



Annual Report 2013-2014

Our highlights...





Recognising Aboriginal Custodians

The Bega Valley Shire 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.

Contents

Introduction	3
Our Place	5
Our Community	7
Our Council	9
Our Organisation	15
Financial Snapshot	21
Year in Review	31
Achieving Our Plan	37
• A Liveable Place	41
• An Enterprising Place	69
• A Sustainable Place	93
• An Accessible Place	119
• A Leading Organisation	114
Statutory Information	159



Introduction

Bega Valley Shire is proud to present our Annual Report for 2013-14.

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. 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.



Our Place

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:

- | | |
|--|--|
| <ul style="list-style-type: none">• 1,422 km of roads• 78 km of footpaths• 20 community halls• 25 sporting grounds• 7 swimming pools,• 4 libraries• 1 art gallery• 101 beaches• 29 estuaries | <ul style="list-style-type: none">• 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 |
|--|--|



Volunteers in our community

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. 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, 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 committee and the Youth Council.

Regardless of skills, experience, or ability volunteering is rewarding for both the community and the volunteer.

Our Community

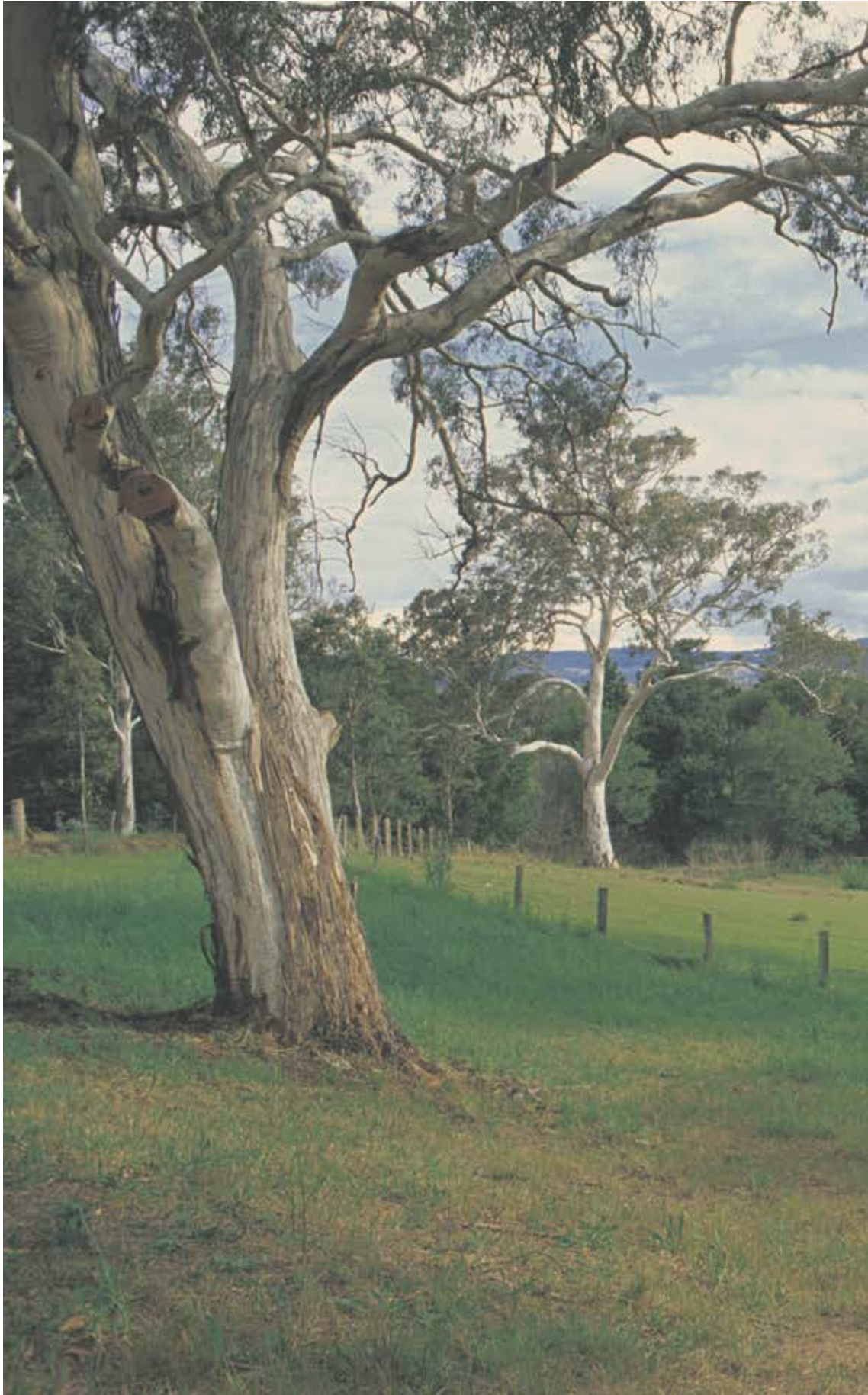
The Bega Valley Shire's population of approximately 33,112 people is currently projected to grow at 1.1% per annum, which will see a population of 37,295 people calling the Bega Valley home by 2030.

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.

Our community by numbers:

- | | |
|---|---|
| <ul style="list-style-type: none">• 33,112 people live here• 12% of our community were born overseas• 3% of our community are Indigenous• 26% of the community do some form of volunteer work• Our median age is 48 years | <ul style="list-style-type: none">• 6% need assistance due to a disability• 13% have a tertiary education• 62% of households have internet connection• 27% of households contain only one person• 23% of households are couples with children |
|---|---|



Our Council

A Message from our Mayor



2013/14 has as usual been a busy year with some significant achievements for the local community. Cr Bill Taylor was the Mayor during this period and I invited him to provide an outline of the year's highlights. Also included are my comments about key directions, opportunities and challenges for the current year.

In December 2013 Council announced its appointment of Leanne Barnes as General Manager. Ms Barnes had been acting in the position following the resignation of Peter Tegart and has the support of Council and staff for the significant work ahead.

Of critical importance for the Shire has been the Eden Port project. In 2012/13 Council successfully secured Federal backing of the breakwater wharf extension and in 2013/14 we officially handed over project management to the State Government. The Eden Port will now be developed to support the cruise industry and work is also being done to secure it as a safe harbour. In total \$25 million is allocated to the two projects.

In Bega, construction commenced on the Civic Centre which is nearing completion. Models for its management will be discussed next year and plans for its continuous and diverse use will be key to securing it as a major regional venue. Still in Bega, the community welcomed the official opening of the redeveloped Littleton Gardens, air conditioning finally arrived at the Bega library, and work commenced on a Council funded youth space which will be one of the focal points for the innovative mobile Police Citizens Youth Club service.

Merimbula joined Bega, Bermagui and Eden in a major public consultation that asked local people how they would like their CBDs improved. Funds are in place and masterplans are either approved or on exhibition for public comment. Council adopted the Merimbula airport master plan, preliminary works for the Merimbula by-pass also commenced with the next stage planned for 2015, and

works commenced on an environmental impact statement for improved sewer works in Merimbula.

In Bermagui, work started on a much wanted skate park, and we committed ongoing support for the Sculpture on the Edge exhibition through an annual acquisition prize which awards artists and beatifies local towns.

A competition resulted in a giant mural livening the interior of Pambula's Sapphire Aquatic Centre, and talking of water, we were officially awarded as having the state's best tasting drinking water.

Strategic work, planning matters and policy were also on the agenda with planning days and workshops held to ensure a clear understanding of all matters. This included controversial DAs that were approached professionally and with due and proper consideration.

Roving Councillor workshops have also been re-introduced with a focus on providing Councillors an opportunity to hear from residents about local issues. The issue of how we listen to and engage with the community and how information is made available is also firmly on the agenda.

Support for local business has also been a focus with the Council's first Business Expo held in April, a range of programs and activities in this area have continued throughout the year as identified in the Business Growth Action Plan adopted during the year.

This is just a snapshot of Council activity over the past year. I commend the annual report to you as a document that highlights the wide range of programs and projects delivered in 2013/14 and the outcomes achieved.

In the coming year it will be critical for Council to work with the community to review its long term plans and to work within the State Government's local government reform program to ensure that it achieves 'Fit for the Future' signoff. The process requires us to have the scale and capacity to engage effectively across community, industry and government, and to show that we meet financial sustainability benchmarks.

The Minister for Local Government Paul Toole and the Premier have a vision of stronger more viable Local Government in NSW. They are focussed on working with councils to change legislation, review regulatory burdens, create new opportunities through Joint Organisations, and to investigate cheaper finance options. Under the Fit for the Future process we are listed as a sustainable Council and not under pressure to merger. The assessment places us on a path to develop a roadmap for the future, and a big part of this will be through dialogue with the community over the coming 12 months...watch this space.

Cr Michael Britten
Mayor



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 ratepayers and 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

Mayor



Clr Michael Britten

Deputy Mayor



Clr Liz Seckold



Clr Tony Allen



Clr Russell Fitzpatrick



Clr Keith Hughes



Clr Ann Mawhinney



Clr Kristy McBain



Clr Sharon Tapscott



Clr Bill Taylor

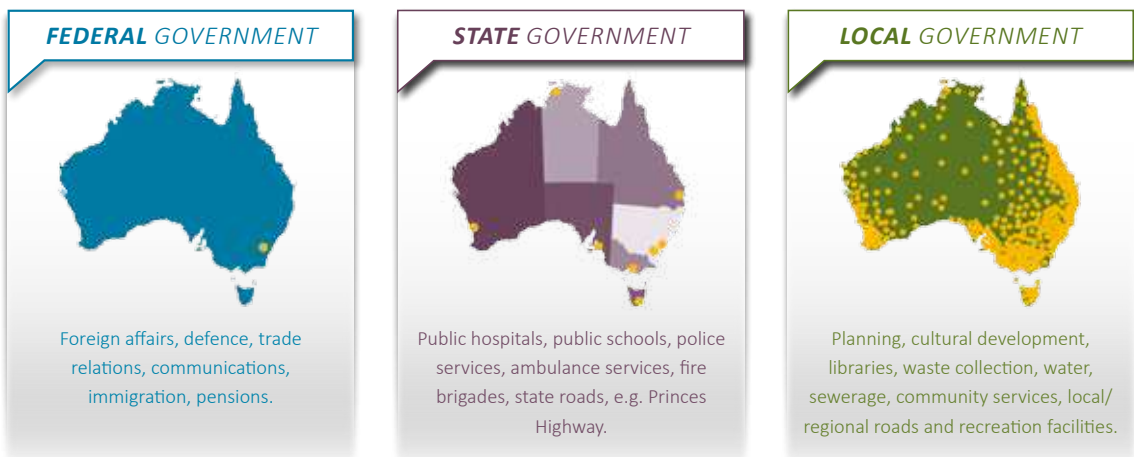
Council meetings

Everyone is invited to attend meetings of Council. 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 Council 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.





Our Organisation

General Manager's Message



This time last year when I prepared the General Manager's message I was in the early days of acting in the position. Following an extensive selection process I was offered the position in December 2013 and was excited to accept. I commenced formally in the position on 1 January 2014.

The Council, very proactively, identified as a part of my package that I develop a unified leadership approach that empowers managers to be involved in key organisational decisions. Leadership development has been a major focus for the past six months and continues through an ongoing challenge to review what we do, ask questions, look at how we can do things in a different way, and to consider areas of improvement.

This is part of a cultural change identified by Councillors as a priority. In the past year we have started work on developing a core set of values and behaviours that we want to be able to say we hold dear, improving and refocussing our communications and engagement and customer service, and from this we are focussing on meeting the community's expectations by ensuring that staff have the support, training and resources they need.

Council provides a large range of services across the community, from waste and recycling collection to providing quality children's services; we develop alternative energy solutions for our buildings; we build roads and bridges, and we maintain community facilities aided by an admirable group of dedicated volunteers. The list goes on.

Council staff are committed to providing these services and over the past 12 months we have developed and implemented a new staffing structure that aims to provide customer service excellence, deliver quality projects and services, and listens to and engages with the community.

The past year has resulted in continued development of key projects, including

the Eden Port development, Merimbula Airport management options, the construction of the Bega Civic Centre, commencement of the Merimbula ByPass, and developing town centre plans for Bermagui, Bega, Merimbula and Eden.

These major projects demonstrate a growing demand for experience based and community focussed activities. This is reflected by local business interest in technology, culture, health and wellbeing, as well as the traditional business sectors such as agriculture, tourism, construction and retail. Council's role in the past year has been to support and facilitate growth in these areas as well as encouraging a culture of business skills sharing and keeping local dollars in local pockets.

Looking forward, we are preparing to respond to the State Government's local government reform agenda (Fit For the Future) and reviewing Council's Long Term Financial Plan, Asset Management Plans and Workforce Strategy to achieve the best outcomes for the community into the future.

I thank the Councillors, community members and importantly the staff who have worked with me over the past 12 months to place us in an excellent position to take on the challenge of being Fit for the Future.

Leanne Barnes
General Manager

Organisation Structure

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 managers report to the General Manager and form the Leadership and Executive Group. The group is fondly referred to as LEG by our staff.

The following structure was adopted by Council in February 2014.



Anthony Basford
Group Manager
Community,
Relations and Leisure
Group



Andrew Woodley
Group Manager
Planning and
Environment Group



Wayne Sartori
Group Manager
Transport and Utilities
Group



Lucas Scarpin
Group Manager
Strategy and Business
Services Group CFO



Nina Churchward
Executive Manger
Organisation
Development &
Governance unit

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:

Council is one of Bega Valley's largest employers, with 316 Full Time Employees (FTE) at a cost of just over \$27 million. Our staff are employed in our Bega office, our depots, libraries, regional gallery, child care centres, pools and in the field. Our staff are also our local community with just about every one of them living in the Shire.

Developing Our Employees

In 2013–14, as part of the Workforce Plan, Council increased the number of trainees, apprentices and cadets by fifteen to a current total of 38. Positions advertised in late 2013 included five cadets, five traineeships and three new apprenticeships, all staff commenced in late 2013 / early 2014. Council's mentoring program was extended to support these new staff. Staff involved in the established Aspiring Leaders program continued their professional development as identified in the 2013 employee performance reviews.

Other key aspects of corporate training were the continuation of the Information Technology (IT) upskilling program. A pilot group commenced this program in July 2012 and a further group commenced in September 2013. In 2015, the second group will be completing their information technology units that form part of the Certificate IV Local Government. Other funded training opportunities taken up by existing staff included Diploma level project management courses. Funding for this training was augmented through incentives available through Commonwealth and State Government training initiatives.

In the lead up to organisational restructure activities employee at the supervisory and middle management level, attended a workshop titled Managing the People Aspects of Change. Another major training initiative was the implementation of a Move-4-Life Program for all staff. This excellent program represents a proactive Workplace Health and Safety initiative, targeting eliminating muscle skeletal sprains and strains at work.

The total expenditure on all staff development and training for 2013-14 was \$470,808, excluding wages and salaries.

Equal Employment Opportunity (EEO)

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 2013-14, Council's traineeship program included one new Diversity Traineeship and two Aboriginal Traineeships. An Aboriginal Liaison Officer also commenced employment in July 2013. A major requirement of this role is to

provide support and mentoring to our 13 Aboriginal employees.

Providing a Safe Workplace

Council takes very seriously its Workplace Health and Safety (WHS) obligation to provide a safe workplace for our employees. Some of our employee health initiatives conducted in 2013-14 included: flu (146) and hepatitis (24) vaccinations; skin patrol checks and ASIST (applied suicide intervention skill training) suicide prevention training. In addition to these initiatives Council also commenced audiometric testing for staff exposed to excessive workplace noise.

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

	2013/14	2012/13	2011/12	2010/11
Lost time hours cumulative*	1,201	2,701	1,600	3,444
Number of new claims	13	29	27	25

* 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 decreased significantly from previous years. This can be attributed to the proactive programs implemented within the work place including safe lifting training (Move for Life).



Financial Snapshot

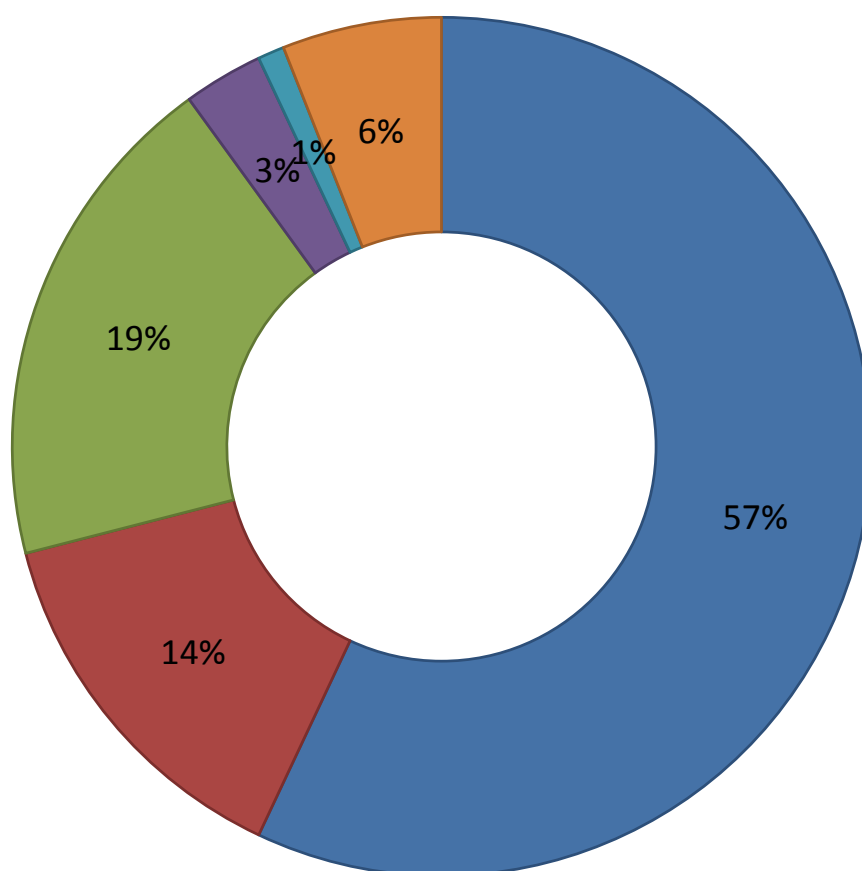
Council is committed to continually seeking ways to deliver our services with greater efficiency.

In the 2013-14 financial year we have made the following savings:

- \$300,000 saved through being proactive in providing a safe work place. This has significantly reduced our Workers Compensation Premium
- \$150,000 saved through Council's participation in risk management initiatives, reducing our insurance premiums
- \$150,000 saved on making better use of technologies available and reducing our advertising costs
- \$70,000 saved on streamlining subscribed publications
- \$60,000 saved through better use of telecommunications technology and more efficient telephone and internet contracts
- \$300,000 saved through seeking more cost effective training opportunities for staff
- \$400,000 saved through better use of in house skills, reducing our consultancy costs

All this adds up to a total saving of \$1.43M.

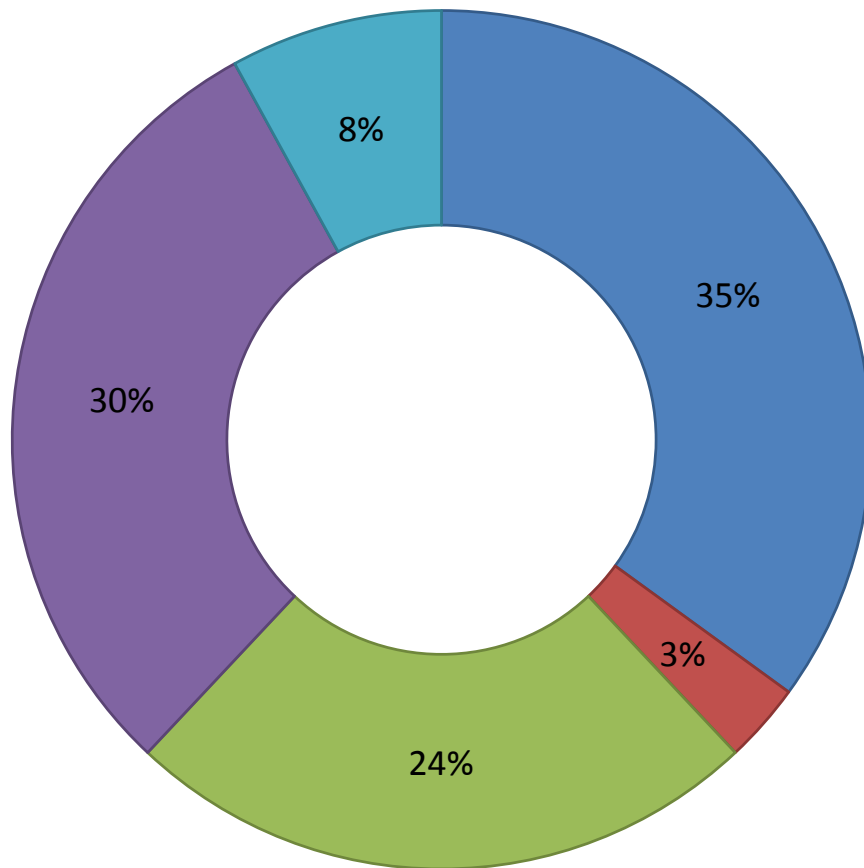
Source of Funds 2013-14



- Rates & Annual Charges
- Operating Grants & Contributions
- User Charges
- Investment Returns
- Sale of Assets & Other
- Capital Grants

Type of Fund	Amount	%
Rates & Annual Charges	\$43,310,000	57%
Operating Grants & Contributions	\$11,026,000	14%
User Charges	\$14,213,000	19%
Investment Returns	\$2,318,000	3%
Sale of Assets & Other	\$739,000	1%
Capital Grants	\$4,550,000	6%
Total	\$76,156,000	100%

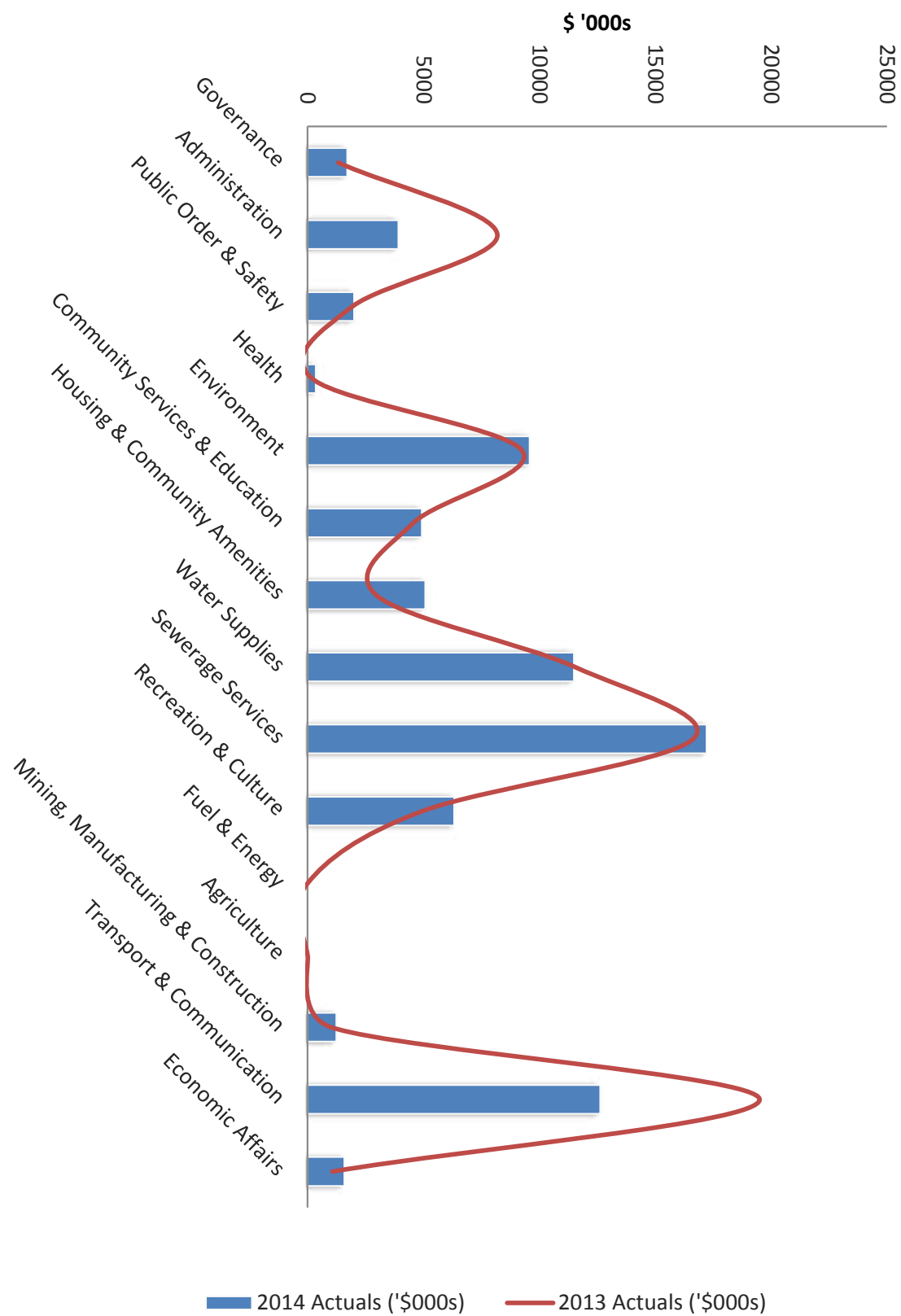
Expenditure of Funds 2013-14



- Employment Costs ■ Borrowing Costs
- Materials & Contracts ■ Depreciation
- Other Expenses

Expenditure Type	Amount	%
Employment Costs	\$27,491,000	35%
Borrowing Costs	\$2,125,000	3%
Materials & Contracts	\$18,923,000	24%
Depreciation	\$23,296,000	30%
Other Expenses	\$6,272,000	8%
Total	\$78,107,000	100%

Operating Expenditure by Function (\$'000)



Definition of our Function areas

- **Governance:** Elected Officials; Governance and Executive.
- **Administration:** Communication; Community and Relationship Administration; Contact Centre; Financial Management; General Purpose; Human Resources 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; Compacts; Eden Childcare; Eden Preschool; Emergency Response [Community Service]; Healthy Communities Sapphire Mobile Preschool; Volunteer.
- **Housing and Community Amenities:** Cemeteries; Planning and Environment Group Administration; Planning; Public Amenities.
- **Water Supplies:** Water.
- **Sewerage Services:** Sewer.
- **Recreation and Culture:** Gallery; Halls; Library; Parks; Pools; Sports.
- **Fuel & Energy:** Fuel; Energy.
- **Agriculture:** Agriculture.
- **Mining, Manufacturing and Construction:** Building Regulation; Quarry.
- **Transport and Communication:** Airport; Bridges; Bus Shelters; Carparks; 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.

Grant Funding

Creating opportunity and change for our community through grant funding

Council is committed to being proactive in responding to the needs of our community, whilst minimising the costs to ratepayers. The seeking of external funds through grants is a competitive process, and one that staff at Bega Valley Shire Council are extremely successful in. Over the 2013-14 financial year, Council received over \$15 million dollars in grants. This means that \$15 million dollars worth of projects and services were delivered to our community, at no cost to the ratepayer.

Successful grants were received to support environmental initiatives such as responding to noxious weed control, delivering community environmental education programs such as the Love our Lakes program and performing dune control activities

The health of our community is also a priority when seeking funds, the delivery of the Healthy Communities project 'Live Life Bega Valley' which provided healthy eating and lifestyle programs to the community was also a grant funded initiative.

Activities delivered to our community including Youth Week and multicultural support activities are supported through grant funding, allowing us to deliver greater service to our target audience.

Our library services have created great change within our community through implementing 'Tech Savvy Seniors' classes, which was made possible through the success of Telstra funding.

We continuously seek ways to subsidise the costs of renewing and upgrading our assets and infrastructure, with Financial Assistance Grants received to assist in road programs and Better Boating Program funding for boat ramps.

The seeking of funds is a competitive process, and one that becomes more competitive as funding sources decrease. Our Council is committed to finding opportunities to deliver the best service to our community while minimising the cost, and we will continue to seek funds as they are available.

Our planning in action

In December of 2011, our Council met to discuss many of the long term strategic projects for our Shire. From this, a number of key projects were identified as having critical community and economic benefit. In 2011, many of these project were in the very early planning stages, and seemed ambitious, but in 2014, we now reflect on what we have achieved.

- **Shire wide flood restoration works - Complete:** The floods of 2010 of 2011 had a major impact on our road networks. The work required to systematically address all affected areas was a major task for our Council staff, a challenge that we confidently embraced. All flood damage restoration works to the value of \$25 million have now been completed.
- **Bega traffic and carparking study - Complete:** The Bega traffic and carparking study was completed and awarded to Council in October 2013.
- **Bega SES Headquarters - Complete:** Upgrades to the Bega SES Headquarters have been completed.
- **Bega depot and workshop- - In progress:** Upgrades to the Bega depot and workshop are in progress.
- **Bega Civic Centre - In progress:** After many years of research, consultation and debate, the redevelopment of the Bega Town Hall into the Bega Civic Centre commenced in February 2014. The Civic Centre will provide a multi-function community space for people living in and around Bega. Construction works are expected to conclude by Easter 2015.



- **Eden Port – In progress with funding confirmed:** Eden Port will now be developed to support the cruise industry and work is also being done to secure it as a safe harbour. In total \$25 million dollars is allocated to the two projects with significant funding from NSW State and Federal Governments.
- **Merimbula Library relocation (Tura Tavern) In progress:** For many years the need of the Merimbula Library relocation has been identified. In June 2013 Council purchased the former Tura Beach Tavern site at auction for \$1.2 million. Our Long Term Financial Plan had already identified funding for the development of a community space in the area. After community consultation, and discussion with design teams we are now in progress in developing the new Merimbula Library to be located at Tura.
- **Merimbula airport runway rehabilitation (Complete):** In July of 2013, the runway renewal of Merimbula airport runway was completed. This was an essential infrastructure project to bring the airport runway to current aviation standards.
- **Pambula sporting complex (In Progress):** A Facility Mangement Plan is being developed by Council and the sporting committee. The Plan will prioritise future renewal and upgrade works at the complex.
- **Merimbula CBD by-pass (In Progress):** Work continues on the Merimbula CBD Traffic plan with the design of the roundabout completed and quotes sought for service relocation. Work has now commenced on relocation of Telstra infrastructure.
- **Central Waste Facility (Complete):** A regional solution to responsible waste management was in the planning for many years, with an enormous amount of research, consultation and studies completed. Construction commenced in the 2012-13 period and the Central Waste Facility is now completed and operational.
- **Main Street Programs (Bega, Bermagui, Eden, Merimbula) (In progress):** In 2013-14 we commenced work with Spiire consultancy on the Central Business District Master Plans for the towns of Bega, Bermagui, Eden and Merimbula. The Master Plans have been prepared in consultation with local communities.
- **Littleton Gardens -Stage 1 Complete:** Stage 1 of Littleton Gardens has now been completed with the official opening held in December 2013. Funding has been applied for to continue work to the completion of Stage 2.





Awards / Citations

- Runner up - 2013 National Government Contact Centre Excellence Awards for most Innovative Project.
- Awarded 'Best Tasting Water' at the Water Industry Operator's Association (WIOA) conference.
- Recognition at the Risk Management Excellence Awards

Year in Review

July 2013

- \$10 million for the development of cruise ship and commercial fleet infrastructure at the Port of Eden.
- Council recognised the outstanding voluntary contributions to the local community of six residents.
- Assistance to conserve and promote the Shire's heritage places through the Local Heritage Assistance Fund established by the Bega Valley Shire Council with the aid of a grant from the Office of Environment & Heritage.
- Council announced an exciting new relationship formed between the Sapphire Aquatic Centre and a local disability service provider.

August 2013

- Council's customer service team was awarded runner up in the Government Contact Centre Awards held in Sydney.
- Bega Valley Shire Library delivered 21st century skills to the community by offering Telstra's Tech Savvy Seniors Program.
- Council launched an innovative gardening program aimed at encouraging neighbours to grow, share and cook healthy home grown food.
- Bega Valley Shire Library launched a new smartphone-friendly interface to improve access to the libraries services for people on the go.

September 2013

- Council welcomed the announcement of a new University of Wollongong degree aimed at providing graduate level educators for the Shire's children's services.
- Council's Mayor and Acting General Manager met with Hines Construction executives to sign the contract for the construction of the Bega Civic Centre.

October 2013

- Young people and community organisations with big ideas were provided with an opportunity to get them off the ground with a round of grants to fund the 2014 Youth Week activities.
- Council ranger John Flanagan made a new friend, or three, after he organised the reunion of a Sydney man with his beloved dogs.

November 2013

- Hard on the heels of the HSC Visual Arts assessment, the annual Grad Show at the BVRG opened featuring selected work from graduating students from across the Shire.
- Council offered four professional scholarships for people interested in working as lifeguards at Eden swimming pool.
- A new gym, dubbed the Green Gym, was launched at the Bega Valley Fields.
- Council offered grants of up to \$500 for community groups interested in running events as part of the 2014 Seniors Week.

December 2013

- A nature walk linking Tura Beach with Short Point benefitted from Council and the Tura Mirador Landcare group working together to improve signage and vegetation management.
- A day of celebration marking the official opening of the redeveloped Littleton Gardens (stage 1).
- Local non-profit groups and organisations benefit from Council donating \$30,000 to the Mumbulla Foundation for the awarding of community grants.
- Bega Library patrons enjoy air-conditioned comfort thanks to a canny investment made in the establishment of Southern Phones by the Council back in 2002.

January 2014

- People in the Bega Valley Shire got snapping for Council's annual Australia Day Photo Competition.
- Bega Valley Shire Libraries had lots on offer again for school holidays to keep kids occupied.
- Council offered a \$30,000 three year commitment to support Bermagui's Sculpture on the Edge exhibition.
- The Bega Valley Shire Council's Citizen of the Year and joint Young Citizens of the Year for 2013 received their awards at the Australia Day ceremony in Littleton Gardens, Bega.



February 2014

- Council trialed extended opening hours at the Eden Swimming Pool.
- Council supported a local historical society educational and exhibition program about the Great War and the local area, to coincide with the Anzac Centenary next year.
- Community groups throughout the Shire received Council grants to operate events during the upcoming Seniors Week and Youth Week celebrations.
- A community from a little known corner of the world reached out to connect with local people through a request to form a twinning arrangement with the Bega Valley Shire.

March 2014

- The Mayor welcomed the Deputy Premier announcement of the NSW Governments \$3 million contribution to the Eden Wharf Extension.
- Library goes in Bega a step closer to cool and comfortable conditions with work starting on the installation of air conditioning for the building.
- Council offered home business owners a chance to be better understood through offering a tailored insight survey for local operators.

April 2014

- Sapphire Aquatic Centre received an artistic face lift with local resident, Belinda Rosenbaum's image, 'Dream Swim' winning entry for the Sapphire Aquatic Centre's indoor mural competition.
- It's official, the Bega Valley Shire has the best tasting water in New South Wales!
- Interest in the free Business Building Skills Expo in Bega mounted fast with a range of local businesses and government organisations signed up.
- Council and Clean Energy for Eternity signed a Memorandum of Understanding for the development of the Tathra Community Solar Farm.

May 2014

- Council celebrated National Volunteers Week by acknowledging the power of lending a hand and the valuable assistance that volunteers offer throughout Australia.
- Sharp eyed residents of the Bega Valley Shire may have noticed a new look Council logo making an appearance in a number of places.
- An overwhelming response to the 2013 Bega Valley Shire Council Tertiary Scholarships resulted in another \$5000 of scholarships being offered in 2014.

- Leading contemporary Australian artist Shaun Gladwell won the 2014 Shirley Hannan National Portrait Award with a diptych of Aboriginal actor Meyne Wyatt as Black Digger in Army uniform costume.

June 2014

- Council and three Local Aboriginal Land Councils signed their third Memorandum of Understanding.
- Local people helped Bega Valley Shire Council to improve its communications and engagement methods through a range of face-to-face sessions with an independent assessor.
- Pambula shoppers had some extra space for parking with the moving of a bus zone to an area behind the shops.

Some Facts and Figures for the year

- Our call centre received 55,000 calls.
- 188,949 books and e-books were loaned through our library services.
- 181,223 visits were made to the library branches.
- 16,693 internet bookings were made at the library, resulting in 10,580 hours of internet use.
- 143,301 wireless access bookings were made at the library.
- A contribution of \$597,000 was made to emergency management agencies .
- Donations of \$289,000 were made to the community for various events, sporting/cultural representations, school/club activities .
- Grants of \$11.026 million in Operating Grants and \$4.550 million in Capital Grants were applied for and received.
- \$6.743 million was spent on road and bridges maintenance, and \$7.107 million spent on capital and rehabilitation works.
- Our childcare centres provided care for over 287 local children.
- The Regional Gallery hosted 10 major exhibitions, 2 'pop up' exhibitions and delivered over 20 public programs.
- Over 40 playgrounds across the Shire were maintained.
- \$500,000 was spent on weed and vegetation management.
- \$1.219 million was provided for environmental management activities including community Environmental grants of \$35,000.
- Over \$7.3 million was spent on the operation and maintenance of the Shires' water supply system.
- Over \$10.4 million was spent on the operation and maintenance of the Shires' sewerage services.



Achieving Our Plan

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 that are 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

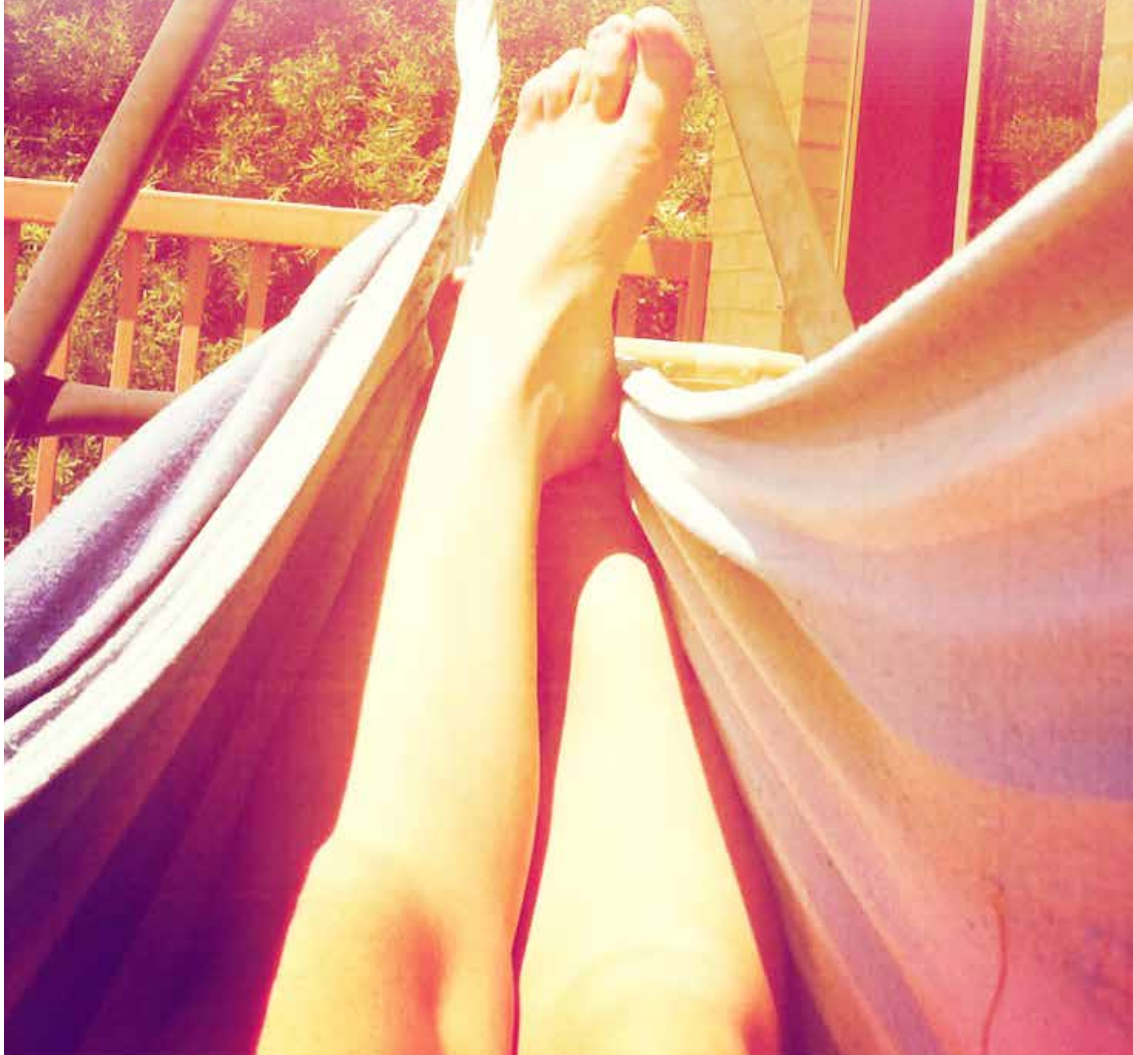


Council's Role

To clarify the role and relationship with government and other bodies in providing infrastructure, facilities and services to the community to help work towards the established key directions, 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 government, private and community objectives to achieve the best outcomes.
- Advocator:** as an advocator 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.

safety. community. opportunities. learning.
ing. children. families. harmony. respect.
social. emotional. wellbeing. celebrations.
nities. learning. creativity. youth. ageing.
mony. respect. diversity. cultural. health.
wellbeing. celebrations. safety. community.
ativity. youth. ageing. children. families.
sity. cultural. health. social. emotional.
community. opportunities. learning.
ing. children. families. harmony. respect.



1



A Liveable Place

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



An Enterprising Place



A Sustainable Place



An Accessible Place



A Leading Organisation

The following pages outline our key steps towards our community ambition statements (key directions) from our Community Strategic Plan.

Detailed performance against our Delivery and Operational Plans can be found in attachment 1.



A Liveable Place

Level of service summary

- **Ageing and Disability Services:** Council provides case management services for older people and people with a disability through the Community Options and Compaks programs. Council will also liaise with community agencies, state and federal government on issues affecting the older Australian and people with a disability.
- **Community Development:** Council delivers a range of community development, planning, community event, volunteer management and funding support projects including: volunteer development and committee support, youth council support and administration, emerging communities project, Social Action Plan development and administration, Club and Mumbulla grants administration, Councils education scholarship program which is allocated annually, mental health project liaison and liaison with key agencies and government departments.
- **Children and Family Services:** Council provides early childhood services including child care and pre-schools in Eden, Bega, Candelo and Bemboka, school holiday programs, and out of school hours care. Council also provides nationally certified staff and meets compliance audits across services. Council's Children and Family Services support low income families, Aboriginal children, children in external agency supported places, early intervention services and children with a disability.
- **Brighter Futures:** Through the Brighter Futures program Council provides case management and parenting programs for families with vulnerable children 0-14. Council has regular liaison with support and government agencies.
- **Library Services:** Bega Valley has four library branches, Bega, Merimbula, Eden and Bermagui. Services provided include collection management, user services, home library service, community van, educational programs, children's services, public programs, partnerships with University of

Wollongong, and supporting partnerships with University of Canberra, TAFE and other tertiary institutions. Council's library services also provide online resources and free wireless internet access across the four library sites.

- **Healthy Communities:** Federally funded program operating to support improving health outcomes in the Bega Valley.
- **Regional Gallery:** Bega Valley Regional Gallery provides a cultural service to the community through the delivery and support of major exhibitions, public programs, award programs including the Shirley Hannan National Portrait Award and the Bega Art Prize.
- **Cultural Development:** Council supports cultural development activities across the Shire, through the development of the Cultural action Plan, support and administration to the Cultural Planning Committee, Cultural heritage plan development and administration and the support of four museums and support to cultural organisations. The Regional gallery also provides mentoring and curatorial support, and support of South East Arts through funding the hosting arrangements.
- **Beach Control:** Beach lifesaving services are provided under contract at seven beaches over summer school holiday period which provides coverage in Eden, Merimbula, Tathra and Bermagui.
- **Emergency Services and Bushfire Protection:** Council provides financial support to RFS, SES, NSW Fire Brigades and assists through provision of RFS stations, maintenance of vehicles and plant and support through urban interface bushfire zone protection.
- **Public Cemeteries:** Council provides support for public cemeteries through the management of grave digging, burial records and bookings of burial plots and through support of community committees and funeral directors.
- **Public Conveniences:** Council is responsible for the construction, maintenance, cleaning of the sixty plus public toilet blocks which are on a scheduled cleaning program, with daily cleaning during peak periods.
- **Street Cleaning:** Street and gutter cleaning is undertaken on a rotational basis with greater frequency in the Shire's regional and district centres and scheduled monthly sweeps in the Shires villages. Additional street and gutter cleaning is provided on assessment.
- **Street Lighting:** Council provides street lighting in urban areas, this service includes energy payment to supplier and repair and new light installations as required.





A Liveable Place

Key Directions

Along with other agencies and stakeholders, Council has a role in working towards the ambitions of our community. The Bega Valley 2013-2014 Operational Plan identifies Council's operational actions that work towards the key directions from the Bega Valley Delivery Plan (2012-2017). The key directions form the basis of sectional or management work plans for staff. The results for these directions are now reported on for the following areas:

- **Direction L1** - Wellbeing and safety
- **Direction L2** - Access to learning and creativity
- **Direction L3** - Demonstrates respect and inclusion
- **Direction L4** - Opportunities provided for all stages of life





A Liveable Place

Direction 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.

Council's Role: Advocate, Regulator, Provider, Facilitator



Steps we have taken towards your ambition:

Through grant funding, Council delivered a Healthy Communities Initiative 'Live Life Bega Valley' to provide community-based physical activity and healthy eating programs to support healthy lifestyle behaviours within our community. The program worked with specific target groups which included:

- People not in full-time paid employment
- Aboriginal and Torres Strait Islander people
- older Australians
- people from culturally and linguistically diverse backgrounds
- new wave migrants
- people with a disability
- men
- young mothers

Activities delivered under "Live life Bega Valley" included;

HEAL program (Healthy Eating, Activity and Lifestyle)

This was a lifestyle modification program, most suitable for people already overweight or obese, or perhaps diagnosed with diabetes, heart disease and stroke. This program covered both nutrition education as well as gentle exercise. Programs were run in Bega, Eden, Tathra, Merimbula and Bemboka with over 100 local residents participating.

Food Sensations nutrition education program

This program involved training 14 staff members from local services and organisations that worked with our target groups, in nutrition education, food budgeting and cooking skills. The trained staff were then assisted by the program to run supermarket tours and healthy cooking days with their own clients.



Pit Stop men's health screen program

This was run at 2 events in the 2013-14 period- the Merimbula Classic surf contest and the Candelo Christmas markets. Local health professionals and medical students took participants' blood pressure, blood sugar levels, and waist circumference.

Living Strong (an Indigenous healthy lifestyle program)

The Living Strong program was delivered in partnership with Medicare Local. It consisted of a series of nutrition and health topics that ran for a 8-10 week period, followed by some healthy lunch and a gentle walk. 16 local people were trained in the delivery of the program. This included staff from Medicare Local and also some staff from the Local Health District and Katungul. A number of stand-alone sessions were also delivered, including sessions at the Deadly Dads camp.

Street Share food gardening program

The Street Share program was extremely popular within the community. It involved a group of neighbours (or clients attending a particular service) applying for a garden to be built in their backyards. The groups got together for four food gardening sessions then a nutrition education session, healthy cooking class and a supermarket tour. This program saw successful food gardens established for:

- A group of seniors in a residential block in Bermagui
- Residents of a nursing home in Tathra
- Client of the Eden South East Women and Children's Services Inc. (SEWACS) premises
- Two Bega houses owned by SEWACS
- Two Bega homes and two Candelo homes belonging to single parents
- The women's resource centre in Bega
- A number of Public Housing units in Bega



Stand-alone food gardening workshops

In response to such positive feedback to the Street Share program, Council ran additional food gardening workshops for the broader community.

Healthy Ageing classes

A number of Healthy Ageing classes were delivered, consisting mostly of Aqua Aerobics but also included cardio-tennis, for people over 55 years.

Heart Foundation walking groups

Two Heart Foundation Walking groups were established, in Bermagui and Merimbula

Migrant women's swimming lessons

Swimming lessons were provided for women, creating an opportunity for migrant women to learn a valuable skill.

Hula hooping classes

The Hula hooping program held in Bega and Pambula was extremely popular with participants ranging in age from 18 to 80 years. Hula hooping was not only an effective cardiovascular workout, but it provided resistance work for strength training, and most importantly, it was FUN!

The Green Gym

Through the program, outdoor fixed exercise equipment has been installed in Bega at Valley Fields, adjacent to the walking path. This equipment is designed to be dual-use, meaning that it is suitable for use by people with a disability as well as able-bodied people. Council has received a lot of very positive feedback about this equipment, reinforcing the importance of recreational infrastructure in our Shire. The Green Gym provides an opportunity to participate in weight-bearing activity free of charge.

In addition to the programs mentioned above, Council has also worked towards our community's ambition of wellbeing and safety through the provision of contracts for summer lifeguard services, continued work with the Planning Liaison Team for the South East Regional Hospital, and continued representation and housing and homelessness forums.



How we know we are making a difference...

A total of 11 'Healthy Communities' programs have been offered to the community of Bega Valley during the reporting period. Through these programs, set objectives were delivered on. We know we have made a difference to those participating through the program through the following results:

Objective	Result
To increase community knowledge of physical activity opportunities within the Bega Valley LGA. At the commencement of the program 16% of participants could identify 5+ physical activity opportunities.	<ul style="list-style-type: none"> At the commencement of the program 16% of participants could identify 5+ physical activity opportunities. At the program completion 68% of participants could identify 5+ physical activity opportunities. That is an improvement of 52%.
To promote the reduction of consumption of packaged foods through substitution with fresh fruit and vegetable.	<ul style="list-style-type: none"> At the commencement of the program 60% reported adequate fruit intake. At the program completion 75% reported adequate fruit intake. That is an improvement of 15%. Vegetable intake remained the same at 25% reported adequate vegetable intake.
To increase understanding of food labelling and nutritional value of packaged food to enable informed choices.	<ul style="list-style-type: none"> 50% increase in understanding of food labelling amongst HEAL program participants. 65% increase in understanding of food labelling amongst Nutritional Education class clients (outsourced).
To reduce rates of sedentary behaviour.	<ul style="list-style-type: none"> 44% of program participants reported a decrease in sedentary behaviour.
To increase physical activity levels of program participants.	<ul style="list-style-type: none"> At program commencement 22% of participants were achieving minimum recommended hours of physical activity per week. At program conclusion 35% of participants were achieving minimum recommended hours of physical activity per week. This is an improvement of 13%.





A Liveable Place

Direction 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.

Council's Role: Advocate, Provider, Facilitator



Steps we have taken towards your ambition:

Through our Children's Services we have completed the transition plan to the National Early Years Framework. This has resulted in new projects including 'Quality Counts' and funding identified for professional development of staff for Long Day Care. Staff child ratios for children aged 2 - 3 has increased – which has expanded the workforce, including the appointments of 2 cadets and trainees. Our staff to child ratios is now 1:5 meeting the National Quality Framework guidelines, this means children attending our centres have even greater access to learning and creativity opportunities.

Through our Library Services we have continued to provide opportunities for learning. We are continuing to develop partnerships with the University of Wollongong, local schools, home-schoolers and the University of the Third Age (U3A) to ensure the services and activities we provide are meeting the educational needs of our community.

A Science Week seminar was held with three scientists from ANU talking about climate change, a topic that was of strong interest to the community with over 60 people attending.

Library Services have continued to hold technology classes on a weekly basis, proving very popular with all groups in the community.

The Bega Valley Regional Gallery has played a vital role in supporting and creating creative opportunities for our community. During the 2013-14 period the Bega Valley Regional Gallery held nine exhibitions with an additional two 'pop up' exhibitions off site, and 20 public programs. In addition, and perhaps the artistic highlight of the 2013-14 year was the Shirley Hannan Portrait Award.

The Shirley Hannan National Portrait Award is well established as one of Australia's best loved and richest portrait prizes (eclipsed only by the Doug Moran and the Archibald). This biennial event, proudly sponsored by the Shirley Hannan Trust, is a celebration of realistic portraiture and attracts eminent practitioners from across Australia. This year the gallery received over 198 entries from across the country, which no doubt was a contributing factor to our high visitation numbers to the Gallery this year, with 8,783 visits !

Bega Valley Shire Council has continued to facilitate the development and opportunities of our creative industry sector through the ongoing support and hosting of South East Arts. South East Arts, amongst many activities delivered



a festival of short plays, the 'Short & Sweet' festival, have continued to support and highlight the work of local artists through the VASE (Visual Arts South East) program. Numerous professional development opportunities for visual and performing artists have also been delivered in partnership with the Australia Business Arts Foundation, Arts Law Centre of Australia and the Australian Film, Television and Radio School.

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:

- Children who demonstrated literacy awareness and understanding appropriate for entry into primary school (Literacy awareness for children aged 4 years):

Reporting year	Indigenous Students	Non-Indigenous Students	Target
2011	69%	91%	67%
2012	73%	82%	69%
2013	100%	94%	71%

- Children who demonstrated literacy awareness and understanding appropriate for their age. (Literacy awareness for children aged 3 Years).

Reporting year	Indigenous Students	Non-Indigenous Students	Target
2011	100%	88%	67%
2012	78%	98%	69%
2013	88%	95%	71%

- Children who demonstrated numeracy awareness and understanding appropriate for entry into primary school in the following year (Numeracy



awareness for children aged 4 Years).

Reporting year	Indigenous Students	Non-Indigenous Students	Target
2011	75%	91%	67%
2012	80%	93%	69%
2013	100%	94%	71%

- Children who demonstrated numeracy awareness and understanding appropriate for their age. (Numeracy awareness for children aged 3 Years).

Reporting year	Indigenous Students	Non-Indigenous Students	Target
2011	100%	86%	67%
2012	78%	98%	69%
2013	88%	95%	71%

- Our Library Services have also provided important services for the community to access learning and creativity. We work closely with early childhood groups, school ages, university students and adult learning. The library also provides an important community hub of learning and information sharing. A way of recognising the role that the library plays in the life of our community is to look at the total number of library visits per year (across all branches).

Total number of visits 2013-14	Total number of visits 2011-12 (baseline year)	% increase / decrease
181,223	166,506	9% increase



- Creating a place of learning also involves the delivery of set programs to enhance the opportunities for creativity and learning within the community. Library services play an important role in delivering this service to the community. We now measure how the community responds to these programs through the number of events and attendance at these events. Results include:

Type of event	Number of events held 2013-14	Number of events held 2011-12 (baseline year)	Average attendance 2013-14	Average attendance 2011-12 (baseline year)	% increase/decrease in average attendance
Adult and young adult programs	95	37	6.8	14.7	54% decrease
Children's programs	143	212	8.2	5.9	39% increase

- 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 2013-14 year with a total of 386 members of the community attending. The library 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'. These have been popular with an estimated average of 4 visits per day. There is no benchmark data for the technical support programs.
- 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.

Total number of visits 2013-14	Total number of visits 2011-12 (baseline year)	% increase / decrease
8,783	6,156	43% increase





A Liveable Place

Direction L3 - Demonstrates respect and inclusion

By 2030: We are harmonious community where everybody is welcomed, respected and diversity is celebrated.

Council's Role: Facilitator, Advocate



Steps we have taken towards your ambition:

Council has continued with its commitment to recognition, reconciliation and working towards positive outcomes with our Indigenous community. In May 2014 Bega Valley Shire Council and three Local Aboriginal Land Councils formally adopted and signed their third Memorandum of Understanding (MoU). The formal signing took place with Ben Cruse from the Eden Aboriginal Land Council, Lorraine Naylor of Merrimans Aboriginal Land Council and Graham Moore of Bega Aboriginal Land Council with Bega Valley Shire Council Mayor Bill Taylor and General Manager Leanne Barnes. Through the MoU all parties commit to working together to improve the social and economic outcomes for Aboriginal people in the Bega Valley Shire.

Through our Children's Services we have worked to close the gap on literacy and numeracy with our Indigenous children. Our programs in numeracy and literacy through our childcare centres and preschool have made considerable differences towards closing the gap and this work will continue.

Our Community Services team at Council has continued the important work through the Migrant and Multicultural services which aims to promote mutual understanding within and between communities with varied culturally and linguistically diverse (CALD) backgrounds and identify and develop community networks, and support systems. Through the Migrant and Multicultural services we facilitate and deliver various projects including

Bega Valley Multicultural Social Group

Bega Valley Multicultural Social Group is open to the whole community. The Social Group meets monthly and catches up to share stories and experiences over shared food. The group focuses on celebrating cultural diversity, providing the opportunities to meet new people and offers a platform for migrants and refugees to exchange experiences and knowledge.

Harmony Day

Harmony Day is held in March each year and is a celebration that provides an opportunity to promote diversity in the Bega Valley Shire and celebrates the positive contribution that migrants make in our community. The Harmony Day celebrations in Bega Valley are a major project for the Multicultural Social Group. The celebration provides an opportunity for our multicultural



community to showcase international food and music, traditional dance, storytelling, and arts with the broader Bega Valley community.

World Food Project

The World Food Project aims to work with communities to increase availability of international ingredients in the Bega Valley through partnering with community gardens to grow culturally specific produce, facilitating regular trips to Canberra to source food from speciality shops.



How we know we are making a difference...

One of the results we are looking for is to have our Indigenous numeracy and literacy on par with non-indigenous students. Through the great work of our Children's Services team we have made considerable progress in this area:

Children who demonstrated literacy awareness and understanding appropriate for entry into primary school (Literacy awareness for children aged 4 years)

Reporting Year	Indigenous Students	Non-Indigenous Students	Identified gap between Indigenous and non-Indigenous students
2011	100%	88%	+12%
2012	78%	98%	20%
2013	88%	95%	7%

Children who demonstrated numeracy awareness and understanding appropriate for entry into primary school in the following year (Numeracy awareness for children aged 4 Years).

Reporting Year	Indigenous Students	Non-Indigenous Students	Identified gap between Indigenous and non-Indigenous students
2011	75%	91%	16%
2012	80%	93%	13%
2013	100%	94%	6%

Children who demonstrated numeracy awareness and understanding appropriate for their age. (Numeracy awareness for children aged 3 Years).

Reporting Year	Indigenous Students	Non-Indigenous Students	Identified gap between Indigenous and non-Indigenous students
2011	100%	86%	+14%
2012	78%	98%	20%
2013	88%	95%	7%







A Liveable Place

Direction 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.

Council's Role: Advocator, Facilitator, Regulator, Provider



Steps we have taken towards your ambition:

Council continues to support the Bega Valley Shire Youth Council which consists of elected members between the ages of 15 – 25. During the 2013-14 period, supported by Council's Community Services team, the Youth Council delivered some exciting projects including a 'Flashmob' dance in partnership with fLING physical theatre as a part of Youth Week celebrations, band nights, skate competitions and art exhibitions. In April 2014 the Youth Council organised a 'sleep rough' which was held to raise awareness of youth homelessness throughout the Shire and across the state.

Council has continued with its commitment to secure funding for the operation of a Youth Space in Bega, with a space now operational and run in partnership with PCYC (Police Community Youth Club)

The Seniors Week was again a great success in the Bega Valley, with the highlight of the week being the Golden Gig with over 250 members of the community attending.

Volunteering is an important part of our community in the Bega Valley, and an area that Council is committed to supporting. Over the last 12 months we have held First Aid training for Council volunteers, and celebrated the contributions of volunteers through hosting BBQ's and activities throughout Volunteers Week. Our Community Services team have created a new Volunteer Database which is a register to support Council volunteers.

Throughout the past year we have worked with the NSW Office of Communities to launch the Timebanking Project in the Bega Valley. Timebanking is a community program that allows the voluntary exchange of services between members.

Providing opportunity and accessibility for all members of our community through appropriate land use planning and appropriate facility design is an important role of Council. A highlight for our community has been the regional scale inclusive playground which is planned for Ford Park in Merimbula. This has been a partnership project between Council, Rotary and the Touched by Olivia Foundation, with funding secured through the Foundation. Throughout the reporting period our community and key stakeholders have been actively engaged in the design of the play space with targeted consultations held with local school students, members of the Merimbula Chamber of Commerce,



Rotary and representatives of the Disability Sector. Broader consultations and information opportunities have also been held for the community with information stalls showing the park concept plans at the Merimbula Seaside markets and local information sessions held. The Ford Park Inclusive Playground is an ongoing project and we look forward to our continuing work with the community in this space.

How we know we are making a difference...

This year Council directly provided support to 302 volunteers. The development of our Volunteer Database has been a project implemented this year, and will enable the ongoing monitoring and evaluation of this area.



rowth. traditional industries. employment.
conomy. strength. confidence. sustainable.
upportsafety. business. growth. traditional
ment. future. tourism. economy. strength.
le. innovation. support. business. growth.
es. employment. future. tourism. economy.
ustainable. innovation. support. business.
industries. employment. future. tourism.
ngth. confidence. sustainable. innovation.
rowth. traditional industries. employment.
conomy. strength. confidence. sustainable.





The following pages outline our key steps towards our community ambition statements (key directions) from our Community Strategic Plan.

Detailed performance against our Delivery and Operational Plans can be found in attachment 1.



An Enterprising Place

Level of service summary

- **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 business growth strategy. Council also supports business growth in the shire through the provision of tourism infrastructure, undertaking business research projects and provision of demographic/economic profiling on line services.
- **Tourism:** Council provides funding and promotional support to SCT Ltd for tourism development, marketing and information. Support through promotion, branding and steering committee membership is provided to the Australia's Coastal Wilderness program. Council supports tourism growth and information through the provision of three visitor information centres leased to community organisations.
- **Film Liaison:** Information is provided to prospective companies/individuals through the management of film applications as required by NSW Legislation.
- **Business and Commercial Activity:** Commercial activity includes the maintenance of a saleyard and the undertaking of billable private works at a 20% average profit margin.
- **Real Estate Development:** Council supports real estate development through the preparation and release of property for market sale or lease in accord with the adopted Land Investment Strategy with returns to enable investment in community infrastructure.



An Enterprising Place

Key Directions

Along with other agencies and stakeholders, Council has a role in working towards the ambitions of our community. The Bega Valley 2013-2014 Operational Plan identifies Council's operational actions that work towards the key directions from the Bega Valley Delivery Plan (2012-2017). The key directions form the basis of sectional or management work plans for staff. The results for these directions are now reported on for the following areas:

- **Direction E1** - Growth of our local economy
- **Direction E2** - Enhanced tourism opportunities
- **Direction E3** - Strong and diverse future
- **Direction E4** - Innovation supported
- **Direction E5** - Confidence





An Enterprising Place

Direction E1 - Growth of our local economy

By 2030: We have increased business capacity and opportunities, generating ongoing economic development.

Council's Role: Advocate, Regulator, Provider



Steps we have taken towards your ambition:

Research on population and business opportunities has continued through a partnership with 'Remplan'. Remplan provides economic data which gives Council comprehensive information about workforce characteristics, industry contributions, the role of tourism and gaps in local supply chains. Through this research our Business Growth team is able to develop strategies to best support the growth of business capacity and opportunities.

An 18 month business training calendar has been developed and is being implemented to support local businesses develop and grow opportunities. In response to local demand for skills development as a key factor in sustaining future growth, a Business Skills Expo was held in April 2014. The successful skills expo which featured over 40 stallholders allowing visitors and participants a valuable opportunity to network, share skills and work towards strengthening local market position. Exhibitors were provided with the opportunity to introduce their business and knowledge in particular fields through stand displays, individual presentations and Q&A sessions.

An 'Invest Bega Valley' prospectus has been developed and was further refined for exhibition at the The Country NSW Expo 2014, which has held in Sydney supported by NSW Trade & Investment. The purpose of the Expo was to promote regional and country areas as a preferred destination for new business.

The Live Work Invest webpage continues to provide a valuable resource to our business community and to our potential investors. A business directory has been developed and is hosted online to support the community in searching for local businesses, helping our community to support local business.







An Enterprising Place

Direction E2 - Enhanced tourism opportunities

By 2030: Our tourism business opportunities are enhanced, and reflect the values of the community and natural environment.

Council's Role: Partner, Promoter, Provider



Steps we have taken towards your ambition:

Tourism brings many benefits to our local community, not only through direct benefits to our accommodation and hospitality sector, but the broader business community benefit through an increase in trade. Through our partnership with Sapphire Coast Tourism, we continue to support the tourism sector in a way that is sustainable and reflects the values of our community and natural environment.

Through Sapphire Coast Tourism we have continued to support the 'Trails and Tales' program which highlights many areas of interests for both tourists and locals such as geological trails, historical journeys, art trails and more.

Work continues on the installation of signage for the Sapphire Coast touring route, with signage to compliment the Sapphire Coast Tourism Cultural Heritage Strategy. This work will continue into next financial year.

Council has provided ongoing support to the Australia's Coastal Wilderness program through the Australia's Coastal Wilderness Committee. This work has seen the building and promoting of the 'Journey's' programs as part of the National Landscapes Program, and support to the promotion of the Sydney Melbourne Drive. Through this committee to encourage and develop local promotions and to support operators.

How we know we are making a difference...

Visitor data just released has seen Sapphire Coast record its 3rd consecutive period where all main visitor categories recorded above average results.

Visitor nights for the period to June 30, 2014 were estimated at 2.44 million the highest estimate since 2009. Domestic overnight visitors were estimated at almost 560,000, an increase of 20% on year ending 2013.

These latest estimates confirmed evidence across the industry that recent trending has been consistently positive. Estimates are extracted from Tourism Australia's National Visitor Survey using a methodology shared with our South Coast partners.

** All estimates are based on data custom extracted from Tourism Research Australia, National Visitor Survey to June 30, 2014. By Tourism Solutions Australia.*







An Enterprising Place

Direction E3 - Strong and diverse future

By 2030: Our economy is strong and diverse with vibrant regional and district centres, and our traditional industries have the opportunities to forge new futures.

Council's Role: Leader, Regulator, Facilitator, Advocate



Steps we have taken towards your ambition:

Having vibrant regional and district centres is integral to creating business and community confidence in our local future. Council has a key role in many projects that contribute towards our regional and district centres. December 2013 saw a day of celebration marking the official opening of the redeveloped Littleton Gardens (stage 1). The celebration in Bega was held in the freshly landscaped gardens and hosted numerous community organisations, the Sapphire Coast Producers Association (SCPA) markets, local buskers and a visit from Santa.

The new look gardens are the product of extensive consultation with the community. Council have taken on board the feedback from our community, with the brief to provide the community with an attractive and centrally located place to relax.

In early 2014 construction commenced on the South East Regional Hospital. The development of this hospital will change the way health care is delivered to residents of the Bega Valley and surrounding districts with a commitment to ensuring our rural and regional communities have access to modern quality health care closer to home. Council has continued to support the development of the South East Regional Hospital through support of the Council and NSW Health project team.

The easing of traffic congestion in regional and district centres has been identified as an important issue to our community. The Bega By-pass is now completed and was officially opened during the reporting period. Council provided assistance to the Roads and Maritime Services (RMS) for this project. The Bega traffic and carpark study has now also been completed, and Gipps St has been formally handed over to Council.







An Enterprising Place

Direction E4 - Innovation supported

By 2030: We are innovative and known for our commitment, support and encouragement to new and emerging services and industries.

Council's Role: Advocate , Regulator



Steps we have taken towards your ambition:

Council is committed to supporting and encouraging our traditional businesses and our new and emerging businesses. In January 2014, Council adopted the Business Growth Action Plan. Through this plan we detailed our mission to support a creative and innovative business community invigorating growth in employment and economic activity in partnership with government.

The Bega Valley is in a stable position to encourage business growth. The detailed situation analysis generated by REMPLAN shows moderate growth and stability, an interesting result from the research indicates increased movement in persons with higher qualifications in the Bega Valley compared to previous years. This could be in part attributed to the rise in the last few years of improved education opportunities locally and reflect persons who have migrated to the Bega Valley over that period.

Whilst Council plays an important role in business growth for the Shire, it cannot be solely responsible for Business Growth. Council's key role in business development is to create a 'whole-of-place' approach across the entire local government area so that the Shire is seen as a successful and liveable place; a place where people want to live, work, play and from a purely business development stance, invest.

The purpose of the Business Growth Action Plan is to encourage and engage business operators to work cooperatively, engaging with Council and other stakeholders to increase business opportunities in the Bega Valley in a sustainable and strategic manner.



BUSINESS GROWTH ACTION PLAN

JANUARY 2014



Contents	
An Enterprising Place: Vision	1
Executive Summary	2
Business Growth Outcomes and Actions	4
Key Business Development Functions	5
Acknowledgements and Thanks	13





An Enterprising Place

Direction E5 - Confidence

By 2030: We have community and investor confidence in our local economy and our local area.

Council's Role: Facilitator, Advocate, Provider, Promoter



Steps we have taken towards your ambition:

Having community and investor confidence in our local economy and our local area is vital for the growth of our economy. Council has played a key role in various major projects which play a role in instilling this confidence. In July of 2013, the runway renewal of Merimbula airport runway was completed. This was an essential infrastructure project to bring the airport runway to current aviation standards.

In June 2014 Council welcomed the announcement in the State Budget of a \$10 million boost to Eden's economy. The funding, which is to provide safe harbour status, is part of the Port of Eden master plan which Council and the community have been involved in developing.

In addition to the funding for the creating of a safe harbour, funding has been secured for the deep water port to extend its pier, clearing the way for a boost in tourism from larger local and international ships. With Council's \$2 million commitment, the federal government's \$10 million commitment and the \$3million State in-kind commitment in for the development, this project is a great vote of confidence in the future of Eden and its community.

The benefits of the cruise ship industry to the South Coast community will be significant with each ship visit estimated to inject several hundred thousand dollars into the local economy.

Carnival Australia, who represents seven major cruise companies are working with local tour operators, tourism bodies and the Chamber of Commerce, Sapphire Coast Tourism and Council to discuss passengers' requirements, with work underway to continue welcome cruise ships with a growing profile from 2016.



sustainable. values. clean. healthy. valued.
ways. sustainable development. sustainable
land. sustainable agriculture. protection.
ued. climate change. amenity. waterways.
tainable communities. natural. coastline.
ure. protection. sustainable. values. clean.
nity. waterways. sustainable development.
stline. bushland. sustainable agriculture.
healthy. valued. climate change. amenity.
pment. sustainable communities. natural.
griculture. protection. sustainable. values.





The following pages outline our key steps towards our community ambition statements (key directions) from our Community Strategic Plan.

Detailed performance against our Delivery and Operational Plans can be found in attachment 1.

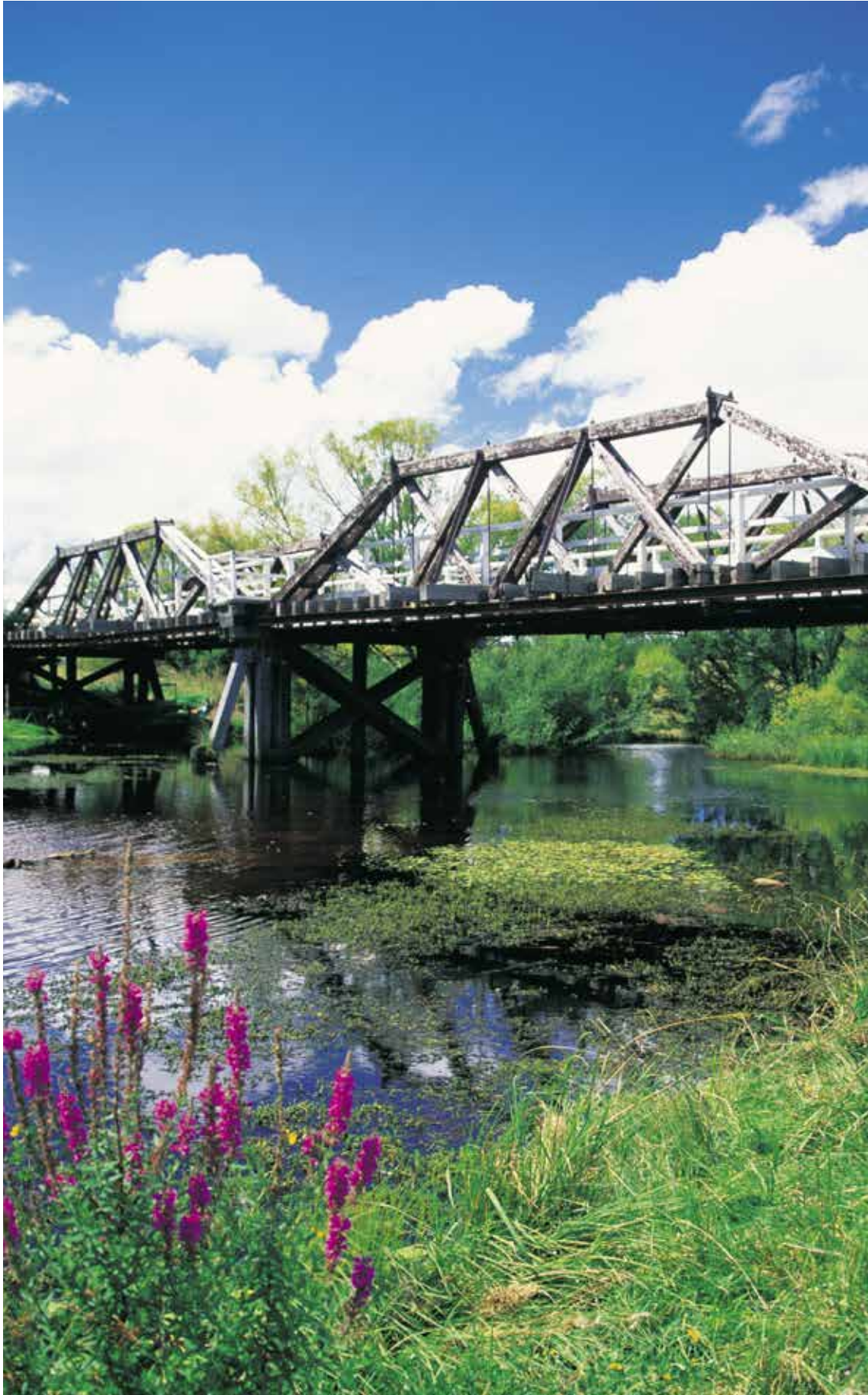


A Sustainable Place

Level of service summary

- **Planning and Environment Group executive and administration:** Council provides administrative and client support.
- **Land Use Policy, Strategic Planning and Development Control:** Council applies statutory planning provisions for the shire, including land use and environmental research to inform statutory instruments and land use policy development. Council responds to development enquiries, requests for advice, inspections, assessment and undertakes control and regulation of land use zoning and development.
- **Building Certification:** Council responds to and manages building enquiries and certifications and conducts inspections including slabs, plumbing, drainage, general construction and inspections and responses to unauthorised works, matters and complaints.
- **Environmental Health:** 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. In addition to this Council run education programs to raise the level of knowledge and understanding of environmental health issues.
- **Environmental Policy and Planning; Biodiversity and Vegetation Conservation; Environmental Auditing; Coastal Zone Management; Sustainability and Climate Change:** Council is responsible for planning for the protection and enhancement of the Shire's natural environment. This is delivered through project management of planting programs to protect and enhance the shire's biodiversity, delivery of a rolling program of environmental audits of Council operations and through planning and management of sensitive environmental aspects of the Shire's coastal Zone and natural areas. Council is committed to improving the overall sustainability outcomes for Council's operations, and to adapt to, and mitigate against, the impacts of climate change on public infrastructure.

- **Weed Management:** Council responds to enquiries and requests for information on weed management. Council delivers education programs, inspections on private property and regulation of noxious weeds through weed control notices and mitigation procedures. Council is responsible for the management of public lands including road reserves and public reserves.
- **Ranger Services and Public Regulation:** Education and regulation services delivered by Council include carparking regulation, animal management, public reserves regulation, dumping and littering regulation, stock control and threatened wading birds programs.
- **Waste Resource Management:** Council delivers kerbside waste and recycling collections, management of transfer station waste and recycling. Council manages its landfill operations in accord with licence conditions.
- **Water Supply:** Council operates four main water supply schemes to Bermagui, Merimbula, Eden, Bega providing three GL potable water in accordance with licence conditions. Council maintains water infrastructure and maintains and operates pumping stations and bores across the shire. Council also manages and maintains dams and reservoirs and operates treatment works throughout the Shire.
- **Sewerage Treatment and Effluent Management:** Council maintains and operates sewerage infrastructure and systems in towns and villages in accordance with licence conditions.





A Sustainable Place

Key Directions

Along with other agencies and stakeholders, Council has a role in working towards the ambitions of our community. The Bega Valley 2013-2014 Operational Plan identifies Council's operational actions that work towards the key directions from the Bega Valley Delivery Plan (2012-2017). The key directions form the basis of sectional or management work plans for staff. The results for these directions are now reported on for the following areas:

- **Direction S1** - Valued natural environments
- **Direction S2** - Sustainable communities
- **Direction S3** - Character and amenity
- **Direction S4** - Proactive support and planning





A Sustainable Place

Direction S1 - Valued natural environments

By 2030: The natural environment and ecosystems are appropriately protected and enhanced.

Council's Role: Regulator, Promoter



Steps we have taken towards your ambition:

This year saw the important work of raising public awareness of shorebirds and protecting their habitats through supporting National Parks and Wildlife Service with patrols and regulation support.

Council continued its commitment to support community groups and organisations to enhance, protect and restore the natural environment assets of the Shire.

The Community Environmental Grants (CEG) Program has the following aims:

- To support community groups and organisations to enhance, protect and restore the natural environmental assets of the Shire
- To encourage and foster environmental behaviour change amongst the community.
- To increase community awareness and understanding of environmental assets.
- To support conservation strategies currently undertaken by Council.
- To support / protect / enhance areas of cultural significance (environmental components only).
- To assist in the provision of innovative environmental management projects.

This year Council funded \$40,000 towards community driven environmental projects. These projects include:

- **Candelo Creek Rehabilitation:** Weed removal and revegetation of Candelo Creek - \$5,840.
- **Brogo-Bega River Junction Restoration Project:** Weed removal and revegetation of southern edge of Spenco Lagoon - \$3,510.
- **Narira Creek Stabilisation:** Weed removal and revegetation of Narira Creek junction and downstream areas - \$6,000.
- **Pambula Beach Bushland Corridor Rehabilitation:** Jiguma Public Reserve weed removal and revegetation including a community plant swap day - \$6,000.



- **Bega Anabranh Rehabilitation Part 2:** Revegetation and stabilisation of riparian area to the east of East St Bega adjacent to the racecourse pavilion - \$3,000.
- **Reclaim Our Riverbank, Quaama:** Revegetation and stabilisation of riparian area from the Princes Highway east to the Quaama Cemetery - \$3,890.
- **Eden LALC – Aboriginal Women at Yamfields:** support for the building of propagation beds and supporting infrastructure at Jigamy Farm. This is stage 2 of a 5 stage project supporting aboriginal women learn yam collection and propagation skills which will be used 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 - \$4,860.
- **Weed control around Bermagui north lagoon reserve:** Removal of environmental weeds in reserve area as defined by consultants report - \$4,700.
- **Southern Women’s Group Women’s Resource Centre (SWGSRC) – Masterpieces Wrap:** working in partnership with Bega Cheese, Spiral Gallery and Bega Library the SWGSRC will develop an art based project utilising appropriate packaging waste from Bega Cheese with the objective of creating engaging artistic displays / sculptures. The displays / sculptures will explore how to reimagine waste and utilise it as a way of educating the general community in the importance of waste avoidance reduction - \$2,200.





A Sustainable Place

Direction S2 - Sustainable communities

By 2030: Our community has the services, opportunities and support to live sustainably.

Council's Role: Regulator, Promoter, Advocator



Steps we have taken towards your ambition:

The opportunity to live sustainably and to have the opportunities and services available to be proactive in sustainability initiatives is important for our community, and to us at Council. In April 2014 Bega Valley Shire Council and Clean Energy for Eternity (CEFE) signed a Memorandum of Understanding for the development of the Tathra Community Solar Farm project.

The solar farm is set to be a leading example throughout Australia of how Local Government can partner with the community to reduce energy costs and local contributions to climate change.

The community solar farm received a significant boost through Council and Clean Energy for Eternity each committing \$25,000 towards the project.

The project, when fully installed is expected to be one of the world's largest, functional solar sculptures, with hundreds of solar panels spelling out the word, 'IMAGINE'.

Through the vision of local renewable energy group CEFE, Council's Environmental Services team, the generosity of members from the Tathra Mountain Bike Club and the Tathra MTB Enduro, and a partnership with the Bega Local Aboriginal Land Council, this project will bring about \$25,000 of annual savings to the running costs of the Tathra Sewage Treatment Plant. These savings will be passed onto other local renewable energy projects.

In April 2013, Council took over the management of the Sapphire Aquatic Centre. We have committed to providing our community with a safe, clean and environmentally efficient pool, and we have implemented many changes to reduce energy consumption which is not only good for our environment, but reduces running costs. Since taking over the management of the Sapphire Aquatic Centre we have installed powerfactor correction, completed a lighting retrofit, installed Variable Speed Drives, installed solar power and upgraded our pool covers. These initiatives have resulted in a saving of approximately \$20,000 per year in energy costs, and a reduction of 99.5 tonnes of greenhouse emissions per year (as measured by tonnes of carbon dioxide equivalent).

In 2013, Council recognised the opportunity to review our energy consumption at Council. At Council we have 194 small and 14 large (>160 MWh) electricity supply sites. In the previous financial year of 2012-2013 Council spent over \$2 million on electricity (including street lighting). With industry projections having



electricity costs on a continual rise, it was considered imperative to review. Through reviewing billing charges, existing and expiring contracts and sites that were able to be disconnected. Net savings are expected to be approximately \$80,000 per annum.

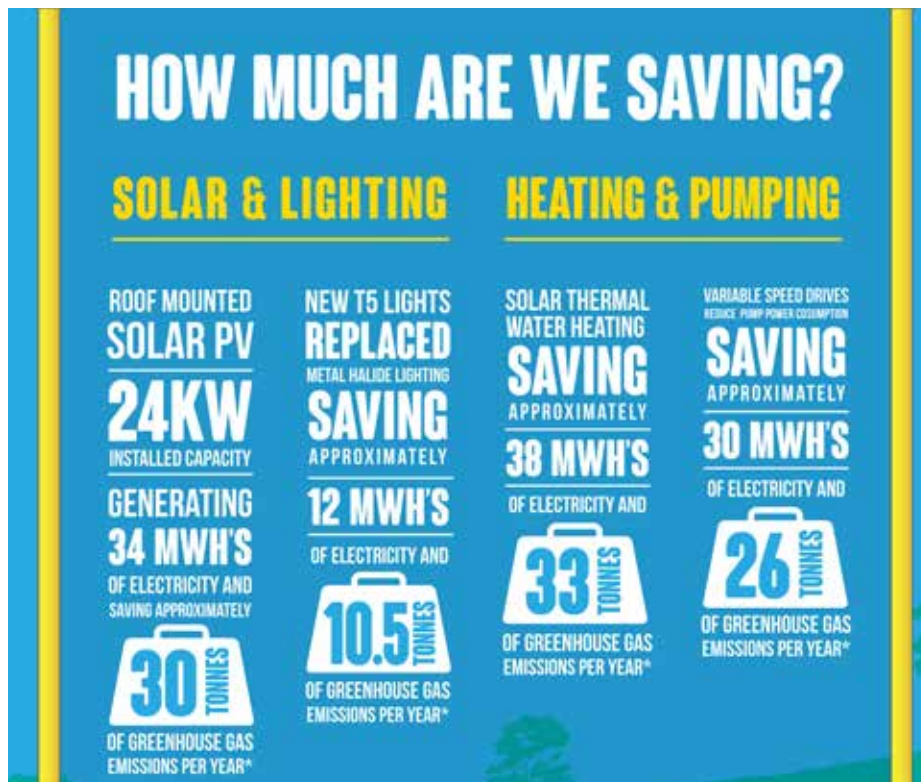
Our waste services continue to work towards reducing waste sent to landfill and increasing our recycling rates. Our rural recycling program has now been fully delivered with all serviceable properties now having access to kerbside recycling and educational programs on recycling have also been delivered. This year, Council also provided a 'waste voucher' for each ratepayer household with the annual rates notice. This was in response Council resolution to provide the free tipping voucher system rather than a kerbside hard rubbish collection.

In terms of relative benefits, NSW EPA data indicates drop off facilities in NSW recover 50% of materials for recycling whereas recovery from kerbside clean-up averages 25%. The environmental benefits of recycling in comparison to landfill disposal have been studied extensively by the NSW EPA and others. The benefits are likely to be significantly higher under a drop off scenario, where resource recovery and recycling rates are able to be better influenced, than under a kerbside clean-up scenario where waste generation is encouraged, and resource recovery is less able to be influenced and is lower.

The cost of the free tipping voucher programme to Council in 2013-14 was approximately \$135,000 in terms of foregone revenue. The cost of kerbside clean-up services to approximately 15,000 properties is estimated at around \$300,000.



Sapphire Aquatic Centre





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 residential waste collection showed a decrease in waste to landfill, however our commercial and construction waste showed an increase which is a reflection on building activity within the Shire.

BVSC waste collection quantities	Current year 2013- 14 (tonnes)	Comparison year 2012- 13 (tonnes)
Kerbside collected recycling	4,520.67	4,416.25
Kerbside collected organics	1,755.04	1,595.00
Kerbside collected general waste	8,894.00	8,615.00
Litter bin waste collected	532.00	500.00

BVSC waste collection quantities	Current year 2013- 14 (tonnes)	Comparison year 2012- 13 (tonnes)
Municipal solid waste to landfill	13,596.20	13,825.20
Commercial and industrial waste to landfill	5,775.79	1,573.95
Construction and demolition waste to landfill	3,119.44	2,851.23
Waste transferred from other facilities to landfill	1,064.96	2,266.99
Total Waste to Landfill	23,556.40	20,517.37





A Sustainable Place

Direction S3 - Character and amenity

By 2030: The character and amenity of our towns and villages is protected and enhanced.

Council's Role: Regulator, Promoter



Steps we have taken towards your ambition:

The protection and enhancement of the character of our towns and villages is an important role for Council. This year we commenced work with Spiire consultancy on the Central Business District Landscape Master Plans for the towns of Bega, Bermagui, Eden and Merimbula. The Master Plans are being developed to ensure these important commercial and cultural centres are looked after and developed in ways that are sensitive to the locations and culture of each town. The Landscape Master Plans have been prepared in partnership with local communities. Council Officers and Spiire undertook preliminary site investigations in each town and met with community representatives to discuss the current needs for each town centre.

Each town has a unique setting and character, and an important role to play in the Bega Valley community. The Landscape Master Plans are being developed to provide the Council with guidance on how to harness these differences to improve each town.

To assist the Master Planning and decision making process, BVSC and Spiire undertook a series of community engagement events and opportunities including community surveys, public displays of information, and listening posts.







A Sustainable Place

Direction S4 Proactive support and planning

By 2030: There is proactive planning with the community for the protection of our built and natural environment.

Council's Role: Regulator, Promoter, Advocator



Steps we have taken towards your ambition:

Council continues to maintain a high standard of drinking water to all serviceable areas. In April of 2014 it was made official; the Bega Valley Shire has the best tasting water in New South Wales!

The result comes from a Bega Valley Shire Council water sample being announced the 'Best Taste Test' at the Water Industry Operator's Association (WIOA) conference held in Orange. The award is a great credit to the Water and Sewerage team as they have an enormous task keeping the system flowing through rain, hail or shine.

Council is also committed to continuous improvement through the preparation of an Integrated Water Cycle Management Plan.

The management of effluent reuse is important to our community and Council has continued to work towards investigating NSW EPA effluent options with the study now completed. Over the 2013-14 period Council adopted a preferred approach for effluent management at Merimbula. The process now involves subsidy funding discussions with NSW State and Federal Governments. The aim is the construction of deep ocean outfall and additional beneficial effluent re-use schemes in accord with Councils Long Term Financial Plan. To progress this project Council has now progressed an Environmental Impact Statement (EIS). The majority of tasks associated with the EIS will be outsourced to specialist consultants.





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

Descriptions	Unit	2013-14 result	Our future target as set in Strategic Business Plan
Access			
Water main breaks	No./100km water main	8.8	8
Real water losses	L/service connection/ day	64	50
Customers			
Water quality complaints	No./1000 connections	16.2	3
Water service complaints	No./1000 connections	1.6	4 (target exceeded)
Billing and account complaints	No./1000 connections	0.42	2.0 (target exceeded)
Average duration of an unplanned water interruption	Minutes	120	120



Descriptions	Unit	2013-14 result	Our future target as set in Strategic Business Plan
Incidence of unplanned water interruptions	No./1000 connections	1.5	2.5 (target exceeded)
Public Health			
Number of zones where microbiological compliance was achieved	Urban water supply zone	6/6	6/6
% of urban population where microbiological compliance was achieved	%	100	100
Number of zones where chemical compliance was achieved	Urban water supply zone	3/6	6/6

Summary of Level of Service – Sewerage

Descriptions	Unit	2013-14 result	Our future target as set in Strategic Business Plan
Water Resources			
Recycled water	% of effluent recycled	30	50
Assets			
Sewer main breaks and chokes	No./100km sewer main	22	20
Property connection sewer breaks and chokes	No./100km sewer main	3.3	3



Descriptions	Unit	2013-14 result	Our future target as set in Strategic Business Plan
Customers			
Sewerage service complaints	No./1000 connections	0.3	1.5 (target exceeded)
Billing and account complaints	No./1000 connections	0.42	2.0 (target exceeded)
Environment			
Sewage treated to a primary level	%	100	100
Sewage treated to a secondary level	%	100	100
Sewage treated to a tertiary or advanced level	%	36	65
Sewage treatment plant (STP) compliance	% of sewage volume that was compliant	64	75



l transport networks. water supply. waste
ridges. footpaths. cycleway. access for all.
recreation. areas. sewerage services. parks.
egrated transport networks. water supply.
roads. bridges. footpaths. cycleway. access
halls. recreation. areas. sewerage services.
ted. integrated transport networks. water
pport. roads. bridges. footpaths. cycleway.
community halls. recreation. areas. sewerage
tructure.. connected. integrated transport
ilities. emergency support. roads. bridges.





The following pages outline our key steps towards our community ambition statements (key directions) from our Community Strategic Plan.

Detailed performance against our Delivery and Operational Plans can be found in attachment 1.



An Accessible Place

Level of service summary

- **Management and administration of general fund infrastructure group and assets:** BVSC staffing profile covers the services for preparation and maintenance of asset and facility management plans, design, consult, seek approvals for infrastructure and the supervision of works.
- **Swimming facilities:** Council provides health, safety and contract management for swimming facilities across the shire. Swimming facilities include six pools, Eden, Bemboka, Bega, Candelo, Cobargo open October to April and the indoor facility at Pambula open all year. The swimming facilities are Council owned and managed under contract. The ocean pool in Bermagui is an unsupervised facility.
- **Sports grounds:** Council managed facilities including sports grounds, stadiums, skate parks and courts are maintained in accordance with Council's Asset Management Plans (AMPs) 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.
- **Parks, gardens and beaches:** 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.
- **Wharves, jetties and boat ramps:** 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.
- **Public halls and civic buildings:** Council maintains administration centre office, depot and civic buildings. Support is provided to Council committees to manage and maintain public halls.

- **Walking tracks/cycleway:** Council maintains and upgrades in accordance with Asset Management Plans (AMPs) and based on condition and risk assessment.
- **Bridges:** Council maintains and upgrades in accordance with Asset Management Plans (AMPs) and based on condition and risk assessment.
- **Airport:** Council manages the contract and lessee operates and manages the facility under lease as per business and operating model.
- **Parking areas:** Council maintains and upgrades in accordance with Asset Management Plans (AMPs) and based on condition and risk assessment. Council patrols and regulates parking within the shire.
- **Roads:** Council maintains and upgrades local roads and ancillary infrastructure in accordance with Asset Management Plans (AMPs) and based on condition and risk assessment. Council maintains and upgrades regional roads in accordance with RMS contract.





An Accessible Place

Key Directions

Along with other agencies and stakeholders, Council has a role in working towards the ambitions of our community. The Bega Valley 2013-2014 Operational Plan identifies Council's operational actions that work towards the key directions from the Bega Valley Delivery Plan (2012-2017). The key directions form the basis of sectional or management work plans for staff. The results for these directions are now reported on for the following areas:

- **Direction A1** - Connected communities
- **Direction A2** - Facilities and services
- **Direction A3** - Essential services
- **Direction A4** - Emergency planning





An Accessible Place

Direction 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 environmental sustainable, and the road network allows for efficient travel and is clearly marked.

Council's Role: Provider, Advocate



Steps we have taken towards your ambition:

Scheduled works on renewing bridge and drainage structures in accordance with Council's Asset Management Plan have been completed for 2013-14, as have the renewal of road and path surfaces. Some of these works include rehabilitation works in Bega, Cobargo and Eden; Construction Works in Bemboka and on sections of Mt Darragh Road; and bridge work on Pretty Pont Bridge at Wyndham and Bermagui River Bridge. Detailed schedule of works completed can be found in Attachment 1.

The Bega By-pass is now completed and was officially opened during the reporting period. Council provided assistance to the Roads and Maritime Services (RMS) for this project and now has control of Gipps Street Bega as a local road.

Work continues on the Merimbula CBD Traffic plan and during the 2013-14 period, the design of the roundabout at Reid Street, Merimbula Drive was completed and quotes sought for service relocation. Work has now commenced on relocation of Telstra infrastructure. This activity continues into the 2014-15 period.

An important outcome area that has been identified by our community is to create greater opportunities for community walking and cycle access, not only as a form of leisure, but as healthy and sustainable mode of transport. With funding through Community Building Partnerships, and working with Local Lands Services, Bega Cheese, NSW Trade and Investment and the Bega River and Wetlands Landcare Group, Council designed and completed the 'Bridge to Bridge' Bega River Community Cycleway/Walkway as a part of the 'Bega River Restoration Project'. The result of the project has been a high use 1 kilometre shared pathway linking Bega River to the Bega Sporting fields.









An Accessible Place

Direction 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.

Council's Role: Provider, Regulator, Advocate



Steps we have taken towards your ambition:

Council continues to provide safe and well maintained facilities to meet the cultural, recreational and tourism needs of our community. Many of our facilities are managed in partnership with our community.

In 2013 Council resolved to establish seven community management committees at its Regional and District Level sportsgrounds, in line with the hierarchy identified in Councils Recreation Asset Management Plan (RAMP). These committees are made up of representatives of both the community and regular user groups of the sportsgrounds to ensure a good cross section of people are represented via the committee.

Since that time Council staff have been working with the committees to develop Facility Management Plans (FMP's) for each of those sportsgrounds. The sportsgrounds are;

- Dickinson Oval Management Committee
- George Brown Sportsground Management Committee
- Berrambool Sporting Complex Management Committee
- Pambula Sporting Complex Management Committee
- Barclay Street Sportsground (Eden) Management Committee
- Bega Recreation Ground Management Committee
- Wolumla Recreation Ground Management Committee

The Facility Management Plans are specific to each sportsground and set out the operational and maintenance program for that facility to ensure that they are managed in a sustainable way and identify short, medium and long term needs for the facilities.

Work identified through our Recreational Asset Management Plan has continued including upgrades to tennis courts, work on cycle ways, improvements to boat ramps and jetties, and upgrades of sporting complexes.

May 2014 saw the commencement of construction of the Bermagui Skate Park, a project that has been driven by the community of Bermagui and in planning for many years. Council provided financial support of over \$25,000, and project delivery support to see this great initiative come to fruition. The



Bermagui Skate park has resulted in a much needed and anticipated facility for the local community and has been an excellent example of a successful working relationship between Council and our community.

Another achievement in providing facilities for our community has been the construction of the Murunna Shelter. The Murunna Shelter has been constructed using the Murunna Poles, carved by a group of local Indigenous carvers from local timber. The poles feature Aboriginal carvings relating to the story of Gulaga. The shelter is located at the northern extremity of the shire, near Murunna Point, with spectacular views over Wallaga Lake and Gulaga. The Project was funded in partnership with Local Lands Services as an innovative initiative to recognise Traditional Owners and inspire respect for the place, people and culture of Wallaga Lake.







An Accessible Place

Direction 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.

Council's Role: Provider, Regulator



Steps we have taken towards your ambition:

Activities under A3 - Essential Services are also captured in S2 - Sustainable communities (for waste activities) and S4 - Proactive support and planning (Water and Sewer activities). This duplication has been addressed in the 2014-15 plans onwards.

Our waste services continue to work towards reducing waste sent to landfill and increasing our recycling rates. Our rural recycling program has now been fully delivered with all serviceable properties now having access to kerbside recycling and educational programs on recycling have also been delivered. This year, Council also provided a 'waste voucher' for each ratepayer household with the annual rates notice. This was in response Council resolution to provide free tipping voucher system rather than a kerbside hard rubbish collection.

In terms of relative benefits, NSW EPA data indicates drop off facilities in NSW recover 50% of materials for recycling whereas recovery from kerbside clean-up averages 25%. The environmental benefits of recycling in comparison to landfill disposal have been studied extensively by the NSW EPA and others. The benefits are likely to be significantly higher under a drop off scenario, where resource recovery and recycling rates are able to be better influenced, than under a kerbside clean-up scenario where waste generation is encouraged, and resource recovery is less able to be influenced and is lower.

The cost of the free tipping voucher programme to Council in 2013-14 was approximately \$135,000 in terms of foregone revenue. The cost of kerbside clean-up services to approximately 15,000 properties is estimated at around \$300,000.

Council continues to maintain a high standard of drinking water to all serviceable areas. In April of 2014 it was made official; the Bega Valley Shire has the best tasting water in New South Wales!

The result comes from a Bega Valley Shire Council water sample being announced the 'Best Taste Test' at the Water Industry Operator's Association (WIOA) conference held in Orange. The award is a great credit to the Water and Sewerage team as they have an enormous task keeping the system flowing through rain, hail or shine.

Council is also committed to continuous improvement through the preparation of an Integrated Water Cycle Management Plan.



The management of effluent reuse is important to our community and Council has continued to work towards investigating NSW EPA effluent options with the study now completed. Over the 2013-14 period Council adopted a preferred approach for effluent management at Merimbula. The process now involves subsidy funding discussions with NSW State and Federal Government. The aim is the construction of deep ocean outfall and additional beneficial effluent re-use schemes in accord with Councils Long Term Financial Plan. To progress this project Council has now progressed an Environmental Impact Statement. The majority of tasks associated with the EIS will be outsourced to specialist consultants.

How we know we are making a difference...

We monitor our waste and through education initiatives our aiming to reduce our waste to landfill and increase our recycling rates. Our residential waste collection showed a decrease in waste to landfill, however our commercial and construction waste showed an increase which is a reflection on building activity within the shire. *(As captured in previous S2 - Sustainable Place)*

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. *(As captured in S4 - Proactive support and planning)*





An Accessible Place

Direction A4 - Emergency planning

By 2030: Support emergency services and provide emergency response for our community during natural disasters.

Council's Role: Provider, Regulator



Steps we have taken towards your ambition:

Council continued to support local and state emergency response agencies through providing administration of the Local Emergency Management Committee.

During the year we ran mock emergency drills to help agencies improve their emergency management strategies.

We are currently in the process of developing a local Emergency Management Plan (EMPLAN) which focuses on prevention, preparation, response and recovery as essential steps towards reducing impacts of emergencies on the community.

The EMPLAN, which replaces the Disaster Plan, draws on the collective experience of emergency management agencies. It provides a strategic overview of emergency management, using Sub Plans and Supporting Plans which detail the response to specific hazards and the roles and responsibilities of specific agencies.

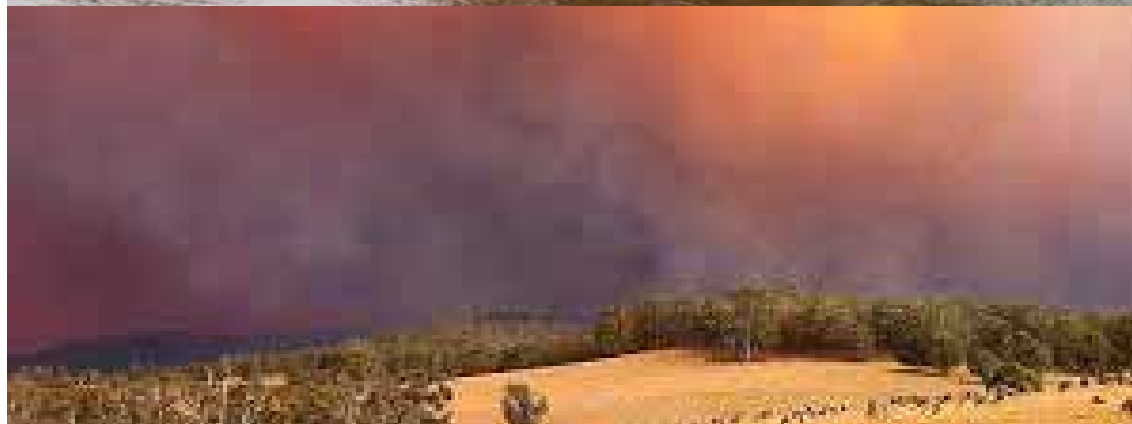
A key point of the EMPLAN is to demonstrate the importance of multiple agencies working together in a coordinated effort to enhance community resilience and reduce our vulnerability to disaster.

Flood plain modelling has been completed for the Bega and Brogo catchments, and funding sought to finalise risk management plans. This activity has continued into the 2014-15 year.

How we know we are making a difference...

Council is committed to an annual allocation of \$1.3 million for the support local emergency service agencies. Last year the funds were awarded as follows:

- Rural Fire Services (RFS) - \$539,590
- State Emergency Services (SES) - \$52,000
- NSW Fire and Rescue (NSW FR) - \$78,820.



Leadership. Engaged. Informed. Partnerships.
Service. Governance. Responsive. Accountable
Management. Leadership. Engaged. Informed.
Customer service. Governance. Responsive.
Financial management. Leadership. Engaged.
Workplace excellence. Customer service. Governance.
Transparent. Financial management. Leadership.
Partnerships. Workplace excellence. Customer
service. Accountable. Transparent. Financial





A Liveable Place



An Enterprising Place



A Sustainable Place



An Accessible Place

4



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

The following pages outline our key steps towards our community ambition statements (key directions) from our Community Strategic Plan.

Detailed performance against our Delivery and Operational Plans can be found in attachment 1.



A Leading Organisation

Level of service summary

- **Governance:** 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.
- **Community and relationships executive; Integrated planning and reporting**
Community engagement; Media and communications: Oversight of community and relationships group and key governance items including community strategic plan, delivery plan, operational plan and resourcing strategy. Council provides staffing levels to uphold involvement with the community including the delivery and advertising, websites, community surveys and online consultation site. Council provides public officer roles including assessment and provision of information under GIPA, PIPPA, and Management of ICAC and public interest disclosures.
- **Financial management including rates, access charges, accounts payable and receivable:** Council is responsible for budget planning and management, financial reporting and the collection of all rate levies and access charges. Council manages debtors and creditors, investments and loan portfolio.
- **Contact centre (front counter and call centre) and information management (records):** Council customer service staff are the first point of contact for all customer enquiries and transactions. Council manages the integrity and sentencing of the collection of all forms of organisational records.
- **Commercial activities including property management, contract, legal and compliance:** Management of council property portfolio, contract compliance and legal service panel. Management of legal services panel arrangements.
- **Organisation support:** Audit functions including financial audit and internal audit. Executive management is provided for organisation support activities.

- **Human resource management; Workplace Health and Safety (WHS) Enterprise Risk Management:** Provision of payroll, recruitment and selection, staff training and development, injury management and industrial relations. Council is responsible for the development of Strategic Workforce Planning and the provision of WHS system and compliance to legislation. Council undertakes development of organisation risk profile and risk mitigation plans including insurance management.
- **Information technology and communications:** Provision of customer services and technical support including network and data security management, IT procurement, data administration and geographical information systems (GIS), telecommunications management and ICT systems and software development per ICT Strategy.





A Leading Organisation

Key Directions

Along with other agencies and stakeholders, Council has a role in working towards the ambitions of our community. The Bega Valley 2013-2014 Operational Plan identifies Council's operational actions that work towards the key directions from the Bega Valley Delivery Plan (2012-2017). The key directions form the basis of sectional or management work plans for staff. The results for these directions are now reported on for the following areas:

- **Direction LO1** - Proactive leadership
- **Direction LO2** - Business excellence
- **Direction LO3** - Informed and engaged





A Leading Organisation

Direction LO1 - Proactive leadership

By 2030: Bega Valley Shire Council is proactive in representing the needs and aspirations of our community.

Council's Role: Advocate, Provider, Partner



Steps we have taken towards your ambition:

Our elected members are now in the second year of the Council term. Elected members continue to undertake in professional development opportunities to enable best representation of their community.

Research and planning has now been completed for the implementation of a Councillor Development Program which is being delivered over the 2014-15 period. This program will continue to utilise in-house, Office of Local Government (OLG) and Local Government NSW (LG NSW) resources and programs.

Councillors will be attending a short course delivered by Office of Local Government NSW and includes training in: Effective and Fair Meeting Procedures; Financial Issues in Local Government; and Good Governance.

Additional needs have been identified in the areas of Engaging the Community and Planning Legislation Skills and Knowledge. It has been determined these topics could be provided via workshops facilitated by Council's own staff. In addition, basic skills in Social Media and iPad use are also proposed to be provided in-house, as well as Code of Conduct training.







A Leading Organisation

Direction LO2 - Business excellence

By 2030: Bega Valley Shire Council is an organisation that embraces and demonstrates best practice governance and workplace excellence.

Council's Role: Leader, Provider



Steps we have taken towards your ambition:

As part of our commitment to providing best practice corporate governance, Senior Management and the Risk Management Committee of Bega Valley Shire Council undertook an evaluation of our risk management processes and methodologies.

Specifically Council wanted to gauge how well Enterprise Risk Management (ERM) is implemented across all functional areas within the organisation.

Rather than limiting this to undertaking an elementary audit of our risk management systems BVSC decided to forensically examine our current ERM methodologies across all sections of Council in a holistic manner by:

- Conducting a survey of key stakeholders and risk owners.
- Testing the levels of ERM knowledge that key stakeholders and risk owners have.
- Mapping out our existing ERM Processes.
- Consulting with key stakeholders and risk owners about ERM.
- Engaging an external resource to audit our ERM system.

Overall we believe that this project has provided recognition of risk management as a critical process within the management structure at Council. We were able to gauge how risk owners and key stakeholders feel about the way Council manages enterprise risks as well as raising the profile of ERM within our organisation.

A key area of business excellence focus for Council is to provide a safe and healthy work environment for our staff. Council takes very seriously its Workplace Health and Safety (WHS) obligation to provide a safe workplace for our employees. Some of our employee health initiatives conducted in 2013/14 included: flu (146) and hepatitis (24) vaccinations; skin patrol checks and ASIST suicide prevention training and 'Move for Life' training which focused on safe lifting techniques. In addition to these initiatives Council also commenced audiometric testing for staff exposed to excessive workplace noise.



How we know we are making a difference...

One indicator of sustained organisation improvement is in the area of workers compensation claims lodged. The number of new claims lodged and time lost due to injury is summarised below.

	2013/14	2012/13	2011/12	2010/11
Lost time hours cumulative*	1,201	2,701	1,600	3,444
Number of new claims	13	29	27	25

* 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 decreased significantly from previous years. This can be attributed to the proactive programs implemented within the work place including safe lifting training (Move for Life).







A Leading Organisation

Direction LO3 - Informed and engaged

By 2030: Our community is informed and engaged with opportunities to determine the direction of the shire with effective and accountable leadership.

Council's Role: Leader, Provider



Steps we have taken towards your ambition:

A community reference group was formed comprising local people, Councillors, the General Manager and our communications and engagement staff, and together we are working towards a best practice method of engaging in meaningful and two-way conversations with the community.

We're learning new ways to communicate by inviting local people into our stories and talking about things that matter to the community. Through adopting this process we ultimately learn more about our community and generate stories that people actively seek out, read and share.

And talking of sharing, 2013-14 was a big year for growing our social media and electronic media presence. Like it or not, this is the way more and more people are communicating, and we are making some major steps towards making it easier for people to seek information and engage with us online.

We also recognise that not everybody is online, and that accessing traditional news mediums can be a challenge in some locations in our Shire. So with this in mind we launched the now very successful and well received Village Newsletter that delivers relevant news to residents living in our villages and localities.

The year saw us starting a major redesign of our website that addresses the current problem of finding the right information and recognises the many different ways people use the web. As the year ended, the design files were in and we started looking towards ways of involving the community in helping us make it a simple to navigate and user friendly website.

Our social media reach expanded, allowing us to reach significant audiences with news of everything from lost dogs needing a home to the announcement of a \$10 million Federal Government grant for the Eden breakwater wharf project.

Communications and engagement is a forever changing landscape, and looking forward, we are confident that a push now to align ourselves with community expectations and the tools available to talk with the community, will result in an open fair and positive space for discussion.



Bega Valley Shire Council village newsletter

Page 1 - 7 November 2014 #23

Rules on roosters

Complaints to our contact centre about noisy roosters are constant so we decided to spell out what the rules are. State Environmental Planning Policy provides a development standard which allows a maximum five fowls and NO roosters in built-up areas. Any more fowls than this is deemed to be intense agriculture and requires development consent. The size limits of the chook run in built-up areas is 15m², with the fence lower than 3m, located in the rear yard. You don't need roosters for eggs and most families will struggle to eat the eggs from five hens on the lay. The key is not to create a public nuisance.

New community structure at Council

In a recent organisational restructure Council has strengthened its community focus to include leisure services and infrastructure in the newly formed Community, Relations and Leisure group. Leading the team is Group Manager, Anthony Basford, who recently joined Council from a senior role at the City of Kingston in Victoria. Another new recruit is Leisure Services manager, John Grady, who is now responsible for Council pools, recreational services and recreational assets. He will be working closely with the community to ensure our sports grounds, pools and recreational spaces are in top shape for the approaching summer and into the future. General Manager Leanne Barnes says the appointment of Anthony and John, provides Council with a great opportunity to further develop community ties.

Cobargo Op Shop

Cobargo Op Shop has moved and is now situated at Shop 5 in Haydon House, 50 Princes Highway. This is a pop up op shop until 30 January when the permanent premises will be ready for occupation. The shop is open Monday to Friday, 10am to 3pm and on Saturday, 9.30am to 12.30pm. If you would like to volunteer, contact co-ordinator Kerry Dunlop on 0418 761 034 or see the website www.cobargoundertakings.com.au and click on the op shop info link.

Artistic Candelo

Melanie Horsnell album launch on 7 November, Chris Henry on 21 November, Vault Cabaret on 22 November featuring Wallongong-based and local performers, and finally Michael Menager launching his album at the end of the month all at Candelo Town Hall.

Public Art for Littleton Gardens

Council is calling for artists to create two new innovative public art works for Littleton Gardens in Bega. One is for a major artwork that will link Ayres Walkway to the Gardens and the other will be specially designed for children to enjoy. We are seeking works that are innovative in their design and connect with values, people, history, culture and environment of the Shire. We are calling on artists with the experience and ideas to design works specifically for the Gardens. More information can be found on Council's website or by contacting Anne Cleverley at acleverley@begavalley.nsw.gov.au or 6422 2367.

Requests for tender

Sewer Mains Pipe Bursting Program 2015 and 2015-16. Tender closes on 26 November at noon.

Sewer Mains Pipe Relining Program 2015. Tender closes on 26 November at noon.

All council tendering information and tenders are received through the e-Tendering portal at www.tenderlink.com.au/begavalley

Little dog lost

This kelpie dog was found on the road at Buckajo on 28 October and is now in the care of Council rangers as no one has claimed him yet.



Picnic day closure

If you have business with Council that requires you to come in person, don't do it on Friday 21 November because we will be closed for the Union Picnic Day. This includes the call centre and customer service area. For any urgent matters, duty managers may be contacted on 6499 2222. Council offices will reopen on Monday 24 November.

Call: 02 6499 2222 Fax: 02 6499 2200 Email: council@begavalley.nsw.gov.au Web: www.begavalley.nsw.gov.au

Internet access is available at all of our libraries in Bega, Bermagui, Eden and Merimbula.

Please send all correspondence to PO Box 492, BEGA NSW 2550.

To view exhibition documents visit us at our Bega office in Zingel Place or one of our libraries: Bermagui - Bunga Street, Eden - Cnr Mitchell & Inlay Streets, Merimbula - 103 Main Street.





Statutory Information

Special Rate Variation (SRV)	160
Environmental Levy Achievements	163
Rates Written Off	165
Condition of Public Works	165
Legal Proceedings	171
Councillors Expenditure	172
Senior Staff Payments	173
Contracts	174
Subsidised Works on Private Property	177
Community Grants	177
Partnerships with Other Organisations	177
Overseas Visits	180
Companion Animal Management	180
Governance	182
Equal Employment Opportunity (EEO)	18

Statutory Information

Special Rate Variation (SRV)

Special Variation to Rates income approvals:

2007/2008

The 2007/08 operational plan implemented a special variation approved by the Minister for Local Government of 9.76%, raising an additional \$720,572. These funds were targeted at infrastructure, continuing services in branch libraries, the regional gallery, tourism visitor information centres and the weeds program. This variation was approved on an ongoing basis.

	Expenditure 2011/12	Expenditure 2012/13	Expenditure 2013/14
Branch libraries	\$168,986	\$175,408	\$181,372
Regional Gallery	\$104,157	\$116,939	\$120,915
Tourism (incl VICs year 1 then tourism infrastructure)	\$65,715	\$11,522	(balance carried forward \$345,258) \$0
Weeds management	\$361,149	\$374,872	\$387,618
Total	\$700,007	\$678,740	\$689,905

2008/09

The 2008/09 operational plan implemented a special variation approved by the Minister for Local Government of 9.33% inclusive of the rate pegging amount, raising an additional \$887,720. 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. This variation was approved on an ongoing basis.

	Expenditure 2011/12	Expenditure 2012/13	Expenditure 2013/14
Rural sealed road rehab program	\$237,978	\$247,021	\$255,420
Armco culvert rehabilitation	\$109,164	\$113,313	\$117,165
Bridge rehabilitation	\$109,164	\$113,313	\$117,165
Footpath trip hazards	\$7,641	\$7,932	\$8,202
Recreation buildings and pools	\$76,415	\$79,319	\$82,016
Ocean lifeguards	\$156,450	\$161,716	\$175,748
Urban street construction	\$218,329	\$226,625	\$234,330
Kerb & guttering	\$46,635	\$48,407	\$50,053
Total	\$961,777	\$997,645	\$1,040,099

2009/10

The Minister for Local Government approved a special 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.

	Expenditure 2011/12	Expenditure 2012/13	Expenditure 2013/14
Sportsground Management	\$474,627	\$130,407	\$508,967 (\$356,469 carried forward)

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.

	Expenditure 2010/11
Tourism Development	\$250,000
Merimbula Jetty	\$333,000
Total	\$583,000

2011/12

In 2011/12, a special 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 which 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.

	Expenditure 2011/12	Expenditure 2012/13	Expenditure 2013/14
Merimbula Airport	\$0	\$344,616	\$356,333
Tourism development and promotion (SCT Ltd)	\$250,000	\$259,500	\$268,323
Total	\$250,000	\$604,116	\$624,656

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.

	Expenditure 2013/14
Renewal collector roads	\$391,000
Recreation facilities	
Renewal infrastructure domain areas and buildings	
Total	\$391,000

Environmental Levy Achievements

Weed and Vegetation Management

The Weed Management Levy was approved with the Special Variation to rates in 2007/08. The 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:

- Actual Income 2013/14 \$387,000
- Actual Expenditure 2013/14 \$387,000

All funds were expended directly on works and management activities directed at controlling noxious and environmental weeds and vegetation management.

Catchment Biodiversity and Sustainability

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

Expenditure exceeded the income for the Environmental Levy in 2013/14. This additional expenditure was derived from carried forward funds from previous years. A total of \$149,124.10 will be carried forward to the 2014-15 year from the reporting year.

Specific projects in environmental management, coastal management, weed and vegetation management, and erosion and sediment control will remain a focus with funds used wherever possible to leverage government grants. In addition the Community Environmental Grants program, which was well subscribed in 2013/14, is expected to continue to grow and will be an area where the community can undertake environmental management works on public land.

The following shows actual income and expenditure for the reporting period:

- Actual net income 2013/14 \$366,996
- Actual expenditure 2013/14 \$424,369.10

Details of the major expenditure items are provided below.

Community Environmental Works

\$40,000 was expended on the Community Environmental Grants program. This program delivered works across the Shire by community groups on works such as community education, weed control and re-vegetation at Quaama, Pambula, Pambula Beach, Merimbula, Bermagui, Bega and Candelo.

Urban Storm-water management works

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

Vegetation Management

\$101,835 was expended on vegetation and weed management activities. Of this \$40,000 was expended on roadside noxious weed spraying, \$10,000 being spent on noxious and environmental weed control and vegetation management in partnership with Local Lands Services (LLS) funds at Towamba Valley and, \$25,000 being spent in partnership with LLS on managing coastal weeds along the entire Shire coastline. The balance of the expenditure was on re-vegetation activities across the Shire.

Corporate sustainability improvements

\$48,937 was expended on corporate sustainability improvements including, energy efficiency works on Council buildings, policy development, and energy consumption review and reporting. In addition costs were incurred in carbon emission reporting and data acquisition for future State of Environment reports.

Natural asset / Bushland management

\$36,030 was spent on natural assets / bushland planning and management. This included works at Mogareeka, Tathra and also Long Point in Merimbula

Education & Awareness

\$7,286 was expended on awareness raising programs including training in vegetation management, coastal management and impact assessment processes for council works particularly asset renewal and major maintenance works.

Coastal and Estuary planning and management

\$111,902 was expended as matching funds with NSW government grants in estuary and coastal management studies at Wapengo, Pambula and across the Shire in regard entrance management planning. Preliminary work was also undertaken in the Shire wide coastal hazard identification program

Environmental monitoring

\$18,377 was spent on water quality analysis and studies of coastal lakes and catchments across the Shire, and an acoustic monitoring for the assessment of noise impacts.

Rates Written Off

Rates and Charges totalling \$72,592.96 were written off for the period 1 July 2013 to 30 June 2014 and these are detailed as follows:

	1 July 2013 to 30 June 2014	1 July 2012 to 30 June 2013
General Rates (*Postponed and VCA)	* \$69,938.46	* \$56,157.93
Water Access Charges	-	-
Sewerage Availability Charge	-	-
Interest (* small debt write off)	\$2,654.50	-
Waste Charges	-	N/A
Base Waste Management Charge	-	-
Stormwater Charges	-	-
Total	\$72,592.96	\$57,436.72

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.

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 2013/14 at 56% 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 in 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 and is no longer being maintained.

- **Council halls**

The majority of 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 2013/14 was a total of \$64,750 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 in May 2013. The financial support for 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 \$1,737,000.

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 2013/14 Council spent \$6,152,711 on road maintenance works and \$5,726,473 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 2013/14 Council spent \$590,100 on bridge maintenance and \$1,381,000 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 an 109km stormwater drainage network in the urban areas for which it is responsible.

In 2013/14 Council spent \$360,077 maintaining the drainage systems, a further \$484,514 on capital works which includes \$281,468 on urban water levy funded works.

Water Supply

1. Water supply assets were in a satisfactory condition.
2. Total operating, maintenance and administration (OMA) expenses were \$7,296,000.
3. Direct operations and maintenance expenses were \$3,469,000.
4. Total depreciation of system assets, plant and equipment was \$4,204,000.
5. A total of \$2,627,000 was expended on capital works, capital equipment and asset refurbishment this year. This includes Federal and NSW State Government subsidised capital works.
6. The following operations, maintenance, repair and management activities were undertaken for the year:
 - a. Reticulation system work including water main flushing, house service repairs, water main repairs and reservoir cleaning.
 - b. Trunk main maintenance work including flushing, air valve repairs and access track clearing.
 - c. Electrical and mechanical maintenance work on pump stations including valve maintenance, switchboard repairs and servicing of pumps.
 - d. Dam safety surveillance and studies.
 - e. Water quality monitoring and water resources management activities.
 - f. 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 \$8,039,000.
3. Direct operations and maintenance expenses were \$4,938,000.
4. Total depreciation of system assets, plant and equipment was \$6,833,000.

5. A total of \$6,496,000 was spent on capital works, capital equipment and asset refurbishment.
6. The following operations, maintenance, repair and management activities were undertaken for the year:
 - a. Reticulation system operation and maintenance including CCTV inspections, flushing and jetting.
 - b. Electrical and mechanical work including switchboard maintenance, valve maintenance and pump servicing.
 - c. Electrical and mechanical contract maintenance of sewage treatment works associated with the Bega Valley Sewerage Program.
 - d. Effluent quality monitoring and management activities associated with reuse systems.
 - e. Sewage treatment plant operation and maintenance.

Summary of Assets

Special Schedule No.7 - Report on Infrastructure Assets

\$'000 Asset Class and Category	Estimated cost to bring up to a satisfactory standard (1)	Required Annual Maintenance (2)	Actual Maintenance 2013/14 (3)	Written Down Value (WDV) (4)
Buildings				
• Administration Centres	3,510	240	134	7,566
• Council Works Depot	2,260	115	53	3,102
• Council Public Halls	2,150	145	180	16,687
• Libraries	1,000	300	25	1,206
• Other Buildings	1,240	300	289	7,272
• Other Airport	220	-	-	782
• Childcare	1,500	450	81	1,736
• Emergency Services	-	-	-	1,111
• Sub total	11,880	1,550	762	39,462
Other Structures				
• Other Structures	-	-	-	2,338
• Sub total	-	-	-	2,338

\$'000 Asset Class and Category	Estimated cost to bring up to a satisfactory standard (1)	Required Annual Maintenance (2)	Actual Maintenance 2013/14 (3)	Written Down Value (WDV) (4)
Roads				
• Sealed Roads Surface	2,040	300	302	13,265
• Sealed Roads Structure	14,800	2,170	2,212	94,493
• Unsealed Roads	14,960	1,650	1,944	6,415
• Bridges	3,400	620	524	106,518
• Footpaths	500	160	54	6,236
• Kerb and Gutter	2,000	150	50	34,557
• Other Road Assets	1,500	200	104	16,485
• Sub total	39,200	5,250	5,190	277,969

\$'000 Asset Class and Category	Estimated cost to bring up to a satisfactory standard (1)	Required Annual Maintenance (2)	Actual Maintenance 2013/14 (3)	Written Down Value (WDV) (4)
Water Supply Network				
• Dams/Weirs	520	185	317	31,236
• Mains	3,045	930	991	105,076
• Reservoirs	260	125	129	45,837
• Pumping Stations	1,150	330	96	4,696
• Treatment	190	240	215	916
• Sub total	5,165	1,810	1,748	187,761
Sewerage Network				
• Mains	7,800	1,005	456	78,401
• Pumping Station/s	825	710	691	70,983
• Treatment	2,430	925	1,551	32,591
• Sub total	11,055	2,640	2,698	181,975
Stormwater Drainage				
• Stormwater Conduits	-	300	300	17,398
• Inlet and Junction Pits	-	60	60	6,836
• Sub total	-	360	360	24,234
Open Space/Assets				
• Swimming Pools	-	-	197	30,213
• Sub total	-	-	197	30,213
Total - All Assets	67,300	11,610	10,955	743,952

\$'000	Assets in Condition as a % of WDV (4) (5)				
Asset Class and Category	1	2	3	4	5
Buildings					
• Administration Centres	0%	0%	50%	50%	0%
• Council Works Depot	0%	0%	25%	75%	0%
• Council Public Halls	0%	0%	20%	80%	0%
• Libraries	0%	0%	25%	75%	0%
• Other Buildings	0%	0%	30%	70%	0%
• Other Airport	0%	0%	70%	30%	0%
• Childcare	0%	0%	50%	50%	0%
• Emergency Services	75%	25%	0%	0%	0%
Other Structures					
• Other Structures	0%	0%	50%	50%	0%
Roads					
• Sealed Roads Surface	10%	30%	30%	30%	0%
• Sealed Roads Structure	10%	30%	30%	30%	0%
• Unsealed Roads	10%	30%	30%	30%	0%
• Bridges	10%	30%	30%	30%	0%
• Footpaths	10%	30%	30%	30%	0%
• Kerb and Gutter	5%	5%	45%	45%	0%
• Other Road Assets	10%	30%	30%	30%	0%
Water Supply Netowrk					
• Dams/Weirs	80%	20%	0%	0%	0%
• Mains	46%	15%	29%	9%	1%
• Reservoirs	41%	47%	11%	1%	0%
• Pumping Stations	5%	45%	50%	0%	0%
• Treatment	75%	25%	0%	0%	0%
Sewerage Network					
• Mains	39%	32%	24%	4%	1%
• Pumping Station/s	10%	20%	70%	0%	0%
• Treatment	10%	20%	70%	0%	0%
Stormwater Drainage					
• Stormwater Conduits	10%	20%	50%	20%	0%
• Inlet and Junction Pits	10%	20%	50%	20%	0%
Open Space/Assets					
• Swimming Pools	10%	0%	45%	45%	0%

Notes:

- (1) Satisfactory is defined as “satisfying expectations or needs, leaving no room for complaint, causing satisfaction, adequate”.

The estimated cost to bring assets to a satisfactory standard is the amount of money that is required to be spent on an asset to ensure that it is in a satisfactory standard.

This estimated cost should not include any planned enhancements (ie.to heighten, intensify or improve the facilities).

- (2) Required Annual Maintenance is “what should be spent to maintain assets in a satisfactory standard.
- (3) Actual Maintenance is what has been spent in the current year to maintain the assets.

Actual Maintenance may be higher or lower than the required annual maintenance due to the timing of when the maintenance actually occurs.

- (4) Written Down Value is in accordance with Note 9 of Council’s General Purpose Financial Statements
- (5) Infrastructure Asset Condition Assessment “Key”
1. Excellent: No work required (normal maintenance)
 2. Good: Only minor maintenance work required
 3. Average: Maintenance work required
 4. Poor: Renewal required
 5. Very Poor: Urgent renewal/upgrading required

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 2013 to 30 June 2014.

Subject	Particulars of Proceedings	Result	Cost to Council
Debt recovery **	Recovery of rates and charges	Ongoing	\$291,000
Planning	Planning matters	Ongoing	\$32,000

Subject	Particulars of Proceedings	Result	Cost to Council
Other			\$289,000
Total			\$612,000

*** Note: Expenses recouped through the rate recovery process.

Councillors Expenditure

Fees payable to Councillors

The Mayoral allowance for the financial year of 2013-14 was \$37,230. The allowance for the nine Councillors was a total of \$166,207 which includes vehicle allowance. A total of \$203,437 was paid to the Mayor and eight Councillors over the 2013-14 reporting period.

A further \$87,798 was expended on the provision of Councillor expenses compromising the following:

Expenses	2012/13	2013/14
Childcare Reimbursement	\$763	\$2,368
Training - CPD Induction and Development	\$4,071	\$10,066
Delegates Expenses	\$25,101	\$27,411
Food and Catering Expenses	\$14,515	\$10,739
IT Facilities	\$23,885	\$6,297
Publication and Subscriptions	\$82,766	\$3,991
Telephone and Communication	\$11,404	\$11,638
Mayor Vehicle Expenses	\$12,852	\$15,288
Conference and Seminars	\$1,200	Nil
Interstate visits by Councillors, including transport, accommodation and other out of pocket expenses <ul style="list-style-type: none"> • representation at the Sea Change Coastal Conference - Adelaide 	\$866	Nil

Expenses	2012/13	2013/14
Overseas visits by Councillors, including transport, accommodation and other out of pocket expenses <ul style="list-style-type: none"> delegates to City Nanyan, China, covered all own travel, accommodation out of pocket expenses 	Nil	Nil
Expenses of any spouse, partner or other person who accompanied a Councillor	Nil	Nil

Policy

Council has adopted a policy on Behaviour of Councillors and Staff with a procedure for the Payment of Expenses and Provision of Facilities for Councillors. This policy and procedure can be viewed at any of Council's offices or on Council's web site www.begaValley.nsw.gov.au The policy outlines the services and facilities provided to Councillors, the Deputy Mayor and the Mayor to enable them to carry out the duties and functions of their civic office.

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 2013-14 financial year'. Council has five staff members plus the General Manager in the Executive structure, however for the 2013-14 reporting period only three staff members are defined as Senior Staff. 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 2011/2012, 2012/2013, and 2013/2014.

	2011/12	2012/13	2013/14
General Manager/Acting General Manager	\$230,000	\$240,000	\$236,000
Group Manager, Transport and Utilities	\$196,000	\$200,000	\$206,000
Group Manager, Planning and Environment	\$196,000	\$200,000	\$206,000

	2011/12	2012/13	2013/14
Group Manager, Community, Relations and Leisure/Acting Note: 2013/14 acting role <i>Not on contract and is not defined as Senior Staff</i>	\$183,000	\$184,000	N/A
Group Manager, Strategy and Business Services, CFO <i>Not on contract and is not defined as Senior Staff</i>	On Award	On Award	On Award
Executive Manager, Organisational Development and Governance <i>Not on contract and is not defined as Senior Staff</i>	On Award	On Award	On Award
Total	\$805,000	\$827,000	\$648,000

Contracts

In accordance with the Regulation – cl 217 (1)(a2), the following is a list of contracts awarded during 1 July 2013 – 30 June 2014 (whether as a result of tender or otherwise) other than employment contracts and contracts less than \$150,000.

Tender No.	Name of Supplier	Particulars of the subject of the contract	Contract Amount
08/12	Cleanaway Bega	Provision of waste transfer services	\$2,977,003
08/12	Cleanaway Bega	Provision of waste transfer services	\$194,920
08/12	Cleanaway Bega	Provision of waste transfer services	\$1,473,420
11/14	GJ & C Clarke Pty Ltd	Construction of office and amenities at Merimbula Waste Transfer Station	\$152,343
13/13	GCM Enviro Pty Ltd	Supply of landfill compactor	\$629,200
18/14	Bega Valley Motors	Provision of motor vehicles	\$238,907

Tender No.	Name of Supplier	Particulars of the subject of the contract	Contract Amount
19/14	Ron Doyle Motors P/L	Provision of motor vehicles	\$236,910
20/14	Bega Valley Motors	Provision of motor vehicles	\$270,391
27/13	Grant Dowdle Building Pty Ltd	Design and construction of the Bega SES Building	\$178,000
32/13	Kinghorn Motors Pty Ltd	Supply of vehicles	\$373,200
33/13	Bega Valley Motors	Provision of motor vehicles	\$152,131
41/12	Downer Edi Works Pty Ltd	Provision of road sealing services	\$339,536
41/12	Downer Edi Works Pty Ltd	Provision of road sealing services	\$250,561
41/12	Downer Edi Works Pty Ltd	Provision of road sealing services	\$189,025
43/13	Surf Life Saving Services Pty Ltd	Provision of lifeguard services	\$163,414
50/13	Southern Truck Centre	Provision of motor vehicles	\$250,691
52/12	Beno Excavations Pty Ltd t/a Benex Pipelines	Rehabilitation of sewer mains in Bega	\$241,470
52/12	Beno Excavations Pty Ltd t/a Benex Pipelines	Rehabilitation of sewer mains in Bega	\$346,606
53/12	Relining Solutions Pty Ltd	Rehabilitation of sewer mains in Eden	\$393,899
53/13	Zauner Construction Pty Ltd	Construction of the Merimbula waste transfer station	\$915,958
59/12	Hines Constructions Pty Ltd	Design and construction of the Bega Civic Centre	\$6,100,856

Tender No.	Name of Supplier	Particulars of the subject of the contract	Contract Amount
60/13	Ron Doyle Motors P/L	Provision of motor vehicles	\$201,953
61/13	Coastal Auto Group Pty Ltd	Provision of motor vehicles	\$204,129
63/13	Hartwigs Trucks Pty Ltd	Supply of motor vehicle	\$165,391
64/13	R D Miller Pty Ltd	Construction and rehabilitation of water and sewer mains	\$1,669,015
n/a	Department of Finance & Services	Provision of project management services for the Eden and Tura Beach Sewerage Treatment Plant disinfection projects	\$416,754
n/a	GHD Management Eng Environment	Facilities upgrade at Bega, Bermagui, Eden, Merimbula, Tathra and Tura Beach sewerage treatment plants	\$192,976
n/a	Gongues Constructions Pty Ltd	Construction on effluent disinfection system at Eden Sewerage Treatment Plant	\$4,058,560
n/a	Ministry for Police & Emergency Services	Provision of emergency services	\$592,867
n/a	R D Miller Pty Ltd	Variations to the provision of earthworks services	\$207,340
n/a	R D Miller Pty Ltd	Variations to the provision of earthworks services	\$222,599
n/a	R D Miller Pty Ltd	Provision of earthmoving services at Wanatta Lane	\$206,957
n/a	Statecover Mutual Limited	Provision of insurance cover	\$202,383
n/a	Statecover Mutual Limited	Provision of insurance cover	\$260,892
n/a	Statecover Mutual Limited	Provision of insurance cover	\$214,137

Tender No.	Name of Supplier	Particulars of the subject of the contract	Contract Amount
n/a	Statecover Mutual Limited	Provision of insurance cover	\$214,137
n/a	Statewide Mutual	Provision of insurance cover	\$223,930
n/a	Telstra	Relocation of Telstra assets associated with the construction of the Merimbula roundabout	\$399,174
n/a	Tenix Australia Pty Ltd	Continued operations and maintenance of Council's 10 sewerage treatment plants (Bega, Bermigui, Cobargo, Candelo, Eden, Kalaru, Merimbula, Tathra, Tura Beach and Wolumla)	\$3,498,000
n/a	Unibridge Australasia Pty Ltd	Provision of bridge connection beams	\$186,564
vendor panel	Gippsland Truck Centre	Supply of motor vehicles	\$591,503
vendor panel	Westrac (Caterpillar)	Supply of two backhoe/loaders	\$360,800

Subsidised Works on Private Property

Council carried out no subsidised works on private properties during the 2013-14 reporting period.

Community Grants

Contributions made to community groups under Section 356 of the Local Government Act for the 2013-14 period was \$324,00.

Partnerships with other organisations

Functions delegated to other organisations

- Body:** Hall and building committees; S355 general halls and buildings Committee and 17 individual community hall committees.
Function: Councils 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.

- **Body:** 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.

- **Body:** Sportsgrounds and Reserve Committees – all S355 committees.
Functions: To oversee the care and use of Councils sporting and recreational facilities. Committees also provide information relevant to the development of plans of management for each specific facility.
- **Body:** Access Advisory Committee.
Functions: Recommends access, design and modification to council's assets and private developments.
- **Body:** Bega Valley Bush Fire Management (by service agreement – RFS).
Functions: Bush fire management.
- **Body:** Bega Valley Shire Medallion.
Functions: Considers nominations for community service awards.
- **Body:** Bega Valley Shire Youth Council.
Functions: Provides a youth perspective on Council decisions.
- **Body:** Road Safety Group.
Functions: Representative group providing advice on road safety.
- **Body:** General Sports and Recreation Committee
Functions: Assess and recommend applications for funding for improvements to sport, recreation facilities and access.
- **Body:** 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.

Southern Phone Company

Bega Valley Shire Council is a shareholder as one of 42 local councils in the independent telecommunications company limited by guarantee, and annually receives a dividend as share of profits based on the number of Southern Phone Company clients resident in Bega Valley. The dividend for the 2013/14 financial year was \$188,000.

Tenix Alliance

Tenix is responsible for the operation of the Shire's ten sewage treatment plants. Annual operational contract payments of \$3,072,812 (excluding GST) were made to Tenix this year.

Sapphire Coast Tourism Ltd (SCT)

Council provides support to Sapphire Coast Tourism for the promotion of tourism development and marketing in the Bega Valley. Raising the profile of our region as a tourist destination is a benefit to local businesses in the region. In addition to financial commitments provided through the 2011-12 special variation of \$268,323, Council has also provided support to the 2014 EAT Merimbula festival which showcased local producers, and to the South Coast Regional Tourism campaign. Inclusive of funds allocation through the special variation, payments to the value of \$392,365 were made to SCT.

Statewide and Statecover Mutual

Council is a member of four Statewide and Statecover Mutual Insurance schemes, which are operated for Local Government throughout New South Wales. The benefit of a Mutual Scheme is that the members spread their risk so that the impact on each individual member Council is reduced in the event of a major claim. There are three schemes that operate for the following classes of Insurance:

- Statewide Mutual Liability Scheme which, covers Council for Public Liability and Professional Indemnity Insurance Claims.
- Statecover Mutual which deals with employee injury Insurance and other workers compensation matters.
- Property Mutual Liability Scheme which, provides insurance cover for all Council buildings.

- Fidelity Mutual Liability Scheme is an insurance scheme designed to cover Councils against any fraudulent activity by staff and Council Committee members.

Council is obliged to follow best practice risk management guidelines and undertake risk system audits to be eligible for premium rebates. Annually, Council is subject to two formal external audits from Statewide Mutual. The results of these audits form a percent basis for rebate calculations.

From both Statecover and Statewide Mutual, council received a combined rebate of \$51,009 for the 2013/14 financial year.

Overseas Visits

There were no overseas visits undertaken during the 2013-14 reporting period.

Companion Animal Management

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

Expenditure

During 2013/2014 an estimated \$310,000 was 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 animal management facility at Wallagoot employing other part time staff to provide daily animal care.

Companion Animal Management Plan

A Companion Animal Management Plan is in place and as part of ongoing review of elements of the plan the appropriateness of leash free areas need to be considered. It is envisaged that during 2014/15 the community will be asked for comment on whether or not current locations are appropriate and whether there should be inclusion of other areas

Companion Animal Facility (CAF)

The Companion Animal Facility (Pound) management data collection returns were lodged with the Division of Local Government on 8 July 2014 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 de-sexed) remains in place.

Total Animals Rehomed or Released in 2013/2014.

- Cats – 27 (27% of all cats received - 36% in previous 12 months)
- Dogs – 181 (76% of all dogs received- 74% in previous 12 months)

Dog Attacks / Dangerous & Restricted dogs

During 2013/2014 Rangers investigated a total of 60 reported dog attack events involving a total of 76 attacking dogs. These were entered on the NSW Companion Animal Register in compliance with the legislation. This is the same number of reports as last year. This remains higher than the State Average (5.66 dog attacks per 1000 dogs identified in Bega Valley – State Average 3.35 per 1000 dogs identified).

These attacks included attacks on people, other dogs and animals. A total of 38 persons were affected by reported dog attacks during 2013/2014. 7 required medical treatment (including 2 children 2-4 years old). 7 reported minor injury and 24 suffered no physical injury.

Following the investigation of these attacks, 4 dogs were destroyed, 21 penalty notices and 19 warnings were issued. 2 dangerous dog and 4 menacing dog declarations were made.

There are a total of 2 declared dangerous dogs within the Bega Valley Shire Local Government Area. One is recent with compliance activity continuing. One has a compliance certificate and is inspected annually.

There has been no activity in relation to restricted breeds in the last 12 months and there are no recorded restricted breeds recorded in the Bega Valley Local Government Area.

Menacing Dog Declaration

In November 2014, amendments to the Companion Animals Act 1998, came into force, providing the declaration of a dog to be “menacing”. This has provided a valuable tool for Rangers to control dogs which have shown unreasonable aggression or have been involved in attacks where there was minor or no injury. A total of 5 menacing dog declarations have been made since the legislation came into force. 3 are now deceased and 2 remain in force.

Animal Registration

No lifetime registration reminders were sent during the 2013/2014 year. This was due to a combination of staff issues and changes to the legislation. Follow up of the registration reminders issued prior to the fiscal year did continue. Notices are being sent to owners of unregistered animals in the 2014/2015 year.

Community Education

The “Where is your cat now!” publicity program has continued in 2013/2014 with media releases and distribution of book marks and poster.) was conducted in the previous financial 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 1321 requests by customers in relation to companion animals during 2013/2014. These are broken up as follows:

- 536 - General complaints
- 237 - Reporting lost animals
- 203 - Barking dog complaints
- 108 - Animals found
- 134 - Dog Attack & Dangerous Dog complaints
- 25 - Animal registration inquiries.

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

Code of Conduct Complaints

During the 2013-14 financial year there were four complaints made concerning breaches of the Code of Conduct. All four were returned to Council’s Complaints Coordinator , two have since been resolved; the other two are pending an outcome of investigation.

Public Interest Disclosure

There were no Public Interest Disclosures made in the 2013/14 financial year.

ICAC Investigations

There were no ICAC matters lodged with Council in the 2013/14 financial year.

GIPA Applications

During the 2013/14 financial year Council received a total of 28 formal GIPA Applications from various members of the public. All 28 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

Most of the formal applications received were in relation to two main categories, being information relating to Development Applications no longer on public exhibition or matters of community consultation such as the purchase of land, engagement of consultants by Council or code of conduct investigations.

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 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.

In November 2013, the acting GIPA Coordinator successfully completed a two-day advanced GIPA training session with an industry recognised GIPA specialist. The training included both introductory and advanced cases and demonstrations on how to process both formal and informal applications.



P. 02 6499 2222
F. 02 6499 2200
E. council@begavalley.nsw.gov.au
www.begavalley.nsw.gov.au
facebook.com/begavalley.shirecouncil

