2025 - 2026
Draft Operational Plan

eurobodalla
shire council

Acknowledgement of Country

Eurobodalla Shire Council recognises Aboriginal people as the original inhabitants and custodians of all land and water in the Eurobodalla and respects their enduring cultural and spiritual connection to it. 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 our news on the website, subscribe to our monthly enewsletters, follow us on Facebook, Instagram and LinkedIn, and read the Living in Eurobodalla residents' newsletter each quarter. You can also read the Council Meeting agenda papers online or by dropping into a library in Narooma, Moruya or Batemans Bay, watch the Council Meeting livestream, participate in the meeting by attending Public Access or Public Forum, or attend a Councillor Catch Up. Our Customer Service Centre in Moruya welcomes community members every weekday to provide access to information and answer questions.

How to contact us

In person	Customer Service Centre 89 Vulcan Street, 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

Cover image: Tourism

Contents

The year ahead:
A message from General Manager

The Operational Plan 2025-26 is our workplan for the year ahead. It is based on a vision of what Eurobodalla can be - as decided by the people who live and visit here and informed by Councillors (who have outlined their priorities and activities for the coming four years in the Delivery Program 2025-29). This plan is a considered approach to the year's work, balancing Council's resources – money, people and assets – to deliver for the community.

Council will continue work to live within its means, improving its project management and key processes, whilst maintaining core service delivery. On paper, our expected operating budget remains largely the same, however, this last year's focus on stabilising and rebuilding cash reserves to improve financial resilience. The results driven approach that underpins our finance and grants strategies will be complemented with a new property strategy (for council owned property).

We will be improving how you move through the shire by building roundabouts on George Bass Drive, Malua Bay, and on the Princes Highway, just south of Moruya. These are in addition to the roundabout in Broulee. This will improve traffic flow and increase safety. A new bridge at Borang Creek on Potato Point Road will be completed to deliver better resilience to floods.

There is also a focus on community safety and disaster preparedness – with fire mitigation at Council-controlled areas (and two-week free green-waste drop offs for residents to assist preparedness ahead of the bushfire season) and supplementing volunteer lifeguard services with contracted lifeguards over summer.

Residents in the north of the shire will see much anticipated coastal management work begin at Caseys Beach and Long Beach. The design for work at Wharf Road will be finished.

We know housing is an issue, locally and across the nation. We are mobilising the instruments that are within our control to assist. This year will see the shire's housing strategy finalised along with the first of three town masterplans, that for Batemans Bay.

Family support in the form of Council-run family day care, out of school care programs, and youth activities continue, as does appropriate support Eurobodalla's vibrant arts scene. The environment is a high priority for residents and visitors alike and our public and environmental health monitoring includes programs of estuary monitoring, the popular Beachwatch program, and invasive weed and pest management projects. The pathway strategy will be reviewed and finalised.

Some of the new work this year includes an emissions reduction plan as part of our move to net zero emissions, community events to raise the awareness of appropriate battery disposal, a governance framework for sustainable management and maintenance of the Mogo Trails, and a service review program, beginning with the Bay Pavilions. A masterplan and strategy for the Moruya airport will be finalised to guide the future of this important regional transport hub.

We will also focus on simplifying the application process to better support existing events and, importantly, attract new quality events to Eurobodalla.

Finally, Council will double down on its civic leadership responsibilities – aiming for the highest levels of transparency and openness – the Audit, Risk and Improvement Committee has an important role here – and work hard to keep open channels with the community with enhanced business platforms to provide a seamless and user-friendly public interface, and revitalised attitude to outstanding customer service.

Mark Ferguson
Interim General
Manager

About this plan

This Operational Plan 2025-26 provides an action plan for the financial year, running from 1 July 2025 to 30 June 2026. It is our to do list for the year, detailing actions that Council will undertake to meet the activities in the Delivery Program 2025-29. Both these documents guide Council's efforts to work towards our community's aspirations, as detailed in the Eurobodalla Community Strategic Plan – towards 2042 (revised 2025).

Both this Operational Plan, and Council's Delivery Program are supported by Council's Resourcing Strategy 2025-35, which will describe how Council's finances will be used, how our operations will be staffed, and how our assets will be utilised and maintained, to fulfil our activities.

The program has been developed to meet the requirements of the *Local Government Act 1993* and the NSW Office of Local Government's Integrated Planning and Reporting Guidelines. Ongoing feedback from the community underpins how this plan has been developed and how activities, actions and projects are prioritised.

Council will report our progress against this program to our community through a six-month progress report and an Annual Report.

The Integrated Planning and Reporting Framework

All councils in NSW are required to use the Integrated Planning and Reporting Framework to guide their planning and reporting activities. Through the framework, councils work with their communities, stakeholders, and other levels of government, to prepare a suite of documents. The documents will consider and identify for the local government area:

- Where we want to go
- How we get there
- How we know when we've arrived

The suite includes documents that will either focus on forward planning to guide future actions or reporting that will describe the work achieved to enact the plans.

Planning

Community Strategic Plan

The Community Strategic Plan (CSP) is the highest-level plan that a council prepares. Councils engage, collaborate, collate, and endorse the CSP on behalf of their community. It identifies the community's visions and goals for the future, looking 10 to 20 years ahead, and strategies for achieving these in all aspects of community life. It guides all other council strategies and plans, and before each new Council term the community is engaged to ensure the plan still accurately reflects their aspirations for the future.

Delivery Program

The Delivery Program is a Council's response to its community, outlining what activities it intends to deliver, within available resources, to work towards the CSP's goals. The program is redeveloped with the new Council following local government elections and spans a four-year period.

Resourcing Strategy

The Resourcing Strategy identifies the resources– money, assets, and people–available to Council to support its efforts towards the integrated plans. It includes a Long-term Financial Plan - a rolling plan that considers how commitments will be financially resourced and funded; an Asset Management Plan to ensure assets are managed in an efficient and sustainable way to meet service delivery needs; and a Workforce Management Strategy that guides the current and future workforce capabilities and capacity of Council.

Operational Plan

The Operational Plan is a council's annual workplan, listing the actions it will undertake to work towards its Delivery Program and CSP. It incorporates budgets allocated for the year, and the Statement of Revenue Policy which states the rates, fees, charges, pricing methodologies, and borrowings for the year.

Reporting

Six Month Performance Updates

After the first six months of a workplan year, a report is presented to council to describe the efforts and progress made in the time to date enacting the plans.

Annual Report

Each year, Council report their performance and progress towards achieving the community's priorities and aspirations in its Annual Report. The report will describe the efforts and achievements for the year, present financial performance information, and legislative disclosures.

State of the Shire

The State of the Shire report is prepared and presented to a newly elected Council and the community for a four-year period. It reports the previous Council's efforts in moving towards the CSP's vision and future goals. It may also cover matters that are not directly Council's responsibility but contribute to community life.

Image: The Integrated Planning and Reporting Framework.

Relevant Regional Plans and Priorities

State Plan and Strategies

JO Statement of Strategic Regional Priorities

Ongoing monitoring and review

Community Strategic Plan

Other Council Strategies and Plans

Resourcing Strategy

Community Engagement Strategy

☑ **Delivery Program**

☑ **Operational Plan**

☑ **Annual Report**

☑ **State of the Shire**

Ongoing monitoring and review
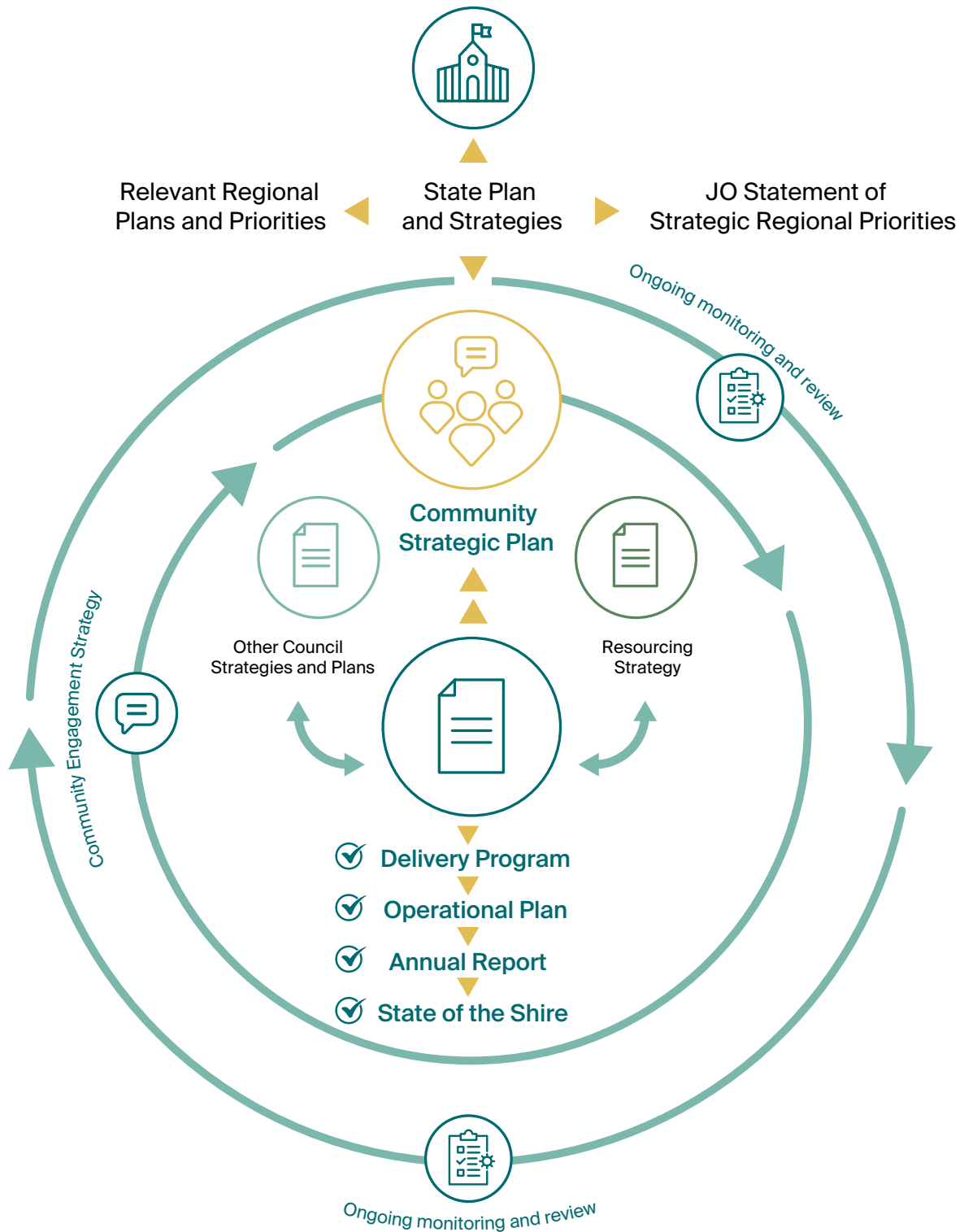
Our Eurobodalla

The Eurobodalla Shire, located on Yuin Country on the far south coast of NSW, offers a highly valued coastal lifestyle, with easy access to Canberra and Sydney. From our beaches to our bushlands, rivers and mountains, the Eurobodalla is a place of inclusive communities embracing sustainable lifestyles.

People of the Yuin Nation are the first people of the region. The Dhurga-speaking Aboriginal groups have lived across Eurobodalla for thousands of years and maintain their strong connections with its land and water.

Declared Moruya Shire in 1906, E.M. Mort was elected as first Shire President. Eurobodalla Shire was formed in 1954, but it was not until 2008 that the shire had its first popularly elected mayor, Fergus Thomson OAM. The current mayor is Mathew Hatcher, who was first elected in 2021, and re-elected to the role in 2024.

Located close to Canberra and Sydney, Eurobodalla offers an attractive alternative to city living with three main towns – Batemans Bay, Moruya and Narooma – and various villages spread along the shire's 143-kilometre coastline. With 83 beaches, 10 national parks,15 state forests, 20 lakes and four major river systems, Eurobodalla is a natural wonderland. Over three-quarters of the shire is open space.

The economy is diverse and built around its main industries of health, construction, retail, and a strong tourism sector that attracts 1.6 million visitors annually. The current estimated population of 42,392 is expected to reach 47,407 by 2036.
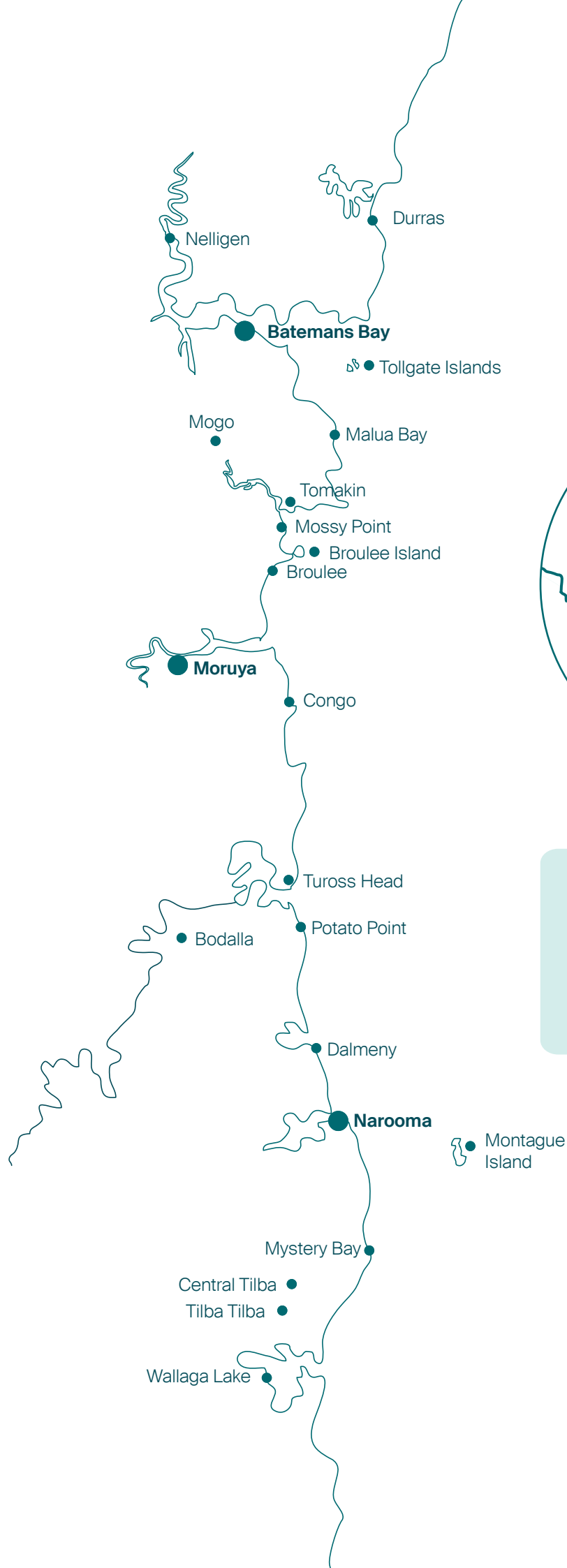
Durras
Nelligen
Batemans Bay
Tollgate Islands
Mogo
Malua Bay
Tomakin
Mossy Point
Broulee Island
Broulee
Moruya
Congo
Tuross Head
Bodalla
Potato Point
Dalmeny
Narooma
Montague Island
Mystery Bay
Central Tilba
Tilba Tilba
Wallaga Lake

Sydney
Canberra

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

73 own or mortgage a house

4 speaking languages other than English at home

14 born overseas

17 undertaking voluntary work

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

22 renting

31 with a household income less than $800 per week

42,392 estimated population 2025

54 median age

3,245 local businesses

47,407 forecast 2036 population

$2.25B gross regional product

$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
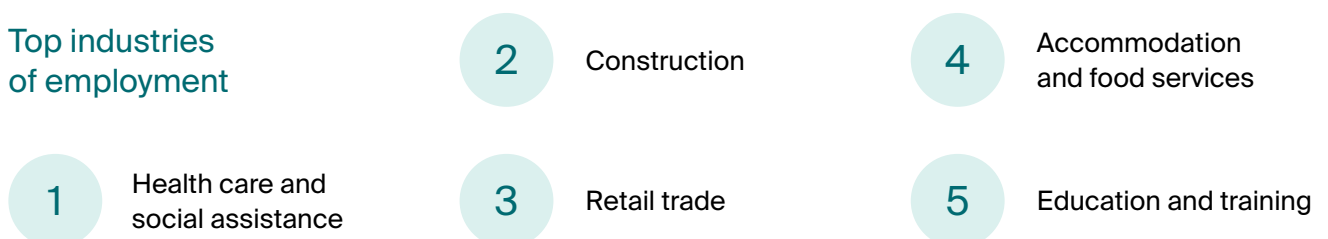
Our council

Eurobodalla Shire 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* 1993.

The role of a councillor is defined in Section 232 of the Act. 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 their policies and direction into effect.

In NSW, Local Government Elections are held every four years and eligible voters elect councillors to their local council. Local Government Elections were held on 14 September 2024 and this term of Council runs to September 2028.

Our Mayor and Councillors

Mayor
Mathew Hatcher

T: 0482 662 708
E: mayor@esc.nsw.gov.au

Councillor
Anthony Mayne

T: 0482 496 402
E: clranthony.mayne@esc.nsw.gov.au

Councillor
Laurence Babington

T: 0483 146 416
E: clrlaurence.babington@esc.nsw.gov.au

Councillor
Phil Constable

T: 0436 930 419
E: clrphil.constable@esc.nsw.gov.au

Councillor
Mick Johnson

T: 0428 788 719
E: clrmick.johnson@esc.nsw.gov.au

Councillor
Rob Pollock OAM

T: 0427 735 375
E: clrrob.pollock@esc.nsw.gov.au

Councillor
Amber Schutz

T: 0482 783 020
E: clramber.schutz@esc.nsw.gov.au

Councillor
Colleen Turner

T: 0472 616 799
E: clrcolleen.turner@esc.nsw.gov.au

Councillor
Sharon Winslade

T: 0407 113 185
E: clrsharon.winslade@esc.nsw.gov.au

Our organisation

Council staff are responsible for bringing the policies and direction of the elected Council into effect, delivering the Council infrastructure and services necessary to support community life. The staff are led by an executive leadership team made up of the General Manager and senior staff. The General Manager has statutory and operational delegations from Council and is responsible for the day-to-day management of the organisation.

Totem poles along the Munjip trail made by Batemans Bay high school students

Organisation structure

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.

Mark Ferguson **Interim General Manager**		Communications and Coordination
		Legal Services
		People and Safety

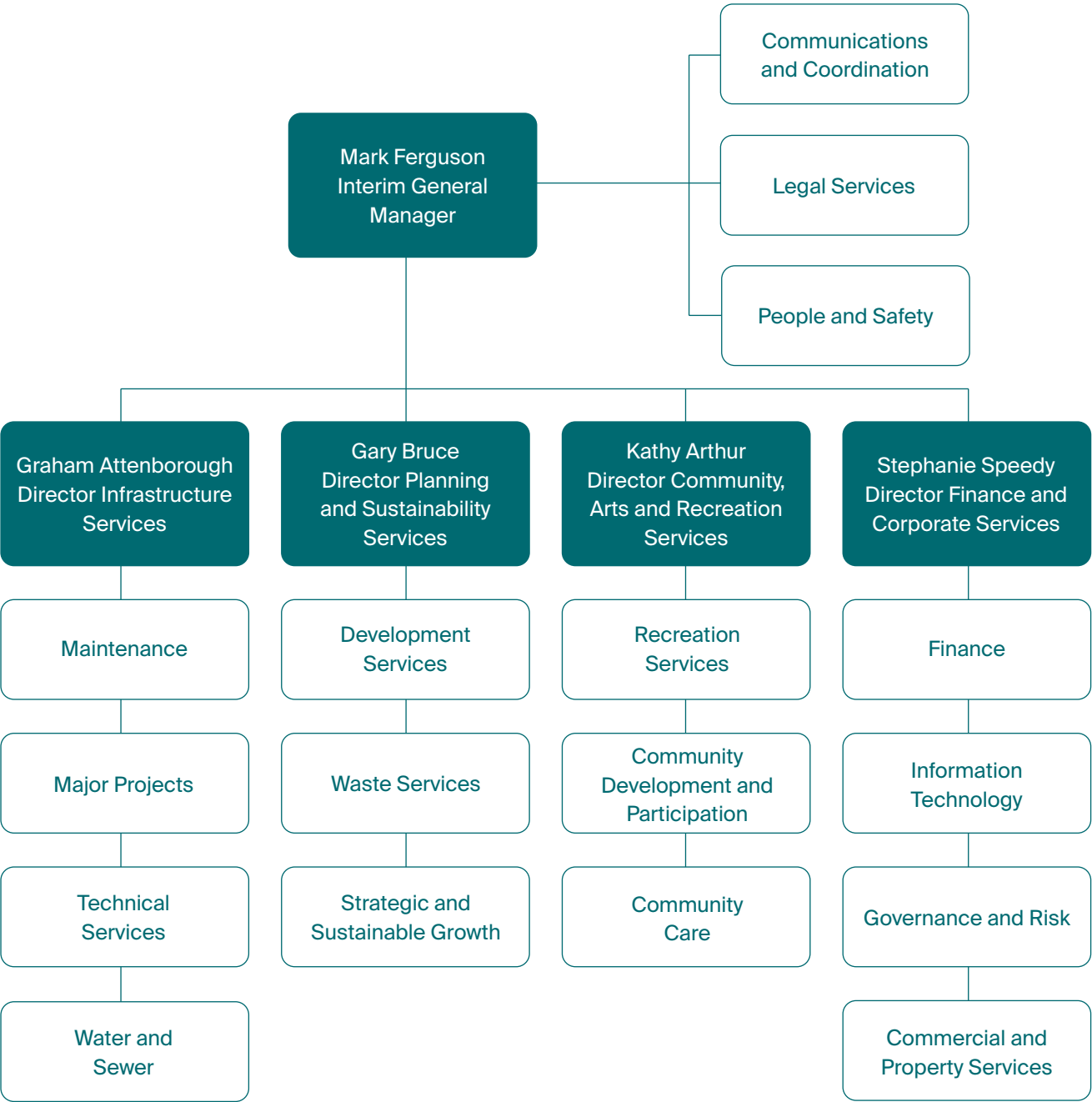| **Graham Attenborough** **Director Infrastructure Services**	**Gary Bruce** **Director Planning and Sustainability Services**	**Kathy Arthur** **Director Community, Arts and Recreation Services**	**Stephanie Speedy** **Director Finance and Corporate Services**
Maintenance	Development Services	Recreation Services	Finance
Major Projects	Waste Services	Community Development and Participation	Information Technology
Technical Services	Strategic and Sustainable Growth	Community Care	Governance and Risk
Water and Sewer			Commercial and Property Services

Image: Organisational chart as at April 2025

Our areas of operation

Eurobodalla Shire Council operates primarily from its main administration building in Mourya. Our operational and trade staff work from depots in each of our major towns – Batemans Bay, Narooma and Moruya – as well as on-site throughout the shire, building and servicing infrastructure including roads, water and sewer assets, and many of our recreational facilities. Each major town has a council-run library, and a childcare building that operates our after school and vacation care programs. Staff also interact with community members at the Eurobodalla Regional Botanic Gardens, the Dr Mackay Centre (for community services), and at waste management facilities at Surf Beach, Dalmeny, and Moruya.

Batemans Bay and hinterlands

Moruya and hinterlands

Narooma and hinterlands
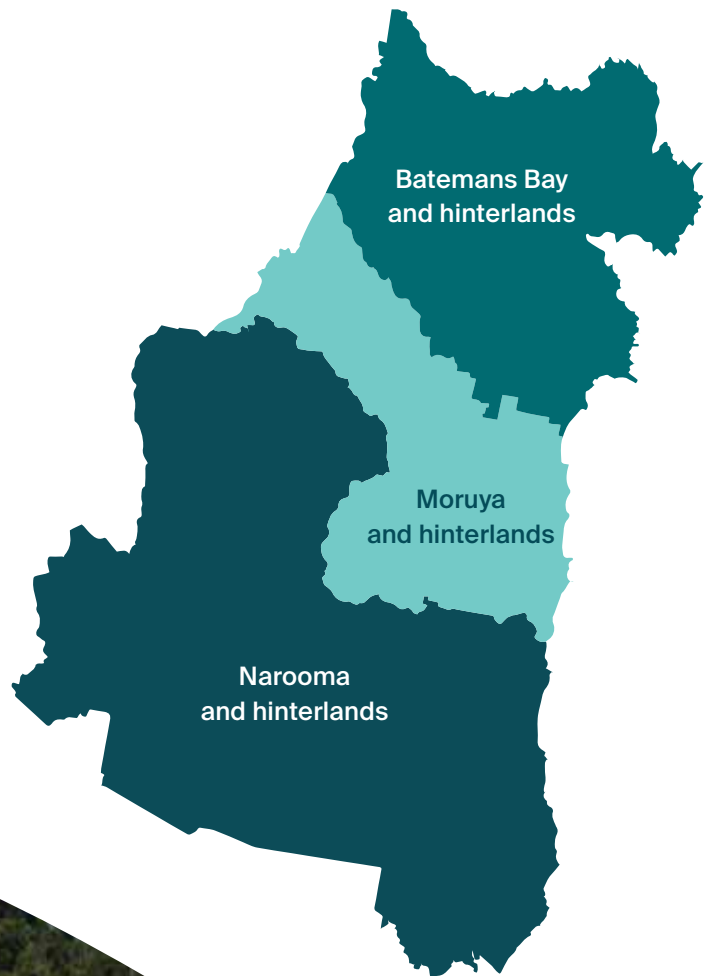
Our values

Council staff have embedded the following important values into their everyday tasks and contact with each other and the community.

... the way we do things around here

Collaborative

We are collaborative.

We ask for and share ideas, insights and knowledge.

We find strength and reward in working together.

Respectful

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

Team spirit

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

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.

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.

Our services

The role of local councils has come a long way since the days of roads, rates, and rubbish. Today, we deliver a myriad of services to meet our community's needs and expectations.

The table below identifies the services offered to our community. Each services area encompasses different sub services, and any guiding strategies or plans for these streams are also listed.

The Delivery Program activities in this plan identify the service applicable to each activity.

Service	Sub Services	Supporting Strategies and Plans
Ageing and disability services	Active living Community services administration Community transport Involve	Disability Inclusion Action Plan
Business, tourism and events	Economic development support Eurobodalla Regional Botanic Gardens Events Mogo Trail Munjip Trail Tourism	Eurobodalla Destination Action Plan Events Strategy Integrated Economic Growth and Development Strategy Wayfinding and Tourism Signage Strategy
Children and youth	Children and youth administration Early childhood services Out of school hours care Youth services	Children's Services Action Plan Youth Action Plan
Commercial Services	Caravan parks and campgrounds Hatchery Private works Saleyards	
Community and cultural development	Arts Community development Heritage	Aboriginal Action Plan Creative Arts Strategy Eurobodalla Heritage Strategy Public Art Strategy
Community facilities and spaces	Cemeteries Community buildings Parks and open space Public toilets Town centres	Recreation and Open Space Strategy Public Toilet Strategy

Service	Sub Services	Supporting Strategies and Plans
Corporate and community leadership	Community grants Councillors General Managers office Governance and planning Regional collaborations Risk and insurance	Community Grants Policy Community Strategic Plan Delivery Program
Development assessment and building certification	Building certification and compliance Development approvals	Local Environment Plan
Finance and revenue	Financial services Revenue management	Finance Strategy Grant Strategy
Information and support services	Communications and media Customer service Information technology Procurement and stores Records Vehicles and equipment	Community Engagement Strategy
Infrastructure services	Depots Quarries Radio systems Works support Workshop	
Libraries	Public libraries	Eurobodalla Library Strategic Plan
People and safety	People development and support Training Work health and safety	Workforce Management Plan
Property	Office buildings Property development Property management	
Public and environmental health	Investigation and monitoring Public health	
Public order and safety	Animal control Beach and coastal safety Emergency services support Fire mitigation Illegal dumping Rangers Road safety	Companion Animals Management Plan Road Safety Plan

Service	Sub Services	Supporting Strategies and Plans
Recreation	Bay Pavilions Crown reserves Recreation developer contributions Marine facilities Management committees Playgrounds Recreation administration and planning Showgrounds Sporting complexes Swimming pools Tennis facilities	Recreation and Open Space Strategy
Sewer services	General sewer Pump and treatment stations Sewer administration and management Sewer revenue and rates Water quality compliance	Integrated Water Cycle Management Strategy
Stormwater	Drainage Stormwater contributions	
Strategy and sustainability	Coastal and estuary management Environmental services administration Flood studies and works Flying fox management Landcare Natural resource management Strategic Planning Sustainability Weed and pest management	Climate Action Plan Eurobodalla Local Strategic Planning Statements Flood studies and plans Open Coast Coastal Management Program

Service	Sub Services	Supporting Strategies and Plans
Transport	Airport Bridges Bus shelters Carparks Disaster recovery works Pathways Sealed roads South Moruya housing works State roads contracted works Transport developer contributions Unsealed roads	Moruya Airport Masterplan Pathway Strategy Transport Network Plan Northern Area
Waste management	General waste Disposal and recycling Waste administration Waste collection Waste revenue and rates	Waste Management and Minimisation Strategy
Water services	Dams and weirs General water Water administration Water efficiency program Water revenue and rates	Integrated Water Cycle Management Strategy

Our infrastructure

Council's service delivery is supported by infrastructure. Council will continue to manage over $2.1 billion worth of community infrastructure including $712 million of water and sewer infrastructure. Asset revaluations occur annually which may result in the revised gross replacement cost of assets. Council's community infrastructure includes:

- 8,673 stormwater pits
- 991 headwalls
- 928 km water mains
- 633 km sealed roads
- 588 km sewer mains
- 564 km kerb and gutter
- 515 park benches
- 390 km unsealed roads
- 205 km stormwater pipes
- 153 km of pathways
- 147 carparks
- 141 sewage pumping stations
- 114 bridges
- 103 parks
- 67 public amenities
- 66 bus shelters
- 35 playgrounds
- 31 tennis courts
- 24 sports fields
- 22 boat ramps
- 16 water pumping stations

- 13 cricket pitches
- 13 viewing platforms
- 11 netball courts
- 11 cemeteries
- 9 public halls
- 9 pontoons
- 8 jetties
- 7 km rock wall
- 6 sewage treatment plants
- 5 skate parks
- 5 fishing platforms
- 4 wharves
- 4 surf clubs
- 3 libraries
- 3 waste management facilities
- 3 indoor basketball courts
- 3 swimming centres
- 3 childcare buildings
- 2 water treatment plants
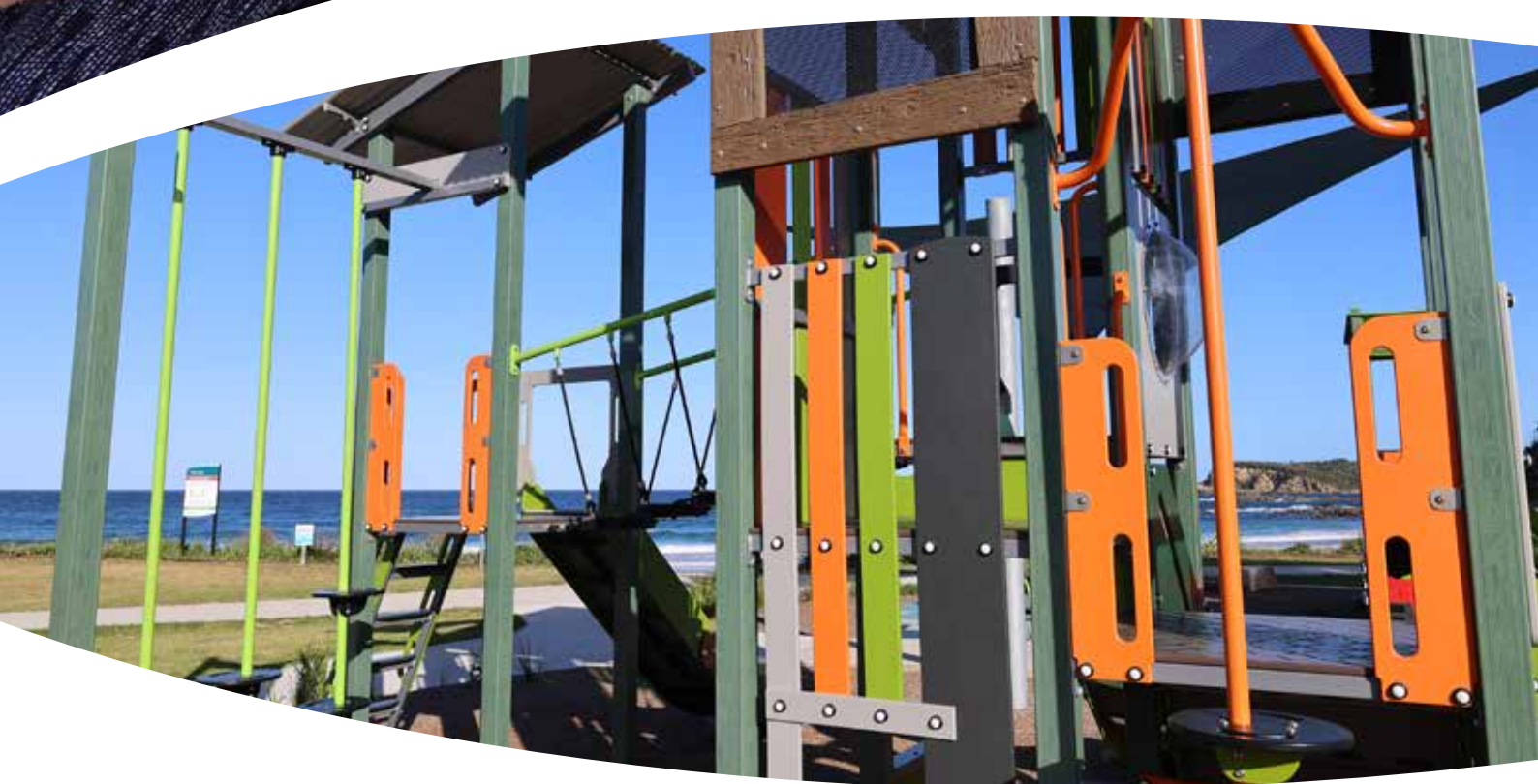- 1 bulk water supply

633km
sealed roads

515
park benches

35
playgrounds

928km
water mains

The Operational Plan
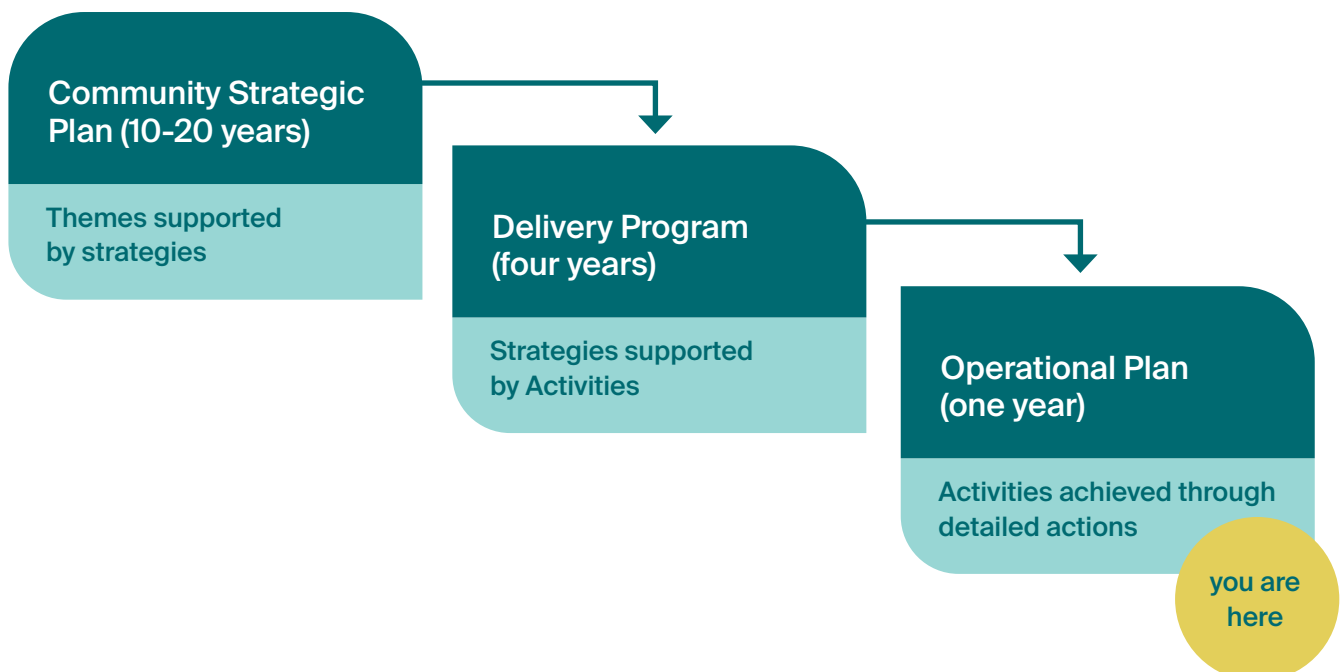
How to read this section

The Operational Plan may be read as a stand-alone document but is best read alongside the Community Strategic Plan – Towards 2042 (revised 2025) and the Delivery Program 2025-29. These three documents all form part of the Integrated Planning and Reporting framework and cascade from aspirational objectives and strategies, developed by the community, to a 4-year Delivery Program, and into a twelve-month Operational Plan.

The Operational Plan includes *actions* that Council has committed to delivering over the next 12 months. Each action is a direct correlation to the *activities* identified in the **Delivery Program 2025-29.**

The operational plan includes performance indicators. Performance indicators reflect how we will measure if we have achieved what we have set out to do. They are reported back to the community in our six-month report and annual report.

Council provides updates to the community on how we are performing against the Operational Plan and Delivery Program at six-month intervals. These reports show if Council have met the commitments they gave to the community, if the actions are delayed or if Council has not been able to deliver the planned actions.

The **Annual Report** and **six-month report** will provide details to the community that assist the reader to understand what was achieved, or if an action was not achieved or delayed, why this is the case.

Community Strategic Plan (10-20 years)

Themes supported by strategies

Delivery Program (four years)

Strategies supported by Activities

Operational Plan (one year)

Activities achieved through detailed actions

you are here

The Operational Plan Actions

In the Delivery Program 2025-29 Council has identified four key priorities, being:

Housing diversity, affordability and liveability

Connections between towns and villages

Financial Stewardship

Climate action and sustainability

Where actions in this plan relate directly to these priorities, their corresponding icon will be displayed in the Delivery Program activity above them.

Our vision and goals

What our community told us ...

The Community Strategic Plan sets out our shared community vision for the future.

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 vision can only be achieved if we work together. Joint responsibility to understand and act out our goals and aspirations that we hold as a community is vital to build and sustain Eurobodalla's future.

Community Strategic Plan themes

1. Eurobodalla welcomes, celebrates and supports everyone.

2. We have a strong economy with learning, employment and business opportunities.

3. We sustain our shire by balancing growth and protecting our natural environment.

4. Our community has reliable and safe infrastructure networks and community facilities.

5. We are an engaged community with progressive leadership.

Our community

Our economy

Our environment

Our infrastructure

Our civic leadership

Community Strategic Plan Theme 1
Our community

Eurobodalla welcomes, celebrates and supports everyone.

In 2042, Eurobodalla continues to recognise and respect our heritage and unique culture. Our community is friendly, diverse and cares for the wellbeing and safety of each other. There is an abundance of opportunities provided to participate or volunteer in community life for all ages and abilities. We can access broad health, medical and community services.

Operational Plan actions for our community

Community Strategic Plan strategy 1.1 Acknowledge our beginnings, embrace our culture and diversity.

Delivery Program activity 1.1.1 Acknowledge and involve the traditional custodians of Eurobodalla and deliver the outcomes of the Aboriginal Action Plan

Code	Operational Plan action	Responsible manager
1.1.1.1	Coordinate and promote the work of the Aboriginal Advisory Committee and associated projects	Divisional Manager Community Development and Participation
1.1.1.2	Recognise and celebrate NAIDOC Week to promote understanding of Aboriginal history and culture	Divisional Manager Community Development and Participation

Performance indicators

- Number of Aboriginal Advisory Committee meetings

Delivery Program activity 1.1.2 Strengthen community spirit and value our diversity through community development initiatives

Code	Operational Plan action	Responsible manager
1.1.2.1	Deliver community programs to support wellbeing and inclusion	Divisional Manager Community Development and Participation
1.1.2.2	Provide the Y-Drive project to support attainment of licences for disadvantaged residents	Divisional Manager Community Development and Participation
1.1.2.3	Provided opportunities for the community to volunteer across Council programs	Director Community, Arts and Recreation

Performance indicators

- Number of community programs delivered
- Number of L licences gained
- Number of P licences gained
- Number of active driving mentors
- External funding secured for Y drive project
- Number of community volunteers

Delivery Program activity 1.1.3 Develop and promote creative arts activities and industries, as guided by the Creative Arts and Public Arts Strategies

Code	Operational Plan action	Responsible manager
1.1.3.1	Coordinate art in public spaces and provide information about public art best practice	Divisional Manager Community Development and Participation
1.1.3.2	Promote creative arts events and activities throughout Eurobodalla	Divisional Manager Community Development and Participation
1.1.3.3	Encourage the appreciation and development of Aboriginal arts and cultural heritage through events and collaborations	Divisional Manager Community Development and Participation
1.1.3.4	Deliver exhibitions and creative arts programs through Basil Sellers Exhibition Centre	Divisional Manager Community Development and Participation
1.1.3.5	Develop the Eurobodalla Creative Arts Strategy 2025 - 2030	Divisional Manager Community Development and Participation

Performance indicators

- Number of public art projects supported
- Number of arts events and activities promoted
- Number of subscribers to arts newsletter
- Number of arts social media posts and newsletters sent
- Number of Aboriginal arts and cultural heritage events and collaborations
- Number of exhibitions and creative arts activities delivered

Community Strategic Plan strategy 1.2 Celebrate and support people of all ages

Delivery Program activity 1.2.1 Develop and provide quality early education services and programs

Code	Operational Plan action	Responsible manager
1.2.1.1	Coordinate and develop the Family Day Care service to support local families	Divisional Manager Community Development and Participation
1.2.1.2	Provide Out of School Hours (OOSH) and Vacation care services for 150 families	Divisional Manager Community Development and Participation
1..2.1.3	Deliver grant funded child and family programs to support early learning and development from babies and pre-school aged children	Divisional Manager Community Development and Participation
1.2.1.4	Organise and collaborate on family and children's activities for relevant national weeks of celebration	Divisional Manager Community Development and Participation
1.2.1.5	Seek opportunities to upgrade or replace the Narooma Out of School Hours (OOSH) building	Divisional Manager Community Development and Participation

Performance indicators

- Occasions of family day care and out of school hours care
- Number of educators providing services by service type
- Number of children receiving care by service type
- Services meet or exceed National Quality Standards requirements
- Number of participants in 3Bs playgroup
- Number of participants in Embracing babies
- Number of children and family focussed events supported
- Number of community programs delivered
- Number of celebratory occasions and community grants supported

Delivery Program activity 1.2.2 Provide services and strengthen opportunities to retain and attract youth, supported by the Youth Action Plan

Code	Operational Plan action	Responsible manager
1.2.2.1	Celebrate Youth Week events to promote the vibrancy and contribution of young people in our community	Divisional Manager Community Development and Participation
1.2.2.2	Coordinate Council's Youth Committee and the Eurobodalla Workers with Youth Network to actively support and promote youth service delivery	Divisional Manager Community Development and Participation
1.2.2.3	Provide a diverse range of youth programs and events to improve youth participation and wellbeing	Divisional Manager Community Development and Participation

Performance indicators

- Two free events held in conjunction with the Youth Committee during youth week
- Number of youth focussed local events promoted
- Number of Youth Committee meetings held
- Number of stakeholders engaged via Youth network google group
- Number of youth programs delivered

Delivery Program activity 1.2.3 Collaborate with services that support positive ageing and assist vulnerable community members

Code	Operational Plan action	Responsible manager
1.2.3.1	Continue to work with key stakeholders to support carers and older clients in the community	Manager Community Care
1.2.3.2	Provide community transport services to transport disadvantaged and elderly Eurobodallans	Manager Community Care

Performance indicators

- Number of community transport trips

Community Strategic Plan strategy 1.3 Foster a safe community

Delivery Program activity 1.3.1 Collaborate with partners and other stakeholders and deliver activities to address issues of community safety

Code	Operational Plan action	Responsible manager
1.3.1.1	Coordinate the management of beach safety through the lifeguard contract and provision of lifeguard towers	Divisional Manager Recreation Services
1.3.1.2	Provide road safety programs and projects in line with the Road Safety Plan.	Divisional Manager Technical Services
1.3.1.3	Investigate safety issues raised associated with trees on council-controlled land	Divisional Manager Recreation Services
1.3.1.4	Investigate and manage illegal dumping incidents	Divisional Manager Development and Compliance

Performance indicators

- Number of tree inspections
- Number of illegal dumping incidents

Delivery Program activity 1.3.2 Work with agencies and emergency services to coordinate emergency management, disaster recovery, and improved preparedness to natural hazards and pandemics

Code	Operational Plan action	Responsible manager
1.3.2.1	Continue to work with the NSW Government to deliver the Eurobodalla Regional Co-Located Emergency Services precincts in Moruya and Surf beach	Local Emergency Management Officer
1.3.2.2	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	Local Emergency Management Officer
1.3.2.3	Advocate for emergency management and preparedness improvements for Eurobodalla	Local Emergency Management Officer
1.3.2.4	Conduct fire mitigation on Council controlled land	Divisional Manager Recreation Services
1.3.2.5	Promote Council's two-week free green waste drop off period at waste management facilities in conjunction with Rural Fire Service 'Get Ready' program	Divisional Manager Waste
1.3.2.6	Build the necessary infrastructure to install six back up power generators at Council facilities to support emergency evacuation centres	Divisional Manager Recreation

Performance indicators

- Number of generators installed

Delivery Program activity 1.3.3 Deliver legislated health protection and regulatory programs to protect public health and wellbeing

Code	Operational Plan action	Responsible manager
1.3.3.1	Promote and undertake the food inspection program in accordance with the Food Authority guidelines and Scores on Doors program	Divisional Manager Development and Compliance
1.3.3.2	Undertake commercial public pool water quality inspection program	Divisional Manager Development and Compliance
1.3.3.3	Undertake liquid trade waste inspections and/or audits	Divisional Manager Development and Compliance
1.3.3.4	Monitor, inspect and respond to issues in relation to public safety	Divisional Manager Development and Compliance

Performance indicators

- Number of food inspections
- Number of liquid trade waste inspections
- Number of public safety issues reported

Delivery Program activity 1.3.4 Provide companion animal services, guided by the Companion Animal Management Plan

Code	Operational Plan action	Responsible manager
1.3.4.1	Respond to public safety matters associated with animal control	Divisional Manager Development and Compliance
1.3.4.2	Promote and encourage desexing, microchipping and registration of animals	Divisional Manager Development and Compliance
1.3.4.3	Manage animal impounding and rehoming	Divisional Manager Development and Compliance
1.3.4.4	Continue work to replace Eurobodalla's animal shelter/pound	Divisional Manager Development and Compliance

Performance indicators

- Number of reported animal control incidents
- Percentage of seized animals reunited with owner

Community Strategic Plan strategy 1.4 Promote access to quality health and community services

Delivery Program activity 1.4.1 Advocate for improved health outcomes for Eurobodalla

Code	Operational Plan action	Responsible manager
1.4.1.1	Work with the NSW Government to maximise health outcomes for residents	Divisional Manager Community Development and Participation

Delivery Program activity 1.4.2 Collaborate with services that support people with disability and their carers and implement the Disability Inclusion Action Plan

Code	Operational Plan action	Responsible manager
1.4.2.1	Continue to work with key stakeholders to support carers and NDIS participants in the community	Manager Community Care
1.4.2.2	Coordinate the Disability Inclusion Advisory Committee and progress associated projects	Divisional Manager Community Development and Participation

Performance indicators

- Number of Disability Advisory Committee Meetings

Our economy

We have a strong economy with learning, employment and business opportunities.

In 2042, new industries and innovations are welcomed, whilst our strong established economy enjoys service support. The region is recognised as a good place to live, work and visit. We have access to diverse learning and education pathways and education facilities.

Operational Plan actions for our economy

Community Strategic Plan strategy 2.1 Support diversified industry and thriving business.

Delivery Program activity 2.1.1 Collaborate with other service providers and business owners to support local businesses to thrive, invest, diversify and grow guided by the Economic Development Strategy

Code	Operational Plan action	Responsible manager
2.1.1.1	Finalise a revised Economic Development Strategy	Manager Economic development and place activation
2.1.1.2	Work in partnership with chambers of commerce and other industry leaders to improve the economic environment in Eurobodalla and support local businesses to build capacity.	Manager Economic development and place activation
2.1.1.3	Collaborate with industry groups and bodies to welcome new and emerging industry and promote Eurobodalla as a place to do business.	Manager Economic development and place activation
2.1.1.4	Work with stakeholders to activate key commercial locations to generate improved economic activity.	Manager Economic development and place activation

Performance indicators

- Number of businesses assisted
- Number of activities undertaken
- Number of activation activities
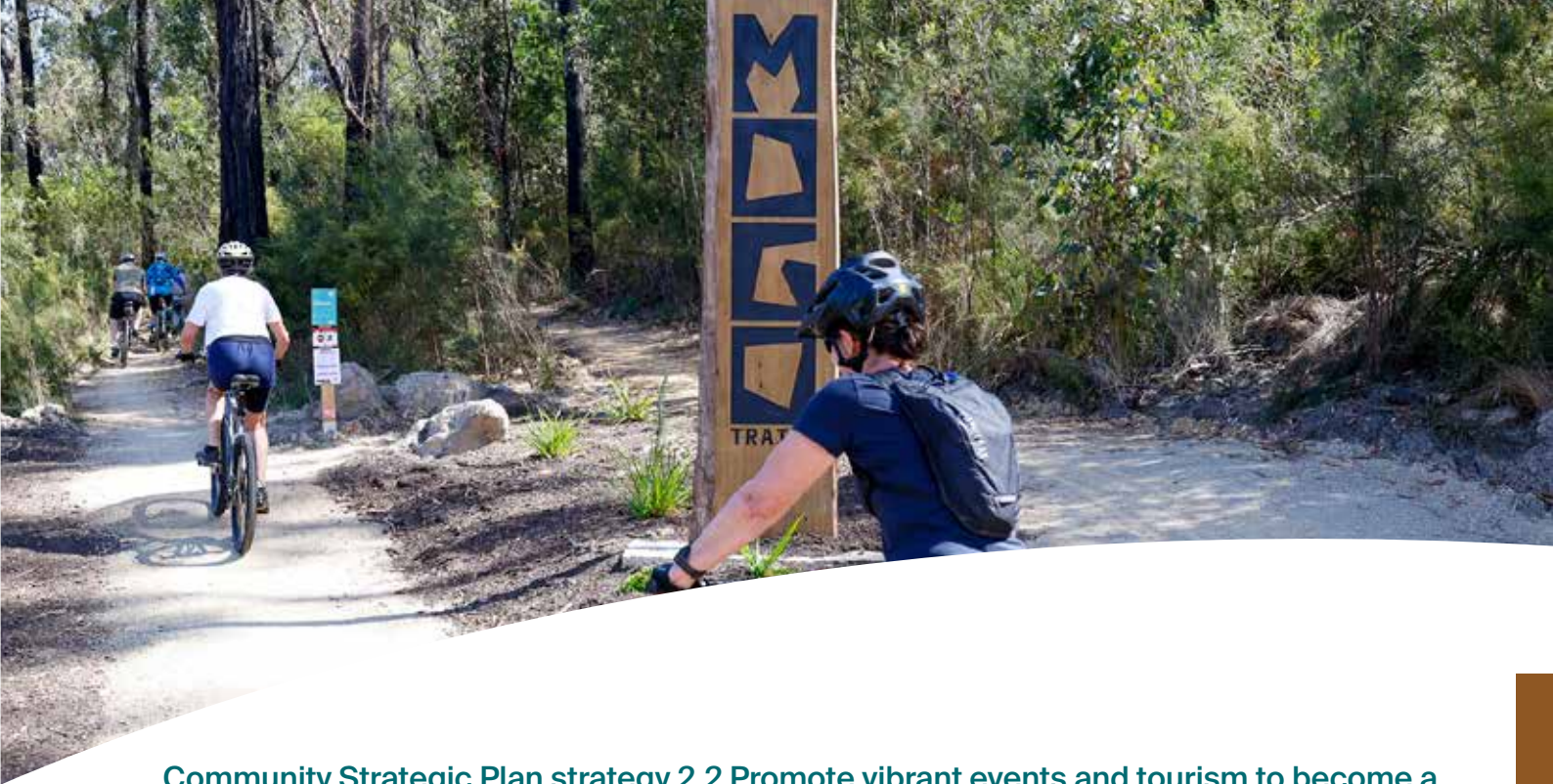
Community Strategic Plan strategy 2.2 Promote vibrant events and tourism to become a top destination.

Delivery Program activity 2.2.1 Support the local tourism industry to be viable year-round and encourage development of sustainable visitor experiences as guided by the Eurobodalla Destination Action Plan

Code	Operational Plan action	Responsible manager
2.2.1.1	Facilitate genuine and effective industry engagement and implement a regular visitor research program	Manager Visitor Economy
2.2.1.2	Commence development of an agritourism strategy to enhance focus on culinary and agritourism for Eurobodalla	Manager Visitor Economy
2.2.1.3	Create a destination marketing plan to guide all marketing and marketing-communication activities	Manager Visitor Economy
2.2.1.4	Consider the visitor servicing needs and optimise channels to best reach target market audiences	Manager Visitor Economy
2.2.1.5	Create and implement a hyper-local campaign to activate residents to invite their friends and relatives to visit Eurobodalla	Manager Visitor Economy
2.2.1.6	Finalise the installation of signage at Tilba Tilba and Central Tilba, Tomakin, Broulee, Mossy Point, Batehaven	Manager Grants and Events

Delivery Program activity 2.2.2 Collaborate to sustainably plan for and manage the Mogo Adventure Trail Hub

Code	Operational Plan action	Responsible manager
2.2.2.1	Establish a new governance framework for the management and maintenance of mogo trails	Chief Operating Officer

Delivery Program activity 2.2.3 Encourage a variety of quality events to drive economic development as guided by the Events Strategy

Code	Operational Plan action	Responsible manager
2.2.3.1	Attract and support quality events that drive visitation to the shire and enhance community life	Manager Grants and Events
2.2.3.2	Support Council led events including civic functions	Manager Grants and Events
2.2.3.3	Audit the event permit approval process and simplify event application forms	Manager Grants and Events
2.2.3.4	Update and standardise the Eurobodalla Events Policy, Guidelines, and planning templates	Manager Grants and Events
2.2.3.5	Develop an event in-kind support package agreement to reflect Council contributions to events	Manager Grants and Events

Performance indicators

- Number of events supported
- Number of new events held in Eurobodalla

Delivery Program activity 2.2.4 Provide a Regional Botanic Garden of Excellence

Code	Operational Plan action	Responsible manager
2.2.4.1	Provide quality visitor experiences at the Eurobodalla Regional Botanic Garden	Divisional Manager Property
2.2.4.2	Coordinate the established volunteer network to support the Eurobodalla Regional Botanic Garden	Divisional Manager Property

Performance indicators

- Number of visitors to the Eurobodalla Regional Botanic Gardens
- Number of volunteers for the Eurobodalla Regional Botanic Gardens
- Total number of volunteer hours

Community Strategic Plan strategy 2.3 Support rich learning opportunities and experiences

Delivery Program activity 2.3.1 Advocate for increased tertiary education courses to be run locally, including trade certification

Code	Operational Plan action	Responsible manager
2.3.1.1	Collaborate with stakeholders to advocate for and address local tertiary educational needs and opportunities	Manager Economic development and place activation

Delivery Program activity 2.3.2 Advocate for diverse employment opportunities and provide opportunities for apprenticeships at Council

Code	Operational Plan action	Responsible manager
2.3.2.1	Promote work opportunities and provide career and training support through the Job Shop and Employment Projects	Divisional Manager Community Development and Participation
2.3.2.2	Provide employment and development opportunities at Council through the apprenticeship and traineeship program	Manager, People Capability

Performance Indicators

- Number of individuals assisted in employment
- Number of jobs promoted
- Number of employment outcomes
- Number of employers supported
- Number of job shop or employment programs delivered
- Number of apprenticeships and trainees

Delivery Program activity 2.3.3 Provide quality library services, programs and resources, as identified in the Eurobodalla Library Strategic Plan

Code	Operational Plan action	Responsible manager
2.3.3.1	Develop and promote library and information services to foster lifelong learning and access to information	Divisional Manager Community Development and Participation
2.3.3.2	Maintain and enhance the library's digital collections, including eBooks, audiobooks, and online databases	Divisional Manager Community Development and Participation
2.3.3.3	Maintain and enhance the library's physical lending collections	Divisional Manager Community Development and Participation
2.3.3.4	Deliver programs and events via libraries to support discovery, wellbeing, and learning	Divisional Manager Community Development and Participation
2.3.3.5	Develop the Eurobodalla Library Strategic Plan 2025–2030	Divisional Manager Community Development and Participation

Performance Indicators

- Total number of library members
- Number of new library members
- Number of people using library computers and wifi
- Number of information and technology enquiries received
- Number of library infrastructure or new services provided
- Number of loans / e-loans
- Number of new titles added to library collection
- Number of uses of online database

Our environment

We sustain our shire by balancing growth and protecting our natural environment.

In 2042, we continue to be a community embracing sustainable practices. Eurobodalla's treasured biodiversity, featuring beaches, bushland, estuary systems, native flora and fauna, is important and protected. We work collectively to manage our environmental footprint and take steps to adapt to our changing climate. The growth of Eurobodalla is well managed, functional and considers the natural beauty of our area. There is housing for all.

Operational Plan actions for our environment

Community Strategic Plan strategy 3.1 Value, protect and enhance our natural environment

Delivery Program activity 3.1.1 Take a collaborate approach to protecting and enhancing the natural landscape and biodiversity values of Eurobodalla

Code	Operational Plan action	Responsible manager
3.1.1.1	Assist Landcare and community groups to deliver environmental projects	Divisional Manager Strategic and Environment
3.1.1.2	Provide invasive weed and pest management programs	Divisional Manager Strategic and Environment
3.1.1.3	Undertake flying fox camp monitoring and deliver community awareness programs	Divisional Manager Strategic and Environment
3.1.1.4	Establish virtual fences within priority wildlife corridors	Divisional Manager Strategic and Environment

Performance Indicators

- Number of Landcare groups supported
- KMs of virtual fence installed
- KMs of virtual fences maintained across Eurobodalla

Delivery Program activity 3.1.2 Maintain healthy waterways and catchments, guided by management plans and monitoring

Code	Operational Plan action	Responsible manager
3.1.2.1	Undertake the estuary health monitoring program	Divisional Manager Development and Compliance
3.1.2.2	Participate in the Beachwatch program	Divisional Manager Development and Compliance
3.1.2.3	Deliver the onsite sewage management system inspection program	Divisional Manager Development and Compliance
3.1.2.4	Undertake water, sewer, and waste monitoring for Council operations	Divisional Manager Development and Compliance

Performance indicators

- Number of estuary health inspections
- Number of Beachwatch inspections
- Number of onsite sewer management inspections
- Percentage of complying onsite sewer management system inspections
- Number of water, sewer, and waste inspections

Delivery Program activity 3.1.3 Manage and promote our natural, cultural and historical heritage identity guided by the Heritage Strategy

Code	Operational Plan action	Responsible manager
3.1.3.1	Review the heritage provisions in the Eurobodalla Local Environment Plan	Divisional Manager Strategic and Environment
3.1.3.2	Coordinate the Heritage Advisory Committee and associated projects	Divisional Manager Strategic and Environment

Performance indicators

- Number of Heritage Advisory Committee meetings held
- Number of heritage advice sessions provided

Community Strategic Plan strategy 3.2 Respond to our changing climate and natural hazards

Delivery Program activity 3.2.1 Reduce Council's contribution to the effects of man-made climate change through the implementation of the Climate Action Plan

Code	Operational Plan action	Responsible manager
3.2.1.1	Facilitate a Climate and Environment Advisory Group	Divisional Manager Strategy and Environment
3.2.1.2	Develop an operational emissions reduction plan in order to reduce council emissions towards net zero	Divisional Manager Strategy and Environment

Performance Indicators

- Number of Climate and Environment Advisory Group meetings held

Delivery Program activity 3.2.2 Collaborate with other government agencies to mitigate coastal hazards and by implementing coastal management studies and projects

Code	Operational Plan action	Responsible manager
3.2.2.1	Commence coastal management works for Caseys Beach Seawall	Divisional Manager Major Projects
3.2.2.2	Commence Long Beach Rock Revetment	Divisional Manager Major Projects
3.2.2.3	Complete design and environmental assessment of Wharf Rd and Surfside	Divisional Manager Major Projects

Delivery Program activity 3.2.3 Identify flood risk and mitigation strategies through developing and implementing floodplain risk management plans

Code	Operational Plan action	Responsible manager
3.2.3.1	Finalise the Batemans Bay and Moruya Floodplain Risk Management Plans	Divisional Manager Strategy and Environment
3.2.3.2	Commence preparing a floodplain management plan for Mogo, Mossy Point, Tomakin and Broulee	Divisional Manager Strategy and Environment
3.2.3.3	Manage lake openings to reduce risk of flood	Divisional Manager Maintenance

Performance indicators

- Number of lake openings required

Delivery Program activity 3.2.4 Collaborate with other government departments and advocacy groups to increase community awareness of opportunities to live more sustainably

Code	Operational Plan action	Responsible manager
3.2.4.1	Promote sustainable practices and opportunities through education campaigns to businesses, schools and residents, to help the community to reduce energy, waste and water and build climate resilience	Divisional Manager Strategy and Environment

Performance Indicators

- Number of sustainable education events delivered
- Number of water conservation rebates issued

Community Strategic Plan strategy 3.3 Balance development between the needs of people, place and productivity.

Delivery Program activity 3.3.1 Plan for growth and resilient towns through master plans for Batemans Bay, Narooma and Moruya

Code	Operational Plan action	Responsible manager
3.3.1.1	Finalise the Batemans Bay Masterplan	Divisional Manager Strategy and Environment
3.3.1.2	Prepare a planning proposal to implement the finalised Batemans Bay Masterplan	Divisional Manager Strategy and Environment

Delivery Program activity 3.3.2 Review, prepare, and deliver planning instruments that support sustainable social, environmental and economic outcomes as guided by our Local Strategic Planning Statements

Code	Operational Plan action	Responsible manager
3.3.2.1	Amend the Eurobodalla Local Environment Plan as required	Divisional Manager Strategy and Environment
3.3.2.2	Continue review of development control plans	Divisional Manager Strategy and Environment

Delivery Program activity 3.3.3 Provide receptive and responsive development assessment services

Code	Operational Plan action	Responsible manager
3.3.3.1	Assess and determine development applications	Divisional Manager Development and Compliance
3.3.3.2	Provide services that regulate caravan parks, swimming pool barrier compliance and other local approval applications	Divisional Manager Development and Compliance
3.3.3.3	Provide pre-lodgement advice and assistance to applicants	Divisional Manager Development and Compliance
3.3.3.4	Assess and determine engineering related applications and Roads Act approvals	Divisional Manager Development and Compliance

Delivery Program activity 3.3.4 Collaborate with other government agencies and developers to encourage and facilitate greater housing diversity and affordability

Code	Operational Plan action	Responsible manager
3.3.4.1	Finalise and commence implementation of the Housing Strategy	Divisional Manager Strategy and Environment
3.3.4.2	Continue delivery of supporting infrastructure for the Moruya Housing Infrastructure project	Divisional Manager Strategy and Environment
3.3.4.3	Advocate for housing supply, diversity and affordability in the region	Director Planning and Sustainability

Performance Indicators

- Number of development applications received
- Number of development applications determined
- Average net determination days
- Number of pool barrier inspections undertaken
- Number of section 68 approvals for water/sewer/stormwater
- Number of section 68 approvals to install moveable dwellings
- Number of section 68 approvals to operate for caravan parks
- Number of section 68 approvals for solid fuel heaters
- Number of pre-lodgement applications received
- Number of pre-lodgement applications completed (advice provided)
- Number of phone enquires in and out of the development helpdesk
- Number of email enquiries received and responded to from the development helpdesk
- Number of subdivision certificates determined
- Number of section 138 Road Acts approvals

Community Strategic Plan Theme 4
Our infrastructure

Our community has reliable and safe infrastructure networks and community facilities.

In 2042, moving around Eurobodalla is seamless via our considered and accessible transport system of local road and pathway networks. Access to and from the region is supported by effective air, road and marine transport options and our community accesses reliable water, sewer, waste, telephone, internet and power services. Our public spaces, streets and community facilities are activated and attractive all year round.

Operational Plan actions for our infrastructure

Community Strategic Plan strategy 4.1 Provide integrated active transport networks to enable a connected and accessible Eurobodalla

Delivery Program activity 4.1.1 Advocate for and provide improved, accessible and resilient transport services and infrastructure

Code	Operational Plan action	Responsible manager
4.1.1.1	Partner with peak bodies to advocate for improved local transport services, including public transport and infrastructure	Director Infrastructure
4.1.1.2	Coordinate the Local Traffic Committee	Divisional Manager Technical Services

Performance indicators

- Number of Local Traffic Committee Meetings held

Delivery Program activity 4.1.2 Provide safe and reliable roads, guided by the Asset Management Plan

Code	Operational Plan action	Responsible manager
4.1.2.1	Deliver the annual capital works program for the local and urban road network	Divisional Manager Major Projects
4.1.2.2	Deliver annual maintenance activities for local and urban, and NSW regional roads	Divisional Manager Maintenance
4.1.2.3	Deliver the annual road resealing program to increase longevity of sealed roads	Divisional Manager Maintenance
4.1.2.4	Deliver the annual road re-sheeting program to increase longevity of unsealed roads	Divisional Manager Maintenance

Performance indicators

- Percentage of inspections scheduled versus achieved for local and urban roads
- Percentage of inspections scheduled versus achieved for NSW regional roads
- Metric (m2) of road completed
- Metric (m2) of unsealed roads completed

Delivery Program activity 4.1.3 Future proof traffic precincts through successful advocacy for better networks

Code	Operational Plan action	Responsible manager
4.1.3.1	Commence construction of a roundabout on Princes Highway for improved access to the Moruya Emergency Services and Eurobodalla Regional Hospital precinct	Divisional Manager Major Projects
4.1.3.2	Finalise construction of the bridge for Potato Point Road, Bodalla to deliver flood resilience upgrades	Divisional Manager Major Projects
4.1.3.3	Finalise construction of roundabout for Broulee Road and George Bass Drive, Broulee	Divisional Manager Major Projects
4.1.3.4	Commence construction of a roundabout at Sylvan Street and George Bass Drive, Malua Bay	Divisional Manager Major Projects

Performance indicators

- Potato Point Road works project finalised

Delivery Program activity 4.1.4 Promote active transport through providing and enhancing the connectivity of the pathway network, as guided by the Pathway Strategy and Asset Management Plan

Code	Operational Plan action	Responsible manager
4.1.4.1	Finalise the review and update of Council's Pathway Strategy	Divisional Manager Major Projects
4.1.4.2	Deliver the annual capital works program for footpaths, cycleways and shared pathways	Divisional Manager Major Projects
4.1.4.3	Deliver annual maintenance activities for pathways	Divisional Manager Major Projects
4.1.4.4	Deliver transport projects under the development contributions plans as funds become available	Divisional Manager Major Projects

Performance indicators

- Metric (m2) of pathways constructed
- Percentage of inspections scheduled versus achieved for pathway networks

Community Strategic Plan strategy 4.2 Strengthen linkages through utilities, digital communications, and transport options

Delivery Program activity 4.2.1 Advocate for improved highways and freight access in and out of Eurobodalla

Code	Operational Plan action	Responsible manager
4.2.1.1	Work with key partners to advocate to progress upgrades of the Princes and Kings Highway and to optimise outcomes of key regional upgrades such as the Moruya Bypass	Director Infrastructure

Delivery Program activity 4.2.2 Provide and enhance the Moruya Airport, guided by the revised Airport Master Plan

Code	Operational Plan action	Responsible manager
4.2.2.1	Operate and maintain Moruya Airport	Divisional Manager Property
4.2.2.2	Seek endorsement of the Airport Strategy and Master Plan and commence implementation	Divisional Manager Property
4.2.2.3	Develop plans and funding options for the next stage of the airport subdivision	Divisional Manager Property

Performance Indicators

- Number of landings at the airport
- Number of passengers

Delivery Program activity 4.2.3 Work with other levels of government and key partners to ensure resilience, consistency and improvements in our networks and regional linkages

Code	Operational Plan action	Responsible manager
4.2.3.1	Advocate for NSW Government boating and marine infrastructure and ongoing dredging of navigation channels	Director Infrastructure
4.2.3.2	Advocate for improved resilience, coverage and speed of telecommunications including fast internet and reduce mobile blackspots	Manager Economic Development and Place Activation

Community Strategic Plan strategy 4.3 Service community with resilient water, waste, sewage, and stormwater infrastructure

Delivery Program activity 4.3.1 Facilitate waste management and minimisation services guided by the strategy and asset management plan

Code	Operational Plan action	Responsible manager
4.3.1.1	Build, renew, operate and maintain landfill sites at Surf Beach and Brou, and Moruya transfer station	Divisional Manager Waste
4.3.1.2	Complete the expansion of Surf Beach Waste Facility including enabling works on phase two landfill cell and an extension to the organics processing area	Divisional Manager Waste
4.3.1.3	Manage kerbside domestic collection and annual hazardous waste collection	Divisional Manager Waste
4.3.1.4	Hold three community waste events with a focus on the correct disposal of batteries	Divisional Manager Waste
4.3.1.5	Co-ordinate Clean Up Australia Day activities	Divisional Manager Waste
4.3.1.6	Partner in regional collaborations and develop strategic partnerships for sustainable waste practices	Divisional Manager Waste

Performance Indicators

- Residual waste materials generated by households and collected by council, per capita
- Kerbside collection customer requests attended to within timeframes
- Battery disposal events held

Delivery Program activity 4.3.2 Provide safe, reliable and sustainable water and sewer services, guided by the Integrated Water Cycle Management Strategy

Code	Operational Plan action	Responsible manager
4.3.2.1	Deliver programmed capital works (build and renewals) for the water supply network	Divisional Manager Water and Sewer
4.3.2.2	Operate and maintain the town water supply system	Divisional Manager Water and Sewer
4.3.2.3	Deliver programmed capital works (build and renewals) for the sewerage network	Divisional Manager Water and Sewer
4.3.2.4	Operate and maintain sewerage system	Divisional Manager Water and Sewer
4.2.3.5	Provide treated effluent for reuse in the community	Divisional Manager Water and Sewer
4.2.3.6	Continue the construction of the Southern Water Supply Storage/Dam	Divisional Manager Water and Sewer

Performance Indicators

- Percentage of completion of scheduled major projects for capital works and water supply
- Number of connected properties
- Number of water mains breaks per 100km pipe
- Number of unplanned supply interruptions to properties per 1000 connected properties
- Percentage of water meters replaced
- Volume of water treated
- Percentage of all water related external customer service requests responded to within nominated time
- Compliance with Australian Drinking Water Guidelines (ADWG) water quality criteria in compliance monitoring program
- Number of substantiated water quality complaints
- Length of sewer mains maintained

- Number of properties connected to sewer
- Number of sewerage pump stations and treatment plants maintained
- Percentage of compliance with effluent license limits
- Volume of wastewater treated
- Number of sewer breaks and chokes per 100km pipe
- Percentage of all sewer related external customer service requests responded to within nominated time
- Number of sewer spills reported to regulator
- Volume of recycled water provided for reuse
- Percentage completion of southern water supply storage commissioning versus planned
- Percentage of completion of scheduled stormwater projects

Delivery Program activity 4.3.3 Deliver a functional stormwater network guided by the asset management plan

Code	Operational Plan action	Responsible manager
4.3.3.1	Deliver the annual works program for the stormwater network	Divisional Manager Major Projects

Performance Indicators

- Percentage of completion of scheduled stormwater projects

Community Strategic Plan strategy 4.4 Ensure community facilities and public spaces are clean, safe and have great amenity

Delivery Program activity 4.4.1 Provide and manage quality community facilities and public spaces to meet the needs of current and future communities

Code	Operational Plan action	Responsible manager
4.4.1.1	Develop plans of management for Council owned and managed community land	Divisional Manager Recreation Services
4.4.1.2	Manage, operate, maintain and promote Council's community halls	Divisional Manager Recreation Services
4.4.1.3	Service, maintain, and renew outdoor public recreation assets including Council's public BBQs, picnic sets, picnic shelters, and public seats	Divisional Manager Recreation Services
4.4.1.4	Develop and implement a landscape plan for Council roundabouts	Divisional Manager Recreation Services
4.4.1.5	Develop and implement a Memorial Seat Policy	Divisional Manager Recreation Services
4.4.1.6	Continue to implement Council's toilet strategy and maintain Council's network of public toilets	Divisional Manager Recreation Services
4.4.1.7	Provide Council run cemeteries and services to support their operation	Divisional Manager Maintenance

Performance Indicators

- Number of community hall bookings
- Number of burials and inurnments

Delivery Program activity 4.4.2 Plan for, and deliver safe and accessible recreation opportunities, guided by the Recreation and Open Space Strategy and asset management plan

Code	Operational Plan action	Responsible manager
4.4.2.1	Commence a review and update of the Recreation and Open Space Strategy	Divisional Manager Recreation Services
4.4.2.2	Manage, operate, maintain and promote Council's recreation facilities including Moruya and Narooma pools	Divisional Manager Recreation Services
4.4.2.3	Maintain Council's 35 playgrounds to be safe and compliant through inspections and maintenance programs	Divisional Manager Recreation Services
4.4.2.4	Provide community sporting groups with playing surfaces through an improved sports field maintenance program	Divisional Manager Recreation Services
4.4.2.5	Provide events, activities and resources that promote sport and recreation	Divisional Manager Recreation Services
4.4.2.6	Deliver annual maintenance activities for marine infrastructure	Divisional Manager Maintenance

Performance Indicators

- Number of playground inspections
- Number of participants using playing surfaces
- Number of sport and recreation events, activities and resources delivered
- Percentage of inspections scheduled versus achieved for marine assets
- Number of recreation facility bookings
- Number of visitations to Moruya pool
- Number of visitations to Narooma pool

Delivery Program activity 4.4.3 Provide the Bay Pavilions and develop a sustainable business model for its future

Code	Operational Plan action	Responsible manager
4.4.3.1	Manage the Bay Pavilions	Divisional Manager Recreation Services
4.4.3.2	Continue energy savings at the Bay Pavilion	Divisional Manager Recreation Services

Performance Indicators

- Number of visitations to Bay Pavilions

Community Strategic Plan Theme 5
Our civic leadership

We are an engaged community with progressive leadership.

In 2042, Eurobodalla is a collaborative and connected community that continues to recognise our mutual responsibility to work towards our goals, and actively participates and engages to improve our region. Our leaders act fairly, listen to, and represent our community. They are accountable and transparent in their decision-making process.

Operational plan actions for our civic leadership

Community Strategic Plan strategy 5.1 Our community is informed and participates in decision making

Delivery Program activity 5.1.1 Proactively provide transparent, clear, accessible, and timely information to support and inform the community

Code	Operational Plan action	Responsible manager
5.1.1.1	Manage Council's digital platforms, including websites, social media and newsletters	Chief Operating Officer
5.1.1.2	Communicate Council's activities to media and the community using owned and earned media	Chief Operating Officer
5.1.1.3	Design Council's communications, signage and promotional materials in line with brand and accessibility requirements	Chief Operating Officer

Performance Indicators

- Website traffic
- Number of social media followers
- Number of Council News subscribers
- Number of media releases distributed
- Number of media queries
- Number of newsletters published

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

Code	Operational Plan action	Responsible manager
5.1.2.1	Invite community members to participate in decision-making by providing a broad range of engagement opportunities in line with the Community Engagement Strategy	Chief Operating Officer
5.1.2.2	Collaborate with Aboriginal Elders, leaders and representatives	Chief Operating Officer

Delivery Program activity 5.1.3 Provide a welcoming and easy to deal with Council where customers have a positive experience

Code	Operational Plan action	Responsible manager
5.1.3.1	Provide quality customer assistance informed by a revised customer service charter	Chief Operating Officer
5.1.3.2	Enhance the customer experience by improving our council business platforms, ensuring seamless, efficient, and user-friendly services for our community	Chief Operating Officer
5.1.3.3	Provide an effective record management service	Chief Operating Officer

Performance Indicators

- Percentage of customer service requests resolved within service level agreement timeframes
- Percentage of correspondence dealt with within timeframes
- Percentage of calls to 1,000 answered in under 40 seconds
- Number of customers served at main service centre
- Number of hard copy mail and digital mail processed through records
- Number of requests for informal access to council open access records

Community Strategic Plan strategy 5.2 Proactive, responsive and strategic leadership

Delivery Program activity 5.2.1 Be proactive leaders and an effective governance body with a focus on better outcomes for our community

Code	Operational Plan action	Responsible manager
5.2.1.1	Provide opportunities for Councillors to be more accessible to the community	Chief Operating Officer
5.2.1.2	Seek grants funds to support identified priority works and services in line with the Grants Strategy	Manager Grants and events
5.2.1.3	Administer community grants and donations	Manager Grants and events

Performance indicators

- Value of community grants funds granted to community

Delivery Program activity 5.2.2 Implement effective governance and long-term planning, including integrated planning and reporting

Code	Operational Plan action	Responsible manager
5.2.2.1	Engage across community and council to deliver Integrated Planning and Reporting	Corporate Manager Governance and Risk
5.2.2.2	Implement effective governance processes including strategic approach for policy review	Corporate Manager Governance and Risk
5.2.2.3	Provide professional development opportunities for Councillors	Chief Operating Officer
5.2.2.4	Maintain effective and relevant insurance program	Corporate Manager Governance and Risk
5.2.2.5	Implement an effective risk management framework, supported by a software upgrade	Corporate Manager Governance and Risk
5.2.2.6	Respond to Government Information Public Access (GIPA) requests within required timeframes	Corporate Manager Governance and Risk
5.2.2.7	Facilitate the Audit, Risk and Improvement Committee in line with guidelines issued by the Office of Local Government	Corporate Manager Governance and Risk

Performance indicators

- Mandatory policy reviews completed
- Council meetings follow agreed Code of Practice
- Pecuniary interests and Code of Conduct lodgements met
- Operational and Strategic risk registers loaded in Lighthouse software
- Number of GIPA applications received
- Number of GIPA applications determined
- Percentage of GIPA responses made within statutory timelines
- Number of ARIC meetings held

Delivery Program activity 5.2.3 Advocate and collaborate to advance the region and address local issues

Code	Operational Plan action	Responsible manager
5.2.3.1	Develop and maintain strategic partnerships to advance Eurobodalla	Chief Operating Officer
5.2.3.2	Actively participate in Local Government NSW and other sector organisations	Chief Operating Officer

Performance indicators

- Number of Canberra Region Joint Organisation meetings attended

Community Strategic Plan strategy 5.3 Well managed and governed resources, systems and processes

Delivery Program activity 5.3.1 Demonstrate future focussed corporate and financial management that is ethical, sustainable, transparent and accountable

Code	Operational Plan action	Responsible manager
5.3.1.1	Provide strategic financial management and services guided by the Finance Strategy	Chief Financial Officer
5.3.1.2	Issue rates and charges notices and issue water accounts to ratepayers and provide assistance to ratepayers regarding their accounts.	Chief Financial Officer

Performance Indicators

- Compliance with legislative timeframes for financial reporting and deliverables
- Annual rates notices issued, quarterly instalment notices issued and triannual water bills issued

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Delivery Program activity 5.3.2 Manage land and property under Council control and develop a strategy to guide future actions

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Code	Operational Plan action	Responsible manager
5.3.2.1	Manage leases and licences	Divisional Manager Property
5.3.2.2	Manage the contracts for the operation of Council's campgrounds and Batemans Bay Holiday Resort	Divisional Manager Property
5.3.2.3	Seek endorsement of a property strategy to support management of council land and property	Divisional Manager Property

Performance Indicators

- Number of leases and licenses managed

Delivery Program activity 5.3.3 Be an agile organisation that champions continuous improvement through the delivery of a planned program of service reviews

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Code	Operational Plan action	Responsible manager
5.3.3.1	Commence service review of Bay Pavilions	Corporate Manager Governance and Risk

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Delivery Program activity 5.3.4 Provide effective and professional administration, technical and trade services to support the delivery of services to the community

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Code	Operational Plan action	Responsible manager
5.3.4.1	Provide authorised customers with sustained access to relevant Council's digital systems	Chief Information Officer
5.3.4.2	Secure customers' data held within Council's systems	Chief information officer
5.3.4.3	Provide technical services including survey, investigation, design, asset management and other infrastructure supports	Divisional Manager Technical Services
5.3.4.4	Finalise the review of existing light fleet to inform a fleet strategy including Electric Vehicle considerations	Chief Information Officer
5.3.4.5	Provide asset management information and services	Divisional Manager Technical Services
5.3.4.6	Provide efficient records management	Chief Operating Officer

Performance Indicators

- Average unplanned downtime of core IT services (%)
- Number of reportable data breaches

Delivery Program activity 5.3.5 Build and sustain a capable, performance driven and accountable workforce and position Council as an organisation people want to work for

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Code	Operational Plan action	Responsible manager
5.3.5.1	Build a workforce and drive accountability through strategic and embedded human resource best practice	Manager, People Capability
5.3.5.2	Embrace a culture of diversity, inclusion, safety, wellbeing and purpose	Manager, Work, Health and Safety
5.3.5.3	Position Council for success through a strong brand, efficient processes and a culture that attracts, develops and retains talent	Manager, People Capability

Performance Indicators

- Number of learning and development opportunities provided
- Number of recruitment activities
- Number of wellbeing activities

Our Budget

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

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

Water and Sewer Funds: Council's water and sewer services operate as a separate business. They are required to comply with the NSW Government Best Practice Pricing and operate on a cost recovery basis. In preparing the budgets a conservative approach was taken incorporating known factors, examining prior year performance and trends and making prudent assumptions for forecasting.

The following section displays Council's proposed budget for the 2025-26 year to support this plan:

2025-26 Budget per Fund

Income Statement	Consolidated Fund	General Fund (inc. Waste & Environment Funds	Sewer Fund	Water Fund
Revenue				
Rates & Annual Charges	82,965,312	47,086,162	26,517,213	9,361,937
User Charges & Other	43,440,589	29,610,802	1,102,614	12,727,173
Investment Revenues	6,327,593	5,408,282	665,143	254,168
Operating Grants & contributions	17,250,501	16,873,036	183,382	194,083
Total Revenue	**149,983,995**	**98,978,282**	**28,468,352**	**22,537,361**
Less Expenses				
Profit/Loss on Disposal of Assets	408,000	-	-	408,000
Employee costs	52,168,978	43,463,022	5,056,527	3,649,429
Interest	2,281,933	912,162	1,344,492	25,279
Depreciation	49,780,933	31,634,637	10,532,155	7,614,141
Other Costs (incl materials & contracts)	46,867,951	30,073,309	8,716,227	8,078,415
Total Expenses	**151,507,795**	**106,083,130**	**25,649,401**	**19,775,264**
Operating Surplus/(Deficit) before Capital	**(1,523,800)**	**(7,104,848)**	**2,818,951**	**2,762,097**
Capital Income				
Developer Contributions	2,651,725	909,225	1,025,000	717,500
Capital Grants & Contributions	26,593,385	16,328,135	-	10,265,250
Capital Income (Non-Cash Contributions)				
Developer Contributions	6,428,226	5,018,251	804,109	605,866
Capital Grants & Contributions	2,935,982	2,927,251	8,731	-
Operating Surplus/(Deficit) after Capital	**37,085,518**	**18,078,014**	**4,656,791**	**14,350,713**
Operations				
Net Surplus/(Deficit) from Above	37,085,518	18,078,014	4,656,791	14,350,713
Adjust for Non Cash Fund Flows	40,824,725	23,689,135	9,719,315	7,416,275
Total Operations	**77,910,243**	**41,767,149**	**14,376,106**	**21,766,988**
Investing Fund Flows				
Asset Sales	800,915	771,295	-	29,620
Purchase of Assets	(61,714,439)	(47,821,446)	(6,116,437)	(7,776,556)
Capitalised Interest	(2,292,292)	-	-	(2,292,292)
Gifted Assets (Non Cash)	(9,364,208)	(7,945,502)	(812,840)	(605,866)
Total Investing Fund Flows	**(72,570,024)**	**(54,995,653)**	**(6,929,277)**	**(10,645,094)**
Adjust for Non Cash Investing Fund Flows	9,364,208	7,945,502	812,840	605,866
Total Investing Fund Flows Excluding Non Cash	**(63,205,816)**	**(47,050,151)**	**(6,116,437)**	**(10,039,228)**
Financing Fund Flows				
Proceeds from Borrowings	-	-	-	-
Repayments of Borrowings	(7,301,890)	(4,127,713)	(1,999,830)	(1,174,347)
Total Financing Fund Flows	**(7,301,890)**	**(4,127,713)**	**(1,999,830)**	**(1,174,347)**
Net Inc/(Dec) in Funds before Transfers	**7,402,537**	**(9,410,715)**	**6,259,839**	**10,553,413**
Reserve Movements				
Transfers from (to) Restricted Investments	4,857,639	12,826,002	154,326	(8,122,689)
Net Inc/(Dec) in Unrestricted Funds	**12,260,176**	**3,415,287**	**6,414,165**	**2,430,724**

Where does our money come from:

In 2025-26, Council anticipates collecting $150 million of operating income from the following sources:

- ● Rates & Annual Charges 55%
- ● User Charges & Other 29%
- ● Investment Revenues 4%
- ● Operating Grants & contributions 12%

Where does our money go:

Council anticipates incurring $152 of operating expenses during 2025-26, in the following categories:

- ● Employee Costs 34%
- ● Interest 2%
- ● Depreciation 33%
- ● Other Costs (ind materials & contracts) 31%

What my rates pay for

Council collects 55% of its income from rates and annual changes. This includes rates and charges for our water, sewer and waste operations, as well as an environmental levy and a general rate. These rates and charges are explained in the Revenue Policy section of this plan.

Every dollar collected for water, sewer and waste goes towards the provision of services for each of those funds.

The information below shows how $100 of general rate and environmental levy will be spent across Council services for 2025-26, based on the operating statement:

For every $100 of general rates and environmental levy we are spending:

Transport
$37.89

Recreation
$27.02

Public order and safety
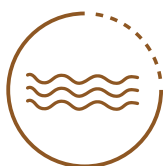$10.67

Community facilities and spaces
$5.18

Infrastructure services
$3.82

Corporate and community leadership
$3.80

Strategy and sustainability
$2.95

Business, tourism and attractions
$2.29

Stormwater
$1.85

Development assessment and building certification
$1.65

Libraries
$1.61

Children and youth services
$0.95

Property
$0.82

Community and cultural development
$0.65

Public and environmental health
$0.56

Ageing and disability services
-$0.14

Commercial services
-$1.57

Budget per service

This table shows the income, expenditure and net spend per service, as well as the capital spend planned for each 2025-26:

Service	Income	Operating Expense	Net Result	Capital Spend
Ageing and disability services	6,424,188	6,255,996	168,192	-
Business, tourism and attractions	215,732	3,073,625	(2,857,893)	-
Children and youth services	2,377,210	3,557,671	(1,180,461)	-
Commercial services	3,730,184	1,772,812	1,957,372	55,683
Community and cultural development	497,043	1,304,494	(807,451)	33,551
Community facilities and spaces	421,357	6,877,258	(6,455,901)	838,187
Corporate and community leadership	779	4,738,068	(4,737,289)	-
Development assessment and building certification	2,334,358	4,390,769	(2,056,411)	-
Finance and revenue	50,847,589	3,758,332	47,089,257	-
Information and support services	331,046	10,914,260	(10,583,214)	5,086,548
Infrastructure services	136,368	4,893,710	(4,757,342)	30,228
Libraries	234,439	2,244,062	(2,009,623)	185,649
People and safety	143,000	2,513,511	(2,370,511)	-
Property	1,055,139	2,077,066	(1,021,927)	230,000
Public and environmental health	483,264	1,179,057	(695,793)	-
Public order and safety	789,352	5,119,458	(4,330,106)	2,350,000
Recreation	4,640,872	16,204,401	(11,563,529)	1,996,599
Sewer services	28,468,352	25,649,401	2,818,951	6,116,437
Stormwater	501,697	2,299,222	(1,797,525)	504,804
Strategy and sustainability	365,411	4,035,689	(3,670,278)	5,740,500
Transport	6,726,900	27,412,599	(20,685,699)	23,936,454
Waste Management	16,722,354	15,191,819	1,530,535	7,141,799
Water services	22,537,361	19,775,264	2,762,097	7,468,000
Overheads	-	(23,730,749)	23,730,749	-
Total	**149,983,995**	**151,507,795**	**(1,523,800)**	**61,714,439**

*Corporate overheads is the amount support services charge to other areas of council for providing operational support functions to the business. These include services such as corporate and community leadership, finance and revenue, information and support services and people and safety.

Capital Works Program

Council is planning to spend $62 million on capital projects in 2025-26. The following table show the projects to be delivered for each service.

Projects marked with an * are partially or fully funded by grant funds Council has successfully received.

Commercial services	2025-26
Batemans Bay Beach Resort	55,683
Total Commercial services	55,683

Community and cultural development	2025-26
Art Acquisition Program	4,851
Sculpture Installation	28,700
Total Community and cultural development	33,551

Community facilities and spaces	2025-26
Cemetery Improvement Program	50,212
Disability Access Works	33,541
Parks Facilities Renewals – Seats/Tables	195,587
Public Halls, Libraries, Centres, Stadiums - Improvements	113,162
Parks and Reserves Improvements	30,552
Public Toilets	300,479
Halls General	114,654
Total Community facilities and spaces	838,187

Information and support services	2025-26
Computer Purchases	199,843
Technical Services – Capital Works	792,280
Hardware – Mobile Smart Phones	57,009
Hardware – Server/Network	25,841
General Fund Plant and Fleet	3,156,761
Water Fund Plant and Fleet	308,556
Waste Fund Plant And Fleet	546,258
Total Information and support services	5,086,548

Infrastructure services	2025-26
Depot Renewals	30,228
Total Infrastructure services	30,228

Libraries	2025-26
*Library Collection	185,649
Total Libraries	185,649

Property	2025-26
Administration Building	150,000
Administration Building Façade and Forecourt	80,000
Total Property	230,000

Public order and safety	2025-26
*Regional Co-located Emergency Services Precinct - Moruya SES	2,350,000
Total Public order and safety	2,350,000

Recreation	2025-26
Marine Facilities Renewals	98,846
*Litter Collection Contract	12,083
Playground Renewals	299,558
Sporting Amenities - Minor Renewal	253,228
Sporting Fields - Topdressing and Renovation	266,970
Aquatic Facilities General - Minor Renewals	29,637
*Hanging Rock Field Three Multi-Sport Upgrade	437,400
*Gundary Oval - Drainage Upgrade	399,258
Bay Pavilions Recurrent Capital	199,619
Total Recreation	1,996,599

Sewer services	2025-26
Sewer Asset Manhole Renewal	102,500
Renewal Mains and Service Connections	615,000
Telemetry Upgrades - Sewer	51,250
Batemans Bay Sewerage Upgrades	1,025,000
Sewage Treatment Plants Asset Renewal	256,250
Sewer Pump Stations and Transport Systems Upgrades	2,416,437
*Moruya Sewer - New Hospital	1,650,000
Total Sewer services	6,116,437

Stormwater	2025-26
Drainage Construction Program	293,979
Drainage Renewals - Shirewide	210,825
Total Stormwater	504,804

Strategy and sustainability	2025-26
*Beach Road (Caseys Beach) Rockwall St 1	3,500,000
Energy & Water Conservation Measure Program	120,000
*Coastal Management Plan - Construction Works	2,100,000
Virtual Fence Program	20,500
Total Strategy and sustainability	5,740,500

Transport	2025-26
Airport – Recurrent	52,531
Footpath Renewals	417,823
Gravel Resheet – Unsealed Roads Resheeting	1,346,151
Guardrail – Local Rural Roads	83,866
Local Rural – Drainage Culvert Improvements	56,375
Local Urban – Road Reserves Acquisition	34,464
Local Urban – Roads Reconstruction Program	1,182,540
Pavement Rehabilitation – Rural Sealed Roads	1,488,780
*Regional Roads – Renewals/Widening	313,051
Reseal – Local Urban Sealed	1,880,619
Rural Road Reconstruction	979,623
Composite Bridge Renewals	312,343
Bus Shelters	25,215
*Natural Disaster Relief And Recovery Arrangements Araluen Road Retaining/Stabilisation	300,000
*Natural Disaster Relief And Recovery Arrangements March 22 Flood Event	120,000
*Moruya Housing Precinct – Transport Works	10,100,183
*Sylvan Street and George Bass Drive Roundabout	2,970,000
*Borang Creek Culvert	997,500
*Natural Disaster Relief And Recovery Arrangements December 2023 Flood Event	120,000
*North Head Drive	1,155,390
Total Transport	23,936,454

Waste Management	2025-26
Surfbeach Landfill – New Cell	4,308,000
*Brou Rezoning	351,240
*Surf Beach Organics Area Expansion	343,634
*Enabling Works Surf Beach Waste Management Facility	2,138,925
Total Waste Management	7,141,799

Water services	2025-26
Water Meter Replacement	267,000
Water Pump Refurbishments	84,000
Replacement Telemetry Parts	51,000
*Southern Water Storage Facility	5,000,000
Water Services Asset Renewal	267,000
Water Mains Asset Renewal	1,435,000
New Water Connections	108,000
Water Treatment Asset Renewal	256,000
Total Water services	7,468,000

Total Capital Program	61,714,439

* indicates Grant Funded

Community Grants and Donations

Section 356 of the Local Government Act 1993 allows Council to grant financial assistance for the purpose of exercising its functions.

Council's Community Grants and Donations Policy provides a framework for delivering grants and donations to the community with clear priorities to achieve the Community Strategic Plan vision and goals.

The proposed community grants and donations to be made by Council for 2025-26 are listed below and categorised as per the Community Grants and Donations Policy.

Schools and Education Donation:
$2,800

Rates Assistance Donation:
$32,100

Community Wellbeing Grant:
$30,000

Local Heritage Grant:
$28,575

Iconic Events Grant:
$65,000

Major Events Grant:
$45,000

Community Events Grant:
$20,000

Total = $223,475

Our Revenue Policy

Our Revenue Policy is prepared annually in accordance with Section 405 of the *Local Government Act 1993*.

The Revenue Policy includes the following statements for the year 2025-26:

- Rating structure
- Levies and charges
- Pricing methodology
- Borrowings

Rates and Charges

The revenue Council can generate from General Rates and the Environmental Levy is limited by Rate Pegging approved by the Independent Pricing and Regulatory Tribunal (IPART). This year Council will increase the General Rates and the Environmental Levy in accordance with the approved rate peg.

The core rate peg amount for 2025-26 has been set at 4.0% for Eurobodalla, with a population growth factor of 0.1% bringing the total rate peg for this year to 4.1%.

Council will also make changes to other annual charges and usage charges as outlined below:

Charge	Increase (%)
Waste Collection	4.10%
Water Access	3.85%
Water Usage	2.44%
Sewer Access	4.42%
Sewer Usage	4.44%
Liquid Trade Waste Annual	4.17%
Liquid Trade Waste Usage	2.86%

Rating Structure

The rating structure for General Rates and Environmental Levy is based on a combination of a base charge for all properties with the remainder calculated on a rate in the dollar based on the land value assigned by the Valuer General. Eurobodalla land values were reviewed in 2022. These revised valuations came into effect for rating purposes from 1 July 2023.

This rating structure is used to provide the fairest and most equitable distribution of the rate levy across the Local Government area.

The approved rate peg percentage increase is applied to the Residential, Business and Farmland General Rates and the Environmental Levy.

Rating categories

Each parcel of land in the Eurobodalla has been categorised for rating purposes in accordance with Sections 515 to 519 of the *Local Government Act 1993*.

Residential

Applies uniformly to all properties where the dominant use is residential, including rural residential properties, or in the case of vacant land, where it is zoned or used for residential purposes.

Farmland

Applies to all properties in the Eurobodalla that satisfy the farmland criteria in the *Local Government Act 1993*.

Business

Applies to all properties that are not identified as residential or farmland. The Business category includes properties that are used for commercial and/or industrial purposes. Properties deemed "inactive" are excepted.

A differential loading is applied to commercial and industrial properties which contribute a greater share of the costs relating to:

- Tourism and economic development
- CBD amenities enhancing retail and tourism
- Additional cleaning, maintenance and construction treatments required for road, traffic, drainage, toilet and street cleaning.

Business (Subcategory: Inactive)

Council places any properties that cannot be categorised as residential, business or farmland into the business inactive subcategory. Generally, they are lands which have a restriction on their use. This land will be rated at the same rate in the dollar as residential land.

Annual Rates and Charges Notice

The Rates and Charges notice issued in July each year shows the amount payable for each property, made up of the applicable General Rate, Environmental Levy and annual charges for the delivery of water, sewer, waste and stormwater services.

As the provider of water and sewer, by including the annual access charges for these services on the annual rates and charges notice, this can make Eurobodalla rates appear more expensive than localities where ratepayers receive a separate invoice for water and sewer services.

The sample rate notice below shows how the rates for a residential property with all services are calculated using the shire's average residential land value of $519,906.

Rates and Charges Notice

eurobodalla shire council

po box 99 moruya nsw 2537
council@esc.nsw.gov.au
www.esc.nsw.gov.au

89 Vulcan Street, Moruya
ABN 47 504 455 945
Tax Invoice (GST exempt)

Rates and Charges Notice
1 July 2025 to 30 June 2026

General Enquiries (02) 4474 1000
Account Enquiries (02) 4474 1355
Office Hours: 8.30am to 4.30pm Monday to Friday

Account Number	**111111**
Date of Issue	July 2025
Rating Category	Residential
Land Value	$519,906
Valuation Base Date	1 July 2022

Ratepayers Name
1234 Main Street
EUROBODALLA NSW 1234

020

For important information about this notice and additional payment methods please see overleaf and the enclosed brochure

PROPERTY Location and Description
1234 Main Street, EUROBODALLA NSW 1234
Lot   DP

PARTICULARS of Rates and Charges

Environmental Levy	0.004605 Cents * $519906 (Rated Value) = $23.94 plus 1 charge @ $24.50 =	$48.44
Residential	0.120200 Cents * $519906 (Rated Value) = $624.93 plus 1 charge @ $624.00 =	$1,248.93
Sewerage Charge	1 charge @ $1180.00 =	$1,180.00
Stormwater Charge	1 charge @ $25.00 =	$25.00
Water Charge	1 charge @ $405.00 =	$405.00
Garbage Availability	1 charge @ $22.75 =	$22.75
Garbage Collection Service	1 charge @ $283.85 =	$283.85
Waste Management Charge	1 charge @ $64.50 =	$64.50

TOTAL AMOUNT **$3,278.47**

1st Instalment	Due 31 August 2025	$818.47
2nd Instalment	Due 30 November 2025	$820.00
3rd Instalment	Due 28 February 2026	$820.00
4th Instalment	Due 31 May 2026	$820.00

Interest accrues daily at 10.5% pa on all overdue amounts in accordance with Section 566 of the Local Government Act

GENERAL MANAGER

AUSTRALIA POST PAYMENTS
Present this notice intact at Australia Post for payment by cash, cheque or EFTPOS
CREDIT CARD
By phone 13 18 16 or online auspost.com.au/postbillpay (MasterCard, Visa or PayPal accepted). A credit card payment processing fee of 1% is charged at the time of payment.

Post Billpay
Billpay Code: 4228
Ref:

*4228

BPAY® PAYMENTS

Biller Code: 20941
Ref:

Contact your financial institution to make a payment from your cheque or savings account. (Credit Card accounts are not accepted)
BPAY this payment via Internet or phone banking.

To have your notices emailed
Register at esc.enotices.com.au
Reference No:

DIRECT DEBIT
Payment processed by Council from your nominated account.
(Credit Card accounts are not accepted)
To download the direct debit form visit www.esc.nsw.gov.au/rates

RATES AND CHARGES NOTICE

Account Number	111111
Total Amount	$3,278.47
Instalment	$818.47
Payment Due	31 August 2025

Levies and Charges

The Rates and Charges listed on the sample rate notice are outlined below:

Environmental Levy

The Environmental Levy was introduced in 1996-97 to provide funds to assist with the preservation and protection of the environment.

The Environmental Levy applies to all rating categories and is based on a combination of a base charge for all ratepayers and a variable 'rate in the dollar' amount based on your land value.

Rate	Base Charge ($)	Rate (cents in $)	% of total income from base properties	Estimated Yield ($)
Environmental Levy	24.50	0.004605	49.81	1,296,715

Residential (or Business or Farmland)

The General Rate is applied based on the Rating Category of your property which includes Residential, Business or Farmland and is based on a combination of a base charge for all ratepayers and a variable 'rate in the dollar' amount based on your land value.

Category	Base Charge ($)	Rate (cents in $)	% of total income from base properties	Estimated Yield ($)
Residential	624.00	0.1202	49.96	31,010,222
Business	624.00	0.6059	14.16	5,538,885
Farmland	624.00	0.0823	32.44	530,902
Business Inactive		0.1202		1,281
Total				37,081,290

Sewerage Charge

Council is responsible for sewerage services within the Eurobodalla. To pay for the provision of this service, Council collects revenue from the people who benefit from access to and the use of Council's sewerage system.

Section 552 of the *Local Government Act 1993* authorises Council to levy sewer access charges to all land except:

- land which is more than 75 metres from a sewer of the council and is not connected to the sewer, and
- land from which sewerage could not be discharged into any sewer of the council.

Residential properties

The residential sewer access charge applies to:

- All single residential properties;
- Each Strata Title unit;
- Each Torrens Title unit;
- Each Community Title unit;
- Other single accommodation types; and
- Vacant land where sewer is available in accordance with Section 552 of the Act.

Connection Type	Charge ($)
Single residential *	1,180
Secondary dwelling	1,180
Vacant unmetered	1,180
Dual occupancy **	1,888
Turlinjah (85%) ***	1,003

* Residential properties with multiple 20mm water meters will be charged a sewer access charge for each meter.

** The sewer access charge for properties with dual occupancy is higher, reflecting an increased demand on Council's sewer system.

*** The Turlinjah sewer access charge is reduced as effluent is processed by a reed bed system which results in decreased demand on Council's sewer system.

Business and multi-residential properties

Council levies the following sewerage charges:

- A sewer access charge relative to the customer's capacity requirements.
- A sewerage usage charge.
- A liquid trade waste usage charge (for wastes other than domestic sewage).

The sewer access charges for business and multi residential properties are based on the customer's capacity requirements. Sewer access charges are proportional to the size of the water meter based on a capacity factor.

Sewer access charges for business and multi-residential properties are determined by the water meter size and are set out in the charges table below. Properties with multiple water meters will be charged a sewer access charge for each meter by size.

Sewer access charges are included on the annual rates notice, sewerage usage and liquid trade waste usage charges for business properties are issued separately on the triannual water account.

Water meter size (mm)	Capacity Factor	Charge ($)
20	1.0	1,180
25	1.6	1,888
32	2.6	3,068
40	4.0	4,720
50	6.3	7,434
65	10.6	12,508
80	16.0	18,880
100	25.0	29,500
Vacant unmetered	1.0	1,180
Business strata unit	1.0	1,180

Sewer Access Charges Estimated Income

Category	Estimated Yield ($)
Residential	24,238,321
Non-Residential	2,430,872
Total	26,669,193

Stormwater Charge

Stormwater charges are levied on the annual rate notice in accordance with s496(a) of the *Local Government Act 1993*. The charge applies to all developed urban properties. Residential properties are charged a flat rate and business charges are based on the land area of the property as shown below:

Category	Land Area (sqm)	Charge ($)	Estimated Yield ($)
Residential	NA	25.00	427,075
Residential Strata	NA	12.50	35,762
Business*	Up to 1,050	25.00	7,956
Business*	1,050 to 2,100	50.00	10,227
Business*	2,101 to 3,150	75.00	6,075
Business*	Greater than 3,150	100.00	13,600
Total			500,695

* The charge for business strata units is as for business, divided by the number of units, subject to a minimum charge of $5

Water Charge

Supplying water to the community is one of the major activities of Council. To pay for the provision of this service, Council collects revenue from the people who benefit from access to and use of the water supply.

Section 552 of the *Local Government Act 1993* authorises Council to levy water supply charges to:

- land that is supplied with water from a water pipe of the council, and
- land that is situated within 225 metres of a water pipe of the council whether the land has a frontage or not to the public road (if any) in which the water pipe is laid, and although the land is not actually supplied with water from any water pipe of the council.

The minimum residential water access charge applies to:

- All single residential properties;
- Each Strata Title unit;
- Each Torrens Title unit;
- Each Community Title unit;
- Other single accommodation types; and
- Vacant land where sewer is available in accordance with Section 552 of the Act.

Water access charges are included on the annual rates notice and water usage charges are issued separately on the triannual water account.

Residential properties

The minimum water access charge for single residential properties is based on a standard 20mm water meter connection.

Connection Type	Charge ($)
Minimum single residential *	405
Minimum secondary dwelling	405
Vacant unmetered	405
Minimum dual occupancy **	648

* Residential properties with multiple 20mm water meters will be charged an access charge for each meter.

** The water access charge for properties with dual occupancy is higher, reflecting an increased demand on Council's water system.

Business and multi-residential properties

The water access charges for business and multi residential properties are based on the customer's capacity requirements. Water access charges are proportional to the size of the water meter based on a capacity factor.

Water access charges for business and multi-residential properties are determined by the water meter size and are set out in the charges table below. Properties with multiple water meters will be charged a water access charge for each meter by size.

Water meter size (mm)	Capacity Factor	Charge ($)
20	1.0	405
25	1.6	648
32	2.6	1,053
40	4.0	1,620
50	6.3	2,551
65	10.6	4,293
80	16.0	6,480
100	25.0	10,125
Vacant unmetered	1.0	405

Water Access Charges Estimated Income

Category	Estimated Yield ($)
Residential	8,803,682
Non-Residential	867,115
Total	9,670,797

Garbage Availability

The garbage availability charge applies to all properties (including vacant land) in the domestic collection area. The annual change is levied whether the collection service is used or not. The charges are levied under S496 of the *Local Government Act 1993.*

Description	Charge ($)	Estimated Yield ($)
Domestic waste availability charge	22.75	529,438

Garbage Collection Service

The garbage collection service covers the cost of domestic waste collection services. These services include weekly kerb-side collection of an 80-litre garbage bin, fortnightly collection of a 240 litre recycling bin and a 240 litre garden organics bin, and an annual hardwaste collection. This charge applies to properties that are supplied with garbage bins by Council. The charges are levied under S496 of the *Local Government Act 1993.*

Description	Charge ($)	Estimated Yield ($)
Domestic waste collection charge	283.85	6,855,829
+ additional service 240 litre recycling bin (optional)	83.20	9,402
+ additional service 240 litre garden organics bin (optional)	83.20	54,912
Total		6,920,143

Waste Management Charge

All rateable properties in Eurobodalla pay this charge to cover the cost of waste management including tip operations and waste minimisation programs. The charges are levied under S501 of the *Local Government Act 1993.*

Description	Charge ($)	Estimated Yield ($)
Waste management charge	64.50	1,705,057

Liquid Trade Waste Annual Charge

Council applies an annual charge to all business (commercial/industrial) properties capable of discharging liquid trade waste into the sewer. This charge covers the cost of annual inspection or audit. A re–inspection fee may apply.

Description	Charge ($)	Estimated Yield ($)
Liquid trade waste annual charge	125	60,250

Council levies the liquid trade waste annual charge on the rates notice, usage charges are issued separately on the triannual water bill.

Payment by Instalments

Ratepayers may pay their rates and charges in four quarterly instalments each year as follows:

Instalment	Issued by Date	Due Date
First	31 July	31 August
Second	30 October	30 November
Third	31 January	28 February
Fourth	30 April	31 May

Pensioner Rebates

Holders of a pensioner concession card who own and occupy a rateable property are eligible for a pensioner concession. The *Local Government Act 1993* provides for a pensioner rebate of up to 50% of the aggregated ordinary rates and domestic waste management service charges, to a maximum of $250. Eligible pensioners are also entitled to a maximum rebate of $87.50, for both water and sewer access charges, a total of $175.00 per annum, where applicable.

Under the State's existing mandatory Pensioner Concession Scheme, the State Government reimburses the Council 55% (up to $233.75 per property) of the pensioner concession. Council funds the remaining 45% (up to $191.25 per property).

Charges on overdue accounts

In accordance with s566(3) of the *Local Government Act 1993*, the Minister for Local Government determines the maximum rate of interest payable on overdue rates and charges each year.

The Minister has advised the maximum rate of interest payable on overdue rates and charges for 2025-26 will be 10.5% per annum.

Usage Charges - Water, Sewerage and Liquid Trade Waste

Water Usage Charge

- All water consumed will be charged for by volume per kilolitre (kL) from the July water meter reading.
- A minimum charge of $10 will apply to all accounts with usage between 0 and 2 kilolitres.
- Water usage is charged three times each year based on water meter readings undertaken in July/August, November/December and March/April and accounts are issued in the following month.
- The owner of the property is responsible and liable for all water usage that is recorded on the water meter(s) servicing the property.
- Water Usage Charges may be adjusted for approved concessions in accordance with Council's Water Usage Charging Policy.

Category	Usage Charge ($)	Estimated Yield ($)
Residential	4.20/kL	9,492,840
Non-Residential	4.20/kL	2,766,830
Total		12,259,670

Sewerage Usage Charge

Business properties are charged a sewerage usage charge based on the estimated volume of sewerage discharged into the sewerage system. The volume of sewerage discharged into the sewerage system is estimated as a proportion of the total water usage and is applied as a sewer discharge factor which is dependent on the type of business activity at the premises.

Sewerage usage is charged three times each year following water meter readings on the same account as the water usage and liquid trade waste usage charges.

Category	Usage Charge ($)	Estimated Yield ($)
Sewerage Usage	2.35/kL	838,281

Liquid Trade Waste Usage Charge

Trade wastes typically have greater concentrations of nutrients and contaminants and therefore have a greater impact on the sewerage system and treatment plant design.

The volume of trade waste discharged into the sewerage system is estimated as a proportion of the total water consumption and is applied as a liquid trade waste discharge factor which is dependent on the type of business activity at the premises.

Liquid Trade Waste usage is charged three times each year following water meter readings on the same account as the water usage and sewerage usage charges.

Category	Usage Charge ($)	Estimated Yield ($)
Business Liquid Trade Waste Usage Compliant discharge	1.80/kL	172,082
Business Liquid Trade Waste Usage Non-Compliant discharge (failure to comply with Council's conditions of approval)	17.50/kL	-

Pricing methodology

All of Council's fees and charges that are not subject to statutory control are reviewed on an annual basis prior to finalisation of Council's annual operating budget. In determining which pricing methodology is appropriate for each type of service, Council is guided by principles of 'fair imposition' and 'user pays'. Council may raise funds for local purposes by fair imposition of rates, charges, and fees, by income earned from investments, and when appropriate by borrowings and grants. Council's Pricing Policy generally supports the cost recovery philosophy. It recognises people's ability to pay and balances an expectation that some services will be cross subsidised from rates for the common good of the community.

Pricing will:

- Explore cost recovery opportunities
- Ensure value for money by providing effective and efficient service
- Balance fees against rates, grants and other funding sources
- Manage financial risk
- Develop transparent pricing structures that can be administered simply and efficiently and be understood by the public
- Develop pricing structures that reflect real lifecycle and environmental costs
- Recognise pricing encourages or discourages consumer use and behaviours

Fees and Charges

Council's Pricing Policy and Annual Fees and Charges are available in the separate Fees and Charges document, available on Council's website www.esc.nsw.gov.au

Debt recovery

Commercial debt recovery procedures will be pursued in order to minimise the impact of outstanding debts on Council's financial position. Council will adhere to ethical guidelines in respect of debt recovery procedures. Debtors will be advised of the likely additional legal costs prior to the issue of any summons. Land may be sold, with Council approval, where rates or other property debt arrears are greater than the land value of the property or rates are in arrears for five years.

Borrowings

Loans are borrowed for major projects for a term equivalent to the life of the asset (usually not greater than 30 years). Loans allow Council to spread the cost of the asset over the life of the asset, ensuring that the payment for the benefit is made by those receiving the benefit of the asset. This is in accordance with the inter–generational equity principle.

All loans are financed from an approved financial institution in line with Council's borrowing policy. For more information refer to Council's Borrowing Management Policy available on Council's website www.esc.nsw.gov.au

Council currently has no proposed borrowings for the 2025-26 year.

Rating categorisation maps

Council is required to have available for inspection, maps showing those parts of Eurobodalla to which each category and sub-category of the ordinary rate and each special rate applies.

These maps are available by request at Council's Customer Service Centre in Moruya.

Accounting policies and notes for this plan

1. Policies are generally as stated in the audited financial statements and Office of Local Government's Accounting Code of Practice.
2. Sale of assets; the gross value of sales is disclosed in the statement of fund flows. The "carrying value" of assets sold (excluding land) is assumed to be equal to the sale value.
3. Depreciation is forecast based on existing assets, works in progress and proposed purchases/construction.
4. Capital grants and contributions exclude the estimated value of non-cash assets contributed by developers.
5. Costs exclude net present value of future remediation of landfills and the like.
6. A conservative approach is taken when preparing budget forecasts. Council recognises capital income and expenditure supported by external funding when funding is secured and timing of projects can be reliably determined.
7. Figures in this plan may be subject to rounding.

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