The Bega Valley Shire Council acknowledges, by way of our Memorandum of Understanding with the Bega, Eden and Merrimans Local Aboriginal Lands Councils and the Native Title Holders, that Aboriginal people are the original inhabitants, custodians and native titleholders of all land and water in the Shire.

We recognise Aboriginal spiritual, social and cultural connections to these lands and waters and state our commitment to ensuring that Aboriginal rights, as enshrined in legislation, are upheld and not eroded.

Detail ‘Junga’ Acrylic in canvas by local artist Lee
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Introduction

Bega Valley Shire Council is proud to present our Annual Report for 2014-15. This report has been developed for our community, to share our progress over the past financial year. It provides a summary of the achievements we have made in working towards our Community Strategic Plan. This report summarises our activities under each of our community ambition statements. It provides an overview of Council’s financial position, operations and progress, and is prepared in accordance with the Local Government Act, 1993. A detailed report against our Delivery and Operational Plan, and implementation of major capital and renewal projects is provided in our supplementary report in Attachment 1. Audited financial statements are provided in Attachment 2.
Who we are

The Bega Valley Shire is located at the south-eastern extremity of New South Wales. The Shire’s coastal fringe extends from Wallaga Lake in the north to Cape Howe and the Victorian border in the south. Collectively this 220 kilometre section of coastline forms the beautiful Sapphire Coast. Inland the higher peaks of the Great Dividing Range give way to rolling hills and numerous rivers and streams. Approximately 73% of the Shire’s 6,052 square kilometres is National Park or State Forest. The Shire’s combination of natural beauty, temperate climate, its proximity to Sydney, Melbourne and Canberra and its range of towns, villages and recreational opportunities and commercial enterprises has attracted visitors and new residents for many years.

Our place by numbers

227 bridges
10 sewerage treatment systems
37 sewerage pump stations
990 pressure sewerage pump stations
6,628 sewerage manholes
347 km of reticulation sewerage mains
231 km of sewer rising mains
1,422 km of roads

78 km of footpaths
20 community halls
25 sporting grounds
6 swimming pools
4 libraries
1 Regional Art Gallery
101 beaches
19 childcare and preschools
29 estuaries
The Bega Valley Shire boasts the highest rate of volunteerism per capita in NSW with over 500 people actively volunteering directly for the Council. Volunteers are responsible for maintaining and managing our beautiful halls, ensuring our cemeteries are shown the respect they deserve, assisting to deliver home library services, sitting in the Bega Valley Regional Gallery as well as maintaining a host of sports grounds, parks, gardens and nature strips throughout the Shire.

Volunteers also form various advisory committees including the Access Advisory Committee, Coastal Planning and Management Committee and the Youth Council.

Regardless of skills, experience or ability, volunteering is rewarding for both the community and the volunteer.
The Bega Valley Shire’s population of approximately 33,500 people is currently projected to grow at 1.1% per annum, which will see a population of 37,295 people calling the Bega Valley home by 2030. Despite a small population, the Shire’s community boasts a diverse range of skills, talents, interests, and our own story to tell, all of which makes the Bega Valley Shire community what it is today.

In December 2012 a community satisfaction survey was conducted by IRIS Research to provide Council with a greater understanding of community expectations, needs and levels of satisfaction with current services. The results of this survey showed the management of roads, pathways, and parking as the number one priority for Shire residents. This was followed closely by promoting tourism, and planning for growth, development and sustainability.

Current profile:

- **Median age:** 48
- **Older Couples without children:** 14%
- **Homes owned unencumbered:** 43%
- **Households with mortgage:** 27% Median weekly mortgage: $346
- **Households renting:** 23% Median weekly rent: $200
- **Median Household income:** $848
- **Couples with children:** 23%
- **Non English speaking back grounds:** 4%
- **Bachelor or higher degree:** 17%
- **Vocational:** 23%
- **Homes owned unencumbered:** 43%
- **Unemployment:** 5.9%
- **Public transport to work:** 1%
- **SEIFA index of disadvantage 2011:** 969
A message from the Mayor

As Mayor of Bega Valley Shire Council, I am proud to present the Annual Report for 2014-15. Each year, the task of putting together our Annual Report gives us the opportunity to take stock of the achievements Council, with the enormous help of our community, has made.

2014-15 was yet another busy year for Council and the community. Major projects such as the Bega Valley Commemorative Civic Centre, town centre improvements and Eden Port all took shape as a result of many years of hard work, and of equal importance were the smaller projects such as the Bar Beach Pathway improvements, Kiss’ Lagoon regeneration works, a new Bermagui Skate Park, Dickenson Oval Pavilion renewal and the Wonboyn Boat ramp replacement that were all completed in 2014-15.

It was a year of many opportunities and challenges for local government. In June this year we completed our review and submission under the State Government’s Fit for the Future Package. Being classified as a Council that is ‘Fit for the Future’ is a reflection of the hard work, dedication and strong financial and asset management planning this Council has undertaken, not only in 2014-15, but in the years leading us to this point.

This annual report captures the highlights of our 2014-15 financial year and we hope you enjoy reading it.

Councilor Michael Britten
Mayor - Bega Valley Shire Council
Councillors

Bega Valley Shire Council is governed by nine elected Councillors. The Councillors are elected every four years with the last election being held in September 2012. Councillors provide leadership and establish policy and strategic direction for the organisation and the future of the Shire. There are no wards or ridings in the Bega Valley Shire so the nine Councillors are elected by the people to represent the interests of all residents, to provide leadership and guidance to the community, and to encourage communication between Council and the community. The Council elects the Mayor and Deputy mayor each September. Our current Mayor is Councillor Michael Britten and our Deputy Mayor is Councillor Liz Seckold, elected in September 2014 and again in 2015.
Council meetings

Everyone is invited to attend meetings of Council. Ordinary Council Meetings are now held every third Wednesday. The meetings start at 2pm and are held in the Council Chambers at Zingel Place Bega. Extraordinary Meetings are held from time to time to attend to urgent matters which require the decision of the full Council, these meeting are advertised in the local papers.

The Agendas for Council Meetings and reports for each meeting are available from 5pm on the Thursday prior to each Ordinary Meeting on Council’s website and a hard copy is made available at the Bega Administration reception desk and in the Council Chambers on the day of the meeting.

How Council operates

Council is the third level of government that is directly accountable to the local community with powers and responsibilities conferred from Federal and State Government. The Local Government Act 1993 provides Council with the framework and powers to provide community services and facilities.

The Annual Report is the one document that best sums up our actions and achievements over the past financial year. It’s been a valuable year of self-assessment, where every council in NSW was required to measure their performance against a range of benchmarks as part of the State Government’s Fit for the Future package.

The package aimed to assess the long-term financial sustainability of councils, and based on our performance for the 2014-15 year we have been confirmed as a council that is fit for the future. While much of our financial stability comes from long term planning, it is a focus on current projects and service delivery that has given us this strong position.

We recognise that financial stability only forms part of the picture, and key efforts have been made to deliver the best service for our community. A major push to improve the way we engage with the community came to fruit last year with the development of a new way to share information and harvest valuable feedback.

In the space of a year we launched a new website that made it easier to find information and to provide instant feedback to Council; we worked closely with the community through a reference group to boost community and Council interactivity; and we developed a community engagement toolkit for staff to build consultation plans into individual projects; and we started the recruitment process for key place based officers who will be on the ground, in the community hearing your views and recommendations.

It has also been a year for developing major projects that will service the community and boost amenity within the Shire. We have seen the growth of a civic area within Bega, four town centre revitalisation projects adopted, with the Eden CBD first in line for major improvements, the commencement of works on the Merimbula bypass, and the construction of the excellent community pavilion at Dickinson Oval in Bermagui.

These are just some of our major developments and achievements. Please read on for the full picture of how the Bega Valley Shire Council has worked hard for our community. The commitment of community volunteers, Councillors and staff has been amazing and this cooperation and collaboration has ensured key outcomes across the Shire.

Leanne Barnes
General Manager - Bega Valley Shire Council
Council’s General Manager, Leanne Barnes is responsible for the implementation of Council’s policies as well as the administration and management of all Council day-to-day business. The General Manager reports to the Council (Councillors).

The General Manager is supported in the role by four Group Managers and an Executive Manager. These organisational leaders report to the General Manager and form the Leadership and Executive Group. The group is fondly referred to as LEG by our staff.
What we do:

Provide and maintain community facilities such as:
- Parks and sportsgrounds
- Playgrounds and skate parks
- Sapphire Aquatic Centre Pambula and swimming pools throughout the Shire
- Sports and recreation facilities throughout the Shire
- Local libraries in Bega, Bermagui, Eden and Merimbula
- Preschools and Childcare centres in Bega and Eden, and our Mobile service for Candelo and Bemboka
- Merimbula Airport, Bega Saleyards and cemeteries throughout the Shire

We care for the environment by:
- Managing and enhancing bushland areas
- Providing environmental and waste education and recycling services
- Responding to pollution incidents and prosecuting polluters
- Monitoring the water quality of the Shire’s estuaries
- Planting trees and controlling noxious weeds
- Beneficially recycling and reusing treated effluent

We create a safer place to live by:
- Maintaining and improving roads, footpaths and stormwater drains
- Working with emergency organisations such as the Rural Fire Service, State Emergency Service, NSW Police and NSW Surf Life Saving
- Managing the keeping of companion animals
- Inspecting food premises
- Treating and supplying drinking water to our community
- Treating sewage to a high standard to protect human health

We enhance our community by:
- Listening to community views
- Holding citizenship ceremonies, Australia Day Celebrations and the Seniors Week luncheon known as the Golden Gig
- Offering services for seniors, young people, new migrants and people with a disability
- Providing grants to community organisations
- Supporting local community groups such as sporting clubs, arts, migrant groups and charities
- Encouraging and promoting volunteering in our communities

We plan for the future by:
- Planning and managing the urban environment
- Preserving heritage sites
- Consulting with the community about its needs
- Developing long term strategic plans for Council and the Shire
Our Workplace

Organisational Development
In 2014–15 Council adopted the revised Workforce Management Strategy 2015-2019 and Workforce Development Plan for the next 12 months. Integral to this Strategy and Plan has been the commencement of a program of leadership development for employees with staff management responsibilities. Fourteen managers participated in a four day workshop conducted by NSW Local Government Professionals. As part of the strategy for managing our ageing demographic, we conducted a pre-retirement workshop funded by a Federal Government Grant under the “Corporate Champions” program. Allied with this training initiative was the development of a new Transition to Retirement procedure.

Consultation and planning commenced for revising the existing remuneration and pay system in order to simplify it and make it more equitable. This activity is happening concurrently with the revision of the existing Employee Performance Review Process and transition to a skills-based employee feedback system.

Equal Employment Opportunity
Council has an ongoing commitment to ensuring the principles of EEO underpin policy, procedures and activities across Council. The staff induction program reinforces this commitment and includes projects such as bi-annual workshops on the prevention of bullying and harassment.

In 2014-15, Council’s traineeship program included two diversity traineeships and four Aboriginal traineeships. Council also has an appointed Aboriginal Liaison Officer.

Our People

Anne Richardson
Development Engineer

My role as Development Engineer is to review development applications, making sure all the necessary public infrastructure, such as roads, drains, and water supply, which is required to support the development is provided. One of the most exciting parts of my role is watching new development progressing in the Shire, and helping it to happen. Some of the things I enjoy most about living in the area is the access to the beaches, the lakes, and the forest parks – swimming, canoeing, and bush walking.
Providing a Safe Workplace

Council takes very seriously its Workplace Health and Safety (WHS) obligations relating to providing a safe workplace for our employees. Our employee health initiatives/programs conducted in 2014-15 included: annual influenza vaccinations (163); hepatitis (15) screening program; and skin patrol checks. In addition to these initiatives Council also continued audiometric testing for staff exposed to excessive workplace noise and the Move-4-Life Manual Handling Program.

Council continues to regard WHS as a high priority area for attention. One indicator of sustained organisation wellness improvement is in the area of workers compensation claims lodged. The number of new claims lodged fell in comparison to last year. Our workers compensation claims and time lost due to injury for the reporting year are summarised below.

<table>
<thead>
<tr>
<th></th>
<th>2014/15</th>
<th>2013/14</th>
<th>2012/13</th>
<th>2011/12</th>
<th>2010/11</th>
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<tbody>
<tr>
<td>Lost time hours cumulative*</td>
<td>806</td>
<td>352</td>
<td>4,189</td>
<td>2,180</td>
<td>5,318</td>
</tr>
<tr>
<td>Number of new claims</td>
<td>17</td>
<td>14</td>
<td>29</td>
<td>27</td>
<td>25</td>
</tr>
</tbody>
</table>

*Equals lost time hours for injuries received plus lost hours for claims carried over from previous years.

The total number of lost time for injuries and number workers compensation claims has increased from previous years. This can be attributed to hearing loss claims by employees preparing for retirement, falls and muscular stress.

Our People

Richard Cunningham
Leisure & Recreation Projects

My role involves the delivery of Leisure & Recreation’s capital works programme and to supervise contractors. It’s interesting being able to work across a large part of the council organisation, in addition to community volunteers and contractors to deliver best value wherever possible. One of the greatest challenges of this role is being able to draw a line under the project and declaring completion. There are often ‘extras’ to deliver that weren’t part of the original brief and have to be done within budget. This year has seen the revival of a group focussed on providing good Leisure & Recreation opportunities within the shire, this has been a real highlight for me. What I enjoy most about living in Bega Valley? Getting to enjoy some of the opportunities that have been created by the people I work with!
Financial Snapshot

Source of Fund 2014-15

- Rates & Annual Charges: $44,723,000 (53%)
- Operating Grants & Contributions: $14,317,000 (17%)
- User Charges: $14,831,000 (18%)
- Investment Returns: $2,164,000 (3%)
- Sale of Assets & Other: $1,262,000 (1%)
- Capital Grants: $7,195,000 (8%)
- Total: $84,492,000 (100%)

<table>
<thead>
<tr>
<th>Type of Fund</th>
<th>Amount</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rates &amp; Annual Charges</td>
<td>$44,723,000</td>
<td>53%</td>
</tr>
<tr>
<td>Operating Grants &amp; Contributions</td>
<td>$14,317,000</td>
<td>17%</td>
</tr>
<tr>
<td>User Charges</td>
<td>$14,831,000</td>
<td>18%</td>
</tr>
<tr>
<td>Investment Returns</td>
<td>$2,164,000</td>
<td>3%</td>
</tr>
<tr>
<td>Sale of Assets &amp; Other</td>
<td>$1,262,000</td>
<td>1%</td>
</tr>
<tr>
<td>Capital Grants</td>
<td>$7,195,000</td>
<td>8%</td>
</tr>
<tr>
<td>Total</td>
<td>$84,492,000</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Expenditure of Fund 2014-15

<table>
<thead>
<tr>
<th>Type of Fund</th>
<th>Amount</th>
<th>%</th>
</tr>
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<tbody>
<tr>
<td>Employment Costs</td>
<td>$29,778,000</td>
<td>38%</td>
</tr>
<tr>
<td>Borrowing Costs</td>
<td>$2,173,000</td>
<td>3%</td>
</tr>
<tr>
<td>Materials &amp; Contracts</td>
<td>$17,331,000</td>
<td>22%</td>
</tr>
<tr>
<td>Depreciation</td>
<td>$22,181,000</td>
<td>29%</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>$6,312,000</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$77,775,000</td>
<td>100%</td>
</tr>
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Operating Expenditure by Function

- Governance
- Administration
- Public Order & Safety
- Health
- Community Services & Education
- Environment
- Housing & Community Amenities
- Water Supplies
- Sewer Services
- Recreation & Culture
- Mining, Manufacturing & Construction
- Transport and Communication
- Economic Affairs

2014 Actuals ($'000)
2015 Actuals ($'000)
Definition of our Function areas

**Governance:** Elected Officials; Governance and Executive.

**Administration:** Communication; Community and Relationship Administration; Contact Centre; Financial Management; General Purpose; Employment Support Services and Risk Management; Information Communication and Technology; Information Management; Integrated Planning and Reporting; Organisation Support; Procurement.

**Public Order and Safety:** Beach; Emergency Services; Fire Services; Regulatory.

**Health:** Health.

**Environment:** Environment; Stormwater; Street Services; Waste; Weeds.

**Community Services and Education:** Ageing and Disability; Bandara Childcare; Brighter Futures; Community Options; Community Services; Compacks; Eden Childcare; Eden Preschool; Emergency Response [Community Service]; Sapphire Mobile Preschool; Volunteers.

**Housing and Community Amenities:** Cemeteries; Planning and Environment; Planning; Public Amenities.

**Water Supplies:** Water.

**Sewerage Services:** Sewer.

**Recreation and Culture:** Regional Gallery; Halls; Libraries; Parks; Pools; Sports.

**Fuel and Energy:** Fuel; Energy.

**Agriculture:** Agriculture.

**Mining, Manufacturing and Construction:** Building Regulation; Quarry.

**Transport and Communication:** Airport; Bridges; Bus Shelters; Car parks; Council Buildings; Cycleways; Flood; Infrastructure, Water and Waste Administration; Jetties; Plant; Regional Roads; Rural Roads; Street Services; Urban Roads.

**Economic Affairs:** Business Growth; Land Development; Private Works; Saleyard.
Our planning in action

In addition to our annual activities and core services, Council plans and delivers many high profile Major Projects. These projects are often longer term projects, taking place over several financial years and many have required the seeking of external funds. Each of these major projects are reported quarterly to Council with updates published to our Council website to ensure our Community has access to the latest updates.

The status of our Major Projects as of June 30 2015:

Bega Valley Commemorative Civic Centre
Construction commenced late 2013 with civil works and the main building works on site February 2014. The main works are completed with official opening Australia Day 2016. The new design will provide a multi-function community space for people living in Bega Valley, with adaptable meeting and performance spaces, new Council chambers, easy access, and a large function hall with a commercial kitchen, whilst retaining the history of the town hall and acknowledging its history as a war memorial.

Eden Port
Planning and final geotechnical studies are underway, and Council has representation through Group Manager, TUG Wayne Sartori, on the design project team constituted by Crown Lands. Community liaison group is now moving to look at economic development opportunities in Eden and Council will play a key role in this process.

Town Centre design projects – Bega, Bermagui, Eden, Merimbula
Action on Imlay, the Eden project, is progressing with focus group meetings held. Tender for works let at meeting on 1 July 2015

Littleton Gardens
Second application for funding submitted to State Government through Public Reserve Management Fund for park and leisure activities on the site. Tender has been called for next stage of works including works in Zingel Place and at the front of the Civic Centre.

Merimbula Airport
Operational management call for expressions of interest closed with report to Council 22 July 2015. Second stage assessment for consideration for funding under the Regional Tourism Infrastructure (Regional Airports) program was prepared for submission by 31 August 2015. Application for National Stronger Regions Fund Round 2 being scoped.
Merimbula By Pass
Project objective is to provide a strategic traffic bypass of the Merimbula CBD as identified in the Merimbula Traffic Study. Project works to include land acquisition, construction of intersection traffic controls (roundabout, traffic signals), stormwater drainage, car parking and road pavements. To date land acquisition and detail design is complete, utility services relocations are 30% complete and roundabout construction is complete.

Merimbula effluent management
Expressions of interest have been called for the Environmental Impact Statement for this project and the panel appointed.

Merimbula Lands development
Council resolved to delay this process and include in an update of the Land Investment Strategy. Workshops with Councillors will commence later this year and the draft plan will be publicly exhibited.
Tura community centre and branch library development
DA lodged and on exhibition. Tender documents being prepared.

Fit for the Future (FFTF) and Resourcing Strategy Review
Council Improvement Proposal exhibited and submitted to IPART. IPART to make recommendations to State Government mid October, outcomes expected to be released after that date. Leadership forum planned for Thursday 28 and Friday 29 May postponed to December 2015 due to pressures on sector in NSW with Fit for the Future deadlines

Business Growth and Economic Development Strategy implementation
During the 2014-15 period the Economic Development Strategy was developed through direct stakeholder consultation. Council publicly exhibited the draft strategy and it was subsequently adopted. The reporting period also saw the advertisement of vacant positions, with recruitment and commencement in place for the 2015-16 period. Discussions have commenced regarding the proposal of an economic development and business growth week for the 2015-16 period.

Communication and community engagement review
Listen Talk Action – community engagement and communications report and toolkit adopted by Council. Training provider appointed to train all key staff with training sessions to be held over the 2015 year
In addition to our reported ‘Major Projects’ the 2014-15 year has seen some exciting progress across all areas of Council, a snapshot of these are listed below:

Achievements in our capital programs:

- Gipps Street Car Park – purchase and works
- Major upgrade Sapphire Coast Drive - complete
- Imlay Street SPIIRE commenced works
- Pretty Point Bridge – award for works done
- Bega Valley Commerative Civic Centre – opening January 2016
- Bega Depot and Emergency Operational Center – completed and in operation
- Wonboyn Boat Ramp - opened
- Beach Street works – ramp to water complete, rock wall complete turf/carparks to be done.
- Bar Beach works – complete
- Kisse’ Lagoon works completed
- Tathra Solar Farm opened
- Dickinson Oval Pavilion – completed

Achievements in planning for our long term goals

- Wannatta Lane next stage underway
- Littleton Gardens – works underway
- Voluntary Planning Agreement Merimbula Service Road signed
- Property matters for the By Pass Merimbula – onfoot since 2010, completed
- Former Auswide purchased – exchanged, discussions commenced October 2014, settlement end of September
- Tura Library – purchased 2013, property and zoning matters now complete, construction certificate in place, tenders called
- Regional playgrounds in Merimbula and Bega
- Property divestment Merimbula – tender documents being prepared for Main Street site following Council resolution.
- Hotel Australasia – ongoing discussions about future options
- Masterplans commenced for Bega and Pambula Regional Sportsgrounds – workshops held
- Bega Hospital site – work on masterplan for site commenced for future options
- Eden Port – works on track; Council now driving move to focus on economic development and product development for Eden and region
Achievements in seeking funds for projects
- Applications for funding made to Federal Government for North Bega Sewer; and to State and Federal Governments for the Merimbula Airport
- Indigenous Advancement Strategy $550k over three years for early childhood development
- NSW Boating Fund $785k

Achievements in communicating and planning
- Resource Strategy reviewed and adopted
- Asset Management Plans reviewed and adopted
- Fit for the Future Council Improvement Proposal lodged – scale and capacity and ratios confirm Council’s approach into the future with the outcome advised as Council being ‘Fit’
- Range of environmental plans and reports prepared, exhibited and adopted including coastal processes and hazards study, lakes and lagoons review
- Landscaping Guidelines adopted
- Community Link revamp and Village Newsletter – in place now directing traffic to website for a number of advertising items
- New website launched
- Live streaming commissioned to commence when new Chamber completed
- New phone system installed
- New policies and plans in place including, Clean Air, Flood Plain Risk Management Bega/Brogo, Drinking Water Quality Management System
- Recreational Vehicle friendly Towns adopted for Cobargo and Bega

Achievements in our governance
- Council meetings have been held as planned
- Code of Conduct matters minimal, and all but one, have been lodged by external organisations. Code of Conduct review has commenced.
- Councillor training, attendance at relevant conferences and council run sessions has added value to the governance and decision making of the Council
- Internal Audit Committee reviewed and re-established. Internal Audit Plan adopted for period 2015-18
- Applications for Financial Assistance process reviewed
- Quarterly reports now provided to Council on major projects and actions against resolutions

Our People

Kevin Watts
Manager, Business Services

My role in Council is to look after our Supply, Technology, Employee Support, Storage and Property Services. This means being across everything from building acquisitions and disposals through to making sure that Council’s technology is up to date and works! Personally, one of my biggest challenges with taking on this new role was adapting from a Federal System to the Local Government system. In some ways they are alike and in many ways, different. One of my highlights has been connecting with people in the Community. You quickly find that your decisions can, and do, have an immediate impact on the Community, that offers me a lot of job satisfaction. My wife and I have lived in the Valley now for several years. One of the lovely things for us is that the Community spirit is alive and well. Bega Valley people support each other and they care about each other. That is just gold!
Achievements in our operational areas – programs and staff

- Organisational structure approved by Council in June 2014 now fully in place – the final areas of Strategy and Business Services and Community, Relations and Leisure now completed
- Procurement review outcomes – new structure, better outcomes, social procurement embedded
- Recreation staff review and new focus using existing staff positions but with new approach – already showing results with getting outcomes achieved
- Community services, libraries & customer service review. Library services review adopted; move to new approach in libraries following external review undertaken in mid 2014 – staff new structure adopted and staff appointed; PLACE based approach outlined in June 2014 now achieved using existing EFT. This is a new and exciting approach to working with and for the local communities across the Shire.
- Leadership – all senior staff have now been through the Australian School of Applied Management program; new agenda and established regular survey on values statement to ensure focus is on working together and achieving outcomes
- Staff culture improvement underway with senior managers, managers and all staff engaged in the process
- Assessment of Civic Administration building for Building Code Australia compliance and accessibility commenced.
- Staff uniforms now in place
- Third year of NSW Local Government Operational and Management Effectiveness Report completed

And our achievements in doing things with a touch of difference

- Economic Development Strategy adopted – aim is outcome focused and introduces concepts of innovation
- Public Art approach – Littleton Gardens, Short Point
- Tourism Summit held in October 2014
- Economic Development Forum in planning
- Leadership Forum in planning for December
- MOU with Eurobodalla Shire Council – senior staff working together, to show where Councils have opportunities to get real outcomes for the region
Achievements in doing things with a touch of difference
July 2014

• London-based contemporary Australian artist, Shaun Gladwell was named winner of the Shirley Hannan National Portrait Award for 2014 in the Bega Valley Regional Gallery.

• Council staff gave a demonstration to NSW Public Works designers of the new $4.5 million Eden and Tura Beach sewage treatment plant.

• Scores on Doors for local food businesses was launched in Merimbula.

• The Bega Valley Regional Gallery introduces the Shirl: a National Youth Portrait Prize for young and aspiring artists.

• The children at Bandara Children’s Services celebrated Aboriginal and Torres Strait Islander history, culture and achievements as part of NAIDOC Week celebrations.

• Council allocated funding and scholarships for a number of people and community projects throughout the shire.

August 2014

• The best of Shire was on display at a regional NSW expo in Sydney to encourage people wanting a ‘tree change’ to move the Bega Valley Shire.

• A meeting to discuss proposed changes to the Eden Pool operating hours was held, in the Eden Fishermen’s Club.

• Council, through its Children’s Services section, is part of an early childhood transformational project in partnership with the University of Wollongong.

• Work began on replacement of Dry Creek Bridge at Towamba.

• Council obtained three grants to rehabilitate priority wetland areas in the Shire.

• Cr Michael Britten was elected Mayor and Cr Liz Seckold Deputy Mayor.
Media Highlights 2014/15

September 2014

• Council encourages ratepayers to use the Snap Send and Solve app to report problems like potholes or unwelcome graffiti.

• Council secured close to $100,000 for the rehabilitation of Bega’s Kiss’s Lagoon and to reduce storm water pollution in the town’s urban catchment.

• A Tourism Summit organised by Bega Valley Shire Council and Sapphire Coast Tourism set to pave the way for future growth and interest in the sector.

October 2014

• Street Artist BYRD, who had work in the current exhibition ‘Takin it to the Streets’ at the Bega Valley Regional Gallery, led a youth graffiti workshop to transform the Bega Skate Park with one of his renowned wall murals.

• Community comment and feedback was sought for the draft Landscape Master Plans for Bega, Bermagui and Merimbula.

• A number of popular projects in the Shire received a collective boost of $300,000 from the NSW Crown Lands Public Reserves Management Fund.

• In the lead-up to National Asbestos Awareness day November, ‘Betty’, an asbestos information house on wheels, will visited Eden and Bega as a special guest of the Council.

• Council called for expressions of interest from artists to create two new innovative public art works for Littleton Gardens in Bega.
November 2014

- Council strengthened its community focus to include Leisure Services and Infrastructure in the newly formed Community, Relations and Leisure group.

- The Sapphire Coast recorded a third consecutive period of above average growth in visitor numbers to the area.

- Council acquired a new clean and green machine to help keep sewer systems in top condition while lowering costs and emissions.

- A Development Application was lodged with Council proposing a major marina development in Eden.

- Council provided a chance for local residents to learn more about its annual financial review statements at a public meeting.

December 2014

- Community concerns about a fenced off area of grass at a former CBD service station site were addressed at a public meeting in Merimbula.

- Council sought State Government assistance to help with the repair and clean-up bill caused by a weekend storm that dropped more than 200mm of rain on some areas in the Shire.

- Councillors resolved to implement safety recommendations from an independent risk assessment report for Tathra and Merimbula wharves.

- Grants from the Mumbulla Foundation and the Southern Phone Grants Scheme were distributed to community groups.

January 2015

- The Bega Valley Shire Library and Bega Valley Regional Gallery hosted their first pop-up events in Cobargo.

- Lifeguard services at Tathra Beach will be extended to the end of February thanks to the Tathra Chamber of Commerce and a Southern Phones Mayoral Grant funded from its annual dividend.

- Sapphire Coast beaches received the thumbs up from the Office of Environment and Heritage in the latest round of Beachwatch results.
Media Highlights 2014/15

February 2015

- Council adopted landscape master plans for Eden, Merimbula, Bega and Bermagui and design guidelines for their central business districts.

- Expressions of interest for the external management of Merimbula Airport were sought.

- Quarterly reports on a number of major projects in the Shire were initiated to keep the community informed of what is happening.

- A new Section 94 and Section 94A Contributions Plan that applies to all residential subdivisions of land and residential and commercial development over $100k that increase the demand for community infrastructure was adopted.

- Works in preparation for the construction of a roundabout on Merimbula Drive, Merimbula began

March 2015

- The small pool at the Bermagui Blue Pool was drained in preparation for substantial work to repair the leaking structural concrete lining of the rock pool.

- ‘IMAGINE’, the Tathra community solar farm, was opened by Bega Valley Shire Council and Clean Energy for Eternity.

- Software for the Timebanking volunteering initiative was introduced.

- Council engaged consultants to undertake a flood study for the Merimbula Lake and Back Lake catchments.
Media Highlights 2014/15

April 2015

• Residents were invited to learn about progress on the Lake Curalo shared pathway project at an information session in Eden.

• Council announced internal changes to improve service delivery and connections with the community and business.

• Council held a series of ‘drop in’ sessions at its libraries to discuss some key plans with interested ratepayers and residents.

May 2015

• Council seeks feedback proposals for construction of a 100m walking track from the Tathra Wharf to the Tathra Headland and Tathra Memorial Gardens.

• Work began on construction of a new concrete cycleway in East Street, Bega.

• Council responded to the State Government’s Fit for the Future initiative with Councillors agreeing to exhibit a draft Improvement Proposal for public comment.

• Bega Valley Shire Council rangers were called to Nethercote Falls when a concerned visitor noticed that a dog had managed to get itself stuck on the cliff face. Together with Merimbula Fire Brigade and the local SES, the dog was rescued and safely returned to his family.

• Boaters and recreational fishers now have improved access to Wonboyn Lake with work to build a new boat ramp and floating pontoon jetty completed.

June 2015

• Council developed a Draft Coastal Zone Management Plan for Pambula Lake Estuary.

• Works on the new rock wall, ramp and path at the Beach Street foreshore area in Merimbula were completed.

• Work began on Master Plans to guide the future use and development of two regionally significant sportsgrounds in Pambula and Bega.
Vision
The Bega Valley is a community that works together achieving a balance between quality of life, enterprising business, sustainable development and conservation of the environment.

Framework to achieve the Vision
Key Themes: Bega Valley 2030 has five key themes. These reflect the ambitions of the community and are presented in a manner that outlines the outcomes to be achieved by 2030.

The first three themes provide the framework to deliver social, environmental, economic outcomes to achieve our vision in partnership with other levels of government, the community and business.

The fourth theme provides the support to the first three themes through the provision and renewal of infrastructure.

The fifth theme outlines how as an organisation Bega Valley Shire Council will support the community through effective and transparent leadership.

1 A Liveable Place
2 An Enterprising Place
3 A Sustainable Place
4 An Accessible Place
5 A Leading Organisation
Council’s Role

To clarify the role and relationship with government and other bodies in providing infrastructure, facilities and services, the following descriptors apply:

Leader: providing direction through planning policy.

Provider: providing services and infrastructure.

Regulator: as a regulator of development, community health and safety and the environment.

Partner: as a partner with the community, government and private organisations.

Facilitator: as a facilitator to bring together Local, State and National Governments, private and community objectives to achieve the best outcomes.

Advocator: as an advocate on behalf the local community.

Promoter: as a promoter of the Bega Valley and of services, programs and activities within the Shire.

Purchaser: as a purchaser or buyer of services or products.

Broker: as a broker sourcing public or private funds to provide service or infrastructure.
A Liveable Place

To support a place where everyone regardless of age or circumstance can enjoy a safe, involved and affordable community life.

Group – Community Relations and Leisure

At Council, our Community, Relations and Leisure Group are committed to making your place a Liveable Place. By this we are committed to ‘supporting a place where everyone regardless of age or circumstance can enjoy a safe, involved and affordable community life.’

To fulfil this commitment, we undertake many core functions. Our ‘core functions’ are the functions and services we deliver on a day to day basis. Our core functions can often be a statutory function of Local Government, or a service that is deemed essential for the servicing of our community.

The following pages outline what we consistently provide to our community to make your place a Liveable Place.
## Function: Community and Culture

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| **Ageing and Disability**                   | • Council supports the wellbeing of older residents and residents with a disability by co-ordinating a suite of services to assist them to remain living independently in their own homes and connected to their chosen community. Programs for Seniors include:  
  • The Com Packs program which will assist over 126 people returning home after a recent hospitalisation.  
  • The Community Options program which will support up to 120 frail aged people, people with a disability and their carers through individual case management services, information and referral  
  • Council receives funding from the Commonwealth Dept of Health and Aging and the NSW Dept of Families and Communities for these programs |
| **Brighter Futures**                         | • Through this program Council supports families to create and maintain positive and nurturing environments for children in the early years of their lives. Council will provide families with support and services to help prevent an escalation of the problems they are facing. This is achieved through case management, home visiting, quality children’s services and parenting programs.  
  • Council receives funding for the Brighter Futures Early Integration Program from the NSW Department of Family and Community Services. |
| **Community Development**                   | • Council works with groups and organisations to build community wellbeing with a focus on the priorities identified in Council’s Social Issues Papers.  
  • Providing information, tools and advice to help communities identify and address local needs  
  • Increasing participation through committees such as the Youth Council and the Access Advisory Committee  
  • Promoting youth development in partnership with the Youth Council  
  • Facilitating Youth Week and Seniors Week celebrations  
  • Supporting Clubs NSW and the Mumbulla Foundation  
  • Recognising the contribution of individuals through the Seniors Week Award, the International Women’s Day Award and the Tertiary Scholarship program.  
  • Aboriginal Liaison  
  • Developing a greater understanding of Aboriginal culture in the Shire  
  • Increasing opportunities for cultural tourism  
  • Consulting with Aboriginal community members across Council functions.  
  • Participating in the Koori Interagency network and works with other stakeholders on community initiatives such as NAIDOC Week  
  • Migrant and Multicultural support  
  • Council supports individuals from culturally and linguistically diverse backgrounds |
# Function: Community and Culture

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<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
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<tbody>
<tr>
<td><strong>Community Development</strong></td>
<td>Bega Valley has four library branches, Bega, Merimbula, Eden and Bermagui. Services provided include:</td>
</tr>
<tr>
<td></td>
<td>• Collection management, user services, home library service</td>
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<td></td>
<td>• Children’s educational programs</td>
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<td></td>
<td>• Adult information sessions</td>
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<td>• Student classes</td>
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<td></td>
<td>• Seniors classes</td>
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<td></td>
<td>• Supporting partnerships with University of Wollongong (UoW), University of Canberra (UCAN), TAFE and other tertiary institutions</td>
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<td></td>
<td>• Online resources</td>
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<td></td>
<td>• Wireless internet access</td>
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<tr>
<td></td>
<td>• Home library elderly and remote clients</td>
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<td></td>
<td>• Annual statistical reporting to State Library</td>
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<tr>
<td></td>
<td>• Adherence to Australian Library and Information Association (ALIA) international library standards</td>
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<tr>
<td><strong>Regional Gallery</strong></td>
<td>Bega Valley Regional Gallery provides a cultural services to the community through the delivery and support of:</td>
</tr>
<tr>
<td></td>
<td>• Major exhibitions (9 per annum)</td>
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<td></td>
<td>• Public programs including broad community outreach (min 23 per annum)</td>
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<tr>
<td></td>
<td>• The Shirley Hannan National Portrait Award (biannual)</td>
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<td></td>
<td>• The Bega Art Prize (annual)</td>
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<td></td>
<td>• Visual Arts education resources</td>
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<td></td>
<td>• Mentoring and curatorial support</td>
</tr>
<tr>
<td></td>
<td>• Management of Council’s Permanent Collection</td>
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<tr>
<td></td>
<td>• South East Arts (SEA) funding and hosting</td>
</tr>
<tr>
<td></td>
<td>• Cultural tourism</td>
</tr>
<tr>
<td><strong>Communications</strong></td>
<td>Provide strategic advice and issues management to Council</td>
</tr>
<tr>
<td></td>
<td>• Deliver proactive community information to support our community in remaining informed and engaged</td>
</tr>
<tr>
<td></td>
<td>• Support Council’s Internet information and documentation.</td>
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<tr>
<td></td>
<td>• Provide guidance and advice in relation to web material and social medial direction</td>
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<tr>
<td></td>
<td>• Support the community in providing avenues for conversation and feedback</td>
</tr>
<tr>
<td><strong>Volunteer and Community Asset Management</strong></td>
<td>The Bega Valley Shire boasts the highest rate of volunteerism per capita in NSW and over 500 people are actively volunteering directly for the Council. Council volunteers are responsible for maintaining and managing our beautiful halls and sportsgrounds, ensuring our cemeteries are shown the respect they deserve, assisting in the libraries, regional gallery and home library services, as well as parks, gardens, reserves, beaches and nature strips throughout the Shire. Volunteers also form various advisory committees including the Access committee and the Youth Council. The Council volunteering team provides support through:</td>
</tr>
<tr>
<td></td>
<td>• Coordinating volunteer recruitment, retention and recognition programs</td>
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</table>
## Function: Community and Culture

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| Volunteer and Community Asset Management (cont’d) | • Volunteer inductions and training  
• Supporting volunteers in ensuring they adhere to Council policies and procedures  
• Managing volunteer WHS and risk management  
• Running reports for volunteer committees on their income and expenditure  
• Providing equipment and support for Council volunteer initiatives  
• Support volunteer committees in their roles  
• Carrying out administration tasks for committees  
• National Volunteer Week and International Volunteer Day activities  
• In addition to the above areas of support, Council’s expanding role in volunteering within the community will also include:  
• Coordinating and administering a ‘Timebanking’ pilot  
• Supporting and promoting volunteering throughout the community  
• Bega Valley Shire Council manages 13 cemeteries across the Shire. Council’s cemeteries team provides the following service:  
• Coordinating the management, maintenance, and development of the shire’s cemeteries including contractor and project management.  
• Liaising with funeral directors, monumental masons and gravediggers in the delivery of services within the cemeteries  
• Ensuring that contractors and members of the public adhere to related policies and procedures  
• Maintaining accurate cemetery records and mapping  
• Assisting members of the public in plot reservations  
• Assisting members of the public with design and purchase of memorial plaques  
• Assist members of the public with finding plots of family members  
• Processing and approving applications for burials and permits to erect monuments  
• Administration of all cemetery related activities  
• Halls  
• Support to Council committees to maintain and manage public halls |
Leisure
Pools
Beaches
Parks
Sports
grounds
### Function: Leisure

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pools</td>
<td>Council provides health, safety and contract management for swimming facilities across the Shire. Swimming facilities include six pools, Eden, Bemboka, Bega, Candelo, Cobargo which are open October to April and the indoor facility at Pambula open all year. The ocean pool in Bermagui is an unsupervised facility.</td>
</tr>
<tr>
<td>Beaches</td>
<td>Beach lifesaving services are provided by contract at seven beaches over summer school holiday period which provides coverage in Eden, Merimbula, Tathra and Bermagui.</td>
</tr>
<tr>
<td>Parks</td>
<td>Council maintains playgrounds in accordance with Asset Management Plans (AMPs) and based on condition and risk assessment. Parks and reserves are managed and maintained by a mixture of Council, community committees and specific groups.</td>
</tr>
<tr>
<td>Sportsgrounds</td>
<td>Council managed facilities including sports grounds, stadiums, skate parks and courts are maintained in accordance with Council’s AMP’s and based on condition and risk assessment. Sports ground and facilities are managed and maintained by a mixture of Council, community committees and specific groups.</td>
</tr>
</tbody>
</table>
Community Ambition: L1 – Wellbeing and Safety - by 2030 we feel safe in our community, with access to health, social and community services, and have appropriate community infrastructure provided to support a high quality of wellbeing and safety

Steps we have taken towards your ambition:

Council continues to support the Police Liaison Committee through hosting and administration. Public amenity and safety has been maximised through the development of proactive regularity programs, including the implementation of the Regional Illegal Dumping project ‘RID’ and the review of the Companion Animal Control Areas.

The fostering of partnerships to provide health services and health education opportunities across this Shire is of ongoing importance and liaison continues with the University of Wollongong across a range of programs including nursing, the Australian National University Rural Medical School and other programs, and University of Canberra via mobile health clinics.

Council continues to provide support to the Bega Valley Suicide Prevention Action Network (SPAN) which was established in 2010 as a result of community concern around suicide. The aim of the network is the prevention of suicide in our community as well as reducing the impact of those bereaved by suicide.

Some of Bega Valley SPAN’s Initiatives for 2014-15 include:

- Community crisis information card
- Police pre and post prevention packs
- “Walk with Us” suicide prevention and mental health awareness walk
- World Mental Health Month event
- Training and workshops for community members
- Increasing mental health resources in Bega Valley Libraries
- Raising awareness around mental health and suicide with the local media
- Continuing to develop relationships with key community groups and services
Community Ambition: L2 – Access to learning and creativity - by 2030 we are an inspired community with expanded access to life-long learning and skill development, and have creativity and celebration integrated into our community life.

Steps we have taken towards your ambition:

Our childcare services continue to deliver quality care with the National Quality Framework Qualification requirements met ahead of schedule. Bega Valley Shire Council continues to provide one of the lowest fee services in the Shire, making this service accessible to a diverse community and providing services that may not otherwise be accessed by families.

Our library services have continued to provide up to date technical support to the community with all staff trained at advanced levels in technology to meet the demands of the community. Weekly adult technology / computer literacy classes have been held throughout the financial year with all classes at 100% capacity. Our Library Services have also been working with the community in providing support and training for technical devices (computers, Ipads). Formal classes were held over the 2014-15 year. The libraries also holds ‘Tech Tuesdays’ which is an advertised day for members of the community to drop by the library on any Tuesday with a ‘tech question’.

During the reporting period Council concluded a review of Council’s library services in response to changing demands, expectations and opportunities for libraries. The review highlighted that the internet and digital resources have raised our customer’s expectations where libraries are no longer just a place to borrow books, but multipurpose community spaces that offer high quality technology and information services. As part of the review, it was recommended that the library staffing structure be adapted to meet these changes and be in a position to constantly evolve. Through this process our libraries are now positioned to deliver a comprehensive schedule of programs across all four libraries, as well as delivering high quality library services, underpinned by good customer service, including the introduction of a dedicated Programs and Partnerships Officer who will work with the community to deliver a schedule of programs across the library network.

Library partnerships have continued with University of Wollongong (UoW), Australian National University (ANU) students, home schooled and U3A students.

Bega Valley Shire Library and Bega Valley Regional Gallery hosted their first pop-up event in Cobargo in January 2015. The successful pop-up library and gallery gave residents and visitors of the Cobargo area the opportunity to borrow books, view art exhibitions, take a yoga or mindfulness class, participate in art and craft workshops, enjoy story time, learn about the latest technology and download an eBook.

Bega Valley Regional Gallery was successful in the 2015 round of Community Arts Support Program grants through Regional Arts NSW. The $3,000 was used to deliver an iPad movie making course from the Australian Film and Television School (AFTRS). An AFTRS tutor was flown in to deliver the course at the BVSC Youth Space Bega to a capacity class of 15 students. The resulting films went on to be entered into the BegaValley Regional Galler initiated YOOF TUBE annual short film competition.
How we know we are making a difference…

_Data on our Children’s Services are collected on a calendar year as a statutory reporting measure. Changes made through our Children’s Services have resulted in significant improvements in numeracy and literacy.Results include:_

Addressing the need for support to vulnerable families in our the community through Children’s Services programs:

% of enrolled children from vulnerable groups in the community who use BVSC Children’s Services:
- Bandara: 62% of enrolled children
- Eden 82% of enrolled children
- Eden PreSchool: 53% of enrolled children
- Sapphire Mobile PS: 54% of enrolled children

Children who demonstrated literacy awareness and understanding appropriate for entry into primary school (Literacy awareness for children aged 4 years):
*note a decrease from 2013 reporting year due to a higher number of enrolled students with special support needs and social / cultural context vulnerabilities

<table>
<thead>
<tr>
<th>Reporting year</th>
<th>Indigenous Students</th>
<th>Non-Indigenous Students</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>69%</td>
<td>91%</td>
<td>67%</td>
</tr>
<tr>
<td>2012</td>
<td>73%</td>
<td>82%</td>
<td>69%</td>
</tr>
<tr>
<td>2013</td>
<td>100%</td>
<td>94%</td>
<td>71%</td>
</tr>
<tr>
<td>2014*</td>
<td>88%</td>
<td>88%</td>
<td>71%</td>
</tr>
</tbody>
</table>

Children who demonstrated literacy awareness and understanding appropriate for their age. (Literacy awareness for children aged 3 Years).
*note a decrease from 2013 reporting year due to a higher number of enrolled students with special support needs and social / cultural context vulnerabilities

<table>
<thead>
<tr>
<th>Reporting year</th>
<th>Indigenous Students</th>
<th>Non-Indigenous Students</th>
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<tbody>
<tr>
<td>2011</td>
<td>100%</td>
<td>88%</td>
<td>67%</td>
</tr>
<tr>
<td>2012</td>
<td>78%</td>
<td>98%</td>
<td>69%</td>
</tr>
<tr>
<td>2013</td>
<td>88%</td>
<td>95%</td>
<td>71%</td>
</tr>
<tr>
<td>2014*</td>
<td>60%</td>
<td>93%</td>
<td>71%</td>
</tr>
</tbody>
</table>
Children who demonstrated numeracy awareness and understanding appropriate for entry into primary school in the following year (Numeracy awareness for children aged 4 Years).

*note a decrease from 2013 reporting year due to a higher number of enrolled students with special support needs and social / cultural context vulnerabilities

<table>
<thead>
<tr>
<th>Reporting year</th>
<th>Indigenous Students</th>
<th>Non-Indigenous Students</th>
<th>Target</th>
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<tbody>
<tr>
<td>2011</td>
<td>75%</td>
<td>91%</td>
<td>67%</td>
</tr>
<tr>
<td>2012</td>
<td>80%</td>
<td>93%</td>
<td>69%</td>
</tr>
<tr>
<td>2013</td>
<td>100%</td>
<td>94%</td>
<td>71%</td>
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Children who demonstrated numeracy awareness and understanding appropriate for their age. (Numeracy awareness for children aged 3 Years).

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<th>Reporting year</th>
<th>Indigenous Students</th>
<th>Non-Indigenous Students</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>100%</td>
<td>86%</td>
<td>67%</td>
</tr>
<tr>
<td>2012</td>
<td>78%</td>
<td>98%</td>
<td>69%</td>
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<tr>
<td>2013</td>
<td>88%</td>
<td>95%</td>
<td>71%</td>
</tr>
<tr>
<td>2014</td>
<td>60%</td>
<td>93%</td>
<td>71%</td>
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*The Bega Valley Regional Gallery continues to attract our community and tourist community with their exciting exhibitions and programs. Our visitation rates provide us with an indication on the level of growing interest, and response to the programs and exhibitions.*

<table>
<thead>
<tr>
<th>Total number of visits 2014-15</th>
<th>Total number of visits 2013-14</th>
<th>Total number of visits 2011-12</th>
<th>(baseline year) % increase / decrease from baseline year</th>
</tr>
</thead>
<tbody>
<tr>
<td>11,114</td>
<td>8,783</td>
<td>6,156</td>
<td>55% increase</td>
</tr>
</tbody>
</table>
A Liveable Place
A Liveable Place

Community Ambition: L3 - Demonstrated respect and inclusion – by 2030 we are a harmonious community where everybody is welcomed, respected and diversity is celebrated.

Steps we have taken towards your ambition:

We continue to work in partnership with Aboriginal communities and other agencies to narrow the gap in areas of education, employment and health. The University of Wollongong Early Start Project has commenced in Eden Childcare and Bandara Children’s Services with initial data collection commenced. Follow up data collection has been undertaken as part of the Jump Start project. This is a comparative study linked to tackling obesity. An Indigenous traineeship is in place for the Eden Preschool. Recruitment to the traineeship at Bandara Children’s Services will be undertaken in March 2015. An Indigenous Early Childhood Policy is also being developed to provide a framework for improved partnerships with the Aboriginal local communities.

The Settlement Grants Program was delivered providing one on one support to refugees and new migrants across the Valley. Community development initiatives included a Harmony Day event at Bega Library with 13 nationalities represented; and signage installed in the top 35 languages spoken in the Shire to celebrates cultural diversity, a trip to Mogo Zoo attended by 25 refugees and/or with new migrants; collaboration with local community (BVRAR) to formally welcome Afghani visitors to the Shire, and 2x 8 week Spanish language lessons held in Bega Library.

The National Aboriginal and Islanders Day Observance Committee had its origins back in the 1920s when emerging Aboriginal groups sought to increase awareness in the wider community of the status and treatment of Indigenous Australians. NAIDOC week is a time to celebrate Aboriginal and Torres Strait Islander history, culture and achievements and is an opportunity to recognise the contributions that Indigenous Australians make to our country and our society. To mark the beginning of NAIDOC Week in the Shire, Representatives of the three Local Aboriginal Land Councils and Bega Valley Shire Councillors came together with an exchange of special shirts carrying the NAIDOC theme.

NAIDOC celebrations were held in the valley with the Bega Valley Regional Gallery hosting a NAIDOC Week film festival and Council’s libraries at Eden, Merimbula, Bega and Bermagui provided free copies of Koori story books that feature the stories of many local Aboriginal people in their own voices. A highlight of NAIDOC week was a community fun day held by the Local Aboriginal Lands Councils at the Bega Showground with traditional arts and crafts skills taught by a National Parks and Wildlife Services Discovery Ranger, talks by elders and school students, and entertainment by Aboriginal artists and rides for children.
A Liveable Place
Community Ambition: L4 – Opportunities provided for all stages of life
- by 2030 we have the opportunity to pursue meaningful employment, volunteering and wellbeing through all stages of life, and the contributions we make in our community are valued.

Steps we have taken towards your ambition:

Organisations throughout the Shire celebrated Youth Week in April 2015 with a range of activities for young people. Council funded six events across the Shire in celebration of Youth Week including hip hop drumming workshops with FLiNG in Bega, to research snorkelling with the Sapphire Marine Discovery Centre in Eden.

A Youth Week highlight was the Youth Gig organised by the Bega Valley Youth Council. This event was held at the Bega Youth Space and was a great showcase of young local performers. Artwork developed through the Skate Deck Art Workshop was displayed at the Bermagui Library and was a great opportunity for young artists to show off their talents. Keeping with the artistic theme, young people were also provided the opportunity to create postcard sized ceramic works at a workshop hosted by the Bega Valley Potters Studio.

Activity to support young people and youth related opportunities are ongoing with the Police Citizens Youth Club currently operating from the Youth Space. Youth Council activities have taken place. Young people have been engaged in the development of the ‘Net Gen’ grant funded project. Activity in this area is an ongoing program.

Our Library Services continue to support and provide opportunities for young families, with programs such as ‘Rhyme Time’ continuing to be popular with our young residents.

The Bega Valley Shire Council’s Seniors Week event, the Golden Gig, proved to be a crowd pleaser again this year when 272 people from across the Shire attended the event at Club Sapphire in Merimbula.

The award for 2015 Senior of the Year was a joint award to John and Jan Aveyard for their dedication to Eden organisations and to Shire-wide projects.

Council continues to value the important role volunteers have within our community, and volunteering is encouraged and supported with ongoing training and induction programs.
In October 2014 Bega Valley Regional Gallery (BVRG) lead a project that partnered internally with Community Development Officers, Leisure Relations and the Youth Council, together externally with local services, The Police Citizens Youth Club South Coast, Bega Rotary Club and community stakeholders (local youth retailers).
Project Highlight

Under the guidance of the Bega Valley Regional Gallery, two metropolitan mural artists were employed to facilitate a workshop where young people from the local area were able to harness their creativity and work together to create a permanent public artwork at the Bega Skate Park facility. Approximately 150 youth from 10 - 18 participated over a four hour event.

The project successfully promoted arts based engagement across the community and address social and cultural needs through -

- Bringing together wide range of youth from different backgrounds
- Exposing youth and wider community to ideas from outside the immediate region
- Stimulating a creative aesthetic in regional town centres
- Strengthening community relationships and co-operation
- Strengthening relationships between Aboriginal and non-Aboriginal youth
- Opportunity for Aboriginal youth to reinterpret and represent their cultural heritage in visual art form
- Enhances the visual aesthetic of the skate parks
- Builds a sense of ownership of the facility
- Changing perception of place
- Stimulating a creative aesthetic in regional town centres
- Reflecting diversity of visual experience for each community
- Connects communities to larger global art movement and conversation around street art, the visual arts in general and its intrinsic value

Young people in regional areas are historically challenged in regards to access to pathways for cultural expression, growth and participation. The Bega Valley Shire is no exception. Skate parks built throughout the Shire over the last decade have addressed a need for physical activity but access to learning and participating in cultural activities can still be challenging. Community feedback has been exclusively positive as demonstrated by published articles and letters to the editor in local print media.

This project worked towards addressing both social and cultural needs within the local community through:

- providing alternatives to risky and harmful behaviour
- providing information and education around pathways to engaging with the arts
- building partnerships and cooperation between young people and the wider community
- providing a connection with metropolitan peers and practice
- creating art that is relevant to youth, to location and for its own intrinsic worth
- promoting a sense of ownership of the skate park space
- building knowledge and interest in contemporary art practice
- drawing on local cultural knowledge and encourage its continuation in way that is relevant to youth
- providing an avenue for personal expression and the relating of personal narrative
- encouraging the sharing of stories between Aboriginal and non Aboriginal youth

The project was deemed to be so successful that the BVRG used the event as a pilot program to apply successfully for Federal funding through the Regional Art Fund round for a Shire wide project in 2016.
An Enterprising Place

To support a creative and innovative business community, invigorating growth in employment and economic activity, in partnerships with government.

Group – Strategy and Business Services

At Council, our Strategy and Business Services Group are committed to making your place an Enterprising Place. By this we are committed to ‘support a creative and innovative business community, invigorating growth in employment and economic activity, in partnerships with government’.

To fulfil these commitments, we undertake many core functions. Our ‘core functions’ are the functions and services we deliver on a day to day basis. Our core operations can often be a statutory function of Local Government, or a service that is deemed essential for the servicing of our community.

Our Strategy and Business Services Group is also committed to providing you with a Council that is a Leading Organisation through our strategy, financial management and business service teams – these functions are captured in our Leading Organisation chapter.

The following pages outline what we consistently provide to our community to make your place an Enterprising Place.
## Function: Strategy and Business Services

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy and Business Services Administration</td>
<td>• Land development - Preparing property for market sale or lease in accord with Land Investment Strategy, with returns to enable investment in community infrastructure</td>
</tr>
</tbody>
</table>

## Function: Business Growth

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| Business Growth | • Facilitation and administration support is provided for small business and groups, through the Small Business Club, Bega Valley Business Forum, and through the facilitation of key actions from Council’s Economic Development Strategy.  
• Support for business growth in the Shire through the provision of tourism infrastructure  
• Business research projects and provision of demographic / economic profiling on-line services. |
| Property Services and Maintenance | • Maintenance of administration centre office, depot and civic buildings |
| Tourism | • Council provides funding and promotional support to Sapphire Coast Tourism (SCT) for tourism development, marketing and information.  
• Support is provided to Australia’s Coastal Wildernes programs and Cruise Eden through promotion, branding and steering committee membership and provision of tourism infrastructure such as signage.  
• Council supports tourism growth and information through the provision of three Visitor Information Centres leased to community organisations |
Over the 2014-15 period Council, through consultation with the business community developed an Economic Development Strategy. The development of the strategy involved direct consultation with the key stakeholders of our business community, and was then followed by broader consultation. The Economic Development Strategy recognises that economic development is seen as a key driver of Shire wide economic sustainability, and the importance of the development of a broad based economy and the diversification of opportunities for both residents and investors.

The newly adopted Strategy identifies focus areas which have been reviewed by Council, the business community and our broader community and now form the framework for our Integrated Planning and Reporting from 2015-16 onwards. The following highlights are captured under the existing framework.

**E1 – Growing our local businesses - by 2030 we have increased business capacity and opportunities, generating ongoing economic development.**

**Steps we have taken towards your ambition:**

In recognition of the need to establish an effective enquiry management system within Council for businesses and potential investors, a Customer Request Management (CRM) system has been developed and is now in place.

Council Policies and Procedures have been reviewed and amended where appropriate to clarify and promote business growth principles. An engagement program has been developed and was delivered to support businesses; this included economic gardening activities, ‘Out of hours’ business forum and business education workshops.

A ‘Regulatory Advisory Service’ has been established which assists in liaison between business developers and regulatory authorities. A successful campaign ‘Buy Close By’ was delivered with promotional material to encourage our local and visiting community to support local business. REMPLAN economic modelling data has been commissioned and is utilised and provided to businesses to show potential or realised impact for business development or community initiatives.
E2 – Growing our region - by 2030 our region is strong and diverse, which attracts and provides new opportunities for both business and the community.

Steps we have taken towards your ambition:

Web development: The development of content for a ‘Live, Work, Invest’ website has been completed. This website has been researched and content developed in response to identified need for an informative and effective tool for business. The website will undergo final review during the 2015-16 reporting year prior to launch.

Council continues to work with industry partners to improve route options at Merimbula Airport. An improved alliance with ACT Tourism and Canberra Airport is in progress. With meetings held with Canberra Airport to greater strengthen our ties and our understanding of our ongoing needs in aviation.

Promotion of the capabilities, products and services of the region continues with promotional material developed and attendance at the SeaChange event in Sydney to promote the Bega Valley region.


**E3 – Growing tourism opportunities** - by 2030 our tourism business opportunities are enhanced and reflect the values of the community and natural environment.

**Steps we have taken towards your ambition:**

Council continues to work in partnership with Sapphire Coast Tourism (SCT) for the marketing and support of tourism. Through Sapphire Coast Tourism the region maintains a high standard of marketing and advertising material and visitor information services.

**The Tourism Futures Summit:** The first ever, locally held tourism summit was held in October 2014. The Tourism Futures Summit, a partnership between Council and SCT was a huge success, not only because of the networking and learning opportunities it presented to participants but because it celebrated eight years of collaboration with important stakeholders like Tourism Australia. The Summit brought together over 200 local industry representatives and key stakeholders from Tourism Australia, Visit Canberra, Destination NSW, Canberra Airport and Carnival Cruise Lines Australia.

**Collection of data** on areas such as bed count statistics to measure changes and trends is ongoing. During the 2014-15 period there was an estimated 2.4 million domestic visitor nights within the Bega Valley, this is the highest year under the current recording method which was introduced in 2008.

**Digital media campaigns** are an important element of tourism promotion. SCT’s digital strategy delivered over 1 million web page views, over 14 million Facebook impressions and near 250,000 stories were told about us by our fans on Facebook.

**Destination promotion** and the cruise industry is of growing importance to our region. This year, SCT took responsibility for the management of Cruise Eden and welcomed the first of the Carnival PO ships in February, carrying 1857 passengers. A three year funding agreement is now in place with Sydney Port Authority to fund project management and cruise marketing and will see cruise visits triple in 2016.
E4 – Supporting tourism infrastructure - by 2030 our region has appropriate tourism infrastructure to meet community, business and tourist needs that is planned and managed.

Steps we have taken towards your ambition:

The ‘Gateway Signage’ project, which will provide iconic signage through our three entry points into the Shire; Bermagui; Eden and Bemboka was researched and developed in consultation with key stakeholders.

Complementing the Sapphire Coast Heritage Tourism Strategy, the signage will provide a unique and artistic entry for both locals and visitors.

The signage is due for installation over the 2015-16 reporting period.
To ensure the unique environment is protected to maintain biodiversity and water quality, and managed for our community to provide growth and economic opportunity.

Group – Planning and Environment

At Council, our Planning and Environment Group are committed to making your place a Sustainable Place. By this we are committed to ‘Ensuring the unique environment is protected to maintain biodiversity and water quality, and managed for our community to provide growth and economic opportunity’.

To fulfil this commitment, we undertake many core functions. Our ‘core functions’ are the functions and services we deliver on a day to day basis. Our core operations can often be a statutory function of Local Government, or a service that is deemed essential for the servicing of our community.

The following pages outline what we consistently provide to our community to make your place a Sustainable Place.
## Function: Planning and Environment Administration

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning and Environment Administration</td>
<td>• Response to customer enquiries and administrative support to team.</td>
</tr>
</tbody>
</table>

## Function: Building and Health Services

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| Building Services                          | • Building enquiries support  
• Assessment and determination of development applications  
• Certification, inspections including slabs, plumbing, drainage, general construction and unauthorized works.                                                                                                               |
| Health Services                            | • Council responds to enquiries, conducts inspections and enforces regulation of food and health premises, cooling towers, pools and spas.  
• Council manages the approval of on-site sewerage management systems located on properties outside the town and village sewerage system.  
• Council runs education programs to raise the level of knowledge and understanding of environmental health issues.                                                                                                                   |
| Ranger Services                            | • Management including dog and cat registration, operation of a pound, attacking and menacing dog declarations, micro chipping and animal rehoming and dog and cat management and education programs.  
• Straying stock regulation and operation of a stock pound.  
• Public reserves regulation including encroachments.  
• Regulation and compliance of commercial uses of public lands.  
• Illegal dumping and littering compliance and enforcement.  
• Private and public car parking regulation.  
• Threatened wading birds programs.                                                                                                                                                                                                 |

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### Our People

**Maddalyn Cox**  
Employee Support Services Coordinator

Our services assist Council employees with their needs in recruitment, training, return to work management & our Employee Assistance Program. We’re all about the delivery of the highest quality service to each Council employee. We maintain consistency and integrity with Council policies and processes and this then assists Council employees deliver their services to the community. Coming from the Private Sector, the greatest satisfaction working here at Council is that your role has greater meaning and purpose. You are working for the community and this makes each day meaningful & interesting. Like every service based role, one of the greatest challenges is keeping everyone happy.
## Function: Environment Services

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| Environment Services                        | • Planning for the protection and enhancement of the Shire’s natural environment.  
• Project management of vegetation and rehabilitation programs to protect and enhance the Shire’s biodiversity.  
• A planned program of environmental audits of Council operational activities.  
• Specialised environmental impact assessment of the potential impact of development activities.  
• Planning and management of sensitive environmental aspects of the Shire’s coastal zone and natural areas.  
• Measurement and reporting of Council’s environmental performance and energy consumption.  
• Improved overall sustainability outcomes for Council’s operations, and to adapt to, and mitigate against, the impacts of climate change on public infrastructure. |
| Vegetation Management Services              | • Tree protection and management  
• Provision of information and community awareness programs regarding noxious and environmental weed management  
• Bushfire planning including asset protection zone and fire trail maintenance and planning  
• Targeted noxious weed control and regulation through a systematic inspection, notification and control program  
• Natural asset planning and management programs including rehabilitation of degraded public areas  
• Vegetation and weed management on public lands including road reserves and public reserves through active weed controls  
• Pesticide / Herbicide management including community notification of intended use and application  
• Vertebrate pest animal management and control on public lands (rabbits) |

## Function: Planning Services

<table>
<thead>
<tr>
<th>Planning Services</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| Planning Services | • Land use assessments and rezoning applications  
• Assessment and determination of development applications  
• Policy preparation for Council  
• Provision of advice to community, developers and Government departments  
• Section 149 certifications  
• Inspections and follow up of non-compliance issues and enforcements as required  
• Inspections and enforcement of conditions of consent  
• Aboriginal and European heritage assessments, advice and considerations |
Sustainability - Summary of activity by Community Ambition Area
Detailed activity report is provided in Attachment 1

*S1 – Valued natural environments – by 2030 the natural environment and ecosystems are appropriately protected and enhanced*

**Steps we have taken towards your ambition:**

Partnerships are continuing with NSW South East Local Lands Services (LLS) with projects in weed management in place. The Coastal Weeds Endangered Ecological Community (EEC) project has now been implemented successfully completed.

Council is continuing to increase staff awareness and understanding of the values of biodiversity and has completed the integration of tree protection and management measurements in the Local Environment Plan (LEP) with broader vegetation management.

Coastal zone management is of ongoing importance to our community and to Council.

The Coastal Processes and Hazard definition study has been drafted, and presented to Council and Council’s Coastal Planning and Management Committee. At the end of the 2014-15 reporting period, the study was placed on public exhibition prior to comment review and adoption. The Pambula Lake Coastal Zone Management Plan has been completed with exhibition and subsequent Council adoption. Major works have been completed through the implementation of the Wapengo Lake Foreshore Management Plan. Policies are currently in development for the ‘Entrance Management for Estuaries Opened by Council’, this work is continuing and will be workedshopped with the community during the 2015-16 reporting period.

Council continued its commitment to support community groups and organisations to enhance, protect and restore the natural environment assets of the Shire. 2014-15 was the fourth year of Bega Valley Shire Council’s Community Environment Grants Program. Nine projects were funded with the aim to encourage and assist community involvement in the management of the Shire’s environment for the benefit of the whole region. More specifically, the program addressed the need to:

- Support community groups and organisations to enhance, protect and restore the natural environmental assets of the Shire.
- Increase community awareness and understanding of the Shire’s environmental assets.
- Support conservation strategies currently undertaken by Council.
- Assist in the provision of innovative environmental management projects.
- Council funds the Program through Bega Valley Shire Council’s Environment Levy.
A Sustainable Place

Candelo Landcare – Candelo Creek Rehabilitation

$5,840

Weed removal and revegetation of Candelo Creek (middle of town). Weekly working bees were held with up to 12 participants, the group also supervised volunteers from Centrelink and Green Army programs.

Bega River and Wetlands Landcare (BRAWL) – Brogo-Bega River Junction Restoration Project

$3,510

Weed removal and revegetation of southern edge of Spenco Lagoon. This project built upon the existing works in the area through removing a significant amount of environmental and noxious weeds including blackberry, privet and willows helping reduce the potential to contribute to further weed infestation in area. The project also had successful community engagement involving the local school in replanting.

Far South Coast Landcare Association – Narira Creek Stabilisation

$6,000

Weed removal and revegetation of Narira and Bredbatoura Creek junction and downstream areas. This project built upon and consolidated the previous year’s work. Through these works the area is being successfully transformed aesthetically as well as making excellent contributions to the biodiversity of the area.
Pambula Beach Landcare – Pambula Beach
Bushland Corridor Rehabilitation

$6,000

Jiguma Public Reserve ongoing weed removal and revegetation (Stage 4). The project also incorporated a highly successful Landcare Day Event. The event was attended by over 30 people involving a plant give away, guided walks and education on alternative plants for gardens. The event goes towards improving local engagement which will assist in better long term management of the reserve.

On-Track Racecourse Committee – Bega Anabranch Rehabilitation Part 2.

$3,000

Revegetation and stabilisation of the riparian area to the east of East St Bega adjacent to the racecourse pavilion area. This work consolidated work completed in 2013-14 and contributes to overall improvements to the Bega river floodplain in this part of the catchment.

Southern Women’s Group Women’s Resource Centre (SWGSRC) – Masterpieces Wrap

$2,200

Working in partnership with Bega Cheese, Spiral Gallery and Bega Library the SWGSRC developed an art based project utilising appropriate packaging waste from Bega Cheese with the objective of creating engaging artistic displays / sculptures. The displays / sculptures explored how to reimagine waste and utilise it as a way of educating the general community in the importance of waste avoidance.
A Sustainable Place

Dry River Landcare – Reclaim Our Riverbank, Quaama

$3,890

Revegetation and stabilisation of the riparian area from the Princes Highway east to the Quaama Cemetery. The project resulted in excellent community engagement and community group members learning new skills in best management practice in restoration works.

Eden LALC – Aboriginal Women at Yamfields

$4,860

Established a propagation facility at Jigamy Farm. This was stage 2 of a 5 stage project supporting Aboriginal women to learn yam collection and propagation skills and to show and educate local groups, including schools, and Aboriginal people more broadly. It supports the re-establishment of identified yamfields on the Bundian Way. The project allowed for significant training and employment opportunities for local Aboriginal women and the facility has been used for several training days for Aboriginal women, school children and the public.

Bermagui Flora and Fauna Reserve Trust – Weed control around Bermagui North Lagoon reserve

$4,700

This was the first stage of a multi-stage project. The three main outcomes achieved included;
1. Weed control - contract weed removal of succulents
2. Information panels - one large and 5 small panels placed near the boardwalk.
3. Bermagui North Lagoon Information Day - which helped raise awareness of the natural and historical values of the Lagoon.
I provide administrative support to the General Manager, Mayor and Councillors. The most interesting part of my job would be compiling the Council Meeting Agendas and taking the Minutes, as well as interacting with the Councillors and Senior Staff. It’s amazing to see on a three weekly basis the variety of things Council is involved in. I enjoy being involved arranging the Civic events, like Australia Day, Bega Valley Community Service Medallions or assisting the Mayor hosting or welcome visitors to the shire. I moved here over 20 years ago and found the community very welcoming. I’ve made lots of friends over the years through my involvement in community groups both through work and sport.
Kiss’s Lagoon is an important recreational area in Bega. During 2014-2015 Bega Valley Shire Council undertook restoration works involving extensive weed and willow removal, large areas of revegetation and development of access and car parking facilities. The project also involves works in the catchment aimed at reducing storm-water pollution.

Council funded the works from a grant of $99,400 from the NSW Environmental Trust plus contributions of over $50,000 from Council through its Environmental Levy. South East Local Lands Services have also contributed funding to help control and eradicate a noxious water weed located in the system, Salvinia.

Prior to the works being funded and commenced the area was an eyesore with eroded banks, mud and masses of weeds around the perimeter of the Lagoon including large stands of invasive willows and extensive areas of the invasive water weed Salvinia. Recreational activity and access were severely impeded and the area was not heavily used.

Rehabilitation works included willow and weed removal, reshaping of the banks surrounding the lagoon, the placement of weed mat and the revegetation of the area with native grasses and sedges as ground cover. In addition semi mature native shade trees have been planted as well as the building of new pedestrian access along the old Princes Highway and car parking and recreational facilities along Poplar Avenue.

The rehabilitation of Kiss’s Lagoon will lead to the establishment of a healthy population of native species and wildlife and will prevent the further spread of invasive weeds in the catchment. In addition investigation of storm-water sources in the catchment and the reduction in storm-water pollutants will ensure that water quality in the system also improves. The works are also supported with an education program targeted at local primary school children with the goal of increasing stormwater awareness.
S2 – Sustainable communities – by 2030 our community has the services, opportunities and support to live sustainably

Steps we have taken towards your ambition:

Council has continued to monitor and work towards reducing its own draw on capital resources (water, energy, fuel) with executive reporting of corporate energy consumption. Corporate sustainability procedures and guidelines have been developed and adopted. Progress is ongoing with the development of strategic objectives of the 2020 Vision on Waste, with the completed waste audits utilised to inform this process. Council continues to support and encourage waste minimisation behaviour with the enhancement of ‘tip shops’ at waste facilities to help reduce waste to landfill. Support is provided to broader community participation in waste education activities including the ‘Trashformation’ at Eden Whale Festival. Council again actively support Clean Up Australia Day held in March 2015.

Our People

Pradeep Bishwakarma
Management Accountant

My role involves budget preparation, grant management, treasury management and management reports. One of the most interesting parts of my role is managing the budget of Council, it is very interesting to see the broad range of areas Council works in. One of the strategic areas of my job is working across all of these areas and identifying areas for improvement through business process improvement processes. I started in this role a few months ago, having just moved to the area. One of the things I like most about the Bega Valley is that the community is very friendly and welcoming.
A Sustainable Place

How we know we are making a difference…

*We monitor our waste and through education initiatives are aiming to reduce our waste to landfill and increase our recycling rates. Our municipal solid waste to landfill collection (this includes all kerbside general waste and self-haul to waste facilities) showed a slight decrease in waste to landfill, however our construction waste showed an increase which is a reflection on building activity within the Shire.*

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Kerbside collected recycling</td>
<td>4,665.00</td>
<td>4,520.67</td>
<td>4,416.25</td>
</tr>
<tr>
<td>Kerbside collected organics</td>
<td>1,449.00</td>
<td>1,755.04</td>
<td>1,595.00</td>
</tr>
<tr>
<td>Kerbside collected general waste</td>
<td>9,220.00</td>
<td>8,894.00</td>
<td>8,615.00</td>
</tr>
<tr>
<td>Litter bin waste collected</td>
<td>536.00</td>
<td>532.00</td>
<td>500.00</td>
</tr>
<tr>
<td>Municipal solid waste to landfill</td>
<td>13,375.53</td>
<td>13,596.20</td>
<td>13,825.20</td>
</tr>
<tr>
<td>Commercial and industrial waste to landfill</td>
<td>5,565.97</td>
<td>5,775.79</td>
<td>1,573.95</td>
</tr>
<tr>
<td>Construction and demolition waste to landfill</td>
<td>6,585.93</td>
<td>3,119.44</td>
<td>2,851.23</td>
</tr>
<tr>
<td>Waste transferred from other facilities to landfill</td>
<td>1,172</td>
<td>1,064.96</td>
<td>2,266.99</td>
</tr>
<tr>
<td>Total Waste to Landfill</td>
<td>26698.43</td>
<td>23,556.40</td>
<td>20,517.37</td>
</tr>
</tbody>
</table>
**S3 – Character and amenity – by 2030 the character and amenity of our towns and villages is protected and enhanced.**

**Steps we have taken towards your ambition:**

Council continues to ensure development controls are consistent with community values and individual character of each settlement with the adopted Development Control Plan. Facility Management Plans for key sports grounds have been developed and reported to Council. The Facility Management Plans were also utilised to inform the recent review of Asset Management Plans.

Work towards Central Business District (CBS) Masterplans continues with the community consultation facilitated by SPIIRE consultancy has been completed and the consultation report to guide design process reported to Council. Work has now commenced in Eden through the ‘Action on Imlay’ project.

**S4 – Proactive support and planning – by 2030 there is proactive planning with the community for the protection of our built and natural environment.**

**Steps we have taken towards your ambition:**

Disinfection infrastructure works at Eden and Tura Sewage Treatment Plants (STP’s) has now been completed. Procedure and guidelines on Climate Change risk have been developed and adopted.

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**Our People**

Keith Hyatt  
Water and Wastewater Operations

My role is to manage the delivery of operations and maintenance to Council’s water, sewerage and reuse systems throughout the Shire. This means supplying clean and safe drinking water to our 14,500 connected customers, and collecting and appropriately treating waste water for our 12,900 connected customers. Some of my highlights from last year was winning the best tasting water in NSW in 2014. We submitted a sample to challenge QLD in a ‘water taste test state of origin’, being a finalist in the 2015 water taste test, the successful trial of new pipe cleaning technology using ice pigging and hiring of team members to the water and sewerage section, with smooth transitions. What I enjoy most about living in the Bega Valley is the peace and quiet, no traffic and the friendliness of the community.
An Accessible Place

To plan and provide a comprehensive mix of public and private sector services and facilities in order that residents and visitors have access to the quality of health, recreation, education, employment, transport, utility and retail resources they want and need.

Group – Transport and Utility Group

At Council, our Transport and Utilities Group are committed to making your place an Accessible Place. By this we are committed to ‘planning and providing a comprehensive mix of public and private sector services and facilities in order that residents and visitors have access to the quality of health, recreation, education, employment, transport, utility and retail resources they want and need’.

To fulfil this commitment, we undertake many core functions. Our ‘core functions’ are the functions and services we deliver on a day to day basis. Our core operations can often be a statutory function of Local Government, or a service that is deemed essential for the servicing of our community.

The following pages outline what we consistently provide to our community to make your place an Accessible Place.
Function: Transport and Utility Group Administration

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<th>What this service provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport and Utility Group Administration</td>
<td>• Response to customer enquiries and administrative support to team.</td>
</tr>
</tbody>
</table>

Function: Emergency Services

<table>
<thead>
<tr>
<th>Emergency Services</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• Administration role for the Local Emergency Management Committee</td>
</tr>
<tr>
<td></td>
<td>• Assist state response agencies during emergency exercises</td>
</tr>
<tr>
<td></td>
<td>• Funding support to emergency agencies</td>
</tr>
</tbody>
</table>

Function: Transport

<table>
<thead>
<tr>
<th>Local Bridges</th>
<th>Council maintains and upgrades the 56 local timber bridges and 104 local non-timber bridges in accord with our Asset Management Plan and based on condition and risk assessment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Bridges</td>
<td>Council maintains and upgrades 8 regional timber bridges and 59 regional non timber bridges in accord with Asset Management Plan and based on condition and risk assessment.</td>
</tr>
<tr>
<td>Regional Roads</td>
<td>Council maintains and upgrades the 26 km of unsealed regional roads and 228 km of sealed regional roads in accord with Roads and Maritimes Services (RMS) agreement</td>
</tr>
<tr>
<td>Rural Roads</td>
<td>Council maintains and upgrades 263 km of sealed rural local roads and 668 km of unsealed rural local roads in accord with Asset Management Plans and based on condition and risk assessment.</td>
</tr>
<tr>
<td>Urban Roads</td>
<td>Council maintains and upgrades 215 km of sealed local urban roads and 22 km of unsealed local urban roads in accord with Asset Management Plan and based on condition and risk assessment.</td>
</tr>
</tbody>
</table>

Our People

As the Nominated Supervisor of Eden preschool I am responsible for the overall management of the preschool. My priorities are to ensure the safety and wellbeing of the children, families and staff. As the teacher I ensure that we deliver a program that supports all children and enables them to build a sense of belonging to our community. In my role as Children’s Services Coordinator I make sure that we meet all regulatory requirements. I also work closely with all four BVCS Children’s Services staff to ensure that we offer services that meet our communities needs, and that our staff are supported and given opportunities to grow professionally. I have the pleasure to work with children every day, you never know what the day will bring. It’s all about assisting them to become confident, capable and caring people.
## Function: Works

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| Street Services                            | • Council operates street and gutter cleaning including sweeps for Central Business District (CBD) towns and assessed need sweeps for residential areas.  
  • Council provides street lighting in urban areas. |
| Town Centre Carparks                       | • Council maintains and upgrades in accord with Asset Management Plan and based on condition and risk assessment. |
| Fleet                                      | • Council provides and maintains plant equipment to deliver on ground works. |
| Council Depots                             | • Council operates and maintains 10 depots |
| Public Amenities                           | • Council is responsible for the construction, maintenance, and cleaning of the sixty plus public toilet blocks which are on a scheduled cleaning program. |
| Private Works                              | • The undertaking of billable private works at a profit |
| Quarry                                     | • Quarry management and operations |

## Function: Civil Assets

<table>
<thead>
<tr>
<th>Civil Assets</th>
<th>What this service provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycleways</td>
<td>• Council maintains and upgrades 159 km of cycle ways, 17 km of walking trails and 3 km of board walks in accord with Asset Management Plans and based on condition and risk assessment.</td>
</tr>
<tr>
<td>Stormwater</td>
<td>• Council maintains stormwater network which includes the ongoing cleaning of open drains and repair of blocked / collapsed pipes.</td>
</tr>
<tr>
<td>Marine Infrastructure</td>
<td>• Council maintains wharves, jetties, boat ramps and pontoons with upgrades undertaken in accordance with the Asset Management Plans (AMPs) and based on condition and risk assessment and conditions of reserve trust.</td>
</tr>
</tbody>
</table>

## Function: Waste Services

<table>
<thead>
<tr>
<th>Waste Services</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| Weekly kerbside waste and recycling collection services with 14,654 serviced domestic properties and 856 commercial properties.  
  • Provision of 43,000 waste bins  
  • Management of 3 landfill sites in accordance with Environmental Protection Authority (EPA) licence conditions  
  • Annual reporting to EPA on environmental compliance and waste data  
  • Annual reporting to EPA to enable tracking against NSW Waste Avoidance and Resource Recovery Strategy |

---

An Accessible Place

Annual Report 2014-15 - Bega Valley Shire Council
## Function: Water and Sewer Services

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Sewer Services</td>
<td>Meeting the adopted Levels of Service and Government endorsed management guidelines through:</td>
</tr>
<tr>
<td></td>
<td>• Collating performance monitoring data/information and enter data into NSW Office of Water web site.</td>
</tr>
<tr>
<td></td>
<td>• Reporting key performance indicators based on Triple Bottom Line (TBL) reports and Action Plans to Council.</td>
</tr>
<tr>
<td></td>
<td>• The input and review of special schedules for the Office of Local Government in the financial statements.</td>
</tr>
<tr>
<td></td>
<td>• Undertaking 3 yearly audits of National Performance Reporting indicator data/information.</td>
</tr>
<tr>
<td></td>
<td>• Submitting Annual Returns for Environmental Protection Authority (EPA) Environmental Protection Licences</td>
</tr>
<tr>
<td></td>
<td>• Providing information for State of the Environment (SoE) reporting</td>
</tr>
<tr>
<td></td>
<td>• Conducting an audit of Best Practice Management of Water Supply and Sewerage Guidelines.</td>
</tr>
<tr>
<td></td>
<td>• Prepare Drinking Water Management System in accordance with the Australian Drinking Water Guidelines (2004)</td>
</tr>
<tr>
<td></td>
<td>• Managing and funding both new capital works and renewal of ageing assets.</td>
</tr>
<tr>
<td></td>
<td>• Managing increasing customer service expectations through providing effective and efficient services including 24 hour customer call availability.</td>
</tr>
<tr>
<td></td>
<td>• Service provision to new areas. The extension of water supply and sewerage services to new areas is dependent on a range of factors, the most important of which are population growth, public health issues, environmental issues and the environmental impact of works, the cost to customers and the impact on Levels of Service to existing customers</td>
</tr>
</tbody>
</table>

---

### Our People

**Liz Brennan**

**Customer Contact Officer**

As a Customer Contact Officer I am part of a team providing a first point of contact for enquiries. The Call Centre responds to a broad range of enquiries from local businesses, residents and rate payers as well as the general public and outside organisations revolving around all Council services. On a busy day, a tally of over 75 calls answered per staff member is not unusual. It’s vital that I keep up-to-date with all current information from all departments within Council to provide correct information. What I love most about the Bega Valley is strolling along deserted beaches, and enjoying the delicious local produce on offer.
## Function: Water and Sewer Services

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Sewer Services</td>
<td>Improving environmental performance by:</td>
</tr>
<tr>
<td></td>
<td>• Complying with relevant environmental legislation, licence requirements and environmental guidelines</td>
</tr>
<tr>
<td></td>
<td>• Developing and implementing risk based environmental management systems for our actions and programs that impact on the environment</td>
</tr>
<tr>
<td></td>
<td>• Undertaking scientific research to increase our knowledge and inform our decision making on environmental aspects and issues</td>
</tr>
<tr>
<td></td>
<td>• Working in partnership with agencies, catchment management authorities and industry and community groups with specific interests in environmental protection</td>
</tr>
<tr>
<td></td>
<td>Minimising environmental impacts by:</td>
</tr>
<tr>
<td></td>
<td>• Reviewing environmental factors and potential impacts prior to undertaking major works</td>
</tr>
<tr>
<td></td>
<td>• Maintaining emergency preparedness plans where significant hazards exist</td>
</tr>
<tr>
<td></td>
<td>• Promoting the adoption of environmental management principles by our staff, contractors and users of water and recycled water through appropriate education and training</td>
</tr>
<tr>
<td></td>
<td>• Offsetting our energy consumption using solar technology and expanding recycled water use where possible</td>
</tr>
<tr>
<td></td>
<td>• Ensuring the security of water supply through the four key elements of our integrated water cycle management (iwc) management approach to water conservation are:</td>
</tr>
<tr>
<td></td>
<td>• Reducing water extraction from local creeks, rivers and aquifers during low flow (dry) times</td>
</tr>
<tr>
<td></td>
<td>• Minimising water losses/leakage by maintaining efficient water supply schemes</td>
</tr>
<tr>
<td></td>
<td>• Minimising water wastage through encouraging wise water use</td>
</tr>
<tr>
<td></td>
<td>• Extensively using recycled water from our sewage treatment plants</td>
</tr>
</tbody>
</table>
An Accessible Place

Accessibility - Summary of activity by Community Ambition Area

A1 Connected Communities – by 2030 our people, freight and destinations are connected to enable travel in, out or around the Shire in a way that is safe, accessible and environmentally sustainable and the road network allows for efficient travel and is clearly marked.

Steps we have taken towards your ambition:

Council bridge and drainage structures and road and path surfaces are being maintained and renewed in accordance with Asset Management Plans with condition assessments completed for all timber bridges. Assessment process has enabled a re-prioritisation of scheduled works, with load limits in place on identified timber bridges. Condition assessment of pavement renewal program has also been completed enabling the prioritisation of rural and urban roads schedule. Details on scheduled roadwork is provided in Attachment 1.

A2 Facilities and services - by 2030 our infrastructure, facilities and services are strategically planned, located, designed and maintained to meet our local and visiting community needs

Steps we have taken towards your ambition:

Council continues to partner with community groups in managing and maintaining identified community assets. Hall and Cemetery guidelines and operating procedures adopted by Council and are in place with committees managing effectively. Management models to be reviewed 2015-16. A continuing check of demographic data to enable input to infrastructure and facility development plans has continued. Review and development of Asset Management Plans are in progress. Identified projects on recreational facilities (Leisure) continue as scheduled, including the completion of Tathra Foreshore viewing platform and landscape improvements, other projects are in progress including the Merimbula rock wall, Dickinson Park Pavilion renewal, Lake Curalo walking track, and consultation of the concept plans for Bruce Steer pool. Detailed updates on recreational projects provided in the attachment.

Michelle Preo
Property Services Coordinator

Our People

Property Services look after Council’s property portfolio - predominantly the maintenance, leasing, licensing, purchase and sale of land and easements. We are also responsible for the maintenance of the textual and spatial data on Council’s information and mapping systems. In this role, I would rarely receive the same request twice, so the job is extremely varied and interesting and allows me to broaden my knowledge base and acquire new skills every day. There are 600 Council owned properties and 450 Council Managed Crown Reserve portions as well as many buildings occupied by community groups and organisations, so the enquiries received on a daily basis for that volume of property can be challenging. What I love most about the Bega Valley community as a whole is the support people give each other in times of need. It’s also a beautiful part of the world to live in, with so many picturesque and interesting places.
Project Highlight
Your Special Variation Funds at Work….

Boaters and recreational fishers now have improved access to Wonboyn Lake with work to build a new boat ramp and floating pontoon jetty now completed.

Delivered through funds raised through the Special Variation and funds granted through the Roads and Maritime Services, major building work started in February after the removal of the old boat ramp and timber jetty. A new ramp and floating pontoon was built as part of the project. The turning circle at the boat ramp and launching area was increased, and the carpark was also resurfaced with new line marking installed. New signs and solar lighting have also been provided.

The Wonboyn community contributed a stainless steel fish cleaning table and seat made from the decking timbers of the old jetty.

The Official opening took place in early June 2015 at the jetty, and was officiated by the Hon Andrew Constance Member for Bega and Minister for Transport and Infrastructure.

Funds raised through the Recreational Special Variation also enabled the completion of the new rock wall, ramp and path at the Beach Street foreshore area in Merimbula. The completed Beach Street lake frontage has greatly improved the amenity and functionality of this popular foreshore area. Another project delivered through these funds was the Pambula River Mouth, which was developed as a two stage project, with Stage 1 completed during the 2014-15 year. Stage 2 including the renewal of toilets, provision of an access ramp to the beach and storm water control is now in progress.

To enable the successful delivery of on ground works, a great deal of preparation work needs to be done, often involving the research of suitable techniques, engineering designs, Review of Environmental Factors (REF) and importantly community consultation.

The Recreation Special Variation funds also saw the important preparation stages of Lake Curalo walking track and site works that have now commenced.
A3 – Essential services – by 2030 our water, sewer and waste services meet public health and environmental health standards, and meet our local and visitor community needs

Steps we have taken towards your ambition:

Construction of a new water supply reservoir at Nutleys Creek Road, Bermagui to improve water pressure and long term capacity for customers is underway. Reservoir detailed design has been completed, and pre construction work completed. Construction of the reservoir to take place during the 2015-16 financial year.

A new water main has been constructed to improve water pressure and fire fighting capacity for Quaama customers.

A new trunk main has been installed and has successfully improved water pressure and quality to Tarraganda customers. Pressure, flow and water quality have been improved significantly.

Source water sampling and analysis carried out to progress the provision of filtered and treated water for Bemboka customers. Treatment types have been investigated, and a proposal for concept design developed. Review of Environmental Factors and tendering has been provided by NSW Public Works. Land acquisition has now been completed.

An options study has been completed for the treated effluent reuse and disposal options study for the Merimbula Sewer Treatment Plant (STP). The Expressions of Interest (EOI) process has been finalised for the ocean outfall option and data gathering for the Environmental Impact Statement (EIS) has commenced. Work is ongoing to provide the west Pambula area with a reticulated sewerage system. A design for a pressure sewer has been completed.

Management of waste disposal facilities in accordance with Land-fill Environmental Management Plans continues. Merimbula landfill activity has now closed. A preliminary design has been completed for the Bermagui waste transfer station.

How we know we are making a difference...

For our water and sewer services we have defined Levels of Service (LoS) as outlined in Council’s Water Supply and Sewerage Strategic Business Plan. The LoS define the standards required for water supply and sewerage services. We strive for continual improvement to achieve these LoS in the most cost effective way.
## Summary of Level of Service – Water Supply

<table>
<thead>
<tr>
<th>Descriptions</th>
<th>Unit</th>
<th>2014-15 result</th>
<th>2013-14 result</th>
<th>Strategic Business Plan Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water main breaks</td>
<td>No./100km water main</td>
<td>6.3</td>
<td>8.8</td>
<td>8</td>
</tr>
<tr>
<td>Real water losses</td>
<td>L/service connection/ day</td>
<td>49.7</td>
<td>64</td>
<td>50</td>
</tr>
<tr>
<td><strong>Customers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water quality complaints</td>
<td>No./1000 connections</td>
<td>12.1</td>
<td>16.2</td>
<td>3</td>
</tr>
<tr>
<td>Water service complaints</td>
<td>No./1000 connections</td>
<td>0.5</td>
<td>1.6</td>
<td>4</td>
</tr>
<tr>
<td>Billing and account complaints</td>
<td>No./1000 connections</td>
<td>0.43</td>
<td>0.42</td>
<td>2.0</td>
</tr>
<tr>
<td>Average duration of an unplanned water interruption</td>
<td>Minutes</td>
<td>95</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>Incidence of unplanned water interruptions</td>
<td>No./1000 connections</td>
<td>2.9</td>
<td>1.5</td>
<td>2.5</td>
</tr>
<tr>
<td><strong>Public Health</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of zones where microbiological compliance was achieved</td>
<td>Urban water supply zone</td>
<td>6/6</td>
<td>6/6</td>
<td>6/6</td>
</tr>
<tr>
<td>% of urban population where microbiological compliance was achieved</td>
<td>%</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Number of zones where chemical compliance was achieved</td>
<td>Urban water supply zone</td>
<td>4/6</td>
<td>3/6</td>
<td>6/6</td>
</tr>
</tbody>
</table>
A4 – Emergency Planning – by 2030 our emergency services are supported and provide emergency response for our community during natural disasters.

Steps we have taken towards your ambition:

The Bega / Brogo River Catchments flood study has been completed.

Administrative support continues for the Local Emergency Management Committee.

<table>
<thead>
<tr>
<th>Descriptions</th>
<th>Unit</th>
<th>2014-15 result</th>
<th>2013-14 result</th>
<th>Strategic Business Plan Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Water Resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recycled water</td>
<td>% of effluent recycled</td>
<td>20.6</td>
<td>30</td>
<td>50</td>
</tr>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewer main breaks and chokes</td>
<td>No./100km sewer main</td>
<td>8.7</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td>Property connection sewer breaks and chokes</td>
<td>No./100km sewer main</td>
<td>2.7</td>
<td>3.3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Customers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewerage service complaints</td>
<td>No./1000 connections</td>
<td>0</td>
<td>0.3</td>
<td>1.5</td>
</tr>
<tr>
<td>Billing and account complaints</td>
<td>No./1000 connections</td>
<td>0.08</td>
<td>0.42</td>
<td>2.0</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewage treated to a primary level</td>
<td>%</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Sewage treated to a secondary level</td>
<td>%</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Sewage treated to a tertiary or advanced level</td>
<td>%</td>
<td>40</td>
<td>36</td>
<td>65</td>
</tr>
<tr>
<td>Sewage treatment plant (STP) compliance</td>
<td>% of sewage volume that was compliant</td>
<td>89</td>
<td>64</td>
<td>75</td>
</tr>
</tbody>
</table>
I’ve been at Council for 9 years now. I started as a works trainee, then received full time employment with Council’s bridge crew and then moved to my current role of Cadet Design Engineer. Project management involves a wide range of skill sets. From plan preparation, to contract preparation, people management and construction management. The completion of the Council Amenities Building and Workcrew Shed was a personal highlight.
A Leading Organisation

To shape an organisation that supports the agreed aspirations of the community within the capacity of the community and the capacity of the organisation and retail resources they want and need.

Group – Organisational Development and Governance

At Council, our Organisational Development and Governance Unit are committed to providing you with a Council that is a Leading Organisation. By this we are committed to ‘shaping an organisation that supports the agreed aspirations of the community within the capacity of the organisation’

To fulfil these commitments, we undertake many core functions. Our ‘core functions’ are the functions and services we deliver on a day to day basis. Our core operations can often be a statutory function of Local Government, or a service that is deemed essential for the servicing of our community

The following pages outline what we consistently provide to ensure we are a Leading Organisation.
## Function: Organisational Development and Governance

<table>
<thead>
<tr>
<th>Function Activities (Our Core Service areas)</th>
<th>What this service provides</th>
</tr>
</thead>
</table>
| **Elected Officials and Executive Office Administration** | Council facilitates and delivers Councillor workshops, forums and meetings including the coordination of meeting agendas and minutes.  
  Management of requests for financial assistance to community groups and activities. |
| **Governance** | Co-ordination of Council wide Policy and Procedures which includes creation and amendment of documents.  
  Public Officer role, investigation.  
  Document control  
  Implementation and training of staff in Policy and procedures.  
  Co-ordination of GIPA/PPIPA request management.  
  Records management function for the organisation, service provision of records function to internal/external stake holders, record co-ordination,  
  Code of Conduct Administration and investigation. Discipline processes under ICAC and Employment Award.  
  Governance related training and system framework development.  
  Co-ordination of Local Government elections. |
| **Organisational Development** | Strategic workforce planning  
  Mentoring and assistance to managers on employee performance, organisational change.  
  Consultative forum and committee co-ordination.  
  Development of organisational behaviours strategies and frameworks  
  Managing employee relations issues |
| **Risk Management** | Injury management  
  Provision of Work Health and Safety systems and compliance with legislation  
  Development of organisation risk profile and risk management plans  
  Support to emergency management centre  
  Insurance; public liability; council assets; councillor income protection etc.  
  Internal audit. Checking effectiveness and efficiencies of the controls that are in place. |
Our Strategy and Business Services team provide the following core functions to support a 'Leading Organisation'

<table>
<thead>
<tr>
<th>Function: Strategy</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Function Activities (Our Core Service areas)</strong></td>
<td>• What this service provides</td>
</tr>
</tbody>
</table>
| Integrated Planning and Reporting | • Coordination and management of Councils integrated Community Strategic Planning framework including ongoing monitoring and support of developing community input.  
• Statutory reporting |

<table>
<thead>
<tr>
<th>Function: Financial Management</th>
<th></th>
</tr>
</thead>
</table>
| Financial Management | • Monitor Council financial expenditure and revenues  
• Statutory reporting  
• Issue of rates and water notices in alignment consistent with legislative requirements  
• Customer liaison |

<table>
<thead>
<tr>
<th>Function: Business Services</th>
<th></th>
</tr>
</thead>
</table>
| **Technology** | • Provision of customer services and technical support including;  
• Network and data security management  
• IT procurement  
• Data administration  
• Geographical Information Systems (GIS)  
• Telecommunications management  
• Information and Communication Technology (ICT) systems and software development per ICT Strategy |
| **Procurement** | • Streamline processes for purchasing goods and services to ensure effective expenditure |
| **Employee Support** | • Provision of payroll  
• Employee support services  
• Recruitment and selection including workflow analysis  
• Training and development including the recording and monitoring of staff training hours |
LO1 – Proactive leadership – Bega Valley Shire Council is proactive in representing the needs and aspirations of our community.

Steps we have taken towards your ambition:

The commitment to professional development opportunities for Councillors continues. Council continues to work with state agencies in the revision of strategic plans and development of performance measurements to enable improved evidence based reporting to the community. Work was completed in the review of Resource Strategy (Workforce Strategy – Financial Strategy and Asset Strategy) and was adopted in June 2015. Council successfully developed and lodged the Council Improvement Plan (CIP) as part of the Fit for the Future review of local government in NSW.

Our People

Thomas Lennon
Technology Services Coordinator

I am responsible for all things computer related within the organisation. This includes network communications, server storage, server processing, telephony, client side computing, application support, just to name a few. The most interesting part of my job is not necessarily the computers that I work with, but the people that those computers support. My role in the organisation is to provide the support and computing infrastructure they require that allows them to perform in their job more effectively and efficiently. Stepping up into the Coordinator role has been both a challenge, and a huge personal achievement.
LO2 – Business excellence – Bega Valley Shire Council is an organisation that embraces and demonstrates best practice governance and workplace excellence.

Steps we have taken towards your ambition:

Review of the Long Term Financial Plan was completed and exhibited during the financial year, with Council adoption in June 2015.

An independent review of procurement took place including a review on a contract management system for tenders and contracts. Work in this area continues through the 2015-16 reporting period.

The development of an Asset Management Program has been completed with software installed and operational.

Council continues to develop and work towards effective communications and understanding of Council decision making with our community with quarterly public community finance meetings held to enable question and answer sessions.

Enterprise Risk Management processes have been developed to accommodate all ‘business’ and support area needs. An Enterprise Risk Committee exists and Managers have commenced actively reviewing risk plans and registers. Future activities aim to improve the collaborative approach to Enterprise Risk Management and mechanisms to report important risk issues to the Leadership Executive Group.

Succession planning is in place through traineeship/cadetship programs. Council currently employs over 40 trainees / cadets, providing employment opportunities for youth within our region and opportunities for succession planning. The ongoing future direction of the traineeship/cadetship program is now being further evaluated following the review of the Workforce Strategy.

Council is committed to providing a safe, healthy work environment and continues to be proactive in all Work Health Safety (WHS) matters. Emergency Management Plans are completed for Council’s Zingel Place Office, with staff of Zingel Place administration building completing relevant training. Regular drills have been held and monthly testing of evacuation systems. Specialised training has been provided to the Organisational Development and Governance team to support and manage suicide and crises management.

Mental health awareness programs have been rolled out across the organisation with a refresher course to be held 2015 calendar year. The Drug and Alcohol at the Workplace Procedure has been developed with training conducted. All staff have now completed training in ‘Move 4 Life; a manual handling accredited training program.
LO3 – Informed and engaged - Our community is informed and engaged with opportunities to determine the direction of the shire with effective and accountable leadership.

Steps we have taken towards your ambition:

Council’s Communications and Community Engagement Toolkit Strategy has been developed and reviewed with the appointed reference group. Staff implementation has now taken place, with work in this area continued into the 2015-16 reporting year. A program of community and Councillor forums has been delivered and will be considered for ongoing delivery to enable greater access for our community to present ideas and projects to Council, listen to Council issues and have their say on issues of priority for them. A community calendar is live and updated on the Council website which identifies key community activities and community consultations, highlighting opportunities for the community to provide input and feedback.

Additional opportunities for our community to engage with Council continue to be provided including online and physical suggestion boxes. Opportunities for online engagement and information have been greatly improved through the development and launch of the new Council website. Council continues to provide quality customer service with opportunities for community to provide feedback on the service they received through monthly call back surveys. These surveys enable staff to assess areas of improvement and ensure customer satisfaction levels are maintained.

Our People

My role in Coastal Management is very broad and can vary greatly between projects. My main responsibilities include managing councils coast and estuary grants program (including Coastal Zone Management Plans), organizing Lake openings and opening approvals (including developing entrance opening policies for each lake), coastal sand dune rehabilitation, water quality projects and some Natural Resource Management projects such as the Kiss’s Lagoon rehabilitation. Kiss’s Lagoon has been one of my highlights this past year, seeing the successful transition from a weed infested wetland to a great and inviting entry to town. I enjoy living here in the Bega Valley, I am a keen fisherman, spearfisherman and part time commercial lobster diver. The Bega Valley is blessed with some of the most unique and pristine coast in Australia as well as some of the nicest beaches and most intact coastal environments.
Statutory Information

Special Rate Variation (SRV)
Environmental Levy Achievements
Rates Written Off
Condition of Public Works
Legal Proceedings
Councillors Expenditure
Senior Staff Payments
Contracts
Subsidised Works on Private Property
Community Grants
Partnerships with Other Organisations
Overseas Visits
Companion Animal Management
Governance
Equal Employment Opportunity (EEO)
### Special Rate Variation (SRV) Special Variation to Rates income approvals:

#### 2006/2007

The 2006/07 Operational Plan implemented a Special Rate Variation approved by the Minister for Local Government of 5%, raising an additional $782,000. These funds are committed to supporting emergency services including the growing demands for additional bushfire mitigation works and additional support to general asset management.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Services</td>
<td>$496,000</td>
<td>$513,000</td>
<td>$529,000</td>
<td>$547,000</td>
<td>$561,000</td>
<td>$577,000</td>
<td>$599,000</td>
<td>$620,000</td>
<td>$634,000</td>
</tr>
<tr>
<td>General Asset M’gt</td>
<td>$116,000</td>
<td>$120,000</td>
<td>$124,000</td>
<td>$128,000</td>
<td>$131,000</td>
<td>$135,000</td>
<td>$140,000</td>
<td>$145,000</td>
<td>$148,000</td>
</tr>
</tbody>
</table>

#### 2007/2008

The 2007/08 Operational Plan implemented a Special Rate Variation approved by the Minister for Local Government of 9.76%, raising an additional $891,900. These funds were targeted at infrastructure, continuing services in branch libraries, the Regional Gallery, tourism Visitor Information Centres (VIC) and the weeds program. This Variation was approved on an ongoing basis.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch libraries</td>
<td>$150,000</td>
<td>$154,800</td>
<td>$157,300</td>
<td>$164,384</td>
<td>$168,986</td>
<td>$175,408</td>
<td>$181,372</td>
<td>$185,600</td>
</tr>
<tr>
<td>Regional Gallery</td>
<td>$100,000</td>
<td>$103,200</td>
<td>$134,100</td>
<td>$109,589</td>
<td>$104,157</td>
<td>$116,939</td>
<td>$120,915</td>
<td>$123,700</td>
</tr>
<tr>
<td>Tourism (incl VICS year 1 then tourism infrastructure)</td>
<td>$150,000</td>
<td>$154,800</td>
<td>$126,980</td>
<td>$65715</td>
<td>$11,522</td>
<td>0 (balance carried forward $345,258)</td>
<td>$12,906 (carried forward $518,352)</td>
<td></td>
</tr>
<tr>
<td>Weeds management</td>
<td>$320,572</td>
<td>$321,597</td>
<td>$490,070</td>
<td>$351,312</td>
<td>$361,149</td>
<td>$374,872</td>
<td>$387,615</td>
<td>$396,600</td>
</tr>
<tr>
<td>Total</td>
<td>$720,572</td>
<td>$734,397</td>
<td>$908,450</td>
<td>$625,285</td>
<td>$700,007</td>
<td>$678,740</td>
<td>$689,905</td>
<td>$718,806</td>
</tr>
</tbody>
</table>
2008/09

The 2008/09 Operational Plan implemented a Special Rate Variation approved by the Minister for Local Government of 9.33% inclusive of the rate pegging amount, raising an additional $1,066,100. These funds were directed at infrastructure rehabilitation and provision of ocean lifeguards over the busy summer holiday season at beaches not serviced by a Surf Lifesaving Club, but still popular with visitors.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural sealed road rehab program</td>
<td>$218,000</td>
<td>$219,623</td>
<td>$295,370</td>
<td>$231,496</td>
<td>$237,978</td>
<td>$247,021</td>
<td>$255,420</td>
<td>$261,000</td>
</tr>
<tr>
<td>Armco culvert rehabilitation</td>
<td>$100,000</td>
<td>Included below</td>
<td>Included above</td>
<td>$106,191</td>
<td>$109,164</td>
<td>$113,313</td>
<td>$117,165</td>
<td>$121,000</td>
</tr>
<tr>
<td>Bridge rehabilitation</td>
<td>$100,000</td>
<td>$206,232</td>
<td>$205,750</td>
<td>$106,191</td>
<td>$109,164</td>
<td>$113,313</td>
<td>$117,165</td>
<td>$121,000</td>
</tr>
<tr>
<td>Footpath trip hazards</td>
<td>$7,000</td>
<td>$7,448</td>
<td>$35,000</td>
<td>$7,433</td>
<td>$7,641</td>
<td>$7,932</td>
<td>$8,202</td>
<td>$8,400</td>
</tr>
<tr>
<td>Recreation buildings and pools</td>
<td>$70,000</td>
<td>$70,000</td>
<td>$94,300</td>
<td>$74,334</td>
<td>$76,415</td>
<td>$79,319</td>
<td>$82,016</td>
<td>$83,900</td>
</tr>
<tr>
<td>Ocean lifeguards</td>
<td>$150,000</td>
<td>$132,056</td>
<td>$147,565</td>
<td>$159,287</td>
<td>$156,450</td>
<td>$161,716</td>
<td>$175,974</td>
<td>$179,800</td>
</tr>
<tr>
<td>Urban street construction</td>
<td>$200,000</td>
<td>$183,784</td>
<td>$234,795</td>
<td>$212,382</td>
<td>$218,329</td>
<td>$226,625</td>
<td>$234,330</td>
<td>$239,000</td>
</tr>
<tr>
<td>Kerb &amp; guttering</td>
<td>$61,620</td>
<td>$61,620</td>
<td>$104,400</td>
<td>$45,365</td>
<td>$46,635</td>
<td>$48,407</td>
<td>$50,053</td>
<td>$52,000</td>
</tr>
<tr>
<td>Total</td>
<td>$906,620</td>
<td>$880,763</td>
<td>$1,117,180</td>
<td>$942,679</td>
<td>$961,777</td>
<td>$997,645</td>
<td>$1,040,099</td>
<td>$1,066,100</td>
</tr>
</tbody>
</table>

2009/10

The Minister for Local Government approved a Special Rate Variation of 3.01% above rate pegging for a total rate increase of 6.51%. The special variation to rates was approved for five years and to be spent on sports and recreation infrastructure and improving accessibility of these facilities. The total amount of the increase above rate pegging raised $450,000 in the first year. A General sports and Recreation Committee has been established as a Committee of Council. This group worked with Council to identify priority projects for this fund and has been focussed on using the Council contribution to leverage additional funds through grants, sponsorship and volunteer endeavour.
2013/14

IPART approved the Special Rate Variation for 2013/2014 as part 1 of 3 covering the years from 2013/2014 to 2015/2016. The overall general rate income increase for Year 1 is 5.4% which includes a Special Rate Variation of 2% to be used to help fund renewal of collector roads.

2014/15

IPART approved the Special Rate Variation for 2014/2015 as part 2 of 3 covering the years from 2013/2014 to 2015/2016. The overall general rate income increase for Year 1 is $1,346,000 which includes a Special Rate Variation of 2% to be used to help fund renewal and upgrade of recreational facilities. The money brought in through our Recreation facilities Special Rate Variation funded the projects of Beach Street Rock Wall Merimbula, Path and Access Ramp and the Wonboyn Boat Ramp

<table>
<thead>
<tr>
<th>Total Expenditure in 2013/14</th>
<th>Total Expenditure in 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal collector roads</td>
<td>$391,000</td>
</tr>
<tr>
<td>Recreation facilities</td>
<td>$522,000</td>
</tr>
<tr>
<td>Renewal infrastructure domain areas and buildings</td>
<td>To commence 2015/16</td>
</tr>
<tr>
<td>Total</td>
<td>$391,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Merimbula Airport</th>
<th>Total Expenditure</th>
<th>Total Expenditure 2008/09</th>
<th>Total Expenditure 2009/10</th>
<th>Total Expenditure 2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$344,616</td>
<td>$356,333</td>
<td>$364,500</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tourism development and promotion (SCT Ltd)</th>
<th>Total Expenditure</th>
<th>Total Expenditure 2008/09</th>
<th>Total Expenditure 2009/10</th>
<th>Total Expenditure 2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>$250,000</td>
<td>$259,500</td>
<td>$268,323</td>
<td>$275,000</td>
<td></td>
</tr>
</tbody>
</table>

| Total                                      | $250,000         | $604,116                 | $624,656                 | $639,500                 |

2010/11

In 2010/11 Council was granted a Special Rate Variation of 6.35% by the Minister for Local Government, this represented a 2.95% increase above the 2009/10 general rate yield. The increase was approved for the 2010/11 financial year only. The impact of the proposed variation on residential ratepayers is significantly reduced due to the concluding of a rate increase of $553,000 granted for 10 years in 2000. Of the $583,000 raised by the rate variation, $250,000 was raised from the business sector for tourism marketing and $333,000 was raised from all rateable properties and provided funds toward the redevelopment of Merimbula’s antiquated jetty.

<table>
<thead>
<tr>
<th>Merimbula Jetty</th>
<th>Total Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>$333,000</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Expenditure in 2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>$583,000</td>
</tr>
</tbody>
</table>

2011/12

In 2011/12, a Special Rate Variation was approved by IPART under the new assessment process. It continued the 2010/11 approval for tourism and the resurfacing of the existing tarmac at the Merimbula airport. The approval is for 20 years. The amount of variation also includes an amount of 0.14% for a “Crown Land Adjustment” which the Council is able to apply for under the Local Government Act 1993 and which the Division of Local Government recommended be included in the Council’s Special Variation approval.

<table>
<thead>
<tr>
<th>Merimbula Airport</th>
<th>Total Expenditure</th>
<th>Total Expenditure 2008/09</th>
<th>Total Expenditure 2009/10</th>
<th>Total Expenditure 2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$344,616</td>
<td>$356,333</td>
<td>$364,500</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tourism development and promotion (SCT Ltd)</th>
<th>Total Expenditure</th>
<th>Total Expenditure 2008/09</th>
<th>Total Expenditure 2009/10</th>
<th>Total Expenditure 2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>$250,000</td>
<td>$259,500</td>
<td>$268,323</td>
<td>$275,000</td>
<td></td>
</tr>
</tbody>
</table>

| Total                                      | $250,000         | $604,116                 | $624,656                 | $639,500                 |

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Weed and Vegetation Management

The Weed and Vegetation Management Levy was approved with the Special Variation to rates in 2007/08. This permanent Levy was approved to supply funding to help support the agricultural industry generally in regard noxious weed and vegetation management initiatives.

Actual income and expenditure for this Levy are listed below:

Actual Income 2014/15 $396,600
Actual Expenditure 2014/15 $396,600

All funds were expended directly on works and management activities directed at controlling noxious and environmental weeds and vegetation management. All funding was directed at control works on Council roads and reserves.

Catchment Biodiversity and Sustainability

The Environmental Levy has been in place since 2003 with permanent approval for the Environmental Management Special Variation from the Minister for Local Government being issued in 2006. At the time Council was one of the few Councils in NSW that had a permanent Environmental Levy in place to ensure that environmental management initiatives were adequately funded.

In 2014/15 Environmental Levy expenditure exceeded income. This additional expenditure was derived from carried forward funds from previous years. A total of $121,745 will be carried forward to the 2015-16 year from the reporting year. The carried forward funding is being reduced and should be exhausted during 2015 2016.

2014 2015 Environmental Levy Achievements

Tamara Corby
Cadet Town Planner

Our People

A large part of my role is managing Council’s heritage program, this includes coordinating Council’s annual Local Heritage Assistance Fund which aims to conserve and promote the Shire’s heritage places. I am also involved in pre-lodgement development meetings, auditing property planning certificates, responding to public planning enquiries and operating Geographic Information System applications. It’s interesting to see such a large variation in types of development within our Shire. One of my highlights from last year was when I was given an opportunity to inspect the new Regional Hospital in Bega during its construction phase. I was able to appreciate the logistics of the many components that were required to construct such a significant piece of State Government Infrastructure that will facilitate much needed services in the local and surrounding areas, becoming a landmark building within our community.
Specific projects across the themes of Catchment Protection, Biodiversity and Sustainability remained a focus of expenditure in 2014-2015 with funds used wherever possible to also leverage government grants. This was especially the case in the coast and estuary management area as well as in vegetation management and rehabilitation projects.

A very successful element of the Environment Levy expenditure in 2014-2015 was the Community Environmental Grants program which was very well subscribed and is expected to continue to grow. This Program funds community groups undertaking environmental management works on ground as well as community awareness activities.

The following amounts show actual income and expenditure for the reporting period:

**Actual net income 2014/15**  $376,000  
**Actual expenditure 2014/15**  $403,379

Details of the major expenditure items are provided:

**Community Environmental Works**

$38,158 was expended on the Community Environmental Grants program. This program delivered on ground works across the shire by community groups such as, weed control and re-vegetation at Quaama, Pambula, Pambula Beach, Merimbula, Bermagui, Bega and Candelo, as well as community education activities.

**Urban Storm-water management works**

$60,000 was expended in the works area undertaking maintenance of urban storm-water infrastructure.

**Weed Management**

$60,000 was expended on vegetation and weed management activities. Of this, $40,000 was expended on roadside noxious weed spraying, with the balance being expended on noxious and environmental weed control and vegetation management in partnership with SELLS. These works were carried out at Keating Headland, Murunna Point, Barraga Bay, and Merimbula Lake.

**Vegetation management and rehabilitation**

$43,500 was expended on vegetation management and rehabilitation works. A large percentage of this was involved in matching Grant Funds from the NSW Environmental Trust at Kiss’s Lagoon Bega. Other works were at Merimbula, Mogareka and Wapengo.
2014-2015 Environmental Levy Achievements

**Corporate sustainability improvements**

$7,200 was expended on corporate sustainability activities including energy consumption and efficiency reviews and reporting across fuel, electricity and street lighting. In addition carbon emission reporting and data acquisition for the 2017 Comprehensive State of Environment Report costs were incurred.

**Natural asset / Bushland management**

$35,304 was spent on natural assets / bushland planning and management. This included works at Fairhaven, Bega, Tathra, Bemboka Reserve and also at Long Point in Merimbula. $25,000 was expended matching grants funds from the NSW Environmental Trust and SELLS in managing coastal weeds along the entire Shire coastline.

**Education & Awareness**

$13,415 was expended on awareness raising programs including storm-water audits in the Bega area, coastal awareness signage, conservation management promotion, training in tree management and erosion control for council works.

**Environmental monitoring**

$11,100 was spent on water quality analysis and studies of coastal lakes and catchments across the shire. This included chemical, biological and algal analysis of coastal lakes as well as the purchase of silt curtains for the management of construction sediment in waterways.
# Rates Written Off

Rates and Charges totalling $71,969.88 were written off for the period 1 July 2014 to 30 June 2015 and these are detailed as follows:

<table>
<thead>
<tr>
<th></th>
<th>1 July 14 to 30 June 15</th>
<th>1 July 13 to 30 June 14</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Rates (Postponed and Voluntary Conservation Agreement)</td>
<td>PP $6,318.22 VCA $63,786.95 Total $70,105.17</td>
<td>$69,938.46</td>
</tr>
<tr>
<td>Water Access Charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewerage Availability Charge</td>
<td>$1,864.71</td>
<td>$2,654.50</td>
</tr>
<tr>
<td>Interest (*small debt write off)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste Charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Base Waste Management Charge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stormwater Charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$71,969.88</strong></td>
<td><strong>$72,592.96</strong></td>
</tr>
</tbody>
</table>

All of these rates and charges were written off as a result of adjustments in conservation agreements, postponed rates adjustments; re-classification of non-rateable properties to rateable; or re-classification of rateable properties to non-rateable.

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### Our People

**Ben Thomas**
Community Development Trainee

My position of Community Development Trainee gives me the opportunity to be involved in a wide range of events, community groups and not for profit organisations. One of the most interesting parts of my job is working with the local youth, whether they are disadvantaged, struggling financially, or just having problems with their education. My personal highlight from 2014/15 would have to be representing two family members and a close friend who had suicided in the Shire at our annual walk to raise awareness about mental health and suicide prevention. If it wasn’t for Council and my job I would not have got to be involved in the planning and the promotion of the day.
Condition of Public Works

An independent Asset Sustainability Review was completed by consultants GHD in 2010. That review identified an asset back log of 1% for general fund assets and 4% for water and sewer assets, signalling over $20m was required to restore critical assets.

The financial notes (note 9) indicate assets were renewed in 2014-15 at 76% of the depreciation rate, and this may accelerate the deterioration of assets without injection of capital to renew assets as recommended by GHD.

Public buildings

Council Offices (Bega, Bermagui, Eden and Merimbula)
Offices and Bega, Bermagui and Eden are in satisfactory condition. The planned refurbishment at the Merimbula office was put aside in the 2011-12 period given the continued consideration of other options for total redevelopment of the site. The building remains in fair condition.

Council halls
All Council’s halls are managed by volunteer committees, with volunteer community members providing an emphasis on operational maintenance and hall management to ensure community activities are catered for. Funding for halls for the year 2014-15 was a total of $92,000 with additional funds being provided by hall committees towards major repairs and maintenance.

Swimming pool facilities
Council’s has six pool facilities at Bega, Bemboka, Candelo, Cobargo, Eden and the Sapphire Aquatic Centre in Pambula and one ocean pool at Bermagui.

Each of the facilities are in a reasonable condition, however only one is operational year round. The Sapphire Aquatic Centre was officially opened in December 2010. Council assumed responsibility for the Sapphire Aquatic Centre operations through direct management during the first half of 2013.

The financial support to the facility and to the operational entity was increased beyond the original estimates on several occasions over the year, taking overall costs to manage and operate the six facilities to over $1,800,000.
Public roads

Council maintains a total length of 1,424 kms of public road throughout the Shire, which is made up of local roads: 494 kms sealed; 676 kms unsealed and Regional roads: 228 kms sealed; 26 kms unsealed.

Some of the unsealed local and regional roads carry significant traffic and there is considerable community pressure to seal these unsealed rural arterial roads. Council has resolved to only seal the Unsealed Urban Streets (19km) and Unsealed Rural Collector Roads (65km).

This will still require an estimated $26 million.

In 2014-15 Council spent $4,300,000 on road maintenance works and $6,583,100 on capital and rehabilitation works.

There are a total of 255 bridges on Council’s road network, of these 62 are timber and 163 are concrete/steel. There are also approximately 2,400 other miscellaneous drainage structures on the network comprising culverts and causeways.

In 2014-15 Council spent $669,500 on bridge maintenance and $1,589,000 on bridge capital and rehabilitation. Since increasing rates by the special levies in recent years the ‘gap’ between actual and required maintenance has improved.

Stormwater Management (drainage)

Council has a 109 km stormwater drainage network in the urban areas for which it is responsible. In 2014-15 Council spent $268,700 maintaining the drainage systems, a further $370,995 on capital works which includes $285,000 on urban water levy funded works.

Legal Proceedings

Set out below is a summary of amounts incurred by Council in relation to legal proceedings taken by or against the Council in the period 1 July 2014 to 30 June 2015.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Particulars of proceedings</th>
<th>Result</th>
<th>Cost to Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt recovery **</td>
<td>Recovery of rates and charges</td>
<td>Ongoing</td>
<td>$299,907</td>
</tr>
<tr>
<td>Planning</td>
<td>Planning matters</td>
<td>Ongoing</td>
<td>$62,305</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td>$218,242</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>$580,454</td>
</tr>
</tbody>
</table>

** Note: Expenses recouped through the rate recovery process
Community Grants

Contributions made to community groups under Section 356 of the Local Government Act 1993 for the 2014-15 period was $113,432.

Councillors Expenditure

Fees payable to Councillors

The Mayoral allowance for the financial year of 2014-15 was $40,310. The allowance for the nine Councillors was a total of $161,370. A total of $201,680 was paid to the Mayor and eight Councillors over the 2014-15 reporting period. A further $89,885 was expended on the provision of Councillor expenses comprising the following:

<table>
<thead>
<tr>
<th>Expense</th>
<th>2014-15</th>
<th>2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Childcare Reimbursement</td>
<td>$2,096</td>
<td>$2,368</td>
</tr>
<tr>
<td>Training - CPD Induction and Development</td>
<td>$11,346</td>
<td>$10,066</td>
</tr>
<tr>
<td>Delegates Expenses</td>
<td>$26,883</td>
<td>$27,411</td>
</tr>
<tr>
<td>Food and Catering Expenses</td>
<td>$11,163</td>
<td>$10,739</td>
</tr>
<tr>
<td>IT Facilities</td>
<td></td>
<td>$6,297</td>
</tr>
<tr>
<td>Publication and Subscriptions</td>
<td>$4,171</td>
<td>$3,991</td>
</tr>
<tr>
<td>Telephone and Communication</td>
<td>$6,720</td>
<td>$11,638</td>
</tr>
<tr>
<td>Mayor Vehicle Expenses</td>
<td>$22,038</td>
<td>$15,288</td>
</tr>
<tr>
<td>Conference and Seminars</td>
<td>$5,468</td>
<td>0</td>
</tr>
<tr>
<td>Interstate visits by Councillors, including transport, accommodation and other out of pocket expenses</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>Overseas visits by Councillors, including transport, accommodation and other out of pocket expenses</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>Expenses of any spouse, partner or other person who accompanied a Councillor</td>
<td>Nil</td>
<td>Nil</td>
</tr>
</tbody>
</table>
Senior Staff Payments

Under the Integrated Planning and Reporting requirements, and Section 338 of the *Local Government Act 1993* ‘Senior Staff’ are defined as ‘staff that are primarily responsible for the strategic direction of Council, and are on performance contracts, and who receive a total remuneration package equal to or more than the SES Level 1 base which is $167,100 for the 2014-15 financial year’.

Council has five staff members plus the General Manager in the Executive structure. The designated positions are set out below together with the value of salary packages (inclusive of superannuation, motor vehicle, salary and other benefits) paid during the period, 2012-13, 2013-14, and 2014-15. There are four designated senior positions.

<table>
<thead>
<tr>
<th>Expense</th>
<th>2012-13 $’000</th>
<th>2013-14 $’000</th>
<th>2014-15 $’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager</td>
<td>240</td>
<td>236</td>
<td>252</td>
</tr>
<tr>
<td>Group Manager – Transport and Utilities</td>
<td>200</td>
<td>206</td>
<td>222</td>
</tr>
<tr>
<td>Group Manager Planning and Environment</td>
<td>200</td>
<td>206</td>
<td>211</td>
</tr>
<tr>
<td>Group Manager Community, Relations, and Leisure. (*commenced October 2014)</td>
<td>184</td>
<td>Vacant</td>
<td>117</td>
</tr>
<tr>
<td>Group Manager – Strategy and Business Services, CFO</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Executive Manager – Organisational and Development</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total</td>
<td>$824</td>
<td>$648</td>
<td>$802</td>
</tr>
</tbody>
</table>

Subsidised Works on Private Property

Council carried out no subsidised works on private properties during the 2014-15 reporting period.
## Contracts

<table>
<thead>
<tr>
<th>Details</th>
<th>Tenderer</th>
<th>Contract entered into date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of Pavilion Building at Dickinson Oval</td>
<td>Zauner Construction</td>
<td>07/11/2014</td>
<td>$660,000.00</td>
</tr>
<tr>
<td>Annual Supply and Mix via LGP Contract-</td>
<td>Downer EDI Works Pty Ltd</td>
<td>24/06/2015</td>
<td>$639,382.00</td>
</tr>
<tr>
<td>Annual Traffic Controllers</td>
<td>Platnim Traffic Services</td>
<td>12/06/2015</td>
<td>$263,965.00</td>
</tr>
<tr>
<td>Supply and Installation of CCTV Equipment</td>
<td>Austeck Pty Ltd</td>
<td>03/07/2014</td>
<td>$186,725.00</td>
</tr>
<tr>
<td>Design and Construct Amenities Building</td>
<td>Grant Dowdle Building Pty Ltd</td>
<td>02/10/2014</td>
<td>$753,820.00</td>
</tr>
<tr>
<td>Reconstruction Wonboyn Boat Ramp &amp; Jetty</td>
<td>GPM Constructions</td>
<td>13/11/2014</td>
<td>$388,951.39</td>
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<tr>
<td>Acquisition Excavator</td>
<td>Semco Equipment Sales</td>
<td>16/01/2015</td>
<td>$219,555.00</td>
</tr>
<tr>
<td>Fleet Procurement September 2014 (4 vehicles)</td>
<td>Bega Valley Motors</td>
<td>15/10/2014</td>
<td>$151,500.38</td>
</tr>
<tr>
<td>Sewer Mains Pipe Bursting Rehabilitation Program</td>
<td>Pipe replacement Solutions</td>
<td>14/09/2015</td>
<td>$1,384,255.00</td>
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<tr>
<td>Sewer Mains Relining Rehabilitation Program</td>
<td>Interflow Pty Ltd</td>
<td>15/07/2015</td>
<td>$539,541.00</td>
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<tr>
<td>Sewer Jetting and Pump Station Vacuuming Services</td>
<td>GMA Environmental</td>
<td>14/01/2015</td>
<td>$232,540.00</td>
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<tr>
<td>Sewerage Pump Station Upgrade</td>
<td>De Kort Pumps</td>
<td>31/10/2014</td>
<td>$304,167.71</td>
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<tr>
<td>Bridge crane truck</td>
<td>Hartwigs</td>
<td>07/02/2015</td>
<td>$206,822.00</td>
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<tr>
<td>Replacement phone system</td>
<td>Uplinx Group Pty Ltd</td>
<td>04/02/2015</td>
<td>$534,780.00</td>
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<tr>
<td>Telstra Building Extension</td>
<td>David Leser Building</td>
<td>25/05/2015</td>
<td>$426,070.00</td>
</tr>
<tr>
<td>Details</td>
<td>Contracted Tenderer</td>
<td>Contract entered into date</td>
<td>Amount</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
<td>----------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Design &amp; Construction, Bermagui Waste Transfer Station</td>
<td>iqon</td>
<td>25/05/2015</td>
<td>$874,896.00</td>
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<tr>
<td>Purchase of Excavator Plant</td>
<td>Kobelco Construction and Machinery Australia</td>
<td>25/05/2015</td>
<td>$184,979.00</td>
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<tr>
<td>RMS Plant Hire</td>
<td>RMS</td>
<td>27/02/2015</td>
<td>$167,976.14</td>
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<td>RMS Plant Hire</td>
<td>RMS</td>
<td>06/06/2015</td>
<td>$154,187.95</td>
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<tr>
<td>Completion of Bega pump station</td>
<td>Health Infrastructure</td>
<td>29/05/2015</td>
<td>$233,471.81</td>
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<tr>
<td>SES/ RFS/ NSW Fire and Rescue</td>
<td>Ministry of Police</td>
<td>10/03/2015</td>
<td>$150,154.00</td>
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<tr>
<td>Oceanic analysis data collection for proposed deep ocean outfall</td>
<td>Department of Finance</td>
<td>21/05/2015</td>
<td>$304,700.00</td>
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<tr>
<td>Merimbula Roundabout</td>
<td>Downer EDI Works Pty Ltd</td>
<td>29/06/2015</td>
<td>$215,000.00</td>
</tr>
<tr>
<td>Seal Nethercote Road</td>
<td>Downer EDI Works Pty Ltd</td>
<td>02/02/2015</td>
<td>$234,623.44</td>
</tr>
<tr>
<td>Microsurfing Transport</td>
<td>Downer EDI Works Pty Ltd</td>
<td>03/02/2015</td>
<td>$295,757.00</td>
</tr>
<tr>
<td>Microsurfing Assets</td>
<td>Downer EDI Works Pty Ltd</td>
<td>16/03/2015</td>
<td>$281,468.73</td>
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<tr>
<td>Sapphire Coast drive repair program 14mm / 7mm seal</td>
<td>Downer EDI Works Pty Ltd</td>
<td>13/03/2015</td>
<td>$193,941.00</td>
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<tr>
<td>Provision of insurance cover</td>
<td>Statewide</td>
<td>08/07/2014</td>
<td>$235,067.28</td>
</tr>
<tr>
<td>Provision of insurance cover</td>
<td>Statewide</td>
<td>12/02/2015</td>
<td>$179,585.80</td>
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<tr>
<td>Provision of insurance cover</td>
<td>Statewide</td>
<td>11/05/2015</td>
<td>$179,585.80</td>
</tr>
<tr>
<td>Provision of insurance cover</td>
<td>Statewide</td>
<td>08/07/2014</td>
<td>$214,137.15</td>
</tr>
<tr>
<td>Meter replacement program - stock of meters</td>
<td>Elster</td>
<td>07/03/2015</td>
<td>$172,260.44</td>
</tr>
</tbody>
</table>
Partnerships with other organisations

Functions delegated to other organisations

**Hall and Building Committees; S355 general halls and buildings Committee and 17 individual community hall committees.**

**Function:** Council's peak advisory body on issues related to the management of community halls and buildings. This committee is made up of representatives from each of the individual hall committees and forms the conduit between each individual committee and Council. The various individual hall and building committees have management responsibility delegated to them from Council, including arranging bookings and carrying out maintenance and improvements. Committees also provide information relevant to the development of plans of management for each specific facility.

**Cemetery Committee and S355 General Cemeteries Committee and five individual Community Cemetery Committees.**

**Function:** Council’s peak advisory body on issues related to the management of cemeteries. This Committee is made up of representatives from each of the individual Cemetery Committees and forms the conduit between each individual Committee and Council. The individual community committees provide care and maintenance of the Shires cemeteries. The role of each committee is to provide a dignified final resting place for members of our community who have passed on. The number of individual committees has reduced over the last few years. Committees also provide information relevant to the development of plans of management for each specific facility.

**Coastal Planning and Management Committee**

**Function:** Council’s peak advisory body on coastal zone management for the following issues - estuarine, marine, foreshore, fisheries, coastal catchments, coastal planning and climate change impacts.

**Sportsgrounds and Reserve Committees – all S355 committees.**

**Functions:** To oversee the care and use of Council's sporting and recreational facilities. Committees also provide information relevant to the development of plans of management for each specific facility.
Access Advisory Committee.
Functions: Recommends access, design and modification to Council’s assets and private developments.

Bega Valley Bush Fire Management (by service agreement – RFS).
Functions: Bush fire management.

Bega Valley Shire Medallion.
Functions: Considers nominations for community service awards.

Bega Valley Shire Youth Council.
Functions: Provides a youth perspective on Council decisions.

Road Safety Group.
Functions: Representative group providing advice on road safety.

Communications and Community Engagement Reference Group
Function: To work with Council in the formulation and planned implementation of its Communications Strategy, Community Engagement Policy and Community Engagement Procedure in accordance with Council’s policies and budgets. The reference groups is also required to consider and provide input in the design and implementation plan of communications and community engagement activities, and assist in the identification of communication and engagement needs throughout the Shire.
Companion Animal Management

Companion animal management functions and activities are conducted by Council in accordance with the Act and Regulations.

Expenditure

During 2014-2015 an estimated $330,000 spent on companion animal management responsibilities and associated activities. Council employs four Rangers and one trainee Ranger. Companion animal management is one of the major functions for these staff. Council also maintains an Companion Animal Facility (pound) at Wallagoot employing other part time staff to provide daily animal care.

Companion Animal Management Plan

A Companion Animal Management Plan was adopted in 2014 and will guide companion animal management strategies into the future. The animal control areas procedure which is made under this policy has been reviewed. Input was requested and received from residents of Bega Valley and a draft has now been compiled for approval by Council to advertise for any further comments.

Companion Animal Facility (CAF)

The Companion Animal Facility (Pound) management data collection returns were lodged with the Office of Local Government on 23 July 2015 in compliance with the Act.

Desexing / Rehoming

Council continues to liaise with the Animal Welfare League, Far South Coast Branch, to maximise animals rehomed. Council's Desexing policy (requiring all animals rehomed from Council's pound to be desexed) remains in place.

Total Animals rehomed or returned to owners in 2014/2015.

- Cats – 52 (123 received)
- Dogs – 242 (283 received)

Dog Attacks / Dangerous & Restricted dogs

During 2014-2015 Rangers investigated a total of 55 reported dog attack events involving a total of 67 attacking dogs. This is marginally less than the previous year. These were entered on the NSW Companion Animal Register in compliance with the legislation. These events included attacks on 35 people. 8 persons received minor injuries and 5 required medical attention. The remainder were not physically injured.

Following the investigation of these attacks, 5 dogs were destroyed, 12 penalty notices and 23 warnings were issued. 1 dangerous dog and 5 menacing dog intentions notices were issued.

There is one declared dangerous dog within the Bega Valley Shire Local Government Area. A compliance certificate has been issued and the property is inspected annually. There has been no activity in relation to restricted breeds in the last 12 months and there are no restricted breeds recorded in the Bega Valley Local Government Area.
Menacing Dog Declaration
Four Menacing dog declarations are current. Two dogs have been relocated and inquiries have been unsuccessful in finding further information. They have not been seen recently. Two properties are being monitored in the regular audit process.

Animal Registration
Lifetime registration letters were sent to owners of unregistered animals in the 2014-2015 year.

Community Relationships
Council Rangers and staff continue to work closely with the Animal Welfare League and Royal Society for the Prevention of Cruelty to Animals. The numbers of animals rehomed from the Companion Animal Facility is due to the efforts of these organisations.

Customer Requests
There were a total 1508 requests by customers in relation to companion animals during 2014-2015. Most show a steady increase.

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>467</td>
<td>536</td>
<td>541</td>
</tr>
<tr>
<td>Lost animals</td>
<td>2014</td>
<td>237</td>
<td>253</td>
</tr>
<tr>
<td>Barking Dogs</td>
<td>190</td>
<td>203</td>
<td>223</td>
</tr>
<tr>
<td>Found Animals</td>
<td>170</td>
<td>108</td>
<td>283</td>
</tr>
<tr>
<td>Dog attacks/Dangerous dogs</td>
<td>120</td>
<td>134</td>
<td>110</td>
</tr>
<tr>
<td>Registration Enquiries</td>
<td>82</td>
<td>25</td>
<td>98</td>
</tr>
</tbody>
</table>

Our People
Deon Constance
Fleet Coordinator

My role as “Fleet Co-ordinator” is to manage Council’s light and heavy vehicles, plant and equipment. I also look after the workshop and fabrication shop and Depot maintenance. I find it interesting to meet Council’s operational needs regarding plant and equipment, researching new products and technologies within the industry to provide Council staff with efficient and safe equipment to carry out their duties. One of the things I like most about the Bega Valley Shire is the quiet life of country living. I have seen a bit of Australia and it’s always nice to drop back in into the Bega Valley. I think local people don’t realise how lucky we are to live in this part of Australia.
Water Supply

Water supply assets were in a satisfactory condition

1. Total operating, maintenance and administration (OMA) expenses were $11,442,000. Direct operations and maintenance expenses were $3,524,000.
2. Total depreciation of system assets, plant and equipment was $3,711,000.
3. A total of $4,085,000 was expended on capital works, capital equipment and asset refurbishment this year. This includes Federal and NSW State Government subsidised capital works.
4. The following operations, maintenance, repair and management activities were undertaken for the year:
   - Reticulation system work including water main flushing, house service repairs, water main repairs and reservoir cleaning.
   - Trunk main maintenance work including flushing, air valve repairs and access track clearing.
   - Electrical and mechanical maintenance work on pump stations including valve maintenance, switchboard repairs and servicing of pumps.
   - Dam safety surveillance and studies.
   - Water quality monitoring and water resources management activities.
   - Water meter reading and data maintenance activities.

Sewerage Services

1. Sewerage system assets were in a satisfactory condition
2. Total operating, maintenance and administration (OMA) expenses were $16,706,000.
3. Direct operations and maintenance expenses were $5,544,000.
4. Total depreciation of system assets, plant and equipment was $6,321,000.
5. A total of $4,076,000 was spent on capital works, capital equipment and asset refurbishment.
6. The following operations, maintenance, repair and management activities were undertaken for the year:
   - Reticulation system operation and maintenance including CCTV inspections, flushing and jetting.
   - Electrical and mechanical work including switchboard maintenance, valve maintenance and pump servicing.
   - Electrical and mechanical contract maintenance of sewage treatment works associated with the Bega Valley.

Sewerage Program

- Effluent quality monitoring and management activities associated with reuse systems.
- Sewage treatment plant operation and maintenance.
Governance

For the purpose of this report ‘Governance’ encompasses all of the following reporting areas within Council:

- Code of Conduct Complaints
- ICAC matters
- Public Interest Disclosures
- Applications made under the Government Information Public Access (GIPA) Act 2009
- Matters relating to the Privacy and Personal Information Protection (PPIP) Act 1998

Code of Conduct Complaints
During the 2014/15 financial year there were three complaints made concerning alleged breaches of the Model Code of Conduct. On receipt of these complaints, Council referred the matters to its Legal Panel for preliminary advice. Upon receipt of preliminary legal advice, two of the three complaints were investigated by an external investigator. The third was considered and resolved internally.

Public Interest Disclosure
There were no Public Interest Disclosures made in the 2014-15 financial year.

ICAC Investigations
Council received one anonymous complaint from a member of the public. This matter was initially referred to ICAC, who subsequently referred the matter back to Council for investigation. Council referred the investigation to an independent third party, who conducted the investigation and reported back to Council. The matter has since been resolved.

GIPA Applications
During the 2014-15 financial year Council received a total of 33 formal GIPA Applications from various members of the public. All 33 applications were processed under the requirements of the Act, with a Notice of Decision being provided to each applicant. Formal records of these applications are reflected in Council’s Disclosure Log, available electronically on Council’s website www.begavalley.nsw.gov.au

The content of documents requested varied between information pertaining to Development Applications (DA’s) and Approvals, submissions on DA’s, Code of Conduct matters, as well as expenditure of Council funds. A description of each notice of decision is also included within Council’s Disclosure Log on its website.

Two of the applications were referred to the Information Commissioner (OIC) for external review. On both occasions, Council’s decision was upheld, with minor recommendations being made to provide additional information to the respective applicant. This action was taken as per recommendation by the OIC.

PPIP Applications
Council received no applications, notifications or complaints under the PPIP Act 1998.
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F. (02) 6499 2200
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W. begavalley.nsw.gov.au
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