Government NSW (LGNSW) in advocating for the Emergency Services Levy to be subsidised, unshackled from Council's rates, and for the NSW Government to develop a fairer, more transparent and financially sustainable method of funding emergency services.</p> <p>In September 2023, Council received a response from the Minister for Local Government that a subsidy for the Emergency Services Levy in the 2023-24 financial year is not available to NSW councils.</p>	 Achieved
2.4.4.3 Work with the NSW Government to deliver the Eurobodalla Regional Co-located Emergency Services Precinct	Public Order and Safety	<p>Council continues to work with the Commonwealth and NSW Governments to deliver the Eurobodalla Regional Co-located Emergency Services Precinct.</p> <p>Key stakeholders, including NSW RFS, NSW SES, and NSW Fire and Rescue, are working closely with Council to deliver the precinct.</p>	 Achieved
2.4.4.4 Undertake fire mitigation program on Council controlled land	Public Order and Safety	<p>Council completed the objectives of the Bushfire Risk Management Plan and to maintain Asset Protection Zones by undertaking fire mitigation vegetation works involving hand clearing and grooming of Council managed lands.</p>	 Achieved
2.4.4.5 Advocate to the NSW and Australian governments to fund improved resilience of local roads and bridges, evacuation centres, water and sewerage systems, power supply, telecommunications and highways	Public Order and Safety	<p>The Eurobodalla Critical Infrastructure Resilience Plan provides a framework for improving the resilience of public infrastructure to natural disasters.</p> <p>Council continues to seek funding to implement actions identified in the plan.</p>	 Achieved

Delivery Program

Activity 2.4.5 Continue to support Eurobodalla's natural disaster recovery



Action	Service	Progress for year	Status
2.4.5.1 Continue to support affected bushfire communities with development assessment	Development Assessment and Building Certification	Council continues to prioritise bushfire rebuild development applications (DAs). Council has received a total of 437 DAs (including the modification of existing approvals) lodged for bushfire rebuilds from 1 January 2020 to 30 June 2024. The average processing time for these applications is 41.61 days.	 Achieved
2.4.5.2 Promote a two-week free green waste drop off period at waste management facilities in conjunction with Rural Fire Service 'Get Ready' program.	Waste Management	Between 11 and 24 September 2023, Council waived approximately \$58,000 in gate fees for the disposal of green waste to support the community in preparing their properties for the upcoming bushfire season. Approximately 1,900 tonnes of green waste was received across Council's waste facilities. The two-week free green waste drop-off in conjunction with the Rural Fire Service 'Get Ready' program was well received and has been organised to be implemented in September 2024. Promotion will commence from the beginning of September and has been advertised through Council media channels already.	 Achieved



Image: Local Emergency Management Officer Angus Barnes with General Manager Warwick Winn.



Community Strategic Plan

Goal 3 Our region of vibrant place and spaces

Strategy 3.1 Balance development between the needs of people, place and productivity

Delivery Program




Activity 3.1.1 Review, prepare and deliver planning instruments that support sustainable social, environmental and economic outcomes as guided by our Local Strategic Planning Statements

Action	Service	Progress for year	Status
3.1.1.1 Prepare a masterplan for Batemans Bay CBD that identifies options for more housing	Strategic Planning	<p>Council prepared a draft masterplan which will be presented to Council in October 2024 for exhibition. The draft masterplan was informed by meetings with numerous Batemans Bay community and stakeholder groups. The draft masterplan proposes five precincts for the town: the tourism quarter, the residential quarter, the commercial quarter, the industrial quarter, and Hanging Rock/Corrigans Beach.</p> <p>A fundamental attribute is to increase the density of the existing town to provide a broader range of urban living options for residents. Diversity in the housing sector is a primary consideration; however, the growth of commercial enterprise and a night-time economy in the town centre was also an essential consideration in the plan's development.</p> <p>Council will exhibit the draft plan in early 2025.</p>	 Achieved
3.1.1.2 Collaborate with the NSW Government to prepare the Place Strategy for the Batemans Bay Strategic Cluster	Strategic Planning	<p>The Place Strategy for the Batemans Bay Strategic Cluster is a New South Wales Government project. Council regularly met with NSW government staff to discuss the progress of the masterplan for Batemans Bay and the development of the Place Strategy.</p>	 Achieved

Action	Service	Progress for year	Status
3.1.1.3 Conduct ongoing reviews and update planning controls	Strategic Planning	<p>During the year, Council assessed several planning proposals for new urban development. In Broulee, a planning proposal was returned to the proponent and later refused by the NSW Department of Planning in consultation with Council.</p> <p>A planning proposal to reduce the minimum lot size for subdivision of dual occupancy dwellings to 300m² in the residential 2 zone has been on exhibition.</p> <p>Planning Amendment 19 to the Local Environmental Plan, reclassifying 17 small blocks of land from community land to operational, was approved.</p> <p>At Dalmeny, land zoned for residential development is subject to the development of a masterplan and a development control plan that will guide future development. The masterplan process has been underway for several years without being finalised. A decision was made after reviewing the strategic planning workload and available staff resources, to allow the landowners to take the lead with the project rather than Council. There have been a number of technical studies completed for stormwater, drainage, bushfire, ecology, and transport. A preliminary masterplan was also put to the community for their views and the project will now be finalised by the landowners group considering the technical studies and feedback from the community.</p> <p>Council also undertook a comprehensive review of the strategic planning work plan. Going forward, priority works for future years will include masterplans, revision of the shire-wide Development Control Plan, and housekeeping amendments to the Local Environment Plan.</p> <p>A masterplan for the restructuring of Batemans Bay is proposed to go to Council early in 2025. Masterplans for Narooma and other strategic growth areas will follow. Moruya will be addressed by the NSW government as part of the state's cluster development process.</p>	 Achieved

Delivery Program




Activity 3.1.2 Provide receptive and responsive development assessment services

Action	Service	Progress for year	Status
3.1.2.1 Assess and determine development applications	Development Assessment and Building Certification	<p>The average processing time for development applications (DAs) and section 4.55 applications (previously section 96) was an average of 59.41 days at 30 June 2024, compared to 61.16 days for the same period in the previous financial year. Council received 789 development and modification applications. This is an increase of 3.95% in the same period last year. The total number of applications determined was 702, down 10% on the same period last year.</p> <p>Council received 1901 planning (10.7) certificates, with 73.5% processed in less than two days, 23.4% processed in two to four days, and 3.2% processed in more than four days. (Note, days include weekends.)</p> <p>The turnaround time for DA assessment, while slightly lower than the previous year, is reflective of the increase in complex and larger applications which has seen the average development cost increasing by 64.4% from \$170 million to \$279.8 million from last financial year.</p>	 Achieved
3.1.2.2 Provide services that regulate caravan parks, swimming pool barrier compliance and other local approval applications	Development Assessment and Building Certification	Council has completed 156 swimming pool barrier inspections, issued 132 local government approvals, and have completed 11 'Approval to Operate' determinations for caravan parks.	 Achieved
3.1.2.3 Provide pre-lodgement advice and assistance to applicants	Development Assessment and Building Certification	Council had 42 pre-lodgement requests with (potential) applicants. There were 31,269 email enquiries or requests to administration staff and 18,360 email responses provided. Between the Development Administration team and the Development Helpdesk, there were also 13,279 inbound calls received. This is a total of 62,908 interactions with the public concerning development matters over the 2023-24 year.	 Achieved

Measure	2023-24
Number of development assessments received	789
Number of development assessments determined	702
Number of pool barrier compliance certificates issued	156
Number of section 68 approvals for water/sewer	36
Number of section 68 approvals to install moveable dwellings	11
Number of section 68 approvals to operate for caravan parks	11

Delivery Program

Activity 3.1.3 Work in partnership to encourage and facilitate greater housing diversity and affordability


Action	Service	Progress for year	Status
3.1.3.1 Advocate to the NSW Government on housing supply, diversity and affordability in the region	Strategic Planning	<p>The draft Housing Strategy identifies and provides a framework for Council advocacy on housing issues, including working with the Land and Housing Corporation and community housing providers.</p> <p>Council's submission to the environmental impact statement for the new Eurobodalla Regional Hospital included housing for temporary worker accommodation and future hospital staff.</p> <p>Council has also advocated more generally to the NSW government around housing supply and affordability.</p>	 Achieved
3.1.3.2 Finalise the housing strategy with a focus on addressing affordability	Strategic Planning	<p>The draft Housing Strategy 2024-2041 was on public exhibition for community feedback from 23 May to 10 July 2024 and will be reported to Council for adoption in late 2024.</p>	 Achieved
3.1.3.3 Commence delivery of the Moruya Housing Infrastructure project	Strategic Planning	<p>Council is on track in delivering the Moruya Housing Infrastructure Project as part of the \$11.53M funding received from the NSW Government under the Housing Accelerated Infrastructure Fund.</p> <p>Construction of enabling infrastructure works, including roads, drainage, footpaths and upgrades to water and sewer systems to support future housing development, has commenced. Works have progressed at Francis, Vulcan, Bergalia, and John Streets in Moruya. Council is working closely with Transport for NSW to progress the design and approvals for the roundabout on the Princes Highway near the Moruya TAFE and the new access road into the South Moruya Precinct. Council is also working to complete detailed design, investigation, and approvals for other elements of the project.</p> <p>This Moruya housing infrastructure project aligns with the objectives in the draft Housing Strategy by building the critically enabling infrastructure needed to help meet the demand for new homes and helping to address the housing crisis within Eurobodalla.</p>	 Achieved



Community Strategic Plan


Strategy 3.2 Support diversified industry and thriving businesses

Delivery Program

Activity 3.2.1 Collaborate with other service providers for business to invest, diversify and grow guided by the Economic Development Strategy

Action	Service	Progress for year	Status
3.2.1.1 Facilitate and advocate for assistance and resources to local businesses	Economic Development	<p>Council continued to work with stakeholders to deliver business capacity-building programs and provide access to a range of resources to generate economic activity, including:</p> <ul style="list-style-type: none"> • Quarterly review and updates of business content including the economic overview on the Council website. • “Doing Business with Your Local Council” by the Small Business Commission and coordination of a suppliers briefing in partnership with the Industry Capability Network. • Referral resources for digital connectivity to the Regional Tech Hub and Australian Digital Solutions program. • Familiarisation program, training resources, and playbook for Ride Ready Eurobodalla—a custom-designed industry development program for businesses that will derive a benefit from mountain bike trails. <p>Council also directly supported 39 business concierge services and completed 1,133 business engagements for the year, sharing information, conducting events, and providing supplier opportunities.</p>	 Achieved




Action	Service	Progress for year	Status
3.2.1.2 Work in partnership with chambers of commerce and other industry leaders	Economic Development	<p>Council collaborated with the Chambers through development of the Eurobodalla Destination Action Plan and subsequent brand review for tourism and the Mogo Trails. Council participated in the delivery of the Tilba and District Strategic Plan and discussed the success of the model with other Chambers seeking to replicate a strategic intention for their communities.</p> <p>Council regularly shares data from its subscription services, such as the end-of-financial-year spend and mobility analytics, to enable sharing with the broader business community to inform decisions and monitor trends.</p> <p>At the end of each financial year, the executive committee from each Chamber is invited to an informal function at Council, enabling the introduction of senior staff to newly elected members. Applications also opened for the Eurobodalla Business Awards, reintroduced following a hiatus since 2019.</p>	 Achieved
3.2.1.3 Collaborate with industry groups and bodies to welcome new and emerging industry and promote Eurobodalla as a place to do business	Economic Development	<p>Council partners with a range of government and industry organisations to promote a welcoming environment and support emerging industries through activities including:</p> <ul style="list-style-type: none"> • Partnering with the Industry Capability Network to conduct an information session on local government procurement, funded by the NSW Government. • Ride Ready Eurobodalla, the industry development program for businesses interested in opportunities created by the emerging mountain bike market. Events were held with funding from the state government and support by the Batemans Bay and Narooma Mountain Bike Clubs, including site visits to trails under construction and meeting with tour operators in Canberra. Council also presented at the Mogo Chamber Small Business Month event. • Council is sharing economic data with the Chambers of Commerce. Economic summaries of the 2022-23 financial year were produced, detailing spend across retail and service categories. 	 Achieved

Action	Service	Progress for year	Status
3.2.1.4 Promote work opportunities and provide career and training support through the Job Shop and Employment Projects	Economic Development	<p>Council are a member of the Illawarra and South Coast Local Jobs Taskforce. The taskforce met monthly to discuss training and employment opportunities including access to funding, to support employers, industry, and job seekers.</p> <p>Council established a free workspace for jobseekers, providing access to a computer, printer, and the internet to support job seeking and applications for work opportunities.</p> <p>The Job Seeker Briefcase was implemented, comprising individual employment portfolios to provide jobseekers with access to and ownership of employment-related documents, giving them independence and mobility in their job seeking activities.</p> <p>Council's Employment Project programs also:</p> <ul style="list-style-type: none"> • Provided free employment, career, and training supports to 159 new job seeker clients. • Provided individual employment and training assistance to 275 clients. • Assisted 189 people into employment. • Advertised 3,507 jobs and 15 training opportunities through the weekly Job and Training Alert. • Delivered 16 employment and training programs to 302 attendees aimed at improving access to employment and information for diverse groups. • Facilitated seven Eurobodalla Youth Employment Stakeholder meetings with 78 representatives attending to provide insights and guide employment and training program development in response to economic development needs and job opportunities. • Hosted two All-Abilities Dinner Dances providing a free evening of dining, dancing, and socialising for 130 people with disability and their carers/family. A training and employment component was added to the second dinner dance, giving two job seekers with disability opportunity to gain experience and an income while assisting with the smooth running of the event. 	 Achieved

Measure	2023-24
Number of businesses assisted	39
Number of Job Shop clients	275
Number of jobs and training opportunities provided	215

Delivery Program

Activity 3.2.2 Support the local tourism industry to be viable year-round and encourage development of sustainable visitor experiences as guided by the Destination Action Plan, Nature Based Tourism study, Wayfinding and Tourism Signage Strategy and Events Strategy

Action	Service	Progress for year	Status
3.2.2.1 Provide support, promotion and networking opportunities to local tourism operators	Tourism	<p>Collaboration efforts included:</p> <ul style="list-style-type: none"> An Industry Advisory Group was established to help guide the direction of the Destination Action Plan Council worked with the South Coast Centre for Excellence on the Aboriginal cultural business familiarisation. Multiple workshops were held with tourism operators across a range of projects, including the All Kinds of Natural brand evolution, the Mogo Trails brand development, the Ride Ready program, and the Coastal Headland Walking Trail interpretation plan—all providing opportunities to engage and network on tourism-related matters. <p>Digital marketing is increasingly the predominant form of marketing for Eurobodalla Tourism with social media being a large part of this. During this period, and guided by research, the goal was to increase the number of new users reached on social media and boost engagement levels. Council was also successful in re-engaging the Destination NSW social media team, ensuring correct acknowledgement of the destination and hashtags.</p> <p>Social media impressions went from 439K to 1.98M over the 12 months from December 2022 to December 2023. Reach went from 334K to 1.68M over the same period.</p>	 Achieved
3.2.2.2 Finalise the Eurobodalla Destination Action Plan 2023-2028	Tourism	<p>After a 12-month process with the support and input of an Industry Advisory Group, Council adopted the Eurobodalla Destination Action Plan 2023-28 at its December 2023 meeting. Since that time, work has been underway to examine, with industry representatives, a suitable tourism delivery model—a key action from the Plan.</p>	 Achieved
3.2.2.3 Develop a plan to consider micro and small-scale infrastructure to assist in the provision of nature-based tourism experiences	Tourism	<p>Consultation across Council has taken place to produce a list of micro and small-scale infrastructure projects that would enhance nature-based tourism experiences. The case study project of Ringlands jetty has produced a design, costings, and advice from the Department of Primary Industries for future use.</p>	 Achieved

Measure	2023-24
Tourism sector employment as a percentage of overall employment	6.5% directly
Value add of the visitor economy	\$180.5million


Delivery Program




Activity 3.2.3 Develop the Mogo Adventure Trail Hub guided by the Nature Based Tourism study

Action	Service	Progress for year	Status
3.2.3.1 Complete the construction of eastern section of Mogo Trails including supporting infrastructure	Tourism	Construction work continued on the Mogo Trails and a large part is complete with other sections nearing completion. Signage and entry statements are mostly in place. A section of the trails will be open for use in early September 2024.	 Achieved
3.2.3.2 Prepare a marketing and branding strategy for Mogo Trails	Tourism	<p>Destination Marketing Store and Swell Designs have substantially provided a plan for Mogo Trails.</p> <p>Council undertook industry and investment engagement in October 2023 to seek input into the brand archetype and fundamental elements of the core visitor market. Workshops occurred across the Shire, including with traditional owners from the Mogo area. The brand strategy, creative concepts, and first draft of the marketing plan have been presented to the Council's internal working group and critical mountain biking stakeholders, including Rocky Trail Development, for feedback.</p>	 Achieved

Delivery Program

Activity 3.2.4 Develop the Batemans Bay Coastal Headlands Walking Trail and Observation Point guided by the Masterplan

Action	Service	Progress for year	Status
3.2.4.1 Continue construction of the Batemans Bay Coastal Headlands Walking Trail	Tourism	<p>Delivery is in progress with all grant funding milestones met.</p> <p>Project works completed to date include:</p> <ul style="list-style-type: none"> • completion of Observation Point precinct. • the ladder at Mosquito Bay • five footbridges • various viewing platforms • stairs • weed control • concrete footpaths and natural trails. 	 Achieved

Action	Service	Progress for year	Status
3.2.4.2 Develop promotional and marketing materials	Tourism	A brand strategy, style guide, and three-year marketing plan have been prepared for the Eurobodalla tourism brand (an evolution of All Kinds of Natural) and for Mogo Trails. Standard branded collateral including maps and themed brochures are published and printed as required. Council is currently working with Aboriginal consultation groups and Aboriginal artists to finalise interpretive signage content and stories that will feature in our Coastal Walking Trail promotional material. Procurement and design activities are well underway for the development of various promotional assets, which include Elder interviews, online trail map, a trail website page, and printed collateral. The trail will feature a creative brand response, that has been informed by traditional owners' input and local Dhurga language. The Wagonga Inlet Living Shoreline project is receiving similar treatment.	 Achieved
3.2.4.3 Develop and implement thematic interpretation plans	Tourism	Council is currently working with Aboriginal consultation groups and Aboriginal artists to finalise interpretive signage content, stories, and arts collaborations for the Coastal Headlands Walking Trail. Council is collaborating with five local Yuin Walbunja artists, and artwork integration has been a great focus for the project, consisting of art application to our wayfinding and interpretive signage, Dhurga language plates, concrete etchings, privacy screens, an art mural, sculptures, and audio poles.	 Achieved
3.2.4.4 Design and construct ancillary infrastructure	Tourism	All concrete pathways, shelters, ladders, raised walkways and footbridges have been completed. Stairs, steps, seating, safety fences, and viewing platform works on track for completion within project timing.	 Achieved

Delivery Program

Activity 3.2.5 Encourage a variety of quality events to drive economic development as guided by the Events Strategy

Action	Service	Progress for year	Status
3.2.5.1 Support and provide resources for event organisers to deliver hallmark, destination, sports tourism and community events	Tourism	Council continues to support and provide resources for event organisers to deliver hallmark, destination, sports tourism, and community events.	 Achieved

Action	Service	Progress for year	Status
3.2.5.2 Review the Eurobodalla Events Strategy	Economic Development	A draft 2024-28 Events Strategy (aligned with the new term of Council) has been developed and is currently under staff review. The draft strategy will be presented to the new Council early in their term for public exhibition.	 Achieved
3.2.5.3 Facilitate and promote a sustainable events calendar	Tourism	Council's Events team supported 55 events between 1 July 2023 and 30 June 2024, ranging from small community events to large festivals.	 Achieved


Measure	2023-24
Number of event applications processed	55


Community Strategic Plan Strategy

Strategy 3.3 Embrace and value our creative arts

Delivery Program

Activity 3.3.1 Showcase public art, as guided by the Public Art Strategy


Action	Service	Progress for year	Status
3.3.1.1 Coordinate the Public Art Advisory Committee and associated projects	Community and Cultural Development	<p>The Public Art Advisory Committee met once this year and provided advice and recommendations surrounding the:</p> <ul style="list-style-type: none"> • Moruya public amenities mural • Hanging Rock water tank mural • Narooma Legacy Mural project • Sculpture for Clyde 2023 and 2024 acquisitions • Tuross development • Wagonga Inlet Living Shoreline project • Brierleys boat ramp • Coastal Headlands Walk • Eurobodalla Regional Hospital development • Riverside Park mural, and • Council's permanent art collection. <p>In addition, the installation of two Sculpture for Clyde 2023 acquisitions have been coordinated and completed, and engineering work and site preparation are being undertaken for the 2024 acquisition. All Council's acquisition and public art documents have been reviewed and updated. A valuable donation to the art collection was accepted.</p>	 Achieved

Action	Service	Progress for year	Status
3.3.1.2 Update Council's project management guide to include early consideration of public art in new projects	Community and Cultural Development	A review of Council's project management guide is in progress. Improved systems for the management, installation, maintenance, and decommissioning of public art are being developed.	 Achieved
3.3.1.3 Provide advocacy and education in relation to current public art practice	Community and Cultural Development	Advocacy and education were provided in relation to public art for projects across Council including the Wagonga Inlet Living Shoreline project, the Council façade upgrade, the Coastal Headland Walk, and the Indigenous Cultural and Intellectual Property protocols. Public art installations are managed using best practice methodologies. All documents relating to the donation, commission, and installation of public art reflect contemporary Australian best practice guidelines.	 Achieved

Measure	2023-24
Number of public art advocacy and educational activities undertaken	13

Delivery Program

Activity 3.3.2 Develop and promote creative arts activities and industries, as guided by the Creative Arts Strategy


Action	Service	Progress for year	Status
3.3.2.3 Seek opportunities to develop and showcase Aboriginal arts and arts practitioners	Community and Cultural Development	Aboriginal arts and arts practitioners have been showcased this year through the Painting on Country exhibition, the minga bagan exhibition, and NAIDOC artist program showcasing local Aboriginal artist Natalie Bateman. Two original artworks from local Aboriginal artists were commissioned for use on corporate documents, outdoor display, and Council uniforms. Major Council projects such as the Coastal Headlands Walk, Malua Bay Beach Reserve Upgrade, town signage, and Wagonga Inlet Living Shoreline include commissioned artworks and concepts from local Aboriginal artists. Work on the Aboriginal Art Strategy continues.	 Achieved


Action	Service	Progress for year	Status
3.3.2.2 Provide opportunities for local artists and performers to exhibit, promote and perform at Council venues and events	Community and Cultural Development	Council provides opportunities for local artists to exhibit, promote and perform through the Bas and the Bay Pavilions annual programming. Highlights to date include a collaboration with the Eurobodalla Botanic Garden, Art of the Garden, River of Art Festival 2023, A Homage to Home and Place, and the Bas-initiated Seawater and Soil exhibition. Local artists are also encouraged and supported to exhibit at the Mechanics Institute. Local artists are employed through the Saturday Sessions workshops to share their skills with the wider community, along with local Aboriginal artists to support events of significance and Council projects. Promotional support is provided to community groups through the monthly Arts Canvas newsletter and the Bas social media. Council continues to provide support to the River of Art Festival in planning and presenting a platform for local artists. Council works closely with the Yuin Theatre to provide arts advice and promotional support.	
3.3.2.1 Provide opportunities for the community to participate in creative arts	Community and Cultural Development	Council has provided a range of opportunities for the community to participate in creative arts both as participants and audience members. This includes 18 exhibitions, 20 artist talks, 17 creative workshops and events and 18 opening events. The Bas has welcomed 13,823 visitors this year.	

Measure	2023-24
Participation in creative arts activities	14,700
Number of exhibitions and activities delivered	73

Delivery Program

Activity 3.3.3 Exhibit the arts at Council Facilities

Action	Service	Progress for year	Status
3.3.3.1 Implement the Basil Sellers Exhibition Centre arts program	Community and Cultural Development	The Basil Sellers Exhibition Centre schedules an annual program of 15 exhibitions with associated events and activities, as well as a program of creative workshops and creative long programs. All programs were implemented as per their schedule. A research and development trip to the USA sponsored by Basil Sellers was undertaken to develop the strategic direction of the Bas. Key themes have been identified including revenue, education, awareness and infrastructure.	 Achieved

Action	Service	Progress for year	Status
3.3.3.2 Coordinate the Basil Sellers Art Prizes and scholarships	Community and Cultural Development	Planning for the 2024 biennial \$25,000 Basil Sellers Art Prize is complete. This included a comprehensive media plan, a review of the entry form, terms and conditions, and online payment options. A judge from the Art Gallery of NSW has been secured. Call for entries in the Little Sellers Art Prize (LSAP) 2024 has closed and the LSAP 2023 was delivered with a record number of entries and an exhibition at the Bas. The Little Sellers scholarship was awarded to an outstanding year 12 student to help pursue a career in the arts.	 Achieved




Measure	2023-24
Number of Little Sellers entries	564

Community Strategic Plan

Strategy 3.4 Celebrate our unique region through inclusive places and spaces

Delivery Program

Activity 3.4.1 Plan and deliver functional and inclusive public spaces

Action	Service	Progress for year	Status
3.4.1.1 Work with key stakeholders to develop and implement place activation for towns and villages	Strategic Planning	Place activation projects have not occurred over the 2023-24 year. Council refocussed energy and resources on the Housing Strategy and Batemans Bay Masterplan.	 Off track
3.4.1.2 Work with key stakeholders to develop and implement recreation and open space plans and projects	Recreation	Completed projects include the: <ul style="list-style-type: none"> • installation of a half court at Jack Buckley Park, Tomakin • maintenance of the Narooma skate park • relocation of the playground at Durras Oval 	 Achieved
3.4.1.3 Continue to develop plans of management for developed and undeveloped Crown Reserves	Property	Plans of Management (PoM) for Hanging Rock and Observation Point were provided to Crown Lands for finalisation and approval. Moruya Riverside Park PoM is anticipated to recommence with community consultation to occur in 2024-25. After consultation, the plan will be provided to Crown Lands for approval. Plans of management for developed and undeveloped Crown Reserves will be considered in the future.	 Achieved

Delivery Program

Activity 3.4.2 Implement the Batemans Bay Waterfront Masterplan and Activation Strategy

Action	Service	Progress for year	Status
3.4.2.1 Investigate opportunities to improve open spaces for events	Strategic Planning	Opportunities to improve open space for events will be developed in conjunction with the 2024-28 Events Strategy.	 Achieved
3.4.2.2 Support traders to have active shopfronts onto the street	Strategic Planning	Updated information was shared with the hospitality industry on the NSW Government alfresco reforms. Options will be discussed with Chambers of Commerce for industry development activities. Council supported applications for event and market activities that activate main street retail strips.	 Achieved

Delivery Program




Activity 3.4.3 Provide distinctive, innovative and consistent signage and interpretation that promotes our unique features guided by the Wayfinding and Signage Strategy

Action	Service	Progress for year	Status
3.4.3.1 Install signage at Tilba Tilba and Central Tilba, Tomakin, Broulee, Mossy Point, Batehaven	Tourism	Council is working towards the installation of the next phase of village entry signs, due for installation within the next year. Signs feature our distinctive laser-cut totem for Yuin Nation Umbarra—the black duck, by Yuin artist Tereasa Trevor, and feature the traditional Dhurga welcome, walawaani njindiwan, 'safe journeys everyone'. Procurement phases are now complete, with manufacturing and design phases well underway. Council has been progressively installing new village signs since 2019 as funding became available.	 Achieved
3.4.3.2 Conduct a tourism product audit to identify key attractions and locations for appropriate tourist signage	Tourism	Key tourism attractions have been identified for appropriate tourist signage. Delivery of signage will be dependent upon funding.	 Achieved

Measure	2023-24
Number of town signs installed	0

Delivery Program

Activity 3.4.4 Provide a Regional Botanic Garden of Excellence

Action	Service	Progress for year	Status
3.4.4.1 Enhance visitor experience via events, education programs and facilities	Commercial Entities	<p>During this period, visitor numbers grew by 2% with 7/12 months reaching record numbers compared to the previous year.</p> <p>The visitor experience was enhanced during the year with a diverse range of events that included the annual:</p> <ul style="list-style-type: none"> • 'From the Forest' Festival which incorporated art exhibitions, live music, performing arts, guided walks, and creative workshops. • Preloved book fair and guest speaker program, which attracted visitors from throughout the region. • Year four schools' program, plus a growing number of additional school visits with curriculum-based guided activities, successfully ran throughout the year. <p>The delivery of a 'Wellness Walk' moved closer with a successful grant application and support from the Friends Group with an expected completion date of late 2024.</p> <p>The Garden's Events Committee met to develop the events program for 2025.</p>	 Achieved
3.4.4.2 Coordinate the established volunteer network to support the Eurobodalla Regional Botanic Garden	Commercial Entities	<p>Over the last 12 months, staff coordinated the efforts of more than 115 volunteers who contributed over 16,188 hours to the garden. Garden management worked with the Friends of the Eurobodalla Regional Botanic Garden volunteer support group to secure donations of over \$39K for garden projects and for the first time the botanic garden celebrated National Volunteer week by hosting an event for all Eurobodalla Shire volunteers.</p> <p>As volunteering in all but one area of the botanic garden is now at capacity, volunteers are only being recruited for the visitor centre.</p>	 Achieved
3.4.4.3 Complete the Sensory Garden upgrade	Commercial Entities	<p>Due to responses to the construction tender being higher than the available grant funds, the project was unable to proceed. Descoping the project did not meet the funding body's program criteria.</p>	 Withdrawn

Measure	2023-24
Visitation numbers at Eurobodalla Regional Botanic Gardens	84,994


Community Strategic Plan





Goal 4 Our connected community through reliable and safe infrastructure networks



Strategy 4.1 Provide integrated and active transport networks to enable a connected and accessible Eurobodalla

Delivery Program

Activity 4.1.1 Plan for an integrated and active local transport network, guided by the NSW Government's Future Transport 2056 Strategy s

Action	Service	Progress for year	Status
4.1.1.1 Plan for a safe, efficient and integrated transport network that meets current and future needs	Transport / Strategic Planning	<p>Council's vision is to ensure a safe, accessible, integrated, and resilient transport network that provides for the efficient and effective movement of people and goods, and to activate and support its growing permanent and visitor populations and economy.</p> <p>Council's existing transport network is managed and underpinned by:</p> <ul style="list-style-type: none"> • taking a strategic whole-of-network and route approach, rather than a project-specific approach. This is supported by the Northern Area Transport Network Plan (NATNP) and the Draft Southern Area Transport Network Plan that is currently being prepared • a well-established road hierarchy directly linked to current and planned growth • a strong focus on saving lives and reducing road-related trauma through implementation of the Eurobodalla Road Safety Plan 2019-22. This plan is currently being updated to include the latest crash data and to consider feedback from internal and external stakeholders • sound asset and risk management, including the integration of resilience outcomes. This is documented within our Asset Management Strategy, Asset Management Plans, and the Local and Regional Roads Risk Management Policy and Code of Practice 	 Achieved

Action	Service	Progress for year	Status
4.1.1.1 (continued)	Transport Strategic Planning	<ul style="list-style-type: none"> strategic integration of multiple projects through advanced route planning and extensive reuse of materials to accelerate delivery of route and network outcomes integration of active transport through the implementation of the adopted Eurobodalla Pathways Strategy 2017 a strong focus on improving connectivity, walkability, and liveability of our towns and villages, particularly within our commercial business districts and where major routes pass through our villages. 	 Achieved
4.1.1.2 Provide traffic management planning	Transport	During the period, Council: <ul style="list-style-type: none"> reviewed 14 development applications and discussed traffic impacts to the local area with NSW Police and Transport for NSW members of the Local Traffic Committee. reviewed 17 Traffic Guidance Schemes for special events to be held in Eurobodalla. collated traffic counts post-opening of the South Batemans Bay Bypass/Link Road project, which links Princes Highway and George Bass Drive via Glenella Road. This data will be analysed to monitor traffic volumes on streets around the Batemans Bay CBD, Beach Road, and surrounding areas. 	 Achieved
4.1.1.3 Coordinate the Local Traffic Committee	Transport	The Local Traffic Committee is primarily a technical review committee, which is required to advise Council on matters referred to it relating to prescribed traffic control devices and traffic control facilities for which Council has delegated authority. The Local Traffic Committee considers the technical merits of various proposals and ensures they meet current technical guidelines. Eleven meetings of the committee occurred during the year.	 Achieved
4.1.1.4 Advocate for improved public transport including compliance with NSW Disability Standards for accessible public transport	Transport	Council continued to work closely with NSW Government and Transport for NSW (TfNSW) and the Local Traffic Committee in supporting and advocating for improvements to public transport. Council supports TfNSW's Roadmap to 2040 for the Princes Highway Corridor and their commitment for improved public and active transport. In 2024, TfNSW has commenced early investigations into transport network improvements in and around Narooma, including Narooma Bridge. Council will work closely with TfNSW in these investigations. Council also had meetings with TfNSW and bus companies to discuss how to improve bus infrastructure and services across Eurobodalla and will continue to advocate for improvements.	 Achieved

Action	Service	Progress for year	Status
4.1.1.4 (continued)	Transport	<p>Council continues to participate in TfNSW's Country Passenger Transport Infrastructure Grants Scheme (CPTIGS). This has led to various upgrades to bus shelters across the shire to improve accessibility and the quality of kerbside passenger transport infrastructure in line with NSW Disability Standards.</p> <p>Upgrades to the following bus shelters were completed:</p> <ul style="list-style-type: none"> • Dalmeny Drive, Kianga • Beach Road, Batehaven • South Head Road/Native Way, Moruya Heads <p>Funding has also been secured for bus shelters and bus stops at:</p> <ul style="list-style-type: none"> • George Bass Drive, Rosedale (both sides) • George Bass Drive, Lilli Pilli • South Head Road/Native Way, Moruya Heads (Disability Access Improvements). 	 Achieved
4.1.1.5 Provide community transport services	Community Care	<p>Council continued to provide community transport to assist eligible residents to access medical, social, and shopping services. It provided 8,627 trips in the last 12 months to over 400 individual passengers in the program.</p> <p>Two successful volunteer inductions occurred this year, onboarding three new volunteers.</p> <p>Community Transport, at year end, had 44 active volunteers.</p>	 Achieved

Measure	2023-24
Number of Local traffic committee meetings	11
Number of community transport trips	8,627 trips
Number of community transport volunteer hours provided	7,200 hours

Delivery Program

Activity 4.1.2 Advocate for improved and resilient transport services and infrastructure




Action	Service	Progress for year	Status
4.1.2.1 Partner with peak bodies to advocate for improved local transport services and infrastructure	Transport	<p>Council continued to work with Transport for NSW and the Department of Health (Infrastructure) on the integration with the Eurobodalla Regional Hospital and proposed Moruya emergency services precinct.</p> <p>Council is also 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>The final draft of the Southern Area Transport Network Plan is undergoing internal review.</p>	<p></p> <p>Achieved</p>



Image: Our Community Transport drivers are amazing volunteers, helping those less mobile get to important appointments.

Delivery Program



Activity 4.1.3 Provide safe and reliable local and urban roads, guided by the asset management plan

Action	Service	Progress for year	Status
4.1.3.1 Deliver the annual maintenance program for local and urban roads	Transport	The backlog of maintenance works, created by the adverse impacts of declared natural disaster events, progressed during the year on a priority basis. The maintenance program required additional reactive works due to the continuing trend of more frequent and significant rain events. Longer term repairs will be supported by funding under the Natural Disaster Recovery Funding Arrangements (NDFA).	 Achieved
4.1.3.2 Deliver the annual capital works program for the local and urban road network	Transport	<p>During the year, rehabilitation works completed include:</p> <ul style="list-style-type: none"> • Snapper Place, Tuross Head • George Bass Drive, McKenzies Beach • Grenville Avenue, Tuross Head • Bavarde Avenue, Batemans Bay • South Street, Batemans Bay • South Head Road, Moruya • Sunshine Bay Road, Sunshine Bay <p>Upgrade Works completed included:</p> <ul style="list-style-type: none"> • Baringa Crescent upgrade, Malua Bay • River Road upgrade stage 1, Nelligen • The Tomakin Road safety upgrade stage 3, Mogo/Tomakin • Wagonga Scenic Drive upgrade to sealed road, Narooma • Francis Street stage 1, Moruya • John Street, Moruya • Trafalgar Road stage 1, Tuross Head <p>Works for Transport for NSW on the Kings Highway:</p> <ul style="list-style-type: none"> • Misty Mountain upgrade <p>Bridge Projects completed:</p> <ul style="list-style-type: none"> • Silo Farm, Bodalla • Tilba Tilba Creek, Tilba Tilba • Punkally Creek, Narooma • Veitch Street, Mogo • Church Street culvert, Mogo 	 Achieved

Measure	2023-24
Length of sealed roads maintained	633km
Length of unsealed roads maintained	390km
Number of bridges maintained	115

Delivery Program




Activity 4.1.4 Deliver a functional stormwater network guided by the asset management plan

Action	Service	Progress for year	Status
4.1.4.1 Deliver the annual capital works program for the stormwater network	Stormwater	<p>Stormwater projects completed this year included:</p> <ul style="list-style-type: none"> • Golf Links Drive Upgrade, Batemans Bay • Baringa Crescent Upgrade, Malua Bay • Francis Street Upgrade, Moruya • The River Road Improvements, Nelligen • Tilba Punkulla Road Culvert Upgrade, Central Tilba • Trafalgar Road Stage 1, Tuross Head • Heradale Parade, Batemans Bay • John Street, Moruya • Bavarde Avenue, Batemans Bay <p>The Southern Batemans Bay precinct upgrade will be reviewed upon completion of the Batemans Bay Masterplan.</p>	 Achieved
4.1.4.2 Deliver the annual maintenance program for stormwater	Stormwater	<p>The stormwater maintenance program was completed. The program was reprioritised during the year due to required reactive maintenance from rain events.</p>	 Achieved

Measure	2023-24
Length of stormwater maintained	205km

Delivery Program



Activity 4.1.5 Promote active and inclusive transport through the provision and enhancement of the pathway network, as guided by the Pathway Strategy and asset management plan

Action	Service	Progress for year	Status
4.1.5.1 Deliver the annual maintenance program for the pathway network	Transport	Pathway Network Maintenance program completed. High risk defects were addressed using combination of council staff and contractors.	 Achieved
4.1.5.2 Deliver the annual capital program for Footpaths, Cycleways and shared Paths	Transport	Network expansion projects completed include: <ul style="list-style-type: none"> • George Bass Drive, Surf Beach to Lilli Pilli • Northcove Road, Maloneys Beach • Edward Road Stage 2, Batehaven • Sunpatch Parade Stage 2, Tomakin • Francis Street, Moruya • Vulcan Street, Moruya • Bergalia Street, Moruya • Evans Road, Tuross Head • Hawkins Road, Tuross Head • Corunna Street and Tilba Street, Narooma 	 Achieved
4.1.5.3 Review and update Pathways Strategy	Transport	Council deferred the review of the Eurobodalla Pathways Strategy to 2024-25 due to staff vacancies and available resources being diverted to other projects.	 Off track

Measure	2023-24
Length of pathway maintained	153km

Delivery Program

Activity 4.1.6 Provide car parking, guided by the asset management plan

Action	Service	Progress for year	Status
4.1.6.1 Deliver the annual car park maintenance program	Transport	The Car Park Maintenance Program was completed.	 Achieved
4.1.6.2 Build and renew car parks	Transport	Works completed include: <ul style="list-style-type: none"> • Brierleys boat ramp car park upgrade to formalised sealed parking, North Head • Observation Point car park upgrade to formalised sealed parking, Batehaven • Narooma Plaza car park resealed, Narooma 	 Achieved

Action	Service	Progress for year	Status
4.1.6.3 Explore opportunities to improve accessibility of shire car parks	Transport	<p>Council continued to integrate accessibility improvements into capital upgrade works for shire car parks.</p> <p>These improvements have been incorporated into the design of projects such as the Coastal Headland Walking Trail and Brierleys boat ramp facility upgrade, which will increase accessibility at the car parks for various users.</p> <p>Council also continues to explore other opportunities working with the Local Traffic Committee and the community to implement accessibility improvements across the shire at car parks.</p>	 Achieved

Measure	2023-24
Number of car parks maintained	147


Community Strategic Plan

Strategy 4.2 Strengthen linkages through air, road, and marine transport options

Delivery Program

Activity 4.2.1 Advocate for improved regional roads and freight access in and out of Eurobodalla

Action	Service	Progress for year	Status
4.2.1.1 Work with key partners to advocate for the progress upgrades of the Princess and Kings Highways	Transport	<p>Council worked directly and through Southeast Australian Transport Strategy Inc (SEATS) to advocate highway and transport priorities for the Eurobodalla, including highway duplication and bridge upgrades.</p> <p>Council continued to work with Canberra Region Joint Organisation (CRJO) on the transport infrastructure package, inclusive of priorities on the Princes Highway and Kings Highway.</p> <p>Council attended the Transport for NSW Movement and Place Workshop on 4 July 2024 to discuss future options and upgrades to traffic movements in the Narooma locality.</p> <p>Roads Maintenance Management Contract work was undertaken by Council this year on the Kings Highway for Transport for NSW (TfNSW).</p>	 Achieved

Action	Service	Progress for year	Status
4.2.1.2 Advocate the NSW Government to optimise outcomes from delivery of key regional transport upgrades such as Moruya Bypass and upgrade of Kings and Princess Highway for freight	Transport	Council supports the NSW Government's announcement of the Moruya Bypass route. Council will work with Transport for NSW to see the project developed and for the Princes Highway upgrades to integrate with the Eurobodalla Regional Hospital and the proposed Moruya Emergency Services Precinct.	 Achieved

Delivery Program



Activity 4.2.2 Provide and enhance the Regional Airport, guided by the Airport Masterplan

Action	Service	Progress for year	Status
4.2.2.1 Operate and maintain the Regional Moruya Airport	Commercial Entities	Rex Airlines continued to operate four flights per day (three flights to Sydney and one to Merimbula). Passenger volumes show a slight decline on last year, with year-to-date passenger numbers indicating an annual total of 20,250 passengers. A new airport hangar subdivision is being registered and three new leases were signed during the year.	 Achieved
4.2.2.2 Finalise the review of the Airport Masterplan	Commercial Entities	The Moruya Airport Masterplan and Strategic Plan will be presented to Council in 2024-25 aligning airport activities with the finance strategy that was approved by Council in December 2023.	 Achieved

Measure	2023-24
Number of landings at the airport	8,565
Number of passengers	20,250

Delivery Program

Activity 4.2.3 Work in partnership to develop marine infrastructure, guided by the Marine Asset Management Strategy

Action	Service	Progress for year	Status
4.2.3.1 Inspect and maintain Council boating and marine infrastructure	Recreation	The Boating and Marine Infrastructure Maintenance Program was completed.	 Achieved
4.2.3.2 Complete upgrade of Brierleys Boat Ramp	Recreation	The project was completed with the car park, wash-down area, landscaping, new toilet block, fish cleaning table, barbecue, and picnic shelter constructed.	 Achieved

Action	Service	Progress for year	Status
4.2.3.3 Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Recreation	<p>Council advocated for Transport for NSW (Maritime) to investigate upgrading of the L- Wharf in Batemans Bay to facilitate larger sea plane berths.</p> <p>Council continued to advocate to Transport for NSW (Maritime) for dredging of the Clyde River with consideration given to using dredged sand to renourish Surfers Beach to address erosion concerns, in line with Council's adopted Coastal Management Program.</p>	 Achieved


Measure	2023-24
Number of marine infrastructure maintained	119


Community Strategic Plan

Strategy 4.3 Enhance connectivity through improved telecommunications and power supply

Delivery Program

Activity 4.3.1 Work with key partners to ensure resilience, consistency and improvements in our networks

Action	Service	Progress for year	Status
4.3.1.1 Advocate for improved power supply resilience to critical infrastructure and vulnerable communities	Public Order and Safety	<p>The Mount Wandera telecommunications site is a key communications infrastructure asset for Eurobodalla. Improvements to the site are underway, funded by a \$750,000 grant under the Australian Government's Disaster Ready Fund. The resilience upgrades include power supply, access, and asset protection zone improvements.</p> <p>Council has provided submissions to the following in relation to resilience improvements and funding to address natural disasters:</p> <ul style="list-style-type: none"> • House of Representatives Standing Committee on Regional Development, Infrastructure and Transport Inquiry into implications of severe weather events on the national regional, rural and remote road network • Independent Review of Commonwealth Disaster Funding • Federal Government Infrastructure Pipeline. <p>Council also continued to consider the upgrade of power poles to composite (from timber) where possible for projects undertaken in areas vulnerable to bushfire.</p>	 Achieved

Action	Service	Progress for year	Status
4.3.1.2 Advocate for improved resilience, coverage and speed of telecommunications including fast internet and reduce mobile black spots	Public Order and Safety	<p>Council commenced the development of the Eurobodalla Digital strategy, working with government, business, and resident stakeholders. The strategy focuses on opportunities and tools provided by digital transformation. The three priority focuses are the development of infrastructure, increased digital literacy of residents, and to facilitate business adaptation and innovation using new technologies.</p> <p>Work included supporting the NSW Telco Authority in its critical communications enhancement program for the public safety network. Council also partnered with telecommunications companies to advise residents and businesses of the 3G network shutdown and transition to contemporary devices. The NBN Co's full fibre to the premises has commenced rollout in Eurobodalla increasing speeds and Telstra launched its low earth orbital satellite products in addition to 5G tower upgrades in Batemans Bay, Moruya and Narooma.</p> <p>Under the improved mobile coverage round, mobile black spots in Lilli Pilli, Dalmeny and Mystery Bay have been funded and Council has also supported reform of the universal services obligation to enable the use of new technologies and surety of service for residents.</p> <p>Council continues to work with its partners, telcos and other NSW Government agencies to deliver improvements to telecommunications at Mount Wandera with funding secured under the Commonwealth Government's Protecting Our Communities Disaster Resilience Program for resilience upgrades including power supply, access, and asset protection zone improvements.</p>	 Achieved


Community Strategic Plan




Goal 5 Our engaged community with progressive leadership

Strategy 5.1 Acknowledge our shared responsibility through an informed community

Delivery Program

Activity 5.1.1 Proactively provide clear, accessible, timely and relevant information to support and inform the community

Action	Service	Progress for year	Status
5.1.1.1 Manage Council's digital platforms, including websites, social media and newsletters	Communications	<p>Website content updates continued to be reviewed and approved daily, and web editors were provided with ongoing training and guidance to improve the content of the pages they are responsible for during the year. This includes corporate, the Bas, and Eurobodalla Regional Botanic Garden sites.</p> <p>There are four corporate social media accounts: Facebook, Instagram, LinkedIn and YouTube. On average Council posts two to five Facebook posts each week, with ad hoc posting on our other platforms.</p> <p>Facebook remains one of our strongest communications tools with the community, with 18,365 followers. Averaged over the year, each month Council's Facebook posts are seen by 37,758 personal, business and group accounts. There is an average of 3,000 content interactions on our Facebook page each month.</p> <p>Council's corporate Instagram page has 2,871 followers and the YouTube account has 195 subscribers. LinkedIn has 1,931 followers.</p> <p>Over the year we printed three Living in Eurobodalla newsletters and distributed to households. We postponed one quarterly edition due to staff absences.</p> <p>Electronic newsletters distributed by Council included: Council News, The Arts Canvas, Business Update, Library News, Children's Services Update, Tourism News, What's On in Eurobodalla, The Employment Revolution's Job Update.</p>	 Achieved



Action	Service	Progress for year	Status
5.1.1.1 (continued)	Communications	<p>Council also recently reintroduced Builders and Developers updates as well as a new newsletter for the Botanic Gardens–The Garden Path–where its third edition was sent to 637 subscribers and has an 80 percent open rate.</p> <p>Council News is the organisation’s monthly corporate email newsletter that continues to exceed industry standards, with open rates now at 70 percent.</p>	 Achieved
5.1.1.2 Communicate Council’s activities to media and the community using owned and earned media	Communications	<p>There were 84 media releases prepared and distributed to local and regional media outlets and to stakeholders such as local Members of Parliament, business chambers and community associations. 135 formal media queries from local, regional and national media outlets were received and responded to, along with daily informal interactions. In addition to the Mayor’s regular and ad-hoc interviews, Council arranged 36 media interviews with staff subject experts.</p> <p>Councillor representation was promoted by social media posts advertising upcoming Council meetings—including Public Access and Public Forum—with links to the business paper. These were also shared with local media; post-meeting Mayoral video shared on Facebook highlighting important issues; organisation and promotion of monthly Councillor Catch-up sessions via posters and social media.</p> <p>Council also provided a Councillor Catch-up Wrap Up on our news section of the website and include this in Council News. The article summarises conversations and questions from the community during the catchup. It proved popular, receiving a high click through rate in Council News.</p>	 Achieved
5.1.1.3 Design Council’s communications, signage and promotional materials in line with brand and accessibility requirements	Communications	<p>Council worked towards a refresh of our brand image across printed and signage material during the year. This shift has ensured our brand is more recognisable and our communication is clear, user-friendly and accessible to ensure information is available to all. Council is making subtle changes across our corporate collateral to improve accessibility, which means larger font sizes, adhering to web content accessibility guidelines (WCAG) and colour contrast ratios. We are developing refreshed design templates to lift the brand and incorporate accessibility requirements.</p>	 Achieved

Measure	2023-24
Website traffic	861,881 views

Measure	2023-24
Number of social media followers	23,362
Number of Council News subscribers	3,658
Number of media releases distributed	84
Number of media queries	135
Number of newsletters published	10




Delivery Program

Activity 5.1.2 Provide a range of opportunities for the community to be consulted and engaged, guided by the Community Engagement Strategy

Action	Service	Progress for year	Status
5.1.2.1 Invite community members to participate in decision-making by providing a broad range of engagement opportunities	Communications	The community is made aware of opportunities to engage in decision making by way of communications on social media (particularly Facebook), radio advertising, through media releases provided to local and regional outlets, and through Council's suite of electronic newsletters. Some projects also engage with community members directly through written or electronic mail. Where appropriate, posters and/or flyers also provide information on community participation. Council's website and new online engagement tool OurEurobodalla is used to host engagement information. The website has a number of inbuilt forms for general community feedback as well as items on public exhibition.	 Achieved
5.1.2.2 Provide an online platform for engagement activities	Communications	<p>Council's online community engagement platform—OurEurobodalla—was successfully rolled out with project management staff trained to use the software. OurEurobodalla was developed for the community to give feedback about plans and projects that impact their future.</p> <p>Seven projects have been published using OurEurobodalla. The Community Strategic Plan was the largest of those projects and utilised many functions of the platform such as event listings, documents, in-text hyperlinks, a progress timeline and FAQs. More functions are being explored to maximise benefit and effectiveness of the software for positive user experiences and data collection.</p>	 Achieved

Delivery Program

Activity 5.1.3 Provide a welcoming and easy to deal with Council where customers have a positive experience

Action	Service	Progress for year	Status
5.1.3.1 Provide quality customer assistance in main administration building and depots	Customer Service and Records	Council continues to provide customer assistance to the community in the main administration building and depots. During the year, Council's front counter team processed 7,630 receipts and the switch received 37,608 phone calls	 Achieved
5.1.3.2 Manage public access to Government information and Privacy (GIPA)	Customer Service and Records	Obligations under the Government Information (Public Access) Act 2009 were completed on time, including submission of the Annual GIPA Report, maintenance of the GIPA disclosure log, publishing of section 6(5) record, and annual review and update of the Agency Information Guide (AIG). The NSW Information and Privacy Commission (IPC) provided feedback that the AIG meets all requirements of the GIPA Act and guidance published by the Information and Privacy Commission. None of Council's decisions on access applications made under the GIPA Act in 2023-2024 were subject to external review. Information continues to be shared proactively and informally with the public wherever possible. A new Data Breach Policy was developed in 2023 in accordance with amendments to the Privacy and Personal Information Protection Act 1998 (PIPP Act). No eligible data breaches have been reported since that policy was adopted.	 Achieved
5.1.3.3 Provide effective records management	Customer Service and Records	During the year Council received 4,934 hard copy letters and processed 35,156 emails that were delivered to the council@esc.nsw.gov.au email address.	 Achieved



Measure	2023-24
Percentage of phone enquiries to Council's switchboard addressed within time frames	88.73%
Percentage of customer service requests resolved within timeframes	76%
Number of GIPA applications received	14 (valid) 2 (invalid)
Number of GIPA applications determined	10
Percentage of correspondence dealt with within timeframes	84%



Community Strategic Plan

Strategy 5.2 Proactive, responsive and strategic leadership

Delivery Program

Activity 5.2.1 Be proactive leaders with a focus on 'community better'

Action	Service	Progress for year	Status
5.2.1.1 Facilitate and support civic functions	Community and Corporate Leadership	In addition to citizenship ceremonies and memorial day events, Council hosted events for the openings of Observation Point, Brierleys Boat Ramp, and the Malua Bay Beach Reserve.	 Achieved
5.2.1.2 Administer community grants and donations	Community and Corporate Leadership	<p>Council continues to administer community grants and donations. A total of \$210,873 in community grant funding, donations and sponsorships were awarded between 1 July 2023 and 30 June 2024:</p> <ul style="list-style-type: none"> • Rates Subsidy grants–12 recipients–\$29,681 in funding • Healthy Communities and Seniors Week grants–28 recipients–\$13,749 • Local Heritage grants–7 recipients–\$19,695 • Eurobodalla Mayoral Representatives grants–24 recipients–\$10,700 • Education and School grants–10 recipients–\$2,100 • NAIDOC Week grants–9 recipients–\$5,500 • Youth Development grants–10 recipients–\$5,548 • Tourism Events Sponsorship and Community Events grants–10 recipients–\$39,000 • Safety and Emergency Services grants–11 recipients–\$44,900 • Hallmark events–2 recipients–\$40,000 	 Achieved


Action	Service	Progress for year	Status
5.2.1.3 Explore opportunities for Councillors to be more accessible to the community	Community and Corporate Leadership	<p>Council hosted 10 Councillor Catch-up events at locations across the shire. These events, held the Wednesday after each month's Council meeting, provided the opportunity for many community members to have informal conversations with Councillors. Each event was documented, questions followed up, and the outcomes published on Council's website as a news item and included in our monthly Council News email newsletter.</p> <p>The monthly Public Access session at the Council Chamber is a more formal opportunity for residents to address Council, and the Public Forum session—where residents can address Council on agenda items—is held within the Council Meeting each month. There were ten public access sessions in 2023-24.</p>	 Achieved
5.2.1.4 Provide professional development opportunities for Councillors	Community and Corporate Leadership	<p>During the year:</p> <ul style="list-style-type: none"> • Media, Cultural Awareness, and Code of Conduct and Meeting Practice refresher training was provided to Councillors. • Councillor Hatcher and Councillor Schutz completed the Australian Institute of Company Directors Course in July 2023. • Councillor Hatcher attended the Australian Institute of Company Directors Governance Essentials for Local Government Course in October 2023. • Councillor Dannock and Councillor Mayne enrolled in the Australian Institute of Company Directors Course but were unable to attend—refunds have been sought. • 20 Councillor briefings occurred. • 51 Councillor bulletins were issued. 	 Achieved



Measure	2023-24
Number of civic functions held	3
Total value of community grants distributed	\$210,873

Delivery Program

Activity 5.2.2 Implement effective governance and long-term planning

Action	Service	Progress for year	Status
5.2.2.1 Assist the Council in meeting its statutory obligations and roles	Community and Corporate Leadership	<p>Council has met on 13 occasions including 12 Ordinary meetings and one Extraordinary meeting.</p> <p>Five Mayoral Reports were submitted on:</p> <ul style="list-style-type: none"> • Code of Meeting Practice • General Manager’s Annual Performance Review 2022-23 • Motion to the 2023 Local Government NSW Conference Regarding the NSW Planning Portal • Batemans Bay pontoon modifications to accommodate passenger-carrying seaplanes • Eurobodalla Regional Hospital <p>Nine Notices of Motion were submitted on:</p> <ul style="list-style-type: none"> • Upgrades to Evacuation Centres • Heat Havens • Advocacy to NSW Government to amend the Companion Animals Act 1998 regarding pet cat containment • Rescission of Motion 23/166–Sculpture for Clyde–Event Funding Request • Taking action on Domestic and Family Violence through the 16 Days of Activism campaign • Virtual Fence Program • Review of Investment Policy • Development of a Councillor Interactions with Property Developers and Lobbyists Policy • Financial Stewardship <p>One Question on Notice:</p> <ul style="list-style-type: none"> • Dalmeny Land Release Area Masterplan and Development Control Plans <p>Two petitions were submitted to Council:</p> <ul style="list-style-type: none"> • Petition to reopen the pedestrian track on the cliffside which connects Long Beach to Northcove Road • Vehicular Access to Maloneys Beach <p>21 community members registered to speak at Public Access sessions and 68 registered to speak at Public Forum on matters listed on the Council agenda.</p> <p>Minutes were prepared and published online within one week of each meeting.</p>	 Achieved



Action	Service	Progress for year	Status
<p>5.2.2.2 Review and prepare Council's plans and reports under the Integrated Planning and Reporting Framework</p>	<p>Community and Corporate Leadership</p>	<p>Council's Delivery Program 2022-26 and Operational Plan 2023-24 came into effect 1 July 2023.</p> <p>The draft Operational Plan 2024-25, along with a revised draft Long Term Financial Plan 2024-34 were developed as Council's response to the community's visions and goal as articulated in the Community Strategic Plan (CSP). The draft plans were placed on public exhibition from 1 May to 28 May 2024.</p> <p>Community feedback on the exhibited plans was received and incorporated into the final versions and the plans were adopted and endorsed by Council on 18 June 2024.</p> <p>In October 2023, Council resolved to collaborate with fellow Canberra Region Joint Organisation member councils to review the Community Strategic Plan. This collaboration saw member Councils use the same question set and tools to seek input from their communities as to their aspirations for the future of their shires. This will inform an update of Eurobodalla's CSP while also contributing to a regional plan for matters common to all shires in our region.</p> <p>Council undertook the community engagement activities during February and March 2024. Engagement included an online survey, discussion packs, drawing sheets for younger Eurobodallans, and six community 'pop-up' information and engagement sessions in locations throughout the shire.</p> <p>The revised CSP will be presented to Council during 2024-25 for a period of community exhibition, then endorsement.</p>	<p> Achieved</p>

Action	Service	Progress for year	Status
5.2.2.3 Seek grants funds to support identified priority works and services	Community and Corporate Leadership	<p>Council continues to seek grant funds to support identified priority works and services. A total of \$10,951,135 in grant funding has been sought from 1 July 2023 to 30 June 2024 through various grant applications.</p> <p>Council was successful in obtaining \$8,116,789 through the following funding programs:</p> <ul style="list-style-type: none"> • Local Roads and Community Infrastructure Program Phase 4 - 6 x projects - \$1,638,779 • Protecting Our Communities - Mt Wandera disaster resilience upgrade project - \$329,971 • Country Passenger Transport Infrastructure Program - South Head Road, Moruya - upgrade to boarding point - \$2,250 • Country Passenger Transport Infrastructure Program - GBD northbound, Lilli Pilli - new shelter - \$20,000 • Country Passenger Transport Infrastructure Program - GBD northbound (South of Rosedale Parade), Rosedale - new shelter - \$20,000 • Country Passenger Transport Infrastructure Program - GBD southbound (North of Rosedale Parade), Rosedale - new shelter - \$20,000 • NSW Coast and Estuary Grants - Implementation of Eurobodalla's Coastal Management Programs - \$600,000 • Priority Community Infrastructure Program - Eurobodalla Regional Co-located Emergency Services Precinct - \$5,000,000 • Regional Youth - Winter/Spring 2024 Holiday Break - Regional Youth Holiday Grant – \$11,673 • AI Solutions Panel Early Adopter Grant Program - Eurobodalla Archistar AI Pilot Project – \$169,116 • Community Child Care Fund - disadvantaged and vulnerable communities grant – sustainability support - Sustainability Support Funding (3 years) for Batemans Bay, Moruya and Narooma OOSH and Family Day Care - \$305,000 	 Achieved
5.2.2.4 Update Council's Risk Strategy	Community and Corporate Leadership	<p>Council procured Lighthouse, a new risk and compliance management system, during the year. Implementation has commenced along with a review of Council's strategic and operational risk registers. These updated frameworks will be presented to the Council elected September 2024 and the newly formed Audit, Risk and Improvement Committee in late 2024.</p>	 Achieved

Measure	2023-24
Number of Council meetings	13
Plans adopted within statutory timeframes	100%

Delivery Program

Activity 5.2.3 Advocate and collaborate to advance the region and address local issues

Action	Service	Progress for year	Status
5.2.3.1 Develop and maintain strategic partnerships	Community and Corporate Leadership	<p>Council continued to be a member of Local Government NSW, the Canberra Joint Region Organisation, Australian Coastal Councils Association, Country Mayor's Association, South East Arts, South East Transport Strategy Inc. and Floodplain Management Association. Council's General Manager is a board member of the newly formed Regional Development Australia Southern NSW and ACT.</p> <ul style="list-style-type: none"> Councillor Schutz is a delegate of the Eurobodalla Local Traffic Committee, Eurobodalla Bushfire Management Committee, Floodplain Management Association of NSW, Batemans Marine Park Advisory Committee (Ministerial appointment) and Joint Regional Planning Panel. Councillor Worthington is a member of Batemans Marine Park Advisory Committee (Ministerial appointment). Councillor Mayne is a delegate on the South East Australian Transport Strategy Inc (SEATS) and the Gulaga Board of Management (Ministerial appointment). Councillor Grace is a delegate on the South East Arts Committee. <p>Councillor Worthington is also a board member of the Australian Local Government Women's Association.</p>	 Achieved
5.2.3.2 Actively participate in Local Government NSW and other sector organisations	Community and Corporate Leadership	<p>Council is a member of Local Government NSW (LGNSW), Canberra Region Joint Organisation (CRJO), and the Country Mayors Association (CMA).</p> <p>Three Councillors and two executive staff attended the LGNSW conference in November 2023. The General Manager and Mayor attend quarterly meetings with the CRJO and CMA.</p>	 Achieved




Measure	2023-24
Number of Canberra Region Joint Organisation meetings attended	10

Community Strategic Plan

Strategy 5.3 Work together to achieve our collective vision

Delivery Program




Activity 5.3.1 Provide strong corporate and financial management that is ethical, fair, transparent and accountable

Action	Service	Progress for year	Status
5.3.1.1 Provide sound and strategic financial management and reporting	Finance	<p>Council lodged the financial statements for the year ended 30 June 2023 with the Office of Local Government on 31 October 2023. Council received an unqualified audit opinion from the NSW Audit Office. Investment Reports and Quarterly Budget review statements were reported in line with legislated timeframes.</p> <p>Council revised its Long-Term Financial Plan for 2024-25 to a more sustainable path for the future and improved financial performance in the annual Operational Plan for 2024-25 adopted by Council in June 2024.</p> <p>In May 2024, three community workshops were held for residents to gain a better understanding of the 2024-25 Operational Plan.</p>	 Achieved
5.3.1.2 Prepare and commence implementation of future finance strategy	Finance	<p>The Finance Strategy was endorsed by Council in December 2023 with the aim to achieve and maintain the financial resilience of Council.</p> <p>12 Actions were identified in the strategy to support this aim. During the year progress has been made towards all actions and four were completed.</p> <p>The Budget Reset was successfully carried out to form the basis for the 2024-25 Operational Plan, this was completed in conjunction with a capital program review and improved financial reporting and community engagement, which is ongoing.</p> <p>Three community meetings were held in April to discuss the Finance Strategy.</p> <p>The Grants Strategy was endorsed by Council in April 2024 outlining the way Council seeks and administers its grant funding.</p>	 Achieved
5.3.1.3 Collect rates and charges	Finance	<p>Council levied and issued its annual rates and charges notices within statutory deadlines.</p> <p>Council continued to actively pursue overdue rates and charges.</p>	 Achieved

Measure	2023-24
Annual Accounts lodged with Office of Local Government by statutory deadlines	100%
Quarterly budget review statements presented to Council with statutory timeframes	100%

Delivery Program

Activity 5.3.2 Manage land under Council control






Action	Service	Progress for year	Status
5.3.2.1 Undertake strategic management of Council's operational land portfolio	Property	Council's Property Strategy is under development and has been drafted consistent with Council's Finance Strategy. It will be presented to Council during 2024-25.	 Achieved
5.3.2.2 Manage leases and licences	Property	Lease numbers and revenue generated from these continued to grow during the year, now with over 200 leases or licences.	 Achieved
5.3.2.3 Manage the contracts for the operation of Council's campgrounds and Batemans Bay Holiday Resort	Property	NRMA continue to manage the Batemans Bay Holiday Resort (BBHR) with improved customer experience and business levels, and four new cabins/safari tents. The new contract for Council's campgrounds has improved the long-term camper issues at North Head campground in Moruya, and the managers are delivering improved outcomes for campers and campground sites. Financial performance was strong with both the BBHR and campgrounds performing above budget.	 Achieved

Measure	2023-24
Number of leases and licences managed	200

Delivery Program

Activity 5.3.3 Provide effective and professional administration, technical and trade services to support the delivery of services to the community



Action	Service	Progress for year	Status
5.3.3.1 Provide innovative information technology and geographic information systems services	Information Technology	The Smart City Innovation Project has been completed, enhancing our technological infrastructure significantly. In parallel, the delivery of the geographic information system (GIS) service is ongoing, providing our mobile workforce with accurate and current data, which supports our dedication to continuous improvement and efficient service delivery.	 Achieved
5.3.3.2 Undertake procurement that provides best value to the community	Plant and Fleet	Council has maintained compliance with modern slavery requirements. A new iteration of the Traffic Control Panel and Plant Hire Panel was updated this year, both of which will assist in delivering Council's key operational activities while achieving value for money.	 Achieved




Action	Service	Progress for year	Status
5.3.3.3 Provide risk and insurance services	Risk and Insurance	Council carries 14 insurance policies, which were renewed this financial year. A new position of risk coordinator was created and recruited during the year to further support Council's risk management activities.	 Achieved
5.3.3.4 Provide depots and workshops	Works and Operations	Depots and workshops continue to provide support for Council operations and requirements during the year.	 Achieved
5.3.3.5 Manage fleet services	Plant and Fleet	Council currently has 191 light fleet vehicles and 53 heavy plant assets. Purchase and disposal of these plant and fleet assets has continued in line with the replacement program.	 Achieved
5.3.3.6 Provide technical services	Technical Services	Technical support and engineering expertise continued to be provided to assist the works program, customer inquiries, development matters, and strategic infrastructure planning. Survey, investigation, design, asset management planning and information, as well as traffic, transport and road safety planning and infrastructure support services, were provided in a timely and accurate manner. Ongoing technical contributions occurred towards major organisational projects and initiatives.	 Achieved
5.3.3.7 Undertake private works	Works and Operations	During the year 164 Private Works Orders were completed, including: <ul style="list-style-type: none"> • 92–Council workshop • 48–Water and Sewer • 24–Operational. 	 Achieved

Measure	2023-24
Number of insurance claims processed	45
Value of works complete	\$309,117

Delivery Program

Activity 5.3.4 Develop and grow a skilled, motivated and accountable workforce and position Council as an organisation people want to work for



Action	Service	Progress for year	Status
5.3.4.1 Provide human resource management	Workforce Development	<p>Advisory and internal services continued across payroll, recruitment, generalist HR, industrial relations and award interpretation, work health and safety (WHS), learning and development as well as expanding to facilitate the development of an internal wellbeing framework this year. Efforts and highlights for this year included:</p> <ul style="list-style-type: none"> • 1,296 job application were processed, resulting in 234 placements across permanent, part time and temporary placements • management of casual labour hire was internalised during the year, resulting in the processing of 349 casual placements this • supporting the organisation to maintain an 89.5% retention rate for the year • fortnightly payroll to an average of 557 permanent /fixed staff and 120 casuals • manage an average of 1,950 email queries monthly across HR and Payroll • continued to facilitate a staff consultative committee to consider policies and organisation and position structures. 	 Achieved
5.3.4.2 Support a culture that provides opportunities and celebrates achievements	Workforce Development	<p>Council made ongoing improvements this year based on feedback from the all-staff survey. The reward and recognition program continued to celebrate staff in circumstances of extraordinary efforts.</p> <p>Staff continued to be encouraged and supported to gain/further their qualifications, including:</p> <ul style="list-style-type: none"> • 36 staff who completing a formal qualification • 12 trainees and apprentices to completion 	 Achieved

Action	Service	Progress for year	Status
5.3.4.3 Champion the safety and wellbeing of staff	Workforce Development	<p>Council expanded its workplace health and safety (WHS) team to recruit a WHS Coordinator to oversee the WHS and return to work (RTW) team.</p> <p>During the year, a range of safety and wellbeing business functions have been supported, including:</p> <ul style="list-style-type: none"> • Management of 115 incidents in the WHS/ RTW space. • 75% of injured workers returned to work within the initial four week period • Three chapters of the Safety Management System were drafted and provided for internal consultation. • Two policies related to new legislative requirements drafted and consulted with staff. • Ongoing on-site training and safety inspections. • Coordination of the staff WHS Committee Meeting and drafting of the WHS Committee Meeting procedure. • Delivery of leadership and WHS training on roles and responsibilities to the Senior Leadership Teams. • WHS training on roles and responsibilities and due diligence to the Senior Leadership Teams. 	 Achieved
5.3.4.4 Continue to develop performance and capabilities frameworks	Workforce Development	<p>The simplified process implemented during the 2023 appraisal process will continue for the 2024 program. This process had a positive response regarding ability to engage. Resources will be put towards the program in 2025 to further improve the program to accommodate the needs of all employees, develop further efficiencies in the collation of manual data and provide an alternate, hybrid solution for ease of reporting.</p>	 Achieved
5.3.4.5 Undertake a review of recruitment policy and processes	Workforce Development	<p>This review continued, with a survey developed and completed to identify strengths and weaknesses of the current recruitment process. Progress with the review has been delayed as Council experienced staff shortages in critical human resource functions during the year. Anticipated that this work will be finalised in 2024-2025.</p>	 Off track

Measure	2023-24
Number of learning and development opportunities provided	2,631
Number of work, health and safety incidents	115
Workers lost time injury incidents	154
Staff turnover rate	13

Delivery Program

Activity 5.3.5 Be an agile organisation that champions continuous improvement and efficiencies

Action	Service	Progress for year	Status
5.3.5.1 Facilitate the Audit, Risk and Improvement Committee and prepare for new guidelines	Community and Corporate Leadership	<p>Four Audit, Risk and Improvement Committee meetings were held during the year.</p> <p>The committee considered progress of the internal audit program, enterprise risk management initiatives, and the annual engagement plan for the audit of the 2023-24 financial statements.</p> <p>New Terms of Reference and Internal Audit Charter was endorsed by Council in line with the new guidelines and will come into effect from 1 July 2024.</p>	 Achieved
5.3.5.2 Continue to develop a service review program to inform Council's future level of service	Community and Corporate Leadership	<p>Council undertook a budget reset project to examine current service offerings, identify efficiencies, and document service levels.</p> <p>Development of the service review program will be informed by this project's findings, alongside previous community consultation and research.</p>	 Achieved

Measure	2023-24
Number of Audit, Risk and Improvement Committee meetings held	4

Images: **a)** Our youth committee's winter solstice event had free activities, live music and food, as well as inspiring talks by local mental health advocates. **b)** Members of Eurobodalla Council youth committee Cameron and Zahlia, recording an advertisement for the Winter SOULstice event. **c)** Rex Airlines pilots check out our print newsletter Living in Eurobodalla.





a



b

Images: a) Local mural artist Bjarni Wark, known as Happy Decay, transformed a toilet block into a masterpiece. b) Australian Lifeguard Service patrols eight beaches throughout the school summer holidays. c) Our recreation development coordinator Tina Smith (right) celebrates the launch of the new tennis court booking system.

7. Local government requirements

This section of the Annual Report gives additional and detailed supporting information as well as addressing statutory requirements.



Statutory and other information

Council's general reporting requirements are in section 428 of the *Local Government Act 1993* and section 217 of the *Local Government (General) Regulation 2021* (Part 9 Division 7).

Financial statements

Local Government Act 1993 s428 (4)(a)

The Eurobodalla Shire Council audited financial reports for the 2023-24 financial year are Appendix 1 to this report—Financial Statements for year ended 30 June 2024.

The financial statements are comprised of the general purpose financial statements, special purpose financial statements and special schedules.

Modern slavery

Local Government Act 1993 s 428(4)(c) and (d)

Modern Slavery Act 2018 (NSW) s 31

As per the *Modern Slavery Amendment Act 2021*, Council is compliant with directives and statements issued by the office of the NSW Anti-Slavery Commissioner.

In 2023-24, the Anti-Slavery Commissioner did not identify any issues from Eurobodalla Shire Council, so no action was required.

Eurobodalla Shire Council is committed to ensuring its operations, procurement efforts and supply chains are free from practices and offences that constitute modern slavery.

Procurement policy

The procurement policies and code of practice used by Council include statements regarding the risks of modern slavery and require staff to address and minimise such risks wherever possible.

Contracting terms and conditions

Council introduced new clauses and requirements in its purchasing and tendering terms and conditions to minimise the risk of contracting with a supplier that utilises slavery to provide its goods or services.

Risk assessment

Council continues to utilise a risk assessment and questionnaire system for employees and procurement officers to determine and minimise the risk of modern slavery within its supply chains. This system outlines modern slavery in various circumstances and quantifies risk so that employees can decide whether a purchase or contract adheres to the relevant standards regarding modern slavery.

Supplier questionnaire

Council staff who are purchasing goods or services are required to survey and investigate companies or purchases that appear as high risk for slavery prior to entering an agreement through the completion of a specific questionnaire process. Tenderers are required to complete a questionnaire during the submission process.

Anti-Slavery Commissioner resources

The NSW Anti-Slavery Commissioner maintains a resources page and provides guidance of reasonable steps for modern slavery which Council can refer to as required in its commitment to reducing modern slavery.

Code of Conduct

Local Government Act 1993 s 440

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

During 2023-24 there was one Code of Conduct complaint received and finalised. Two complaints outstanding from the previous year were finalised. The complaints were referred to an external Conduct Reviewer for determination.

Legal proceedings

Local Government (General) Regulation 2021 cl 217(1)(a3)

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

Land and Environment Court

Appeal against Council for DA refusal

Status/result: The Court ordered the applicant to pay Council's cost. Appeal denied – decision in favour of Council.

Cost to Council: \$97,565

Supreme Court of New South Wales

Challenge to Council decision

Status/result: Council is awaiting judgement.

Cost to Council: \$152,815

Land and Environment Court

Challenge to Council decision to approve DA

Status/result: The Court ordered the applicant to pay Council's cost. Proceedings dismissed.

Cost to Council: \$65,103

Land and Environment Court

Appeal against Development Control Order issued by Council

Status/result: Matter in negotiation between the parties. No hearing date listed.

Cost to Council: \$15,122 incurred to date.

Land and Environment Court

Appeal against Council for DA refusal and order to remove unapproved structure

Status/result: Matter listed for hearing in December 2024.

Cost to Council: \$15,821 incurred to date

Land and Environment Court

Appeal against Council for DA refusal

Status/result: Conciliation conference listed on 5 September 2024.

Cost to Council: \$29,874 incurred to date

Private works

Local Government Act 1993 s 67(3) and Local Government (General) Regulation 2021 cl 217(1)(a4)

Council undertook private works in 2023-24 to the value of \$309,117 (2022-23, \$278,604) resulting in a profit of \$30,513 (2022-23, \$38,877). The profit margin represents a return of 9.87% (last year 13.95%) compared to the target return of 15%. No subsidies were provided, and all work was intended to be carried out on a full cost recovery basis in accordance with Council's policy. Overhead allocation/activity base costing methodology assumes that an appropriate and reliable share of overheads is approximately 10 -15% of revenue turnover.

Written off rates

Local Government (General) Regulation 2021 cl 132

During 2023-24, the following rates and charges were written off under the *Local Government Act 1993*.

- Mandatory pensioner rate rebate under s 575: \$1,808,442
- Postponed rates and interest under s 595: \$8,401
- Small interest balances under s 607: \$4,108

During 2023-24, the following rates and charges were written off or paid under Council Policy or General Manager's approval.

- Concealed Leak Concession under Water Usage Charging policy: \$131,473
- Hospital Patient / Dialysis Rebates under Water Usage Charging policy: \$31,738
- Rates donations under the Community Grants policy: \$29,682
- Legal costs written off as approved by the General Manager: \$2,091

Financial assistance

Local Government (General) Regulation 2021 cl 217(1)(a5)

Council contributes to a wide range of organisations and community groups under Section 356 of the *Local Government Act 1993*. Grants and donations totalling \$149,960 were made to support community groups, safety organisations, education, cultural events and grant programs during 2023-24.

Donations (S.356)

Recipients	Amount (\$)
Schools and education	
Schools education grants	2,100
Total schools and education	2,100
Community and health	
CWA Hall - Narooma - rates	2,754
CWA Halls - Batemans Bay - rates	3,137
CWA Halls - Moruya - rates	1,979
Moruya Historical Society - rates	2,143
Mayoral donations	10,700
Local Heritage Fund	24,195
Waste disposal - Tipping fees/collections - Community groups and organisations	42,305
Healthy Communities grants	13,749
Other community and health	650
Total community and health	101,612
Cultural	
Eurobodalla Arts Council - rates	2,302
Regional Arts Development Board	13,531
Bay Theatre Players - rates	2,113
School of Arts - Narooma - rates	6,140
School of Arts - Central Tilba - rates	2,302
Eurobodalla Access Radio - rates	2,036
Eurobodalla Shire Council - rates	1,850
Youth events	7,548
Narooma District Woodies - rates	2,925
NAIDOC Week	5,500
Total cultural	46,247
Grand total	149,959

Details of external bodies, companies and partnerships

Local Government (General) Regulation 2021 cl 217 (1) (a6-8)

Committees of Council

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

Advisory Committees

- Aboriginal Advisory Committee
- Audit, Risk and Improvement Committee
- Disability Inclusion Advisory Committee
- Coastal and Environment Management Advisory Committee
- Heritage Advisory Committee
- Public Art Advisory Committee
- Climate Change Advisory Committee

External Committees

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

External Committees–Ministerial Appointments

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

Management Committees–without Councillor representation

- Kyla Hall Management Committee
- Moruya Showground Management Committee
- Tuross Head Memorial Gardens Management Committee

Delegation to external bodies

In 2023-24 Council delegated none of its functions to external bodies.

Interests in companies, partnerships, joint ventures and co operatives

In 2023-24 Council did not hold a controlling interest in any company, joint venture or partnership.

Mayoral and Councillor fees

Local Government (General) Regulation 2021 cl 217 (1)(a1)

In accordance with the Council Policy for the payment of allowances, reimbursement of expenses and provision of facilities for Councillors and the Mayor, total payments to Councillors in 2023-24 were \$344,393 as itemised in 'Our Governance'.

A further amount of \$7,813 was paid for catering of meetings, \$3,548 for phone/internet cost associated with the Councillor's room within Council's administration building. The Mayor is provided with a Mayoral Car at a cost of \$21,362 and leaseback contributions are made towards this vehicle.

Councillor professional development

Local Government (General) Regulation 2021 cl 186

During the year:

- Media, Cultural Awareness, and Code of Conduct and Meeting Practice refresher training was provided to Councillors.
- Councillor Hatcher and Councillor Schutz completed the Australian Institute of Company Directors Course in July 2023.
- Councillor Hatcher attended the Australian Institute of Company Directors Governance Essentials for Local Government Course in October 2023.
- Councillor Dannock and Councillor Mayne enrolled in the Australian Institute of Company Directors Course but were unable to attend – refunds have been sought.
- 20 Councillor briefings occurred.
- 51 Councillor bulletins were issued.

Overseas visits

Local Government (General) Regulation 2021 cl 217(1)(a)

Two Council employees travelled to Krasl Arts Centre in St Joseph, Michigan USA for an arts exchange from 13-26 October 2023. All travel and accommodation costs were fully funded by Mr Basil Sellers AM (patron of the Basil Sellers Exhibition Centre). The cost to Eurobodalla Council was zero, as ratified by the August 2023 Ordinary Council Meeting.

Senior staff salaries

Local Government (General) Regulation 2021 cl 217(1)(b) and (c)

Council's senior staff structure was endorsed at its 14 February 2023 Council Meeting. The structure includes five senior staff: a General Manager and four Directors (Infrastructure, Environment and Planning, Finance and Corporate Services, and Community, Arts and Recreation).

The total remuneration of our General Manager and Directors in 2023-24 was:

- General Manager: \$390,077
- Directors: \$1,229,132*

*These costs include salary, superannuation, paid by way of employer contributions and salary sacrifice, non-cash benefits and fringe benefits tax payable by Council for non-cash benefits.

Number of persons performing paid work

Local Government (General) Regulation 2021 cl 217(1)(d)

On Wednesday 14 February 2024, 610 people performed paid work for Council, including:

- 377 persons employed on a permanent full-time
- 116 persons employed on a permanent part-time
- 41 persons employed under a fixed-term contract
- 5 persons employed as senior staff members
- 61 persons engaged by the Council, under a contract or other arrangement with the person's employer, wholly or principally for the labour of the person
- 15 persons supplied to the Council, under a contract or other arrangement with the person's employer, as an apprentice or trainee.

Equal employment opportunities

Local Government (General) Regulation 2021 cl 217(1)(a9)

Eurobodalla Shire Council is committed to fostering a diverse and inclusive workplace that values the unique contributions of employees from a wide range of backgrounds and experiences. By embracing diversity, the Council aims to enhance overall performance, attract and retain top talent, and continue to deliver effective services.

In 2023-24, Council took steps toward these goals through the continued employment of, 28 women in operational roles and 11 people with disabilities.

Companion animals

Local Government (General) Regulation 2021 cl 217(1)(f)

In 2023-24 Council spent \$306,711 on the management and control of companion animals, excluding administrative support or additional support provided by regulatory officers.

Council retained a commission on the collection of 520 new companion animal registration fees totalling \$33,050. This is used to partially offset the costs of companion animal management. Animal control officers managed 219 companion animals in Council's shelter during 2023-24, including:

- 34 returned to owners prior to impounding
- 32 sold
- 24 released to animal welfare organisations
- 28 surrendered
- 71 returned to owners post impounding
- 30 euthanised

In addition to 817 companion animal control customer service requests, staff also prepared and maintained information to support community education programs to promote and assist the desexing of dogs and cats. Procedures are also in place with animal welfare organisations to promote and provide financial assistance for desexing of animals purchased from Council's shelter. Regular press releases and articles are prepared for the local media.

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

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

Environmental upgrade agreements

Local Government Act 1993 s 54P(1)

Council has not entered into any environmental upgrade agreements.

Major contracts

Local Government (General) Regulation 2021 cl 217 (1)(a2)

Council seeks tenders for major contracts including works projects and services agreements, as well as establishes supply panels. The supply panels allow for the provision of goods, materials and services that supplement operational needs, such as, bulk construction material, ready mix concrete, hire of plant, traffic control, trades, and professional services. Council selects preferred suppliers from the submitted tenders and purchase decisions may vary depending upon capability, methodology, availability, location, and best value.

Major contracts 2023-24

Contractor	Commencement date	Description of good/service	Contract amount \$ (incl. GST)
Kel Campbell Pty Ltd (Ampol Subcontractor)	1 July 2023	Bulk fuel supply of diesel to various sites (delivery via tanker).	\$189,891*
Recoveries and Reconstructions Australia Pty Ltd	1 July 2023	Debt recovery services for rates, water and debtor accounts.	\$384,452*
Hertz Australia Pty Ltd	1 July 2023	Hire of various vehicles and fleet (cars and utes).	\$139,845*
Nov Australia Pty	1 July 2023	Supplier of Council's Mono INVIZIQ pump units and service parts (these are individual sewer pump units located at private properties, 900L and 1800L capacity units, used in place of gravity sewer systems).	\$288,922*
Nowra Chemical Manufacturers	1 July 2023	Supply of bulk various chemicals for the treatment of sewage and water.	\$266,023*
Readymix Holcim (Humes)	1 July 2023	Supply of concrete pipes and concrete structures (precast), for both Stormwater and Sewer.	\$572,988*
Capital Precast & Drainage	1 July 2023	Supply of concrete pipes and concrete precast structures for both stormwater and sewer.	\$146,456*
Winc Australia Pty Ltd	1 July 2023	Supply of, PPE (surgical gloves, first aid equipment, surgical mask), Stationary products (paper, pens, books, notepads, printer ink), office furniture and equipment, cleaning, and toiletry products.	\$107,766*
Deneefe Signs Pty Ltd	1 July 2023	Supply of Signs - road regulatory signs, site safety and constructions signs, site and sign hardware, hazard markers and recreational signs and custom signs as requested.	\$80,782*
J Blackwood & Son	1 July 2023	Supply of signs, PPE, hand and power tools, hardware equipment, safety equipment, site gear, cleaning and toiletry products.	\$160,647*
Viadux Pty Ltd	1 July 2023	Supply of water and sewer fittings, valves and pipes in ductile iron, copper and PVC.	\$355,466*
Cadia Plumbing Equipment	1 July 2023	Supply of water and sewer fittings, valves and pipes in ductile iron, copper and PVC.	\$195,549*

Contractor	Commencement date	Description of good/service	Contract amount \$ (incl. GST)
Downer EDI Works Pty Ltd	1 July 2023	Supply of bitumen sealing services to various locations in Eurobodalla Shire.	\$3,460,493 (estimated for first two years, not including construction primer and second coat seals).
Systems Thinking Consulting	1 July 2023	Various finance system support services including but not limited to: report writing, asset revaluation, budgeting and system configuration.	\$150,000
Lanluas Pty Ltd	1 July 2023	Various IT support services including: technical support, data migration assistance, configuration assistance for regulatory, rating, finance and request management.	\$200,000
AMH Financials Services Pty Ltd, Clyde Mitsubishi and Coastal Auto Group Pty Ltd	1 July 2023	Supply of passenger vehicles for financial year 2022-23 as per Council's Preferred Vehicles Lists for 2022 and 2023.	AMH Financial Services Pty Ltd \$543,501 Clyde Mitsubishi \$49,037 Coastal Auto Group Pty Ltd \$105,795
Destination Marketing Store	14 July 2023	Brand strategy for All Kinds of Natural and Mogo Trails.	\$143,000
HD Civil Pty Ltd	21 July 2023	Installation of Tilba Tilba Creek Bridge	\$544,426
Rhelm Pty Ltd	4 August 2023	Moruya Flood Study and Floodplain Risk Management Study and Plan.	\$171,867
Numerous companies contracted	21 August 2023	The Moruya Showground canteen facility upgrade involves the demolition of the existing canteen and toilet blocks, which will be replaced with a single facility in a multi-use area with a mix of hard and soft landscaping.	\$700,000 (includes \$100,000 contingency)
Hammertime Constructions Pty Ltd	23 August 2023	Supply and install raised walkway at Pretty Point as part of Coastal Headland Walking Trail, and supply and install FRP steps and upgrade the drainage.	\$194,480
Narooma Concreting	26 August 2023	Concrete pathway at George Bass Drive.	\$507,205

Contractor	Commencement date	Description of good/service	Contract amount \$ (incl. GST)
Bowantz Bushfire Environmental Pty Ltd, Cadner Pty Ltd TA Total Ecoscapes, Campbell Page Ltd – Ecocrews, Coastal Weed Management Solutions, Foreshore Plants, Illawarra Arborist, James Paull, National Trust of Australia, Sharpe Ecological Pty Ltd, South Coast Land Restoration, Toolijooa Pty Ltd and Urban Feral Control	31 August 2023	Bushland management services including but not limited to: weed control, erosion and sediment control, revegetation, pest animal management, landscaping and fire mitigation works.	\$717,030
Elster Metering Pty Ltd	31 August 2023	Water meters from 32mm to 100mm to support Council's annual replacement program.	\$155,506
Patches Asphalt	15 September 2023	Supply and lay asphalt at various locations in Eurobodalla Shire, round 1 2023/2024.	\$581,060
GCM Enviro Pty Ltd	20 September 2023	Supply and delivery of: 1 x Tana H260 Landfill Compactor for Brou Waste Management Facility. 1 x Tana H320 Landfill Compactor for Surf Beach Waste Management Facility. As per Council's Fleet Replacement Plan.	\$1,790,789
Telco Design Pty Ltd	25 September 2023	Supply and construct boardwalk at Wagonga Inlet Living Shoreline (WILS), Narooma.	\$368,879
Jennings Civil Group	25 September 2023	Replace and extend pipes and resheet, clear drains, remove any debris and install new table drains.	\$155,100
Australian Lifeguard Service	6 October 2023	Provide professional life saving (lifeguarding) services at 8 beaches within the Eurobodalla Shire.	\$672,716
NSW Public Works, Department of Regional NSW	10 October 2023	Dalmeny sewer pump station upgrades concept design. After the completion of sewer hydraulic modelling, it was identified that upgrades to the Dalmeny catchment was required for the stations.	\$228,800
SMEC	17 October 2023	Eurobodalla Southern Storage environmental assessment and detailed design. Design during construction, design related services, relevant to the construction and certification stage of the project.	\$5,112,991
Rhelm	20 October 2023	A floodplain risk management study and plan for Batemans Bay.	\$154,451

Contractor	Commencement date	Description of good/service	Contract amount \$ (incl. GST)
Attcall Southern Division Pty Ltd, Batemans Bay Sand and Gravel Supply T/A South East Quarries and Landscaping, Beashel Quarries, Blue Ridge Quarry, Greenlands Garden Centre, Narooma Sand, Soil and Gravel Pty Ltd, RJ & JE Shepherd Pty Ltd T/A Shepherd Quarries, G C Schmidt (Plant) Pty Ltd and SOILCO Pty Ltd	1 November 2023	Supply of bulk construction materials.	\$2,549,002*
PCR Hall Pty Ltd trading as Eurobodalla Coast Pump Outs	13 November 2023	Vacuum truck and jetter combo for sewer maintenance and vacuum excavation during the holiday Christmas period 2023.	\$164,080
Oz Line Marking	17 November 2023	Line marking and associated services.	\$176,522
Havencord PTY LTD trading as Floodlighting Australia	20 November 2023	Removal of and installation of sports field lighting at the Moruya Showground.	\$166,100
HD Civil Pty Ltd	27 November 2023	Installation of concrete bridge on Old Mill Road, Turlinjah Installation of multicell culvert on Nelligen Creek Road, Nelligen. Installation of Veitch Street Bridge on Veitch Street, Mogo.	\$860,756
Ledonne Constructions Pty Ltd	27 November 2023	Construction of water reticulation systems and a pressure sewerage system in Nelligen.	\$6,644,700
Gippsland Truck Centre	27 November 2023	Supply of 24T GVM cab over bogie drive tip truck and refurbishment of existing dog trailer.	\$426,580
Porter Equipment Australian PL	27 November 2023	Supply and delivery of HYUNDAI HL730TM-9 Wheeled Loader.	\$268,620
Cea Speciality Equipment Pty Ltd	29 November 2023	Supply and delivery of two trailer-mounted vacuum excavation units.	\$227,700
HD Civil Pty Ltd	13 December 2023	Installation of Gulph Creek Bridge on Eurobodalla Road, Nerrigundah.	\$722,427 (provisional sums included)
Quality Management Implementation Pty Ltd Sub contractor – Align Logic Consulting Pty Ltd	15 December 2023	Project management services to help council deliver a number of recreation projects.	\$176,773
Quay Civil Pty Ltd	21 December 2023	Tuross Head sewage pumping station augmentation, mechanical and electrical upgrade.	\$6,334,928
Holcim (Australia) Pty Ltd	22 February 2024	Moruya housing project, provision of stormwater structures.	\$2,227,185

Contractor	Commencement date	Description of good/service	Contract amount \$ (incl. GST)
Hammertime Constructions Pty Ltd	4 March 2024	The design, supply and installation of aluminium footbridges at five different locations as part of Coastal Headland Walking Trail project.	\$185,910
Tuff-As Consulting Pty Ltd	14 March 2024	Project management and contract administration for slope stabilisation works at Larrys Mountain Road and Reedy Creek Road.	\$160,250
Worley Consulting Pty Ltd	20 March 2024	Batemans Bay coastal erosion protection works design services.	\$646,779
Advanced Traffic Management - T/A Traffic Control Services, Go Traffic Pty Ltd, Lack Group Traffic Pty Ltd, Aristocrat Australia Pty Ltd T/A National Traffic Aust, Platinum Traffic Services Pty Ltd, Titanium Traffic Management, TMPACS T/A Traffic Professionals, and Traffic Logistics Pty Ltd	1 May 2024	Supply of traffic control services	\$1,017,410*
GPM Marine Constructions PTY LTD	3 May 2024	Supply and construct jetty and pontoon at Wagonga Inlet Living Shoreline (WILS), Narooma.	\$338,700
Top Notch Fencing	23 May 2024	Replacement of 1435 metres of W beam guardrail and 10 end terminals along George Bass Drive, Surf Beach.	\$178,899
Divall's Earthmoving and Bulk Haulage	7 June 2024	Winning and crushing material at Riffle Range gravel pit.	\$210,650
Quay Civil Pty Ltd	27 June 2024	Moruya sewer servicing works: Existing sewer pump station (SPS) MO05 augmentation, construction of new SPS MO22, construction of SPS MO22 gravity mains, construction of SPS MO22 rising main, construction of a new water trunk main, construction of a new water reticulation main, horizontal directional drilling (SPS MO22 Rising Main), under bores under the Princes Highway (gravity sewer and watermains).	\$7,942,826
HD Civil Pty Ltd	28 June 2024	Install Soldier pile wall, capping beam and rebuild the embankment to remediate the failed slope at Centenary Drive, Narooma.	\$496,460

*Denotes the spend with this supplier is an annual cumulative amount for 2023-24 as opposed to a fixed-price contract.

Capital works

Office of Local Government's Capital Expenditure Guidelines

Original Budget: \$148 million

Actual Expenditure: \$118 million

Council's adopted capital program for 2023-24 was \$148 million. This included confirmed external funding (capital grants and contributions) of \$55 million as at 30 June 2024. As per previous years additional grants were received during the year which resulted in a change to the adopted capital program. The total capital grants and contributions received was \$69 million.

The total capital expenditure was \$30 million lower than budgeted due to revised timing of major projects Coastal Headlands Walking Trail, Mogo Trails, Southern Storage Dam, waste cell works, emergency services capital projects and transport infrastructure works. Our capital budget can be spent on renewing assets or building additional infrastructure.

Capital expenditure

Service	Original budget (\$'000)	Actual (\$'000)	Variance (\$'000)
Business Development	-	191	191
Commercial Entities	1,727	257	(1,470)
Community and Cultural Development	9	34	25
Community Facilities	1,277	651	(626)
Corporate and Community Leadership	-	2	2
Environmental Management	600	446	(154)
Fleet and Plant	3,520	4,872	1,352
Information Technology	332	229	(103)
Libraries	197	193	(4)
Property	-	1,455	1,455
Public Order and Safety	6,200	366	(5,834)
Recreation	5,633	4,515	(1,118)
Stormwater	530	908	378
Tourism	7,566	5,615	(1,951)
Transport	19,495	17,259	(2,236)
Waste Management	4,554	372	(4,182)
Works and Operations	150	80	(70)
Sewer Services	27,943	20,239	(7,704)
Water Services	68,082	60,057	(8,025)
Youth Services	-	57	57
Total	147,815	117,798	(30,017)

Note: Numbers in brackets represent an actual expenditure less than the original budget. The total capital works excludes the value of non-cash assets contributed by developers.

Capital expenditure by type

Type of expenditure	2021-22 (\$'000)	2021-22 (%)	2022-23 (\$'000)	2022-23 (%)	2023-24 (\$'000)	2023-24 (%)
Renewal of assets	34,601	39%	32,153	33%	32,101	27%
New assets	54,621	61%	65,397	67%	85,698	73%
Total	89,222		97,550		117,799	



Image: Volunteers of the Repair Cafe in Moruya.

Stormwater levy

Local Government (General) Regulation 2021 cl 217 (1)(e)

Funds bought forward from 2022-23:	\$630,388
2023-24 Stormwater charge funds:	\$496,276
Council Funds contributed:	\$1,031,092
Total expenditure (details below):	\$1,139,933

(Amounts do not include depreciation or internal corporate overheads.)

During 2023-24 the stormwater management service charge raised approximately \$0.5 million from residential and business properties not including vacant land or land owned by the Crown or land held under lease for private purposes under the Housing Act 2001 or the Aboriginal Housing Act 1998. The funds raised are separately accounted for and are used to assist to provide stormwater management services across the Eurobodalla.

Stormwater expenditure

Expenditure	Capital (\$)	Operational (\$)
South Batemans Bay stormwater upgrade	823,374	
Drainage renewals - Shirewide	46,944	
Wagonga Scenic Drive - drainage works	38,164	
Drainage - GPT maintenance		167,808
Urban Water Quality		49,374
Stormwater/drainage management		13,034
Drainage - Drain Buddies maintenance		1,234
Closing balance	908,482	231,450

Environment levy

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

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

Environment income

Income	Original budget (\$)	Actual (\$)
Rates	1,141,266	1,140,041
Other revenue	10,133	6,200
Grants and contributions - operating	143,196	1,136,792
Total income	1,294,595	2,283,033

Environment expenditure

Expenditure	Original budget (\$)	Actual (\$)
Employees	616,278	646,290
Depreciation	833	1,113
Other	635,803	1,380,141
Total expenditure	1,252,914	2,027,544
Net Operating Result - profit/(loss)	41,681	255,489

Detailed environment expenditure

Project	Amount (\$)
Coastal and estuary management	
Eurobodalla estuaries	687,641
Subtotal	687,641
Environmental protection projects	
Flying fox program	99,685
Asset protection	38,403
Dune protection	37,034
Environment protection program	38,446
Subtotal	213,568
Invasive species	
Widespread weeds	270,704
Manage new incursions	105,377
Other	21,540
Subtotal	397,621
Landcare projects	
Landcare program	162,275
Subtotal	162,275
Sustainability projects	
Environmental education	42,745
Subtotal	42,745
Other projects, overheads and depreciation	
Environmental program management	282,182
Depreciation and other	241,512
Total	2,027,544

Special Rate–Community and Transport Infrastructure

In 2015-16, the Community and Transport Infrastructure rate variation was approved to increase general income over a three-year period with the increase remaining permanently in the rate base.

In 2023-24, the Community and Transport Infrastructure program raised an additional \$3.4 million of capital, renewal and maintenance works for our community. The program delivered upgrades to sporting facilities, community halls, playgrounds, parks, roads, and bridges and pathways and is detailed on the following page.

Community and transport infrastructure program

2023-24	Application (\$'000)	Actual (\$'000)
Income from rate variation	3,345	3,375
Total income	3,345	3,375
Increased operating expenditure	827	750
Capital expenditure	1,486	968
Other uses*	1,033	274
Total expenditure	3,346	1,992

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

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

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

Community and transport infrastructure program

Description	Actual expenditure 2023-24 (\$)	Actual SRV funding 2023-24 (\$)
Facilities management		
Community halls	36,000	36,000
Disability access works	3,512	3,512
Dr Mackay Centre - security	7,445	7,445
Durras air conditioning installation	9,450	9,450
Token box upgrades	26,881	26,881
Total facilities management	83,288	83,288
Transport		
Edward Road Batehaven - pathway	48,906	11,108
Gravel resheet - unsealed roads resheeting	83,518	69,295
Araluen Road - resheeting	232,006	5,893
Box Cutting Road - resheet	59,032	5,342
Old Nelligen Road - gravel resheet	65,922	1,560
River Road (drainage) - gravel resheet	99,690	627
Wagonga Scenic Drive resheet	65,241	5,904
Wagonga Scenic Drive resheet tree works	14,848	1,344
Sunnyside Road resheet	31,809	2,879
Tilba Punkalla Road south end resheet	122,413	5,429
Belowra Road resheet	14,409	1,304
Larrys Mountain Road resheet	67,481	6,107
Araluen Road Bradburys resheet	74,279	5,429
Araluen Road Old Pit resheet	91,234	5,429
Buckenbours Road resheet	605	55
Maulbrooks Road south resheet	50,125	4,524
Lattas Point Road resheet	36,474	3,301
Old Bolaro Road resheet	87,604	5,429
Blackflat Road resheet	97,743	4,524
The Ridge Road Batemans Bay resheet	65,786	5,429
Reseal - local rural sealed	773,646	186,758
Reseal - local urban sealed	852,274	205,739
Reseal - car parks	61,530	14,853
Asphalt renewal - car parks	76,601	18,491
Asphalt renewal - local urban road	282,059	68,089
Asphalt renewal - local rural road	25,830	6,235
Total transport	3,481,065	651,077

Description	Actual expenditure 2023-24 (\$)	Actual SRV funding 2023-24 (\$)
Recreation		
Malua Bay Beach Reserve	1,346,855	14,287
Parks facilities renewals - seats/tables	138,380	57,787
Playground renewals	19,777	20,634
Bill Smyth Oval - second field expansion	77,103	7,810
Cricket infrastructure renewals grant	58,703	4,901
Hanging Rock field 3 multi-sport upgrade	96,276	7,751
Dalmeny Oval upgrade	20,793	8,077
South Durras Playgrounds shade sail	47,568	34,786
Malua Bay tennis court resurface	85,267	27,971
Total recreation	1,890,722	184,004
Public conveniences		
Drainage renewals - shirewide	46,944	25,594
Wagonga Scenic Drive - drainage works	38,164	20,807
Drainage renewal 255 Hector McWilliam	5,582	3,043
Total public conveniences	90,690	49,444
Total program	5,545,765	967,813



Image: The Variety Inclusive Playground at Corrigan Reserve. This popular playground is the largest in our shire.

Reporting requirements under other Acts

Public access to information

Government Information (Public Access) Act 2009 s125(1)

Government Information (Public Access) Regulation 2018, cl 8, schedule 2

Responding to requests made under the *Government Information (Public Access) Act 2009 (GIPA Act)*, is an essential component of transparent and accountable governance. Under the GIPA Act, we encourage the proactive public release of government information. Information is proactively shared with the public on Council's website and in various other ways. A range of information is released informally to the public by Council on a regular basis by staff across the organisation. The public have an enforceable right to access government information by way of open access information, informal release, and formal access applications. We encourage and assist the public to utilise the open access and informal release pathways wherever possible.

Formal access applications are generally only required when access to information is not available via the open access or informal release pathways. Access to information is only restricted when there is an overriding public interest consideration against disclosure, as clearly defined within the GIPA Act.

Council must decide valid formal access applications made under GIPA Act within the decision period of 20 working days from validation, except where an extension of time is provided by the GIPA Act.

During 2023-24 Council received a total of 2 invalid and 14 valid formal access applications under the GIPA Act, with 10 determined within the required statutory decision period. Information was released informally to a further 4 applicants, after determining that a formal access application was not required. 1 formal access application was withdrawn by the applicant, as the requested information was not held in Council's records.

Council also provided information in response to 508 applications for property-related information via the informal release pathway.

Public interest disclosure activity

Public Interest Disclosures Act 2022 s 78

Public Interest Disclosures Regulation 2022 cl 5

The new *NSW Public Interest Disclosures Act 2022 (PID Act)* commenced on 1 October 2023. Council's Public Interest Disclosures (PID) Policy and procedures have been updated in accordance with the PID Act 2022. Training and information have been provided to the organisation about requirements and obligations under the PID Act and Policy, and to encourage a 'speak up' culture.

Any public interest disclosures made before 1 October 2023 were to be handled in accordance with the previous *Public Interest Disclosures Act 1994*, unless the disclosure was remade after 1 October 2023.

Under section 78 of the PID Act and clause 5 of the Public Interest Disclosures Regulation 2022, Council is required to provide annual information about public interest disclosure activity. During the reporting period, Council received zero public interest disclosures. Council's PID Annual Return for 2023-2024 has been submitted to the NSW Ombudsman.

Planning agreements

Environmental Planning and Assessment Act 1979 s 7.5(5)

Council currently has two Voluntary Planning Agreements (VPAs).

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

The second VPA is between Council, Surf All Day Pty Ltd and Penketham Property Pty Ltd, in relation to a development at Murray Street, Moruya.

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

Development contributions

Environmental Planning and Assessment Regulation 2021 cl 218A (1)(2)(a)(b)(c)(d)(e)(f)(g) (3)(a)(b)

Council used development contributions for the following functions during the year:

Contributions utilised

Project	Council service	Amount expended (\$)	% of project costs funded by contributions	Project completed?
S7.11				
Roadworks	Transport	11,227	4%	No
Roads	Transport	(146,597)*	48%	No
Waste Disposal	Waste management	(128,834)**	0%	Yes
Total S7.11		(264,204)		
S7.12				
Total S7.12		-		
S64				
STS - Nelligen Sewerage Scheme	Sewer services	3,500,000	42%	No
Southern Water Storage Facility	Water services	3,750,000	6%	No
Total S64		7,250,000		

*Reflects current year adjustment for prior year utilisation. Actual amount expended (excluding the prior year adjustment) was \$17,798.

**Reflects current year adjustment for prior year utilisation.

Contributions received

Plan	Amount received during 2023-24
S7.11	1,056,636
S7.12	320,049
S64	2,610,091
Total	3,986,776

Swimming pool inspections

Swimming Pools Act 1992 s 22F(2)

Swimming Pools Regulation 2018 cl 23

During 2023-24, inspections of private swimming pools included:

- 156 inspections
- 96 compliance certificates issued for
 - 56 properties with one but not more than two dwellings
 - 3 properties with multi-dwellings
 - 37 properties with tourist and accommodation

Compliance with the NSW Carers (Recognition) Act

Carers Recognition Act 2010 s 8(2)

Educational Strategies

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

Consultation and liaison with carers

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

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

Staff who are carers

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

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

Bushfire Risk Management

Rural Fires Act 1997 - Division 2 Section 74

Managing Bushfire Risk

Council is represented on the Far South Coast Bushfire Management Committee. This committee comprises the major land managers and emergency response agencies across the Eurobodalla and Bega and includes representation from the Indigenous community. This Committee prepares and implements a Bushfire Risk Management Plan (BFRMP) for the two local government areas (LGAs).

The 2019 Eurobodalla Bushfire Risk Management Plan was reviewed and adopted by the Eurobodalla Bushfire Risk Management Committee in Spring 2019 and formally adopted by the State Bushfire Coordination Committee in 2020. The Plan identifies and assesses bushfire risk within the Eurobodalla LGA and sets out priorities to address the risk and agencies that are responsible for implementing the plan. The Next Generation Bushfire Risk Management Plan is currently under development and will be out for Public Exhibition and comment in August 2024. Annual bushfire risk management programs are developed by the responsible land managers and now coordinated through the Far South Coast Bushfire Management Committee.

Implementation of the Bushfire Risk Management Plan

For land under Council control and care, Council uses methods such as mechanical hand work, slashing, grooming and selective tree management to maintain Asset Protection Zones (APZ) and hazard reduction burning to manage bushfire fuel loads in Strategic Fire Advantage Zones (SFAZ) and Land Management Zones (LMZ). Hazard reduction works using the method of low intensity burning is undertaken by the NSW Rural Fire Service on behalf of Council.

Activity Report 2023-24

Activities undertaken on land under care and control of Council in accordance with the Bushfire Risk Management Plan Management Zones and Treatments Register are reported below. During 2023-24, Council treated 250 hazard reduction sites in accordance with BFRMP to monitor and maintain the Asset Protection Zone (APZ) including:

- 78.7ha asset protection zone slashing
- 16.7ha asset protection zone hand clearing
- 2.1ha asset protection zone grooming
- 1.8ha fire mitigation burns.

Two hazard reduction activity totalling 1.8ha were also undertaken using prescribed burning in accordance with the BFRMP to monitor and maintain Strategic Fire Advantage Zones under Council's care. Hazard reduction burning activities are undertaken by the NSW Rural Fire Service on behalf of Council.

Avoiding the risk

Bushfire protection measures are contained in the NSW Rural Fire Service publication "Planning for Bushfire Protection 2019."

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

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

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

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

Disability Inclusion Action Plan

Disability Inclusion Act 2014 s 13(1)

The Eurobodalla Shire's demographic profile shows the community is growing and ageing, with increasing numbers of people with mobility, cognitive, and sensory disabilities.

The Disability Inclusion Action Plan (DIAP) 2022 was developed in partnership with the Eurobodalla community to meet the requirements of the *NSW Disability Inclusion Act 2014*. Council has met these obligations by adopting this DIAP for the 2022-2025 period.

The four-year plan includes 22 actions across four key outcomes to make the Eurobodalla Shire an inclusive place where everyone can join in and feel they belong, regardless of their ability.

The key outcome areas are determined by the NSW Government's Disability Inclusion Action Plan Guidelines. They are:

1. Attitudes and behaviours
2. Liveable community
3. Employment
4. Systems and processes

Through the implementation of these plans, Council has fulfilled the requirements of Division 3, Section 12 of the *Disability Inclusion Act 2014 (NSW)*. This has been achieved by:

- delivering more accessible buildings, amenities, and access routes
- increasing disability awareness and information sharing; and
- fostering greater participation by people with disability through the Disability Inclusion Advisory Committee, various sunset committees, and related activities and programs.

The DIAP 2022 is incorporated into the Integrated Planning and Reporting Framework, with all activities to be recorded quarterly and reported annually. Implementation of the Action Plan is dependent upon resource allocation as part of the budget process.

Achievements by outcome area for 2023-24

1 Attitudes and behaviours

- 1.1 Council is a member of the Australian Network on Disability.
- 1.2 The delivery of disability and dementia training was put on hold while the organisation undergoes a high level of change. In the meantime, we continue to roll out the Equal Employment Opportunity (EEO) e-learning package to all new joiners, with 127 staff completing this training across the 2023-24 year.

Councillors also participated in the Disability Confidence Training for Senior Leaders during the 2022-23 year.
- 1.3 Council supported the delivery of webinars, hosted by Destination NSW, on creating accessible and inclusive experiences for the growing market within the tourism sector.

Council's online resources include a webpage, 'Accessible and Inclusive Eurobodalla,' featuring checklists for accommodation providers and a self-assessment tool for businesses. Additionally, Council continues to raise awareness of invisible disabilities and has promoted initiatives such as quiet times introduced by retailers and public-facing government services.
- 1.4 Regular opportunities are provided for strategic partners, including Health Infrastructure, to consult with Council's Disability Inclusion Advisory Committee. The development of the new Eurobodalla Regional Hospital project was a standing item on the committee's agendas during the year.
- 1.5 The shire's accessible facilities are already promoted across Eurobodalla Tourism's digital platforms.
- 1.6 Council engages with the community on an ongoing basis to monitor participation levels, access and barriers to access. Different methods of consultation are used, including online and in person. The opinions of community members on the Disability Inclusion Advisory Committee are sought on a regular basis prior to items being built. Council's toilet renewal program, the Batemans Bay Masterplan, and the Sustainability Festival to be held in September 2024 were presented to the committee for input, advice and advocacy.
- 1.7 Council worked with the local National Disability Insurance Scheme (NDIS) service providers to develop and deliver employment-ready education programs to improve access to employment

and training for people with disability. Council's Employment Projects team launched the Inclusive Hiring List project, the aim is to identify, assist and promote local employers (one employer sign-up), willing to support inclusive hiring practices. Promotion of inclusive practices via Council newsletters in arts business and youth networks. Two All-Abilities Dinner Dances were provided. Disability awareness information for community and business is available on Council's website.

2 Liveable community

- 2.1 Brierleys Boat Ramp underwent an upgrade during the year, the public amenities were rebuilt and now includes unisex toilets, one accessible and one ambulant.

Hard surface lead-in paths are now established at four beaches in the Shire (Surf Beach, Malua Bay, South Broulee Beach and Narooma Surf Beach). Additionally, sand mobility mats were provided at seven of our eight patrolled beaches, enhancing accessibility for people with disability or low mobility. A new contract was awarded during the year for the ongoing provision of lifeguard services across eight Eurobodalla beaches. The lifeguard contract includes support for the installation of Council's mobility mats.

The Accessible Beach Project, consisting of beach matting and installation of ramp and railing infrastructure, was completed at Bar Beach, Narooma in December 2023. The Narooma Surf Club also received a new floating beach wheelchair bringing the total to five beach wheelchairs at locations across the shire, free to use.
- 2.2 Council continued to develop both our maintenance and capital work programs to help improve access to key community facilities, all new and remedial works are undertaken to meet the Design for Access and Mobility Standards. Community facilities are inspected regularly to ensure compliance.
- 2.3 All three libraries have undertaken an accessibility audit to pinpoint areas that need enhancement. This year the Batemans Bay Campus had the toilets upgraded to meet the current accessibility standards.

Our libraries provide materials in various accessible formats for both adults and children. These include large print books, books with dyslexic fonts, physical and electronic audiobooks, as well as eBooks and eMagazines platforms that offer large print, dyslexic, and comfortable font options. Upon request, we also

source materials in accessible formats through the State Library of NSW on interlibrary loan.

All our libraries offer dedicated sensory-friendly storytimes and hours for children and individuals with heightened sensory needs.

2.4 Monthly meetings are held with Transport for NSW to discuss matters outside the Local Traffic Committee, including:

- Road safety programs
- Improved public transport including bus stop safety
- Speed zoning.

Council met with Transport for NSW and local bus companies to discuss infrastructure and bus services in the Eurobodalla.

The Malua Bay Beach Reserve underwent a significant upgrade, supported by several funding contributions from the federal and state governments, including a \$75,000 grant from the NSW Government's Everyone Can Play program. The upgrade features a wheelchair accessible barbecue, a wheelchair accessible viewing platform and accessible amenities.

2.5 New footpaths and cycleways have been built in accordance with the priorities identified in the Pathways Strategy 2019. All new footpaths and cycle paths constructed have been done in accordance with all relevant standards, including accessibility considerations.

Network expansion projects completed this year include:

- George Bass Drive, Surf Beach to Lilli Pilli
- Northcove Road, Maloneys Beach
- Edward Road Stage 2, Batehaven
- Sunpatch Parade Stage 2, Tomakin
- Francis Street, Moruya
- Vulcan Street, Moruya
- Bergalia Street, Moruya
- Evans Road, Tuross Head
- Hawkins Road, Tuross Head
- Corunna Street and Tilba Street, Narooma

2.6 During the year, Council promoted accessibility and inclusion by conducting events and initiatives, such as:

- A Spring Up Block Party during the spring school holidays at the Hanging Rock skate park and sporting complex, featuring an inclusive all-wheels jam and accessible elements (250 attendees).

- Providing low sensory spaces, therapy assistance animals, access to support services, at all Council youth events. Accessibility and inclusion were also promoted as a principle of mobile youth services. Cultural inclusion was promoted through participation in First Nations events, including NAIDOC Big Day Out (1000 attendees) and the Sorry Day Bridge Walk (300 attendees).
- Development and delivery 16 employment and education programs attended by 302 job seekers aimed at improving access to employment, training and career development, including information for diverse groups.
- A monthly craft group, providing support for social engagement and creative activities for people with a disability.
- Two All-Abilities Dinner Dances were hosted free of charge to 130 guests with a disability and their carers/families. Attendees enjoyed dinner, dancing and social activities.
- Funding and event support for community groups to deliver events celebrating cultural, gender, and sexuality diversity including Queerobodalla Pride Month launch and Mogo NAIDOC Big Day Out.
- Coordination of the Eurobodalla Youth Instagram account and cross-promotion of 51 youth wellbeing programs or events, including projects centred on social connection, creative expression, mental health and wellbeing, career and grant opportunities, and diversity and inclusion from community groups and youth organisations, reaching 2,395 accounts.
- Delivery or partnership on 51 events reaching 2,688 young people and community members centring on social connection, mental and physical health and wellbeing, creativity, positive social change and skill building.

2.7 Council continues to work with the Southern NSW Local Health District to identify patients who receive dialysis treatment at home and are further supported by a water usage concession.

2.8 General assistance is provided via the Development Help Desk in relation to responsibilities for compliance with Premises Standards and the Building Code of Australia. Council also ran an industry-specific builder's forum in October at the Council chambers.

Significant efforts have also focused on designing and maintaining Council web pages to assist and provide information on development-related matters.

3 Employment outcome area

- 3.1 The review of recruitment policy and processes has begun. Part of the review will be consideration of accessibility and more inclusive recruitment processes. Progress with the review has been delayed due to immediate staff shortages in critical human resource functions. It is anticipated that this work will be finalised in 2024-2025.
- 3.2 The development of an Affirmative Measure Recruitment Strategy to increase the number of people with disability employed by Council was delayed due to resourcing shortages. It is anticipated that this work will be finalised in 2024-2025. The percentage of Council employees who reported as having a disability increased in 2023-24 from the previous year.
- 3.3 The Disability Trust is funded to enable professional development for people with a disability by supporting employers to train staff or modify a business environment. This year, Council facilitated introductions between The Disability Trust and the five Chambers of Commerce and other local service providers to foster collaboration.

4 Systems and processes outcome area

- 4.1 Disability Inclusion Advisory Committee meetings were held in October, December, March with the scheduled June meeting being held in July.
- 4.2 Council's 'Involve' service continued to cater to NDIS participants, providing 49 individuals with direct support, 43 participants with support coordination, 65 plan-managed participants, and 11 individuals in supported independent living across three accommodation sites.

The registration renewal process was conducted by HDAA-approved quality auditors for the NDIS, with positive feedback on Council's services and supports.

During the year, the optimisation of clients' packages occurred, ensuring that service providers maintained reasonable pricing and thus enabled the efficient utilisation of funds. This initiative empowered NDIS clients to select support providers that adhere to the NDIS code of conduct, offering them a spectrum of choices. Additionally, proactive measures were taken to combat fraud by collaborating with advocates, and the NDIS Commission. The Involve team also worked with the office of Bill Shorten to address the evolving needs of NDIS participants around several challenges, such as delayed NDIS service funding timelines, risks of homelessness,

and limited living options for younger individuals in aged care. The focus of Involve has been to ensure the provision of safe and high-quality services. This commitment underscores the team's dedication to meeting the evolving needs of the community and enhancing the overall wellbeing of participants.

- 4.3 As an Australian government organisation, Council should comply with AA level Web Content Accessibility Guidelines (WCAG) standards. Websites and digital newsletters have been set up to meet these disability requirements. Accessibility tools, guides and accessible corporate templates are available and promoted for staff use, ensuring an organisation-wide focus and compliance in relation to digital content.

This year included ongoing efforts during our regular in-house training, to ensure continued compliance so that all residents can easily access our information.

- 4.4 Significant effort is ongoing to ensure Council's corporate documents are written and designed to be accessible to as many people as possible. Council staff adhere to Plain English guidelines and best practice accessible graphic design principles.

Glossary

A

APZ	Asset Protection Zone
ARSC	Australasian Road Safety Conference
ATSI	Aboriginal and Torres Strait Island

B

BAS	Basil Sellers Exhibition Centre
BFMC	Bushfire Management Committee
BFRMP	Bushfire Risk Management Plan

C

CASA	Civil Aviation Safety Authority
CEMAC	Coastal Management Advisory Committee
CIP	Continuous Improvement Project
CMA	Country Mayors Association
CMP	Coastal Management Plan
COAG	Council of Australian Governments
COPW	Condition of Public Works Report
CRJO	Canberra Regional Joint Organisation
CSR	Customer Service Request

D

DA	Development Application
DCP	Development Control Plan
DEEWR	Department of Employment, Education and Workplace Relations
DoHA	Department of Health and Ageing
DoPI	Department of Planning and Infrastructure

E

ECM	Enterprise Content Management
EEO	Equal Employment Opportunity
EMP	Estuary Management Plan
EMPLAN	Local Emergency Management Plan
EOC	Emergency Operation Centre
EOI	Expressions of Interest
EPandA	<i>Environment Planning and Assessment Act</i>
ESC	Eurobodalla Shire Council

F

FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
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G

GIPA	<i>Government Information (Public Access) Act 2009</i>
GIS	Geographic Information System
GSaHS	Greater Southern Area Health Service
GST	Goods and Services Tax

H

HIA	Housing Industry Association
IPWEA	Institute Public Works Engineers Australia

I

IT	Information technology
IWCMS	Integrated Water Cycle Management Strategy (or Plan)

L

LEP	Local Environmental Plan
LGA	Local Government Authority
LGMA	Local Government Managers Australia

M

MIAMP	Marine Infrastructure Asset Management Plan
MIDO	Marine Infrastructure Delivery Office
MIP	Marine Infrastructure Plan
ML	Megalitres
MLALC	Merrimans Local Aboriginal Land Council
MWH	Megawatt hours

N

NAIDOC	National Aborigines and Islanders Day Observance Committee
NDIS	National Disability Insurance Scheme
NPWS	National Parks and Wildlife Service
NRM	Natural Resource Management

O

OHS	Occupational Health and Safety
OLG	Office of Local Government
OOSH	Out of School Hours
OSSM	On Site Sewage Management System

P

POEO	<i>Protection of the Environment Operations Act</i>
PCYC	Police and Citizens Youth Club

R

REF	Review of Environmental Factors
RFS	Rural Fire Service
RFT	Recreation Fishing Trust
RLF	Regional Leaders Forum
RMS	Roads and Maritime Service
ROSS	Recreation and Open Space Strategy

S

S64	S64 Contributions Plan
S94	S94 Contributions Plan
S94A	S94A Contributions Plan Levy Plan
SCG	Southern Councils Group
SEATS	South East Australia Transport Strategy (Inc)
SEPP	State Environmental Planning Policy
SFAZ	Strategic Fire Advantage Zones

V

VPA	Voluntary Planning Agreement
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W

WWYN	Workers with Youth Network
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