



ANNUAL REPORT

2017 - 2018





Acknowledgment

Shellharbour City Council recognises and respects the traditional custodians of this land, the Wodi Wodi and Dharawal people and acknowledge them as the First Peoples of this region. Shellharbour City Council would also like to pay respects to all Elders past and present. Council works together with our Aboriginal community to ensure our local cultural heritage is recognised, protected and celebrated.

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About this report

This annual report provides an overview of Shellharbour City Council's operational and financial performance during the period 1 July 2017 to 30 June 2018. In particular, this report focuses on Council's work and achievements in implementing the strategies detailed in our four year Delivery Program 2013-2018. These strategies and actions are developed by Council in response to the expectations of the community (resulting from extensive community engagement) expressed as objectives in our ten year Community Strategic Plan (CSP) 2013-2023. These objectives are summarised into four focus areas reflecting the priorities of the local community – Community, Environment, Economy and Leadership. In summary, the strategies are how Council will achieve what the community needs and wants.

This report also contains statutory reporting as prescribed by the Local Government Act 1993 and Local Government (General) Regulation 2005 as well as other legislation for which Council is required to report annually.

More information about our Integrated Planning and Reporting framework including current as well as past plans and reports, is available on Council's website
www.shellharbour.nsw.gov.au/Council/Future-Planning/Integrated-Planning-Reporting





Mayor's message

Shellharbour City Council made significant investments in infrastructure and programs for our community and continued to strengthen its financial position. As a result, we have much to be proud of this 2017/18 financial year.

Council completed its resubmission for the NSW Government 'fit for the future' assessment this financial year. Staff worked hard to exceed all of the required financial benchmarks of the assessment, which were designed to strengthen the system of local government ensure that Councils are able to deliver quality services and infrastructure to their communities.

I was most pleased with the confirmation that our city was recognised as a regional Local Government Area by the NSW State Government. This classification is of significant importance as it opens the door to millions of dollars' worth of funding. Council will be guided by our Community Strategic Plan on how best to use these funds.

Another highlight was Council's adoption of the Shellharbour City's Community Strategic Plan 2018 - 2028. This document reflects the aspirations of our community and directs and guides the decisions of Council. It clearly details the objectives, strategies and actions that will enable us to make our city an even better place to live, work and play.

A major milestone was the opening of the new Shellharbour Civic Centre in January 2018. Our community has now warmly embraced this important new building which will serve our city now and into the future.

2017/18 saw the opening of the Dunmore Waste and Recycling Centre's new Transfer Station and Food Organics and Garden Organics (FOGO) facility. I encourage residents to make full use of these facilities to help reduce waste to landfill.

Work on the Shellharbour Marina and Shell Cove Town Centre continued its rapid progression. Thousands of residents took the unique opportunity to literally walk on the bottom of the harbour at a special community event before it is filled by water next year.

Planned terminal upgrades and the return of regular passenger transport to Illawarra Regional Airport means the facility is set to be a major economic driver for Shellharbour's tourism and employment sectors.

Our community and cultural life continues to flourish, with Council embarking on a renewal program for the city's branch libraries. The program includes construction of the new Warilla Library.

Council made significant investments in children's playgrounds this year, including Little Park in Shellharbour Village and the creation of a new playground at Keith Barnes Park, Albion Park.

I look forward to collaborating with the community to continue our journey as a vibrant, safe and dynamic city and to leading a Council that is responsive to the needs of its Customers and Community.

Marianne Saliba
Mayor, Shellharbour City



General Manager's message

It is with great pride that I present Shellharbour City Council's 2017/18 Annual Report. This report highlights our achievements and continued progress in making our city an even more vibrant and enjoyable place to live, work and play.

Council completed its resubmission for the NSW Government 'fit for the future' assessment this financial year. Staff worked hard to exceed all of the required financial benchmarks of the assessment, which were designed to strengthen the system of local government and ensure that Councils are able to deliver quality services and infrastructure to their communities.

Council achieved a net operating result and came in under the forecast original budget set for the 2017/18 year. A surplus of operational funds was achieved which can be used to provide services to the community in line with Council's ten year long-term financial plan and beyond. This is an excellent outcome for our community.

Council's key economic development project, Shell Cove, continues to move forward and the next two years will see the completion of the harbour construction and arrival of the first boats into Shellharbour Marina. On the land, The Waterfront Shell Cove sees the town centre continuing to grow with the opening of shops, restaurants, public boardwalks and promenades. Another key economic project is the Illawarra Regional Airport, which continues to be a focus of expanded opportunities including regular commercial flights.

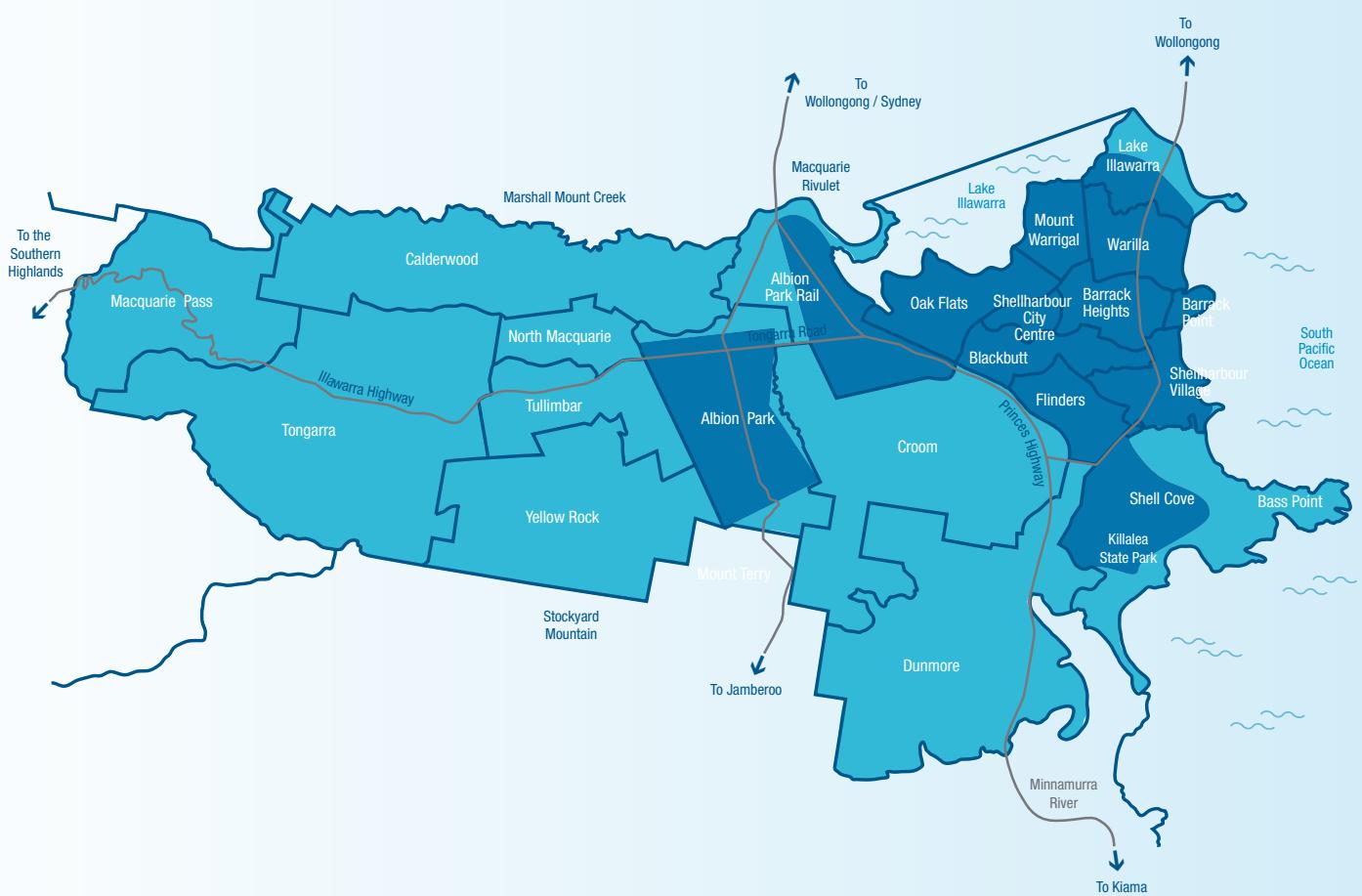
Major projects delivered by Council in 2017/18 included the completion and official opening of Shellharbour Civic Centre, redevelopment of Little Park in Shellharbour Village, the new Shellharbour Skate Park, the Food Organics and Garden Organics (FOGO) facility, and state of the art Transfer Station at Dunmore Recycling and Waste Disposal Depot. Council also had strong outcomes in the management of high-use areas in the summer peak season.

Council also continued its collaboration with the Roads and Maritimes Services (RMS) on the Albion Park Rail Bypass Project (M1 Extension). This will proceed on a needs basis during the delivery stage of the project and will include working with RMS on the Albion Park Movement and Place Plan. Upcoming projects include construction of the new Warilla Library and launch of Council's new Customer Service Charter, Youth Plan and Events Strategy.

It has been a busy and productive year at Council, with the community and our customers the beneficiaries. Council remains committed to improving the delivery of service and infrastructure to stakeholders. The direction the organisation is taking now is aimed at achieving positive benefits in all areas of endeavour.

Carey McIntyre
General Manager
Shellharbour City Council

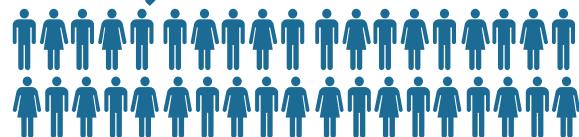
Who we are Our Local Government Area



Who we are Our place, Our people

ESTIMATED 2017 RESIDENT POPULATION

70,994



90% of residents are Australian citizens (NSW 82.7%)
3.8% of residents are Indigenous Australians (NSW 2.9%)



16.6% of residents were born overseas (NSW 27.6%)

AGE GROUPS

		Shellharbour	NSW
(0 to 11)	Babies, pre-school, Primary schoolers	15.8%	15.0%
(12 to 24)	Secondary schoolers, Tertiary education and independence	17.1%	16.0%
(25 to 59)	Young workforce Parents and homebuilders Older workers and pre-retirees	44.5%	47.0%
(60 to 85+)	Empty nesters and retirees Seniors Elderly aged	22.5%	21.9%



Homes with internet connection

77.5%
NSW 73.1%

FAMILY STRUCTURE

	Couples with children	Couples without children	One parent families	Lone person household
Shellharbour NSW	34.1% 25.4%	25.2% 27.0%	13.9% 11.0%	19.6% 25.5%



Need for assistance with core activities

6.7%
NSW 6.3%

HIGHEST LEVEL OF SCHOOLING

	Year 10	Year 12	TAFE	University
Shellharbour NSW	34.1% 21.6%	34.7% 52.1%	2.1% 1.9%	2.8% 3.1%

Persons aged 15+ who volunteer

14.7%
NSW 20.8%

EMPLOYMENT

	Full time employment	Part time employment	Unemployed
Shellharbour NSW	55.5% 55.2%	36.1% 36.3%	6.9% 6.6%



Source ABS: 2016



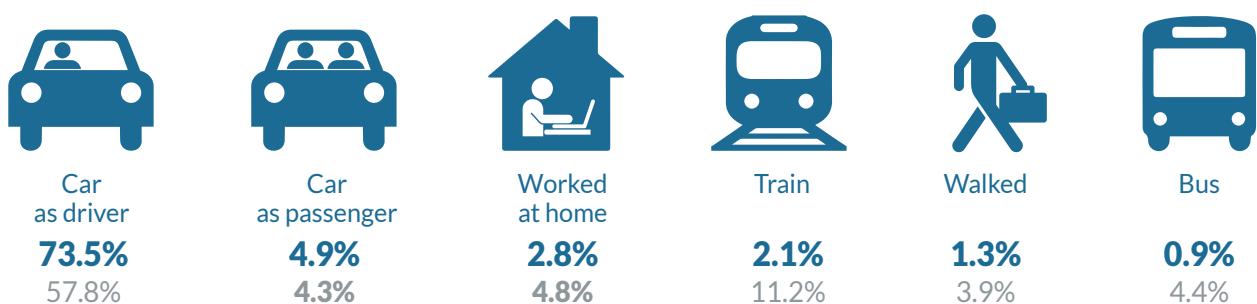
9.1%

were from non-English speaking backgrounds
(NSW 21%)

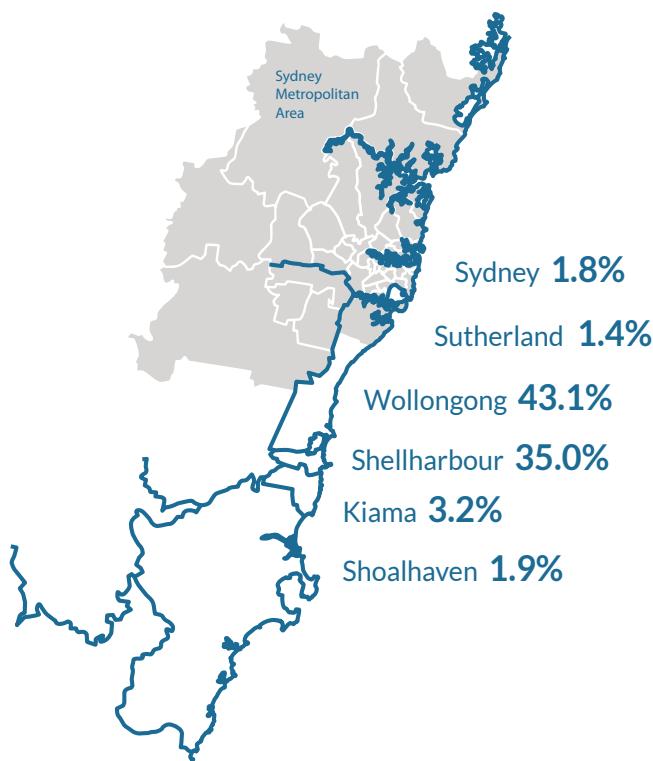
1.2%

Largest non-English speaking country of birth
in Shellharbour City was Former Yugoslav
Republic of Macedonia

METHOD OF TRAVEL TO WORK



WHERE OUR RESIDENTS WORK BY LGA



TOP 5 INDUSTRY SECTORS FOR LOCAL JOBS

	Jobs	%
Retail Trade Shellharbour NSW	3,285 341,355	17.75% 10.17%
Health Care & Social Assistance Shellharbour NSW	3,123 440,790	16.87% 13.13%
Education & Training Shellharbour NSW	2,262 294,165	12.22% 8.76%
Construction Shellharbour NSW	2,234 294,461	12.07% 8.77%
Accommodation & Food Services Shellharbour NSW	1,743 250,605	9.42% 7.46%

Source ABS: 2016

Who we are Our Council

Shellharbour City Council comprises seven elected members who represent the community.

Councillors were last elected in September 2017. Cr Marianne Saliba was re-elected as Mayor and Cr Kellie Marsh was elected as Deputy Mayor at Council's meeting of 26 September 2017.



Cr Marianne Saliba
Mayor



Cr John Murray
Deputy Mayor (June - Sept 2017)



Cr Kellie Marsh
Deputy Mayor (Sept 2017 - June 2018)



Cr Moira Hamilton



Cr Nathan Cattell



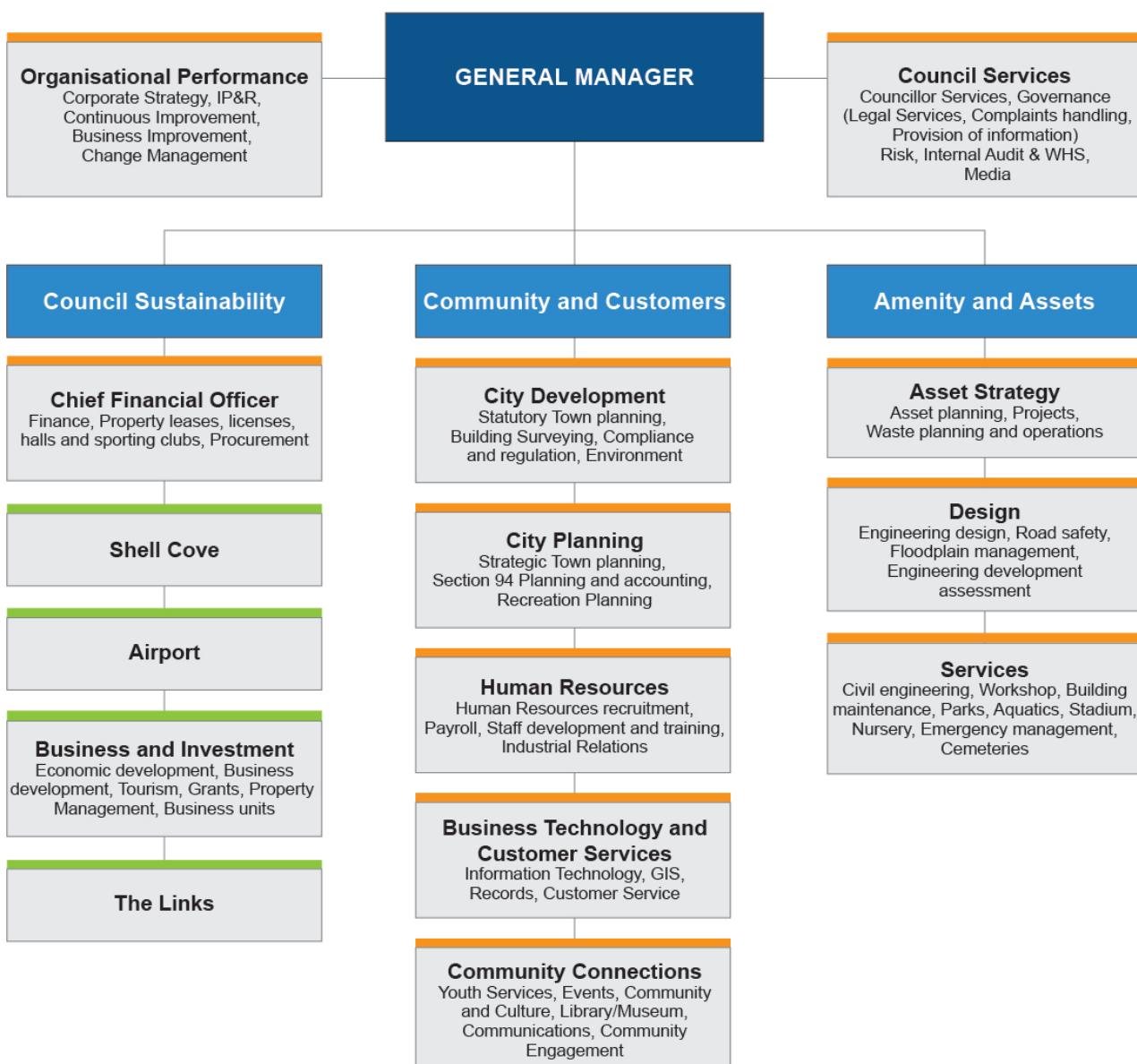
Cr Peter Moran



Cr Rob Petreski

Who we are

Our Organisation



DIRECTOR

MANAGER

GROUP MANAGER

Year in review

Key Financial Results

Total
Expenditure

2017/18 **\$ 127.495 m**

2016/17 | \$141.749 m 2015/16 | \$111.210 m

Total
Capital Spend

2017/18 **\$38.760 m**

2016/17 | \$59.903 m 2015/16 | \$26.954 m

Net Operating
Result

2017/18 **\$36.693 m**

2016/17 | \$37.243 m 2015/16 | \$23.447 m

Income breakdown \$'000

Rates & annual charges	User fees & charges	Interest & investment revenues	Other revenues	Operating grants & contributions	Capital grants & contributions	Net gains from disposal of assets
2017/18 \$57,372	\$17,378	\$2,648	\$7,932	\$9,136	\$27,181	0

Expenses breakdown in focus areas \$'000

	Community	Environment	Economy	Leadership
2017/18	\$26,713	\$18,159	\$23,032	\$20,831

A further breakdown of expenses with reference to the Special Rate Variation and capital works is provided in the Statutory Reporting section of this report.

Year in review Key Performance Results

In addition to the CSP **objectives** and DP **strategies** on which this report focuses, Council also monitors its progress against the **actions** identified in its annual Operational Plan throughout each financial year.

In our 2017-2018 Operational Plan 157 actions were tracked and reported on a quarterly basis in Council's Quarter Review of the Operation Plan. All four reports are available on Council's website.

Following is a progress summary of the 157 actions as at 30 June 2018. **On track** indicates actions that were completed, or were on schedule to be completed by end of the financial year. **Off track** indicates actions that experienced delays due to various factors described in the aforementioned reports.

% Actions on track

2016/17 - 81%

2015/16 - 81%

2017/18

86%

No. of actions on track

2016/17 - 143

2015/16 - 143

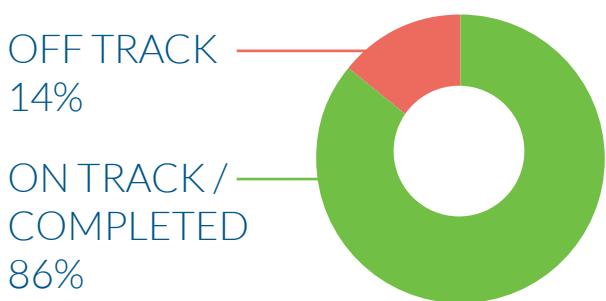
2017/18

135

Total Performance Progress (%)

OFF TRACK
14%

ON TRACK /
COMPLETED
86%



Our Achievements

In this section of the Annual Report, Council's performance is outlined in more detail focusing on outcomes achieved against each **strategy** listed in our Delivery Program 2013 – 2018 taking into account the results of our Operational Plan 2017-18.

This information is categorised into the four focus areas of **Community, Environment, Economy and Leadership** with the following details provided:

- Summary of key facts for each focus area
- Achievements and/or progress against each strategy including a financial results breakdown and a percentage indicator of total performance met
- Highlights showcasing key achievements



community



205,321

people visited
the libraries

336

library programs and
activities presented



167,205

visits to City's pools



110

reports of graffiti
received and
removed by council



42

road safety
programs held



34

community &
civic events held



47

healthy ageing initiatives
implemented or
supported by Council



867

building
inspections
conducted

70

cultural programs,
events and
initiatives
implemented or
supported

69

actions from the
Disability Access
Committee
progressed

1.1.1

Encourage and support activities and events where communities can gather and celebrate

Council has facilitated a number of civic events, community led activities and open days that encourage communities to gather and celebrate. Highlights included:

- NAIDOC Week saw a Flag Raising Ceremony and Community Day at Albion Park Rail
- Local Government Week was held at Blackbutt Reserve involving over 400 students who participated in 'Mayor for the Day' as part of the Community Strategic Plan (CSP) engagement
- Loot in Ya Boot was held in October 2017 and again in March 2018 in conjunction with the Garage Sale Trail
- Over 19 tonnes of waste is estimated to have avoided landfill from these events
- Dogs Day Out at Reddall Reserve had over 900 people attending with free micro chipping for residents' dogs, free vet checks, dog related stalls, competitions and demonstrations
- Pool Open Days were held at Oak Flats and Warilla Pools and a movie event at Albion Park
- Day of Silly Hats (DOSH) engaged year 6 students from over 14 public and private Primary Schools with a number of workshops and tips
- Carols by Candlelight at Reddall Reserve had over 6,000 in attendance, even with the unfortunate bad weather
- Australia Day breakfast sales raised over \$10,000 that was directly donated to local service clubs and charities
- Bushcare projects and clean up days were able to divert over 91% of the waste from landfill with only 50kg sent to landfill from the 605kg collected
- Civic Centre Community open day saw more than 3,000 people attend with many walking through the community spaces and level 3 of the administration areas
- Youth Week highlights included the 11th Annual Youth Week Art Exhibition at the Blackbutt Youth Centre and a Harry Potter Escape Room at the City Library
- ANZAC memorial service was held at Harrison Park, Shellharbour City Centre

Operational Income

\$94k

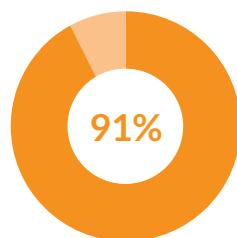
Operational Expense

\$651k

Capital Spend

-

Total performance progress met





Australia Day

The Australia Day Celebration has been on Shellharbour City Council's calendar of events for over 20 years and continues to be hugely popular. A community event that incorporates formality and fun, from the Civic Ceremony through to a cooked breakfast to share with family and friends. This year's celebration was well attended by over 5,200 people, this success is due largely to the tireless effort and dedicated commitment of our volunteer groups, assistance from the Committee and the generous support of our sponsors.

The day commenced with a Civic Ceremony, including Welcome to Country from Uncle Richard Davies, Civic Welcome from the Mayor followed by the formal announcement of the Citizen of the Year, David Williamson and Young Citizen of the Year, KiKi Cuda.

Shellharbour's citizenship ceremony welcomed 14 new citizens, as part of the official ceremony.

The 2018 Australia Day Ambassador was Justin Herald, who gave an engaging speech and personalised view on being Australian.

This year 2,968 breakfast tickets were sold, raising over \$10,793 for local service clubs and charities.

The free entertainment on the day included a sand modelling competition, thong throwing, animal farm, face painting and amusement rides. Performances by Sandy Feet, Harper Martin, Catch Fraze, Venetia's Porch and Wildfire Aussie Rock rounded out the event.

Several departments within Council continue to support the event by showcasing their area and providing information and/or an activity.

1.1.2

Develop creative opportunities for key partnerships and volunteering to support the community

Council continues to develop partnerships and provide opportunities for volunteering.

Volunteers at the Tongarra Museum are providing significant support in preparation for the move and installation at the City Museum. Volunteers have restored several collection items including lamps, corn crackers, blowtorches and maps; collected native seeds and pods, catalogued over 20 collection items, and continued to refurbish display cabinets and exhibits for City Museum.

The City Museum Heritage Room had rostered volunteers three days per week for set up and installation of permanent and temporary exhibits. The Family History volunteers are also working with Libraries & Museum staff to deliver family history workshops twice a month.

Council was successful in receiving \$15,000 funding through the Building Better Regions Fund (BBRF) to develop an events strategy and events toolkit for the community. The toolkit will assist in building capacity in the community and assist event organisers to plan, produce and evaluate their events and activities across the City.

Council has continued to facilitate and participate in a range of partnership and interagency networks including Illawarra Interagency, Shellharbour Youth Services network, Parent Services Interagency and the Barrack Heights Roundtable.

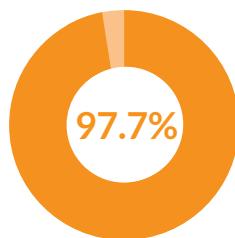
Council provided financial assistance to five groups totalling \$8,950. The groups were Baptist Care, Kids fest, Illawarra ITEC, RSPCA and Albion Park Youth and Community Care Inc.

Operational Income
-

Operational Expense
\$145k

Capital Spend
-

Total performance progress met





Civic Centre Community Open Day

The Civic Centre Community Open Day was held on Saturday 10 February from 10am to 3pm with more than 3,000 people attending and celebrating the opening of the new precinct.

The event kicked off with a traditional smoking ceremony by Uncle Gee and included free rides, food stalls and entertainment. City library held a number of activities including storytelling, craft and technology workshops.

To promote and celebrate the Civic Centre Public Art a tour and Artist workshops were delivered. Four of the commissioning artists participated on the day. Artists gave talks and facilitated drop in style workshops.

As part of the day, attendees from the community had the unique chance of being able to walk through the community spaces including level 3 of the administration building.

1.1.3

Make Shellharbour a friendly environment where people feel safe

Shellharbour City Council continues to implement a range of community safety and crime prevention initiatives in accordance with Council's:

- Safety Strategy
- Crime Prevention Plan
- Domestic Violence Management Plan
- Graffiti Management Plan

In response to raised levels of motor vehicle break-ins, the Shellharbour Crime Prevention Partnership met to discuss a broad range of topics, including recent initiatives to raise awareness about vehicle security by promoting the "Lock it or Lose it" campaign.

The Illawarra Against Domestic Violence Committee (ICADV) held the White Ribbon Day Walk in Wollongong with hundreds of people in attendance. Council also coordinated the White Ribbon Day BBQ at Bunnings Shellharbour.

Council commenced the implementation of the White Ribbon Workplace Accreditation Program and is an active member in the ICADV. The ICADV held a Domestic Violence CALD (Culturally and Linguistically Diverse) Forum in June.

Incidents of graffiti continue to be reported to Council by community members. Services staff have been pro-active in removing graffiti from Council and privately owned structures in the past twelve months.

Community safety pop-up meetings were held throughout the Local Government Area on a regular basis. Broad ranges of issues were raised. These included the "Park Smart" Police campaign that addresses stealing from motor vehicles.

City Regulation Officers undertook regular patrols in relation to Companion Animals. These patrols created a strong presence in the community and resulted in addressing issues ranging from barking, roaming, unregistered dogs and dog attacks. Council is pleased to report that an average of 46% of all seized dogs were re-homed.

The standard of construction continues to remain high for Council controlled building sites. The number of building inspections has been steadily increasing and it is expected that this will accelerate with the Ravenswood Estate commencing at Albion Park and Council being selected as the preferred Accredited Certifying Authority for all the dwellings in this estate.

In accordance with the Local Government Road Safety Program Guidelines, programs included addressing specific road safety behaviours in school based education and safety around schools, working with community groups such as Shellharbour Aboriginal Community Youth Association (SACYA) and events for Bike Week, a Seniors Road Safety Expo and On the Road 65Plus. The Ultimate Learner Log Book Run Experience was held working with community groups including Lake Illawarra PCYC.

The 2018 Good Neighbour Awards were launched at the Australia Day Breakfast by the Lake event. The Good Neighbour sponsors include Bunnings Shellharbour, Kmart Shellharbour, Stockland Shellharbour, The Shellharbour Club and Central Hotel. The Good Neighbour Awards ceremony was held at the Civic Centre in May where the 2018 Good Neighbour of the Year was announced. The event highlighted some very neighbourly stories from Shellharbour City and was a positive social event for the community.

Operational Income

\$1.097m

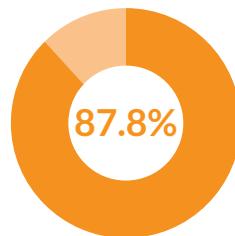
Operational Expense

\$1.815m

Capital Spend

\$2k

Total performance progress met



1.1.4

Have accessible community and cultural facilities available for current and future community members

The Disability Access Inclusion Advisory Committee (DAIAC) met on numerous occasions. DAIAC identified and finalised funding priorities for 2017/18, and participated in a consultation process for the review of Council's Community Strategic Plan. The call for nominations for new service providers and additional consumer representatives to DAIAC occurred in January 2018. Other priorities for funding for 2018/19 were identified with a focus on improving paths of travel in and around the City and bus stop improvement.

Progress was made against three of the Focus Areas in the Disability Access and Inclusion Plan (DAIP). These were:

- Focus Area 1: Developing positive community attitudes and behaviours. Highlights for this focus area include supporting two forums:
 - Navigating Mental Health Workshop that was organised in partnership with the Community Industry Group to provide information to non-mental health specific service providers in how to understand, navigate and access the mental health services for their clients. Over 125 people attended the event.
 - Snap the Stigma Roadshow event that was hosted by CREATE initiating the conversation about the stigma and barriers faced by children and young people living with disability who have a care experience.
- Focus Area 2: Creating liveable communities. Highlights for this focus area include progressing items on the DAIAC Projects Table.
- Focus Area 4: Improving access to services through better systems and processes. Highlights for this focus area include:
 - Hosting Easy Read training for staff and
 - Review of the process for the allocation of Master Locksmith Access Keys.

A number of temporary licences were issued to permit the use of Council land for events, access, site compound and investigations by state authorities.

Longer term licences were entered into with:

- Cricket NSW for the use of office space within the Shellharbour Stadium
- Amity College Australia Limited for the occupation of Council land adjoining the school
- Department of Education for the use of part of Morley Park Lake Illawarra
- Licence for the kiosk at Reddall Reserve
- Commercial Fitness training licence was entered into following public exhibition

Operational Income

\$348k

Operational Expense

\$1.045m

Capital Spend

\$5k

Total performance progress met





Cultural Treasures Multicultural Festival

The second Shellharbour 'Cultural Treasures' Multicultural Festival was held on 23 June 2018 at Reddall Reserve, Lake Illawarra. This year, the event was funded by NSW Government and Multicultural Communities Council of Illawarra (MCCI) and coincided with Refugee Week.

Partnership arrangements with MCCI and Amity College played key roles in supporting and delivering the event. The festival was held to celebrate the value of our region's rich cultural diversity, encouraging a feeling of inclusiveness and demonstrating the colourful vibrancy that multiculturalism can bring. It incorporated vibrant entertainment by a variety of diverse cultures, multicultural food stalls, creative workshops and a public art project to engage all age groups.

The day was a success attracting approximately 1,500 people and receiving a great deal of positive feedback from the community.

1.1.5

A creative community participating in arts and cultural activities

Council continues to deliver on the Arts and Cultural Development Strategy, Make, Play, Grow 2015-2019: A strategy for a more creative Shellharbour, which aims to create an environment where ideas, imagination and creativity can flourish.

Over 150 primary age children and art students from Lake Illawarra High School were consulted about the signature Civic Centre artwork.

The Yarning Minds project, promoting mental health month was delivered utilising an Arts and Health grant from the Illawarra Shoalhaven Area Health District Health. The project engaged artists from the Neural Knitworks project enabling the Shellharbour community to engage with a national project promoting the benefits of craft and brain health.

Over 200 community members were successfully engaged to make around 100 neurons, which were installed at Warilla Library.

The construction of the skate park was completed at the end of June 2018 with an official open day planned in the first week of the July school holidays.

A series of 'Resourcing your Art' workshops were presented in October. 14 local artists participated in the professional development opportunity aimed to bring artists together to understand and discuss their value as an artist and creative ways to connect with others, promote, sell and exchange their work.

Supporting growth of the Lake Illawarra Art Trail, the direct commission of 'Spilt', a sculpture by local artist David Ball, was installed in Reddall Reserve overlooking Windang Island.

To promote and celebrate the Civic Centre Public Art, a Public Art tour and Artist workshops were delivered as part of the Civic Centre Community Open Day on 10 February. Four of the commissioning artist's participated on the day.

The Civic Centre Public Art Strategy has been finalised with the final artwork, Land Poetry installed throughout the Civic Centre. The partnership with University of Wollongong resulted in the design of beautiful artworks on the interior office glass by students who responded to the visual theme of surf, mist, cloud and sky. The artworks double as both privacy screens for meeting rooms and enliven the space through the development of local public art.

Operational Income

\$4k

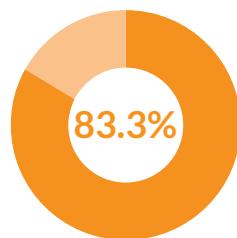
Operational Expense

\$100k

Capital Spend

\$22k

Total performance progress met



1.1.6

Meet the diverse needs of the community through the delivery of quality and accessible community services and programs

Council's Cultural Diversity Policy and Framework was endorsed and aims to ensure that Council effectively engages and communicates with our culturally diverse community.

A highlight of the International Day of People with Disability was the launch of the EmployABILITY Local Story project that included a round table conversation on employment and disability.

The storyboards include pictures and stories of people with disability in employment to promote the benefits of employment for people with disabilities to external businesses.

The installation of new age-friendly outdoor exercise equipment was completed at Barrack Reserve, Barrack Point.

An eight-week 'come and try' program was conducted at the equipment for people 50 years of age and over.

Under the Targeted Early Intervention (TEI) funding and priorities, Council will continue to work with Family and Community Services (FACS) and other key organisations on how we can continue to support young people aged 8-14 years, young parents and Aboriginal children, young people and families.

Aimed at improving access to services, particularly in Lake Illawarra, Warilla, Albion Park Rail and Barrack Heights.

The second Shellharbour 'Cultural Treasures' Multicultural Festival was held at Reddall Reserve, Lake Illawarra. This year, the event was funded by NSW Government and Multicultural Communities Council of Illawarra (MCCI) and coincided with Refugee Week. The day attracted approximately 1,500 people.

The 2018 Seniors Festival committee supported the production of a Seniors Festival Calendar of Events, with the Health and Wellbeing Expo and Trivia Competition being held at the Civic Centre.

Council partnered with the CREATE Foundation on the 'Snap that Stigma' event, held in the Civic Centre auditorium, Totem Skateboarding's skate workshop in the Civic Square at the Council building and a presentation and survey with the Shellharbour Business Network as part of the development of the Strategy for Shellharbour's Young People.

Council has continued to facilitate and participate in a range of partnership and interagency networks including Illawarra Interagency, Paint Shellharbour READ and Shellharbour Youth Services network.

Operational Income

-\$14k

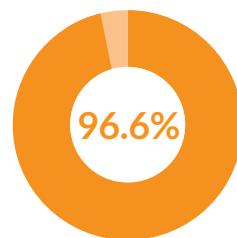
Operational Expense

\$604k

Capital Spend

-

Total performance progress met



1.1.7

Provide innovative and inspirational opportunities for education and leisure through our library programs, resources and facilities

A key focus for Shellharbour City Libraries was preparing for the opening of the new City Library in early 2018. A high volume of orders was placed for a diverse range of library materials, with thousands of items delivered and shelved in November and December to form the opening collection at City Library. Annual magazine subscriptions were reviewed and updated. The Library also continued to refresh the collections at the branches with new stock.

New display options incorporating popular genres were implemented for fiction and DVD collections that will make the collections more user-friendly and accessible for library customers visiting the new City Library.

As part of keeping library collections relevant for the community, the 'Choose Vote Enjoy' initiative went live on the Libraries website allowing customers to choose forthcoming titles for the libraries from an online carousel of new stock updated each month. Customer suggestions for purchase were also actively supported.

Work also commenced on the development of the Heritage Room collection which comprises the combined resources from the library, museum and the Tongarra Heritage Society. A memorandum of understanding with the Tongarra Heritage Society will make the Society's resources accessible to the public within the Heritage Room and via the library catalogue.

Another important addition to the library resources came from a donation by Uniting Ability Links of 30 junior and young adult books in recognition of Social Inclusion Week 2017, which has been made available for loan to the Shellharbour community.

Other innovative and inspiration opportunities for education and leisure within the library programs, resources and facilities included:

- Kanopy – a new film streaming platform was added to eLibrary resources
- 'Cartoons of Hal Eyre' travelling exhibition at Warilla Library in August
- 'Powerful owls of the Illawarra' presentation at Warilla Library
- Paint Shellharbour REaD community engagement on the programs future direction
- Free HSC information evenings highlighting English and Maths at Warilla Library
- 'Games to Gather' (a social driven program) and 'Dungeons and Dragons'
- Tech Savvy Seniors classes for over 60's with a WEA Illawarra partnership
- Introduction to iPads, Introduction to Tables, Basic Computing, 3D printing demonstrations, Code-it-Yourself club, robotics sessions and drone demonstrations
- Radio Frequency Identification (RFIS) system implemented for loan kiosk use
- Babies Love Books, Itsy Bitsy Builders and Story Time for the pre-schoolers
- Pop up libraries were delivered through the Seniors Festival, Youth Week, Law Week, International Women's Day, Harmony Day, and Australian Library and Information Week, as well as the Art after Hours, Family History Help, and Author Talk Series
- Poppies for Remembrance project for Anzac Day connected individuals and groups in our community from knitting groups to the local RSL's, contributing 1,200 poppies

A major recruitment was undertaken to fill positions in the new Libraries and Museum structure to staff City Library. Staff training was a high priority with library staff trained in the RFID system and the new 'roving' customer approach to be implemented at City Library to enhance the level of service provided to library customers.

Operational Income

\$237k

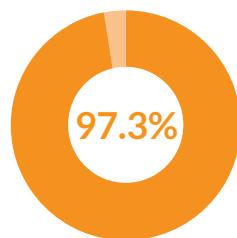
Operational Expense

\$1.977m

Capital Spend

\$356k

Total performance progress met



1.2.1

Provide residents access to a range of services and facilities that are relevant and responsive to health and wellbeing

Council is committed to providing residents access to a range of services and facilities that are relevant and responsive to health and wellbeing.

Council's pools facilitated the Grey Medallion program providing water safety and lifesaving skills for over 65's. It aims to reduce drowning and aquatic related injury in older Australian's and encourage healthy independent and active lifestyles. The program covered water safety knowledge, aquatic exercise, resuscitation and emergency Care and personal survival and Lifesaving skills.

Council has been working with NSW Health to obtain footpath signage displaying 'make healthy normal' messages. This signage was placed along the lake foreshore to encourage people to get active and utilise the outdoor exercise trail.

In March 2018, Council was approved to become a member of the Alliance for Healthy Cities. This is an international network aimed at protecting and enhancing the health of individuals. The Alliance is a group of cities and other organisations that work towards achieving the goal through an approach called Healthy Cities, in close collaboration with the World Health Organisation.

Council has delivered a range of services and activities including the Cook, Chill, Chat program; The Healthy Ageing Newsletter; and numerous aquatics programs on offer at our beaches and pools - aqua-aerobics, learn to swim, inflatable days, and the incredibly popular pool open days and movie nights.

Infrastructure renewal of assets at Howard Fowles Oval, Geoff Shaw Oval and Terri Reserve has been undertaken and work has commenced on the installation of new exercise equipment at Skiway Park and Eric Creary Reserve.

Operational Income

\$407k

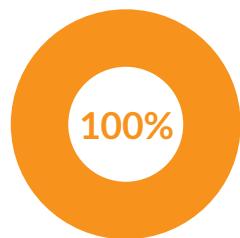
Operational Expense

\$2.196m

Capital Spend

\$731k

Total performance progress met





Civic Centre Official opening

The Shellharbour Civic Centre was officially opened by His Excellency General the Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales, and Shellharbour Mayor, Councillor Marianne Saliba on 2 December. Members of the Community, current and former Councillors and staff attended the opening.

The ceremony included welcoming addresses from the Governor of New South Wales, Shellharbour City Mayor, General Manager and Aboriginal Elder Uncle G. A commemorative plaque was unveiled and guests enjoyed live music from a local singer and harpist followed by a tour of the community spaces and afternoon tea.

The Civic Centre Community open day was held in February with more than 3,000 people attending and celebrating the opening of the precinct. The event involved a traditional smoking ceremony and included free rides, food stalls, library activities and a public art tour.

The Civic Centre provides exceptional community spaces including a City Library, auditorium and meeting spaces.

Promotion of the Civic Centre continues with extensive programming through the Seniors Festival, Youth Week, Law Week and the Australian Library and Information Week in May. All these events helped encourage high levels of precinct patronage by members of the public.

The community was asked to actively contribute to the development of the library collection through the Choose-Vote-Enjoy program; this has resulted in the Library monthly loan rate to increase to 17,000 items per month.



City Library

The opening of the new City Library has been the major library initiative for 2018. City Library has successfully delivered on the community's aspirations for a central library space in the heart of the City, including collections that are displayed in a retail style, plentiful and varied seating options, community meeting/study rooms and a playful children's area. The community has responded enthusiastically to City Library - openly expressing their delight with the collections, the ambience and the overall facility. Almost 65,000 visits were made to the City Library in the first six months, including over 3,000 people participating in the Community Open Day in February.

The enhanced accessibility of City Library, with opening hours over seven days in a central location, has created a vibrant library that has generated over 93,000 loans of library items since the start of the year. By the end of June over 2,700 new people had registered for membership at City Library, bringing the total for the period to 3,392 new library members.

There has been a keen focus on technology at Shellharbour City Libraries during 2017/18. New technology at City Library has enabled new loan kiosks that are fast and user-friendly, transacting multiple items at one time. City Library also has a smart returns chute that is available outside library opening hours making it easier for customers to return their items. The 24/7 digital branch has been increasingly popular. Hits on the library website have more than doubled since last year reflecting increased borrowing from the eLibrary, as well as searching the catalogue or voting in the Library's Choose Vote Enjoy book selection program.

Australian Library and Information week culminated in the visit from the State Librarian, Dr John Vallance, who was most impressed with the quality of the facilities, the programs and the level of engagement.

The community was asked to actively contribute to the development of the library collection through the Choose-Vote-Enjoy program. This has resulted in a steady increase of loan items each month, since opening in January, to 17,000 for the month of June.

1.2.2

Provide diverse opportunities for recreation and enjoyment in the city's parks and open spaces

With the change from winter to summer season sports Council received and processed 67 applications for the use of sportsfields. The sportsfields were scheduled to be used 1,187 times over the summer season. The predominate users were sporting clubs (90.6%), followed by schools (8.6%) and associations (0.8%).

Work continued on the planned upgrade of facilities at Howard Fowles and Geoff Shaw ovals. A number of meetings were held with the Roads and Maritime Services (RMS) to discuss the works proposed for the Croom Regional Sporting Complex associated with the Albion Park Rail Bypass.

Council commenced a joint mulching initiative with Corrective Services in which mulch was spread by low risk inmates under supervision. These works and the extended dry season enabled staff to achieve additional large scale garden renovations. Maintenance of the urban forest was made slightly challenging due to some adverse weather conditions forcing crews to spend their time cleaning up fallen branches and making reserve and street trees safer. The replacement of street trees along Tongarra Road, Albion Park was carried out and future monitoring will continue into the warmer months.

Over 250 street trees were handed over to Council from stage one of Calderwood Valley development and Harbour Boulevard, Shell Cove. Staff have undertaken watering of these trees and documenting locations for future reference. The city continued to receive new street trees through hand overs from developers within the Tullimbar Estate. Crews are assessing the best way to manage the new assets with available resources.

A work plan was established to commence a comprehensive review of Shellharbour's open space and recreational needs. This review will provide strategic guidance for the provision of active and passive recreation throughout the City in the form of the development of a number of Master Plans. The review of a number of draft plans of management has commenced which includes lands categorised as sports grounds, parks and reserves.

Operational Income

\$382k

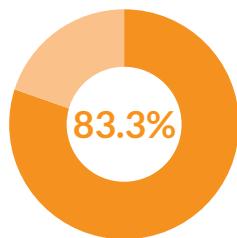
Operational Expense

\$5.856m

Capital Spend

\$512k

Total performance progress met



1.2.3

Provide a range of accessible recreational opportunities and associated facilities to cater for a broad range of ages, abilities and interests

Round numbers at the Links were pleasing, with strong numbers for midweek competition play, the introduction of the Friday frenzy competition has helped especially in attracting visitor competition players.

Full playing members are well ahead of target and importantly up on the numbers pre course redesign and subsequent increase in membership rates.

Gaming revenue continues to be strong with revenue expected to increase through the first quarter of 2018-2019 due to the addition of two gaming entitlements.

Bar revenue along with green fee and membership revenue remained on target, golf operation staff continued to work on increasing retail spend per player with increased retail direct digital campaigns.

Attendance and participation in Council run competitions at Shellharbour City Stadium are strong particularly in netball and basketball. Non-sporting bookings for the stadium have exceeded target.

The stadium has hosted a variety of events and activities including, school holiday basketball competition, school basketball training and school sports, birthday parties, a cricket conference, netball and wheelchair basketball competitions and a cheer leading tournament that attracted people from across the state. Other events included, junior Basketball development, Outrageous mini games, Men's basketball competition, Futsal, Ladies Netball, South Coast Netball trials, Kelly mini sports, Birthday parties, Saturday morning netball, NSW Wheelchair Basketball Shoot-out competition, Festival of Sport OMG games, Illawarra Hawks training, Kids Wish, Disability Trust, Greenacres, school groups and orienteering.

The Stadium Kiosk opened for the Convoy event during November with sales in the kiosk and BBQ performing well.

Council continued to promote the stadium through advertising competitions and term programs in school newsletters, council's website and Facebook, on electronic sign and banners out the front of the stadium. Other avenues used to promote include conducting special fun days for school age children, word of mouth through existing stadium users, newspapers / radio, group emails to existing members for registrations, holiday programs and events held at the stadium.

Operational Income

\$3.860m

Operational Expense

\$3.772m

Capital Spend

\$5.420m

Total performance progress met





environment



2,100
trees donated

10

Ecological Management
Plans developed/reviewed



92
bushcare/parkcare
working bees

39

sustainability and
climate change
education activities
delivered



56%
kerbside
resource recovery

23,029



of carbon dioxide equivalent reduced
due to gas flaring at Dunmore Waste
Disposal Depot.

98

waste management
educational programs delivered



10,050
tonnes of Food
Organics Garden
Organics (FOGO)
collected

661

development
applications approved



55
days average time
taken for all
development
applications

71

pre-lodgement meetings
provided by planning team

11,606

people visited City Museum
since opening in January 2018

2.1.1

Manage catchments effectively to improve the cleanliness, health and biodiversity of creeks, waterways and oceans

Water quality sampling was conducted to determine the quality of our waterways. An assessment of the water quality results for the 12 sample sites for nutrients (Nitrogen, Phosphorous, Chlorophyll a) showed a 38% compliance with the Australian and New Zealand Environment and Conservation Council (ANZECC) guidelines, however most sites were within their 'normal' range compared to historical data.

An assessment of the Beachwatch (bacteriological) data received for Shellharbour North Beach, Warilla Beach and the Lake Illawarra Entrance lagoon has been completed against the NSW Beachwatch programs star rating system. All three locations have been assessed as having a 4 star rating, indicating suitability for swimming.

Capital and maintenance works progressed as planned. Stormwater pits and pipes were cleaned as required and the gross pollutant traps installations at Wattle Road, Shellharbour and Hamilton Road, Albion Park are nearing completion. Pits and pipes were maintained as required. Various pipes and pits were cleaned by contractors and numerous areas across the City were inspected by CCTV.

As part of the Stormwater Education program, support is continuing for the successful partnership with the Illawarra Environmental Education Centre to deliver the Stormwater Coaches program to local primary schools. Planning has commenced for phase two of the program, which will see schools implement on-ground actions addressing stormwater pollution.

Annual reviews of the Dunmore Wetland, Flinders, Ashburton Drive/Stubbs Road and Shell Cove twin ponds Wetland Plans of Management were undertaken. Site inspections were conducted on various locations with Natural Areas staff to view progress of management actions over the last 12 months, review priorities of management actions and list new actions at the site.

Weed spraying activities were maintained throughout Winter and into Spring. Perennial weed species have been targeted due to their proliferation in the warmer months. Weed spraying activities were undertaken around the Local Government Area (LGA), such as Myimbarr Wetlands and Picnic Island. Rubbish removal was also undertaken at these locations along wetland edges and drainage channels. Works have commenced on the newly handed over Shell Cove wetland targeting annuals and emerging Casuarina species along the edge of the wetland.

Operational Income

\$618k

Operational Expense

\$592k

Capital Spend

\$838k

Total performance progress met



2.1.2

Deliver projects which work towards the protection of biodiversity in our natural areas

Annual reviews of the Windang Island, Picnic Island, Elizabeth Brownlee Reserve, Abercombe Reserve, Alex Hoffman, Boonerah Point, Currambene, Light Rail, Blackbutt and Shell Cove Ecological Plans of Management were completed.

Site inspections were undertaken to view progress on management actions over the last twelve months, review priorities of actions and list any new issues at the sites. A review of the Croom and Hargraves Road Reserve Ecological and Bushfire was also undertaken. This included consolidating management actions and updating references to reflect recent changes to legislation.

A number of grant projects to remove weeds have been undertaken on Picnic Island both by Council and the Local Aboriginal Land Council. Grant funding has also been secured for regeneration works at Windang Island. Ongoing weed management also continued at Dunmore Waste Disposal Depot. Additional works have taken place at Whistlers Run and Oakleigh Creek as result of resident requests.

An extensive survey was conducted at Croom Reserve for the threatened plant *Pimelea curviflora* var *curviflora* (Rice flower). A comprehensive survey for *Chorizema parviflorum* (Eastern Flame Pea) was conducted in the vegetated area behind the Light Railway Museum at Albion Park Rail. A number of individuals were found. A further broader survey was undertaken to identify the extent of the population.

In conjunction with the Office of Environment and Heritage (OEH) an on site survey was completed at Stoney Range to locate a previous record of the threatened species, Illawarra Socketwood, *Daphnandra johnsonii*. A number of stems were located. A new cluster of the White Flowered Wax Plant, *Cynanchum elegans* was also discovered on site adding to the ecological significance of the Reserve. All records will be added to the NSW Atlas. Council staff assisted an expert consultant to conduct the first stage annual monitoring plots for *Pterostylis gibbosa* (Green Hood Orchid) in Croom Reserve. Follow up surveys to count flowers and seed capsules will need to be conducted.

Monitoring for OEH's National Flying-fox Census was completed for the Grey-headed Flying Fox at the Blackbutt Reserve Camp a number of times throughout the year. Additional monitoring for the potential impacts of the prescribed burn undertaken by the Rural Fire Service (RFS) within Blackbutt Reserve were also completed. Due to favourable wind conditions, no signs of distress or disruption, including fly out events were detected. This data was sent to the (OEH) and added to the internal Council flying fox monitoring data base.

Operational Income

\$24k

Operational Expense

\$356k

Capital Spend

-

Total performance progress met



2.1.3

Demonstrate leadership on environmental planning and management

Two major events were held during National Fair Food week celebrations. The successful regional 'Connecting Over Fair Food' event was held on 11 October, in partnership with Food Fairness Illawarra, Wollongong and Kiama Councils, the Nutrition Society of Australia Wollongong branch, and Neami national. The event brought 160 people together to connect with a range of local fair food organisations and businesses.

Waste Education programs undertaken from the Better Waste Recycling Fund included:

- Tip tours of Dunmore Recycling and Waste Disposal Depot
- Nursery Open Day
- Workshops on worm farming
- Eaton Gorge Theatre Company presented: Radical Recyclers to 205 Primary School children from St Pauls Catholic School
- Council provided 110 reusable drinking cups to residents to celebrate Recycling Week at over nine events
- FOGO education campaign, six 'Radical Recyclers' performances were delivered to 1,097 primary school children with the performances focusing on recycling

Additionally, a new Food Organics Garden Organics (FOGO) education campaign was launched which consisted of the production and airing of three different television commercials targeting behaviour change for specific demographics within the community.

Operational Income

\$105k

Operational Expense

\$252k

Capital Spend

-

Total performance progress met





Shellharbour Coastal Zone Management Plan

Reference: R.N2271.003.02.CZMP.Final
Date: February 2017
FINAL REPORT



Coastal Zone Management Plan Certified

The Shellharbour Coastal Zone Management Plan was certified by the NSW Minister of Environment, adopted by Council and placed in the NSW Government Gazette.

With the assistance of the NSW Office of Environment and Heritage (OEH), Council prepared a Coastal Zone Management Plan (CZMP) to provide practical actions to address the risks to assets and land from coastal hazards (erosion, recession, and inundation and slope instability).

The CZMP covers the Shellharbour Local Government Area coastline from Windang Island in the north to Bass Point in the south, over a distance of 7km.

Key beaches covered by CZMP include Warilla Beach, Shellharbour North Beach, Shellharbour Boat Harbour, Nuns Beach and Shellharbour South Beach.

The CZMP was the culmination of years of work by Council and the community.

2.1.4

Facilitate community involvement in caring for the natural environment

National Recycling Week was successful with several events held. This included keep cup giveaways throughout the Local Government Area.

Council worked with community groups to fund the delivery of 18 workshops.

The following recipients under the Small Environmental Projects Fund were successful:

- Blue Cove Early Learning Centre,
- Curious Kids Early Learning Centre
- Calderwood Christian School
- Shellharbour City Children's Centre
- Illawarra Academy of Learning
- St Pauls Catholic Primary School
- Flinders Cove Early Learning Centre
- Barrack Heights Children's Centre
- Junior Einstein's Nurturing Centre
- St Joseph's Catholic High School
- Warilla Preschool Occasional Care Centre.

Clean Up Australia Day was held on Sunday 4 March 2018. A total of 1.66 tonnes of waste materials discarded into the environment was collected by 108 volunteers across 8 sites.

Operational Income

Operational Expense

\$54k

Capital Spend

Total performance progress met

100%

2.2.1

Undertake community education on best practice environmental sustainability and management of climate change

Council educates and engages with the community through environmental programs and events. Activities held included guided walks exploring Windang Island, pop-up environmental displays, a partnership activity with Wildlife Rescue South Coast and a talk on local frogs, the Powerful Owl Citizen Science Workshop, and Rockpool activities.

Interest in the monthly Sustainable Shellharbour e-newsletter has continued to increase, with over 1,120 people now receiving the monthly editions.

Workshops were held to facilitate a reduction in waste to landfill. Over the last 12 months, over 3,000 residents were engaged in these programs. This will positively impact on the environment through a better educated community and reduction of waste deposited by residents.

Forty-two waste education programs were delivered to 3,842 residents. These programs focused on waste avoidance, resource recovery and the use of Council's waste management system. Seventy-nine residents demonstrated their commitment to waste avoidance and resource recovery initiatives through downsizing from a 240L garbage bin to a 140L garbage bin or through collecting a worm farm, compost bin or Bokashi Bucket from Council's Nursery.

Operational Income

\$25k

Operational Expense

\$243k

Capital Spend

-

Total performance progress met



2.2.2

Operate effective and sustainable waste management for the city

Council monitors the community's waste collection services closely and partners with the collection contractor to educate residents in responsible waste disposal and recycling.

Council operates the Dunmore Recycling and Resource Recovery Facility and opened the new Transfer Station which makes recycling and resource recovery easier for residents. The new Food Organics Garden Organics (FOGO) facility was also commissioned. The FOGO facility is an exciting new service improvement that provides Shellharbour City Council residents with the opportunity to divert food waste from landfill and to "close the loop" with food scraps returned to compost to help improve soil health.

Council monitors the community's waste collection services closely to deliver targeted educational campaigns for residents on the use of the kerbside waste management system. A total of 15,017 tonnes of material was collected at the kerbside. Of this, 6,295 tonnes was collected through the red-lidded bin and subsequently sent to landfill, 3,071 tonnes was collected through the yellow-lidded bin for recycling and 5,649 tonnes was collected through the green-lidded bin for reprocessing. This resulted in a resource recovery level of 58%.

Since opening on 4 December 2017, the new Transfer Station at the Dunmore Recycling and Waste Disposal Depot has had in excess 27,833 customers and accepted over 4,331 tonnes of material.

Environmental monitoring of surface water, groundwater, air particles and leachate is undertaken on a regular basis. The monitoring includes sampling groundwater bores located across the Dunmore Recycling and Waste Disposal Depot site, sampling of leachate generated from the landfill, sampling of surface water bodies, dust gauge and landfill gas at the landfill surface to detect any potential impacts on the environment. Testing results received indicate that the sites environmental performance complies with the applied performance standards.

Operational Income

\$21.657m

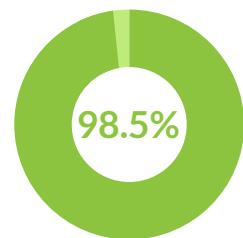
Operational Expense

\$17.872m

Capital Spend

\$3.291m

Total performance progress met





Fogo - Food Organics Garden Organics

Two additional television advertisements were filmed as part of the Food Organics Garden Organics (FOGO) education campaign.

In one advertisement, two comedic actors demonstrate how easy the system is to use and focus on encouraging the uptake of the FOGO service, primarily the food component of the service.

The other advertisement targeting the 18 - 34 year old demographic and will feature heavily on social media.

This year FOGO has diverted over 10,000 tonnes from landfill.



2.2.3

Reduce our ecological footprint

Council monitors water consumption over several sites. This is monitored monthly with any occurrences outside of expected ranges investigated.

Council's Works Depot generates solar energy which is also monitored monthly. Investigations have commenced to include solar power generation on other Council sites.

Council considers environmental outcomes when purchasing plant and equipment for daily operations. The assessments consider fuel economy and fuel type, CO₂ emissions, noise, service intervals and the cost effective use and disposal of waste products e.g. waste oil, waste coolant, oil filters, batteries, electronic equipment. As part of this process, the recent order of the Waste Compactor identified a Tier 4 power plant, which is the highest environmental standard available for this plant with reductions in carbon emissions and fuel savings.

Council undertakes active landfill gas extraction at the Dunmore Waste and Resource Recovery facility to reduce the environmental consequences that can be associated with waste disposal. Methane extracted from the landfill is converted to carbon dioxide through gas combustion via a flare. 12,176 tonnes of carbon dioxide equivalent has been abated through the landfill gas capture system at Dunmore. This is equivalent to removing over 2,600 cars off the road.

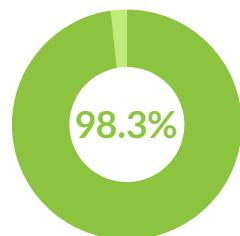
Operational Income

Operational Expense

\$13k

Capital Spend

Total performance progress met



2.3.1

Establish the Shellharbour Civic Centre as a vibrant civic, commercial and cultural precinct

The Shellharbour Civic Centre was officially opened by His Excellency General the Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales, and Shellharbour Mayor, Councillor Marianne Saliba on 2 December. Members of the community, current and former Councillors and staff attended the opening.

The ceremony included welcoming addresses from the Governor of New South Wales, Shellharbour City Mayor, General Manager and Aboriginal Elder Uncle G. A commemorative plaque was unveiled and guests enjoyed live music from a local singer and harpist followed by a tour of the community spaces and afternoon tea.

In February, the Civic Centre Community Open Day was held with more than 3,000 people attending and celebrating the opening of the precinct. The event involved a traditional smoking ceremony and included free rides, food stalls, library activities and a public art tour.

Operational Income

\$2k

Operational Expense

-

Capital Spend

\$14.950m

Total performance progress met



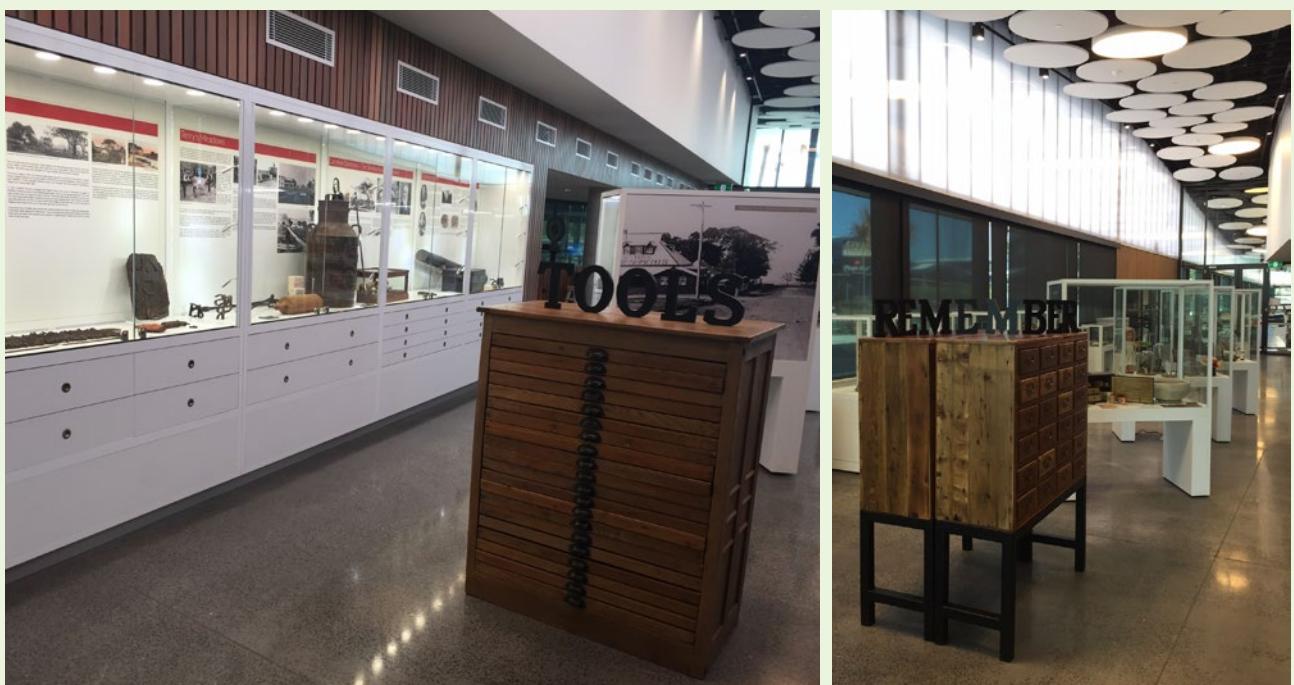
City Museum

To facilitate the move from the Tongarra Museum to the Civic Centre and to ensure customer safety, the Tongarra museum doors were closed to the public from July. Research and local history services to our community and customers via email and phone continued during this time, with Volunteers working tirelessly to support the move.

Staff focused on preparing exhibitions, installations and storage for the move to the new Shellharbour City Museum including the Rutledge Collection, which includes approximately 20,000 Aboriginal artefacts. Staff also worked hard to ensure the Museum online presence was current and up to date during this period. To this end, the Shellharbour City Museum has been added to the 'Tread Shellharbour' touring app, making it available via free download on both Apple and android devices.

Our City's history and heritage took precedence this year as Shellharbour City Museum opened its doors to the community. The central location and extended opening hours of the new facility greatly enhanced the opportunity to share Shellharbour's history and heritage with the local and wider community, resulting in significantly higher levels of museum visitation than ever before, with over 11,000 people visiting the Museum since opening in January.

Since opening in January, over 300 school children have participated in the Museum's education program, taking part in treasure hunts and having access to special collection items. Teaching staff have provided very positive feedback about the new facility.



2.3.2

Undertake all land use planning addressing social, economic and environmental principles whilst reflecting the current and future community's needs

A number of key Council strategic planning documents fall under this strategy including Council's local environmental plan, development control plan, coastal zone management plan and Lake Illawarra coastal zone management plan. Varying degrees of work have been carried out on these plans.

The Development Control Plan (DCP) was reviewed to provide the opportunity to incorporate key aspects of the recently completed town centre plans into the DCP. Council adopted the revised plan on Council 12 December 2017.

Council considered 13 Planning Proposals for land in both rural and urban environments as well as specific land uses such as short-term rental accommodation.

Council continued to advocate for the community on State and regional planning matters during the reporting period. Of particular importance is the planning and delivery of the Albion Park Rail Bypass. Council continued to negotiate with the Roads and Maritime Service and NSW Department of Planning and Environment on this significant project.

Discussions surrounding the implementation of the Low Rise Medium Density Housing Code in the Shellharbour Local Government Area was considered by Council, resulting in a Mayoral minute and Council resolution to seek exemption from the code on 12 June 2018.

Council also made submissions to the State Government in relation to proposed changes to the Shell Cove Concept Plan approval and Calderwood Concept Plan approval.

Council was actively represented on the Illawarra Shoalhaven Regional Plan Co-ordinating and Monitoring Committee as well as the Illawarra Shoalhaven Urban Development Committee. This representation helps to ensure that Shellharbour can demonstrate its achievements in relation to regional planning and development, as well as advocate for the needs and well-being of its community in terms of infrastructure and services.

Operational Income

\$61k

Operational Expense

\$547k

Capital Spend

-

Total performance progress met



2.3.3

Promote innovative and flexible transport systems that provide convenient and sustainable movement

All traffic management requests were investigated within 20 days and all street lighting investigations were completed within 10 days during this reporting period.

Opportunities and available funding streams are regularly checked and submissions prepared where appropriate. Through this process, Council applied for grant funding in five areas in the Albion Park, Albion Park Rail, Shellharbour and Dunmore areas. Council has also identified a qualifying Blackspot Location at the intersection of Moore Street and Parkes Street, Oak Flats, which will be submitted to the Federal Blackspot Program for possible funding as part of the 2019-2020 program of works.

Council was successful in the 2017-2018 Roads and Maritime Services (RMS) Active Transport Grant for the construction of a shared pathway along Tongarra Road Albion Park.

Council also continued the Blackbutt Reserve shared path renewal project, renewing a much used link to Council's shared user path network.

A new weekday bus route has been established by Premier Illawarra, operating from Stockland Shellharbour out to Tullimbar and Calderwood. Titled "Route 75", the service travels via Oak Flats station in both directions following Tongarra Road before turning into Tullimbar at Broughton Avenue. The bus then heads to Tullimbar Public School before travelling back to Wongawilli Street. It then follows Yellow Rock Road into Escarpment Drive, North Macquarie Road and Calderwood Road before re-joining Tongarra Road and returning to Stockland Shellharbour.

The establishment of the new bus route assists in providing a sustainable transport option for the residents of Tullimbar and Calderwood. This assists in reducing car dependency and the need for a second vehicle per household.

Operational Income

\$168k

Operational Expense

\$1.439m

Capital Spend

\$103k

Total performance progress met



2.3.4

Facilitate the provision of development that meets the changing needs and expectations of the community

There were 694 Development Applications and modifications determined. The development industry continues to display a high level of buoyancy and strength demonstrated in the high number of applications submitted and pre-lodgement meetings discussing proposed developments. The outstanding number of applications are being reduced through appropriate recruitment. A communication strategy designed to engage more effectively with the development industry is being developed.

There has been a noticeable increase in the percentage turnaround of development application within Legislative requirements this year with 64% completed within 40 days. The additional staff resource commitment recently introduced is responding to the outstanding backlog in a more effective manner and results appear to be trending positively. The average turnaround time has also been reduced to 45 days, which is also a positive outcome. Pre-Development Application meetings continue to be in high demand with 71 meetings being held. Statistical trends indicate a continuation of high development activity within the Local Government Area and potential forecasts for this high level is expected to continue.

Operational Income

\$1.519m

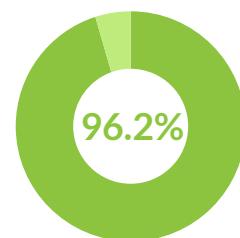
Operational Expense

\$1.651m

Capital Spend

-

Total performance progress met



2.3.5

Recognise, protect and celebrate our heritage

A wide range of Development Application referrals and general enquiries relating to heritage issues occurred over the past 12 months. This reflects the diversity of the Local Government Area in terms of history and settlement patterns.

The proposed reforms for Aboriginal Culture and Heritage will have significant impact on Local Governments and Shires within NSW. Relevant staff worked with the Office of Environment and Heritage on these reforms and provided a formal response, essentially welcoming the proposed changes that improve the acknowledgement and respect for Aboriginal culture and heritage.

The draft Bass Point Aboriginal Interpretive Centre Expression of Interest and Assessment Evaluation process progressed during this period.

Operational Income
-

Operational Expense

\$317k

Capital Spend
-

Total performance progress met



2.3.6

Deliver sustainable management of the community's assets for current and future generations

Council maintains and plans for the community assets throughout the year. During the year Council has undertaken condition assessments on its buildings, roads and open space assets. This information will guide the future renewal programs for those assets. Council developed the Delivery Program for the next three years, which will outline planned building renewals based on priorities identified from the up to date inspection data.

The plan was a culmination of months of work in developing projects that are aimed to deliver the outcomes identified within the Community Strategic Plan. A key challenge was to develop a plan that addresses essential renewal of Assets whilst maintaining Council's financial sustainability. This plan was on public exhibition in April to May 2018 and was adopted by Council in June 2018.

Council also ensures the assets relating to the Illawarra Regional Airport, Council's cemeteries and other properties are maintained to a satisfactory condition. With the introduction of Regular Passenger Transport (RPT) there continues to be a focus on the assets and operations of the airport. Council is working on a long term maintenance plan to ensure the operations continue efficiently.

Council maintains and operates two cemeteries. Strategic planning has occurred to ensure efficient operations continue.

Council maintained its assets, as required to statutory requirements and to meet community expectations. Mowing schedules slowed down approaching the cooler months, whilst building and road maintenance continued as required.

Council managed leases and licenses for its facilities and ensured services to user groups were provided as needed. Council has been working closely with Roads and Maritime Services (RMS) on the progression of the Albion Park Rail Bypass Project by leasing a portion of land at Croome Sporting Complex to the RMS for their contractor to carry out necessary preliminary works.

Operational Income

\$5.997m

Operational Expense

\$3.376m

Capital Spend

\$266k

Total performance progress met





economy



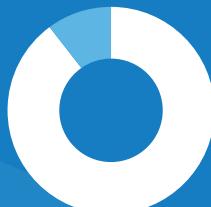
\$38.7m
spent on
capital works



\$7.87m
spent on asset
renewal program

137 capital works
projects delivered

582 Section 94
contributions levied



90%
of asset renewal
program delivered



71%
occupancy level for
Shellharbour Beachside Tourist Park



86,018
visits to the Tourism
Shellharbour Website



11,033
enquires at the Visitor
Information Centre



56 economic development
initiatives implemented
or supported

48 participants in
Economic Gardening
programs



319 participants at 10
Shellharbour City
Business Network
meetings

19 student work
experience
placements

3.1.1

Provide the community with a broad range of quality infrastructure, assets and facilities delivered in a cost-effective and sustainable manner

Work commenced on the 9th review of Council's Section 94 Contributions Plan. The rate of contributions to this plan from developers continue to be high as the city growth continues. Council also continues to work with developers on Voluntary Planning Agreements for the Shell Cove Town Centre and a large residential mixed use development on Benson Avenue in Shellharbour's City Centre.

This was a higher period in terms of developer contributions received. Funds continued to be allocated to projects during the period. The Calderwood Planning Agreement continued to be implemented and monitored. Negotiations continued for the preparation of a Voluntary Planning Agreement for the Shell Cove Town Centre and a large residential mixed use development on Benson Avenue in Shellharbour's City Centre.

Works completed included traffic facilities, stormwater design, asset renewal and disability access upgrades as well as providing survey and design services to the Illawarra Regional Airport, Dunmore Recycling Depot, Albion Park Cemetery, Lake Illawarra Foreshore and public reserves.

Council is also utilising external resources to assist in the planning and design of Warilla Seawall, Tongarra Road Shared Pathway, Calderwood Road Upgrade, Tripoli Way Upgrade, Warilla Library, Oak Flats Library and the Albion Park Airport Terminal.

Operational Income

\$11.286m

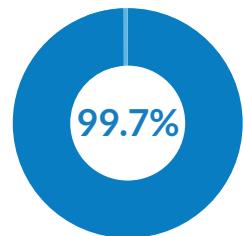
Operational Expense

\$4.156m

Capital Spend

\$6.079m

Total performance progress met



3.1.2

Improve the city's ageing assets, infrastructure and facilities to meet the needs of the community now and into the future

Council has continued the asset renewal program with the focus on completing outstanding works, whilst preparing tenders and contracts for future works. The roads renewal package was endorsed by Council and the road network renewals commenced accordingly.

The 2017/18 roads renewal package was completed. Externally funded projects at Terry Street and Calderwood Road were completed. The Tripoli Way road design is progressing.

Council has continued updating the Asset Management Plans for each asset class. These plans will incorporate the most up-to-date asset data, and satisfy technical requirement and the community's expected Levels of Service. Council finalised a substantial program of Asset inspections for its Roads, Buildings, Parks, Playgrounds and Stormwater assets. This data will be first used to generate future year Delivery Programs, as well as being incorporated later in the year for the Asset Management Plans.

Council also undertook all legislated safety inspections of prescribed dams, as well as Council bridges and buildings.

Operational Income

\$21.911m

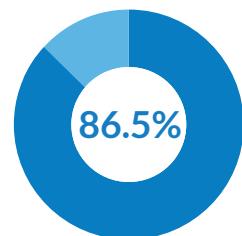
Operational Expense

\$17.877m

Capital Spend

\$4.763m

Total performance progress met



3.2.1

Establish the Shell Cove Boat Harbour as a lifestyle and boating destination providing development, tourism and community opportunities

The Shell Cove Project is one of Australia's largest government led developments and its centrepiece is the boat harbour, with 80% of the Harbour works completed. Visually, the expansive size of the waterless harbour is prominent, along with the tall timber piles and the partially finished main wharf and boardwalk. The removal of the eastern compaction mounds next to the Harbour continued, in readiness for the future land uses.

Local firm, Coastwide Civil, completed the all-important head of the main breakwater including the placement of several large boulders weighing over 55 tonnes each to provide protection. This allowed the commencement of the placement of the final rock layers from the head to the beach. Similar progress occurred on the groyne.

The Waterfront continues to attract buyers with releases of 101 'off-the-plan' lots and homes, while a developer released 45 'off-the-plan' waterfront apartments in Aqua. All were snapped up on the release days. At 30 June 2018, there were no lots or houses available for sale, however, 68 houses were under construction.

The construction of Harbour Boulevard (Stage 2) commenced, initially on those areas outside of the existing roads to minimise traffic disruptions. With those works substantially finished, the focus changed to the Addison Street re-alignment section following the intersection closure with Shellharbour Road. An approved extensive public information campaign, including an information night, resident letterbox drops, and temporary signage, commenced well before the closure and continued during construction.

The future Town Centre started to take shape. The building works of the Retail Stage 1 (consisting of the Woolworths supermarket, several retail shops and car parking) continued. Once the basement carpark was completed, the tilt-up concrete walls were installed and the iconic building design became visually evident.

The design refinement of some of the facilities and buildings, including the Library/Community Centre/Visitor Information Centre and the Marine Precinct, were progressed.

Operational Income

\$629k

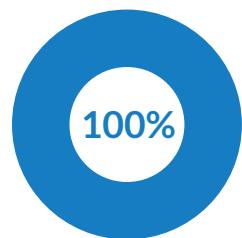
Operational Expense

\$283k

Capital Spend

-

Total performance progress met





Bottom of the Harbour Walk

Over 10,000 residents took the unique opportunity to 'Walk the Bottom of the Harbour' and view the progress of the harbour works first hand. This was a once-in-a-lifetime opportunity before the harbour is filled with water. It was a momentous occasion for the community and in the history of Shell Cove.

The construction of the harbour comprises the excavation to create an inland harbour of approximately 20ha (30% larger than Sydney's Darling Harbour) and the construction of rock breakwaters to provide a channel to the ocean for safe accessibility. Construction commenced in January 2013, and is due for completion in late 2019. Shortly, the pile drilling and placement for the 270-berth marina will commence while the harbour is dry, after which the floating marina pontoon structures will be installed before the harbour is operational in late 2019.

Once complete The Waterfront, Shell Cove will boast a world class marina with direct access to the Tasman Sea, a lively town centre, marina berths, dry stack storage, charter boat operations, a public boat ramp and a variety commercial marina facilities and services including:

- Wet marina berths in varying sizes and dry stack storage
- Boat haul out and hard stand
- Ship chandlers and boat maintenance workshop
- Fueling, maintenance and service facilities
- Sewerage pump out
- Public boat ramp with trailer parking
- Direct access to the Tasman Sea

3.2.2

Encourage opportunities for local businesses to grow and prosper

The Shellharbour City Business Network met on 10 occasions during the year and continued to provide important networking and development opportunities for local businesses. Some of the topics included:

- The Country Valley Story: a discussion about identifying and taking opportunities, brand building and business expansion issues
- Speaking with Confidence: how to build confidence to achieve improved business results
- Community Strategic Plan (CSP) Review Workshop: engaging local businesses, seeking their input into the review of the CSP
- Four Ways to Win on Social Media: how to optimise business benefits from an effective social media presence
- Business Trends and Outlook for 2018: an economic overview and outlook for the Illawarra and Shellharbour including an assessment of business trends and possible opportunities - especially for small business.

In addition to these meetings, six half-day workshops were conducted which were all well received by attendees. Formal evaluations revealing an average satisfaction level of over 96.5% for all events.

The Mayor, Councillor Marianne Saliba, launched an arrangement that enables free access for all Shellharbour businesses and members of the Shellharbour City Business Network to *The Academy* - an online business development resource. This arrangement is the first of its type in Australia and makes available to local businesses a new free resource that provides an extensive array of business tools and information to assist their growth and improvement.

Operational Income

\$32k

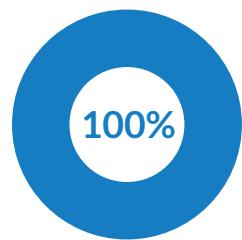
Operational Expense

\$187k

Capital Spend

\$742k

Total performance progress met





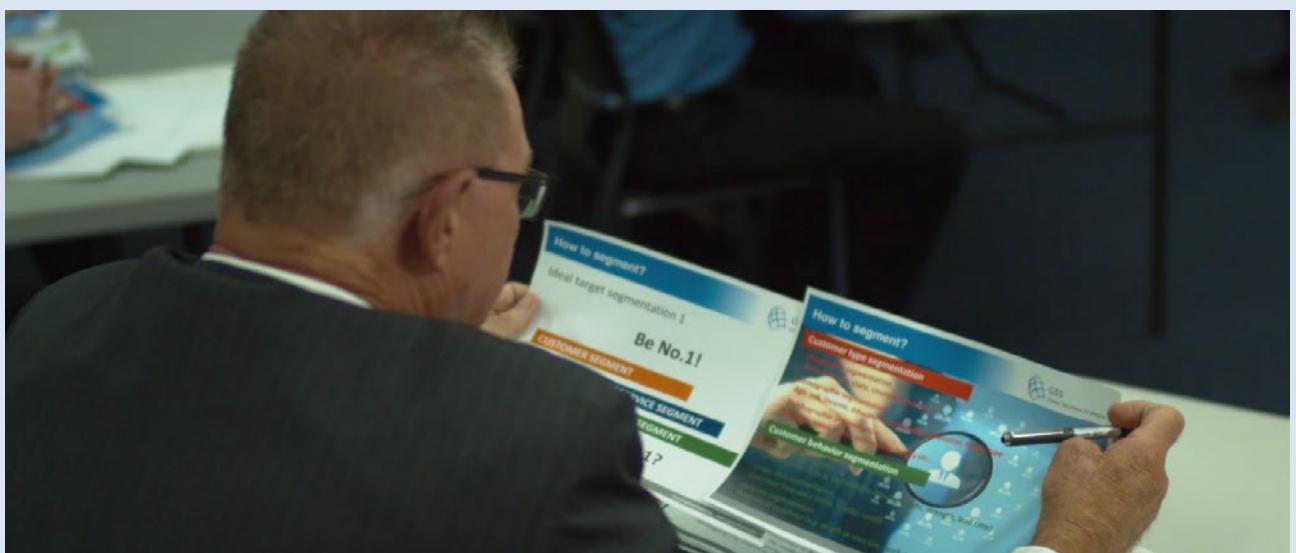
Economic Gardening

Economic Gardening Illawarra is a structured business support program available to businesses located in the Illawarra region. The strategy adopted by Shellharbour, Kiama and Wollongong Councils focuses on the development of the regional economy by supporting and assisting existing businesses to develop and grow sustainably; much like gardeners provide the support required for their plants to grow.

The primary aim of this initiative is to invest resources in businesses that have the potential for fast growth and therefore the potential to generate local employment.

This year was the 20th Economic Gardening business development program with participants from a range of business types.

The Mayor, Councillor Marianne Saliba, launched two versions of a video that promotes Council's range of economic development activities. One version video features an explanatory voice-over and the other is visually-focused and targeted at use over social media channels.





Little Park, Shellharbour Village

Little Park in Shellharbour Village was officially re-opened in May 2018. Largely designed by children, the park is the culmination of a major community engagement process, including workshops with schools, online and social media feedback with more than 20,000 people sharing their ideas.

The project cost was \$360,000 and included a 6 week construction program with additional time for heritage artefact assessments. It included the creation of additional seating and refurbishment of the amenities building and rotunda.

The playground includes features such as:

- Accessible play equipment
- Play tower with slides, flying fox, swings
- Nature play, tree fort with climbing activities
- Rock climbing wall, climbing net, rope bridge
- Musical play instruments, tactile play, in-ground trampoline



3.2.3

Present a positive image of our city to create and promote work, investment and lifestyle opportunities

Council worked with a range of government and regional stakeholders to progress a range of economic development issues affecting the City. Issues included:

- In 2017, the NSW Government determined that Shellharbour City would no longer be considered as 'regional'. Immediately impacting Council's ability to access a number of NSW Government grant funding sources available to regional areas. Following sustained representations by Councillors and staff, the Government reversed this decision and advised Council in May 2018 that Shellharbour City had regained its status as a region - thereby making it again eligible to access funding like the Regional Grant Fund.
- delivering workshops to regional business to enhance their online presence and build their businesses
- Business Connect program and the Biz Bus visits to Shellharbour City how the delivery of these services can be expanded within Shellharbour City
- regional stakeholders to discuss the preparation of a Destination Management Plan for the tourism region of Destination Sydney Surrounds South
- regional economic development issues, including the development of an Illawarra Shoalhaven Joint Organisation (ISJO) procurement policy
- the progress of a range of transport matters that have both economic and social impacts
- exploring how Information and Communication Technology Illawarra (ICTI) and Council could cooperate to assist the growth of local businesses in Shellharbour City
- input into the new Destination Management Plan for Tourism Shellharbour
- a proposal that the Illawarra Regional Airport be the site for the new Qantas pilot training facility
- Vision Illawarra regional planning tool project to explore how new technologies could be used to improve the delivery of Council services
- the operations of Warrigal's new facility in Shell Cove and how it could link with other commercial and social activities at The Waterfront

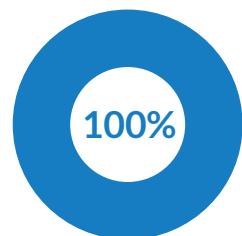
Operational Income
-

Operational Expense

\$42k

Capital Spend
-

Total performance progress met



3.2.4

Support educational and employment opportunities that retain young people, attract new workers and provide opportunities for the unemployed

Council worked with a number of external agencies to provide experience for young people and the unemployed. Workplace Learning Illawarra assists Vocational Education students at local schools. Council works closely with Workplace Learning Illawarra providing placements across Council including Customer Service; Information Management, Aquatics and Parks. Similar placements have been made for students through Oak Flats High Community Engagement. Council also provided a number of placements for students from other schools in the Local Government Area.

Trainees and apprentices from Council spoke about working at Council to year 12 students at Warilla High School. This provided the students with a better understanding of the careers available at Council.

Council participated in a pre-employment Training Program with Fusion Training Services. The program provides long-term unemployed with work experience and formal training. The program ran for ten weeks and there were ten participants who worked in parks and cleaning.

A new Learning and Development Coordinator position was included in the new structure. The position has responsibility for developing a cadet and trainee program that will support opportunities for young people.

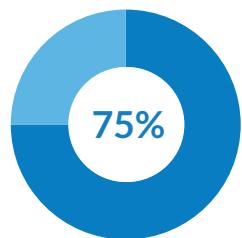
Operational Income
-

Operational Expense

\$49k

Capital Spend
-

Total performance progress met



3.3.1

Market our city as a tourist destination of choice

Tourism continued to promote Shellharbour as a key tourist destination throughout this year using a range of online social media promotions with posts detailing events, special deals, news and images of Shellharbour. Regular features in print media occurred in NRMA Open Road, South Coast Leisure Times and Let's Go Kids.

Tourism partnered with Destination NSW and the South Coast Local Government Areas in the 'Unspoilt' South Coast Marketing Campaign. This campaign is an international award winning collaborative marketing campaign, which involves the five local government areas of Shellharbour, Kiama, Shoalhaven, Eurobodalla and Sapphire Coast/Bega Valley, pooling resources to brand and promote the region as a whole. This campaign continues to focus on creating appeal and intention to travel to Shellharbour and the South Coast and drive leads to the industry.

Channel 9's Today Show undertook live weather crosses from Lake Illawarra on Thursday 10 August 2017. This show attracts around 300,000 viewers every 15 minutes with over a million daily and the weather crosses are worth around \$125,000 in equivalent media exposure.

Channel 7's Sydney Weekender with Mike Whitney filmed Shellharbour and the Historical Aircraft Restoration Society (HARS) Aviation Museum on Tuesday 5 June. The crew filmed the new 747 Wing Walk Tour and other exclusive tours that are available on the 747. Sydney Weekender attracts up to half a million viewers each week and is the most popular program in the timeslot. The estimated value of this segment in editorial value is approximately \$300,000.

The Shellharbour Visitor Centre received 11,092 visitors for the year.

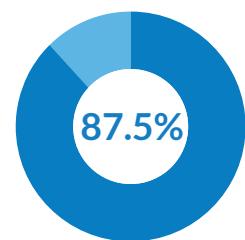
Operational Income
-

Operational Expense

\$213k

Capital Spend
-

Total performance progress met



3.3.2

Support a dynamic, responsive and sustainable local tourism industry

Tourism Shellharbour hosted several training and network sessions, some in partnership with other organisations, throughout the year that included:

- Build Your Digital Footprint development workshop
- Visitors Centre Customer Service Workshop, supported by Destination NSW and presented by NSW TAFE
- A members networking function with representatives from Destination NSW and Destination Sydney Surrounds South
- Familiarisation tours providing staff and volunteers with important product knowledge of the properties and attractions
- A Google and TripAdvisor Workshop
- Attendance at the Sydney Caravan and Camping Show, Illawarra Caravan and Camping Show, Wings Over Illawarra and the Word Bowls Cup event
- Tourism Shellharbour also celebrated 25 years in October with a function for members, board members and key industry stakeholders

Consultants were engaged to assist in producing the new Shellharbour Destination Management Plan (2018-2022) with consultation with key industry stakeholders, tourism business operators, Council staff and community to formulate the new plan.

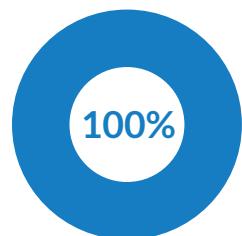
Operational Income
-

Operational Expense

\$225k

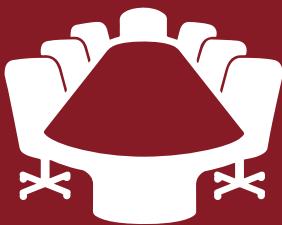
Capital Spend
-

Total performance progress met





leadership



15
ordinary
meetings held

116
media releases



1,338
records related
to Development
Applications made
available to public



87%
of customer
enquiries
resolved by
Customer Service team

5 Bushfire Management
Plans developed/
reviewed

4 Aboriginal initiatives and
events implemented
and/or supported

46 General Manager blogs

43 documents made available
to the public under proactive
release program

266,830
visitors to
Council's website



864
social media
updates on
facebook
and twitter

4.1.1

Mayor and Councillors are representative of the community and provide strong, cohesive and visionary leadership

There were 15 Ordinary Council meetings and five Extraordinary Council meetings held this year. The business papers and minutes were prepared and published on Council's website.

At the Extraordinary Council meeting on 26 September 2017 Cr Marianne Saliba was re-elected Mayor with Cr Kellie Marsh elected as Deputy Mayor.

The newly elected Mayor and Councillors attended induction and Councillor training, including sessions on Financial Issues in Local Government, Community Stakeholder Engagement and Social Media, Capable Councils Workshop, amendments to the EP&A Act, Confidentiality and Section 10A(2) of the Local Government Act and Code of Conduct training.

The Mayor attended meetings with the Illawarra Pilot Joint Organisation, representatives from Cardno, Australian Local Government Association, Country Mayors Association, CivicRisk Mutual, Roads and Maritime Services, Tourism Shellharbour, South Coast Forum of Mayors, Healthy Cities Illawarra, Illawarra Shoalhaven Joint Organisation (ISJO), Tourism Councils Advocacy Alliance, Lendlease, the Illawarra Business Chamber, South Eastern Australian Transport Strategy (SEATS) and Members for Parliament, Anna Watson MP, Gareth Ward MP and Stephen Jones MP as well as Paul Green MLC.

40 briefings were held to discuss various matters, some of these included:

- Albion Park Rail By-Pass and the propose Biodiversity Offsetting Strategy
- End of Term Report 2011-2017
- Shell Cove and the naming and proposed logo for the marina and boat harbour
- The Links
- Sale of Lamerton Crescent
- Local Government Remuneration Tribunal – Review of 2018 annual determination
- Integrated Planning and Reporting Documents
- Fit for the Future
- Draft Procurement Policy
- Section 75W submission
- Shellharbour Beachside Holiday Park
- Tourism update
- Illawarra Regional Airport
- Croome Regional Sporting Complex
- Shellharbour Youth Strategy

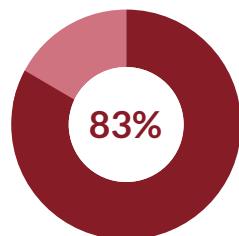
Operational Income
-

Operational Expense

\$1.141m

Capital Spend
-

Total performance progress met



4.1.2

Facilitate good communication and relationships with our community

Council information, activities and events were communicated to the community on several platforms including in print and online.

In print advertisement continued in the Advertiser/Lake Times, in a full-page Community Update which included in public notices of Development Applications and Consents and other planning notifications as required. This also included 24 Mayoral columns.

The Council website has been maintained to inform the community on matters including the NSW Local Government Elections, Windang Island Guided Walk, Sneak Peek Tours of Civic Centre, School Holiday programs, Council Meetings, Learner Log Book Run, Earthworks Course, Fair food, Garage Sale Trail, Dogs Day Out, mowing schedules, sports field updates, stadium timetables, positions vacant and the public exhibition of documents. Business papers, minutes and development consents have been updated regularly, published on the website, and shared through social media.

Community engagement occurred on:

- review the Community Strategic Plan
- foreshore protection works for Ski Way Park
- delivery of the Shellharbour Skate Park
- delivery of three new outdoor exercise equipment stations in City East and West
- the trunk of a fig tree in Little Park, Shellharbour
- Little Park Playground refurbishment
- Warilla Library's opening hours

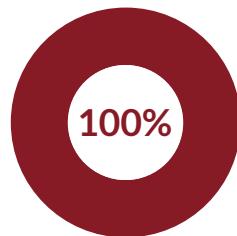
Council completed 140 media releases for stories such as the opening of the Civic Centre, the Resource Recovery Redevelopment and the re-opening of Little Park. Australia Day, Anzac Day, a community survey about dog-friendly open spaces and many other community events were promoted. Media coverage also included community events such as the Cultural Treasures Multicultural Festival and Good Neighbour of the Year Awards.

Operational Income
-

Operational Expense
\$374k

Capital Spend
-

Total performance progress met



4.1.3

Acknowledge and respect the Aboriginal community as the traditional custodians of the land

Council continues to demonstrate its support for the local Aboriginal community through a range of initiatives, events and facilitation of the Aboriginal Advisory Committee (AAC).

Reconciliation remains high on the agenda with the AAC endorsing the development of a Reconciliation Action Plan for Shellharbour City Council. Reconciliation Action Plans provide a practical and action based framework for organisations to realise their vision for reconciliation.

The AAC continues to address key initiatives such as the draft Aboriginal Cultural Protocol, the Aboriginal Employment Strategy, endorsement of the procedure for the transfer, exhibit and storage of Aboriginal artifacts from Tongarra Museum to the new Civic Centre Museum and a decision to run a series of targeted community consultation sessions to support review of Council's Community Strategy Plan.

Council supported the Barrack Heights Roundtable, the review of the NSW Aboriginal Land Rights Act 1983 and a meeting with Families Services Illawarra CEO to discuss a possible partnership on a health related project with Shellharbour Aboriginal Community Youth Association (SACYA). Council attended the Local Government Aboriginal Network Conference (LGAN) further illustrating Council's commitment to exploring new initiatives and building strong networks across the state.

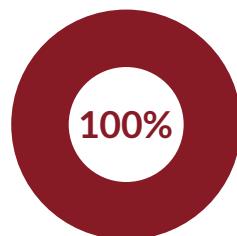
Operational Income
-

Operational Expense

\$59k

Capital Spend
-

Total performance progress met





Reconciliation Flag Walk

Council delivered another hugely successful Reconciliation Flag Walk event in May in celebration of Reconciliation Week. This year's event was one of our biggest yet with over 220 students participating and many of our Aboriginal Elders and community members joining in.

Our respected Elder Uncle Gerald Brown (Uncle Gee) who was joined by young community members – Kyle (playing the didgeridoo) and Olivia (singing the National Anthem) welcomed the day in. We also had the very popular Koomurri provide a range of cultural workshops on the day that even had the Elders up and dancing.

4.2.1

Undertake Council activities within a clear framework of strategic planning, policies, procedures and service standards

Council endorsed the End of Term Report at the 5 September 2017 Ordinary Council meeting. It is the outgoing Council's report to the community on the progress of implementing the Shellharbour City Community Strategic Plan (CSP) 2013-2023.

The 2016-2017 Annual Report was adopted by Council at the Council meeting on 10 October. The Annual Report included: Audited Financial Statements for the year ended 30 June 2017, State of the Environment Report 2011-2017 and the End of Term Report 2011-2017.

Council's Business Improvement Program was largely developed during the year with many staff members involved in updating existing or developing new process documentation and process maps in line with the organisational reforms.

The Calendar of Compliance and Reporting Requirements distributed to Councils by the Office of Local Government, was used to ensure that Council meets its obligations in relation to reporting. This period, the Public Interest Disclosure report was completed and submitted to the Ombudsman. The Office of Local Government and Local Government NSW was also advised of Council's election results.

In relation to making information readily available and complying with the Government Information Public Access Act the following comments are provided: Over 1,300 records relating to Development Applications was made available to the public on Council's website through e-services during this period. All information required to be made publicly available under the Public Information (Public Access) Act (GIPA Act) was displayed on Council's website or provided upon request.

Council submitted its Fit For the Future (FFtF) Reassessment Proposal to the Office of Local Government in March. The submission had Council meeting all seven FFtF ratios in the 2021-2022 assessment year.

Operational Income

\$44k

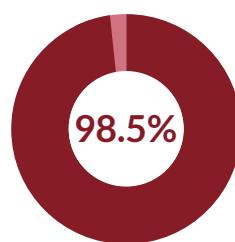
Operational Expense

\$3.931m

Capital Spend

-

Total performance progress met





Adoption of Integrated Planning and Reporting Documents

The Community Strategic Plan 2018-2028, Delivery Program 2018-2021, Operational Plan 2018-2019 and Resourcing Strategy 2018-2028, were adopted at the 12 June 2018 Ordinary Council meeting. This was the finalisation of 18 months' worth of work including extensive community engagement in the development of the plans.

The ten year Community Strategic Plan is the guiding document, which identifies the community's vision and priorities for the future of Shellharbour City, outlining the strategies that will achieve these objectives.

The Delivery Program translates the ten key objectives, reflecting our Community's expectations as per the Community Strategic Plan, into strategies. It is our newly elected Council's commitment to the Community, outlining what it intends to do during its current three year term of office to achieve these objectives. It is the single point of reference for all principal plans, projects, activities and funding allocations undertaken by Council.

The Operational Plan sets out Shellharbour City Council's planned activities and budget for 2018-2019. It identifies measures to determine the effectiveness of projects, programs and services and contains Council's Revenue Policy, in order to meet the commitments made in the Delivery Program.

The Resourcing Strategy is an essential element of the Integrated Planning and Reporting (IP&R) framework. It ensures there is an appropriate mix and delivery of infrastructure services combined with the availability of sufficient financial and human resources to deliver the Strategies and Actions within the Delivery Program and Operational Plan. It is made up of the following three components: Long Term Financial Plan, Asset Management Plan, and Workforce Management Plan.

4.2.2

Enhance an organisational culture using resources wisely, achieving quality outcomes, providing excellent customer service and seeking continuous improvement

The move to the Civic Centre has highlighted the importance of the concierge function within the Customer Service Team and continues to be well received by customers and staff. The presence of a Customer service officer at the entry of the centre has created a welcoming and professional atmosphere for the customer and improved the customer experience. Development of the Customer Request Management (CRM) system has continued in preparation for the implementation of the Customer Service Charter and Standards.

The change management plan for the Civic Centre has continued with a report on the new Health and Wellbeing Program going to the Senior Management Team.

As part of the ongoing roll out of the Organisational Reforms a number of new organisational structures have been implemented at the Group level.

Operational Income

\$61k

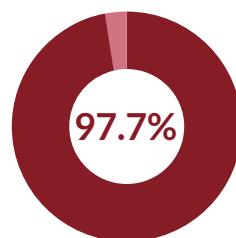
Operational Expense

\$2.332m

Capital Spend

-

Total performance progress met





Core Values Discovery

Council commenced its Core Values Discovery program in February. The program addresses two key elements:

- Cultural improvement and Values
- Accountability and behaviours

The goal of the discovery program was to uncover Council's organisational values through a democratic process which included over half of Council's staff and elected representatives.

The Discovery Program's focus was building awareness and engaging with staff through a series of workshops, the result of which was the 'discovery' of five Core Values – Collaboration, Accountability, Integrity, Respect and Sustainability (CAIRS). These values were revealed in a launch event held on 6 June in the Civic Centre, Auditorium which was attended by approximately 250 indoor and outdoor staff.

Following the launch, a reinforcement program commenced and is aimed at further promoting and integrating the Core Values into Council's daily operations.



4.2.3

Ensure Council's long term financial sustainability through effective short and long term financial management that is transparent and accountable

Council's long term financial sustainability was achieved by:

- Management recommending and Council approving the 2018-2019 Operational Plan, 2018-2021 Delivery Program and Long Term Financial Plan documents. The documents forecast Council achieving all ratio Fit For the Future (FFtF) benchmarks over 10 years.
- An updated Procurement Policy was publically exhibited and approved by Council. Procurement Procedures were updated and approved by management with over 150 staff being trained on Council's new Procurement Policy and Procurement Procedures.
- An updated Sustainable Financial Strategy publically exhibited and approved by Council. The strategy contains four key principles which have attached Objectives, Actions, Outcomes and Performance Measures.

Council submitted its FFtF Reassessment Proposal to the Office of Local Government on 16 March. The submission had Council meeting all seven FFtF ratios in the 2021-2022 assessment year.

Council's Procurement Team continued to progress regional procurement initiatives with a number of joint tenders being completed. The purpose of this regional procurement initiative is to achieve lower cost of services with sharing into a collective buying power through our partnerships with other government agencies.

Operational Income

\$54.121m

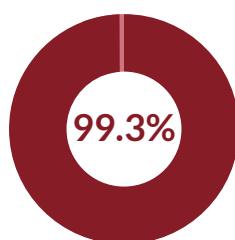
Operational Expense

\$4.535m

Capital Spend

-

Total performance progress met



4.2.4

Utilise effective communication methods and technology to share information and provide services

The implementation of the Civic Centre Information Technology (IT) Programme of works was a priority during the reporting period. The three key IT Civic Centre projects - Network, Data Centre and Telephony were delivered on time and within budget.

Council also completed the Technology works for the waste facility at Dunmore and also the Wide Area Network (WAN) project that has upgraded all the external links to various Council sites. The transition of all Council IT systems to the new Civic Centre was completed with no disruption to external and internal customers.

Council continues to deliver a wide range of services to customers online ensuring that Council's services can be accessed anywhere at any time.

The move to the Civic Centre has presented an opportunity for Customer Service to review and improve the experience it delivers to customers. To support this commitment to customer service, a cross section of Council staff came together in late 2017, to participate in a workshop to commence discussions on the development of a Customer Service Charter and Standards for Council.

The outcome of the workshop has been the development of an initial Draft Customer Service Charter from a whole of Council perspective with the aim to establishing a set of organisational commitments and standards for customer service that will be adopted by all Council employees.

Council has implemented a Tablet solution for field staff and have successfully transitioned Work Orders onto the iPad tablet solution and upgraded the internal and external mapping software with various new and enhanced features now available to staff and the community.

Operational Income

\$259k

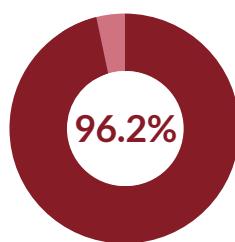
Operational Expense

\$4.725m

Capital Spend

\$886k

Total performance progress met



4.2.5

Minimise risk and ensure continuity of critical business functions

Council's Business Continuity Management Plan is in place to assist Council staff restore business operations in the event of an unscheduled business disruption or catastrophic event such as the total loss of Council's administration building. The plan covers all mission critical business functions and mission critical IT systems and applications.

Council's Business Continuity Plan has been under review as part of our transition to the Civic Centre. A draft plan has been prepared and this covers all mission critical business functions and mission critical IT systems and applications. The plan will align with the new corporate structure implemented as part of the organisational reforms. Council has been working with the information technology group to update the disaster recovery component of the plan. Council's information technology systems have been upgraded as part of the relocation to the civic centre. These upgrades have helped reduce the potential impacts caused by system outages.

Officers under the Work Health and Safety legislation have been provided with a copy of the Case Law update that provided details of the most recent case where an Officer and the Person Conducting a Business or Undertaking (PCBU) were both fined.

Council successfully applied for funding from StateCover, our Workers Compensation Insurer for up to \$10,000 to assist with a health and well-being day and \$1,800 for the Work Health and Safety Coordinator to attend a two day incident investigation course.

Copies of all SafeWork NSW newsletter and safety wraps have been distributed to all relevant staff. This year they have highlighted power tool safety, manual handling in cemeteries, working at heights, mental health and the new register for licences.

Council is a member of CivicRisk Mutual (CRM) which is an organisation made up of 14 Councils. The organisation helps members manage risk and obtain the best value insurance solutions consistently. CRM provides training for its members in emerging risk issues and they also support members with funding for risk management initiatives such as driver training and desktop exercises of Council's Business Continuity and Disaster Recovery Plan. CivicRisk Mutual is supported by a separate entity called Mutual Management Services (MMS) and their role is to manage the administrative functions for the group.

Insurance arrangements for Council's residual risks are in place and all of Council's insurance policies are current as at 30 June 2018.

The Local Emergency Management Officer (LEMO) and the Deputy Chairperson of

Operational Income

\$109k

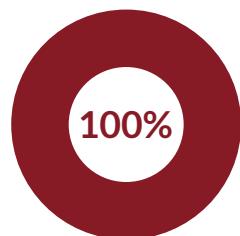
Operational Expense

\$2.271m

Capital Spend

-

Total performance progress met



4.2.6

Collaboratively plan and deliver emergency response and recovery services for emergency events

the LEMC for Shellharbour City Council attended the Local Emergency Management Committee (LEMC) meetings held at Albion Park on 5 July 2017 and 1 November 2017.

Bush fire hazard reduction activities were co-ordinated with the Rural Fire Service and have been undertaken in accordance with management plans. Key activities included hazard reduction burns at Blackbutt Reserve in August, removal of dead wattles in Elizabeth Brownlee Reserve and slashing at Stony Range. Planning for prescribed burning has also been undertaken for activities at Croome Reserve, Light Railway Museum and Hargraves Reserve near the airport at Albion Park Rail.

Planning for natural disasters included flood modelling of catchments with updated references from Australian Rainfall and Runoff, this work will be part of Flood Study development.

Also undertaken was the review of Bushfire management plans including Pelican View Reserve. Staff have worked with the Rural Fire Services on finalising grants for fire trail and hazard reduction works. Asset Protection Zone works were carried out at Stoney Range, Blackbutt and Shell Cove. In addition areas behind homes along Lakes Entrance Road and at the end of Westwood Terrace included removal of overhanging branches, vegetation removal and slashing ahead of the dry spell and fire season.

Vegetation encroachment management along Lorikeet ongoing with the re-establishment of mulch line was completed. Vegetation management and removal of Lantana from walking tracks at Warilla dunes and Shellharbour North beach also carried out.

The combined Illawarra emergency management arrangements (Kiama, Shellharbour and Wollongong) were reviewed and the Memorandum of Understanding (MOU) that supports the combined Illawarra Local Emergency Management Committee (LEMC) was updated. Shellharbour City Council has taken up the LEMC chair for two years as part of the regular rotation.

Operational Income

\$386k

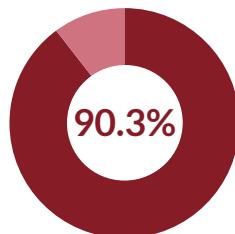
Operational Expense

\$1.463m

Capital Spend

-

Total performance progress met



Statutory Reporting

The information in this section of the annual report addresses the reporting requirements detailed in the *Local Government Act 1993* as per section 428, the *Local Government (General) Regulation 2005* as per clause 217(1) and other relevant legislation.

It serves to complement the information provided in other sections of this report as well as provide increased transparency and accountability to the community.

Companion Animals Act

Community

Shellharbour City Council is accountable for enforcing and educating the local community on the responsibilities of noble pet ownership. This responsibility is legislated by the Companion Animals Act, 1998.

Council is constantly educating owners regarding animal ownership, and the responsibilities required whilst out in public areas. Advising of the importance of having animals under effective control to prevent any incidents between their animals and other owners.

Impounded Animals

Shellharbour City Council is responsible for the collection and safe return of stray animals within the Shellharbour Local Government Area. On occasions where Council staff cannot locate an owner, the stray animals are safely conveyed to the RSPCA situated in Unanderra. It is then that further enquiries result in most animals being reunited with their owners.

There were 254 stray animals seized throughout the year. Of these 254 seized animals, 120 were immediately returned home. The remainder were conveyed to the RSPCA. This has resulted in a return rate of 47%, down 10% from previous year, this in part is due to social media, with many pets being returned home before council is called and this only leaves animals either not micro chipped or details on the microchips have not been updated.

Shellharbour City Council has been informed by the RSPCA that we are in the top five for New South for return rate of animal seized.

Unregistered animals are also monitored within the Local Government Area. Notices to comply were sent to 609 owners of the unregistered animals. These notices are followed up after a 14-day period.

Alternatives to Euthanasia for Unclaimed Animals

Education on microchipping is a dominant role for Council. Council is constantly informing owners of the importance of microchipping and having updated contact details on the Companion Animal Register (CAR). Microchipping and updated contact details are the major driving factor of an animal not being euthanised.

If a pet is seized by Council and all details are current, the pet will be immediately returned home. If there is nothing to identify the dog and an owner is not forthcoming, suitability for the rehoming of the pet will be assessed. The RSPCA are actively finding homes for these unclaimed pets.

Dog Attacks

Council has over the last year, investigated 49 incidents of dog attacks. Dog attacks range from rushing to the actual physicality of biting. Because of these investigations, fines have been forthcoming and restrictions placed on the subject dogs.

Education Programs

Education has been principal within Shellharbour City Council. Numerous programs are in place to assist in the education of responsible pet ownership. Council utilises social media such as Facebook to inform the wider community of upcoming events and information on pet ownership. Further to this, print and audio media is being utilised to promote future activities.

Council hosts the annual “Dogs Day Out” and assist the RSPCA with the “Million Paws Walk”. These activities also provide a free microchipping service for the pet owners. Face to Face activities are also a tool that is working well for council. Council attends to “dog off leash” areas and open areas where they are talking to owners about the many issues on being a responsible pet owner. This is a strategy that works extremely well for the unit.

Promote and Assist in the De-Sexing of Dogs and Cats

Media and communication strategies have been adopted to promote the importance of de-sexing. Council has proactively spoken to owners of pets and have also advertised on our website. Fact Sheets are also available to view on the Council’s website. Furthermore, the reduction in registration fees for de-sexed animals have been welcomed by the community.

Opportunities at “Dogs Day Out” and the “Million Paws Walk” have been utilised to speak about de-sexing of pets. Council was successful in obtaining \$2,000 in funding for the Animal Welfare League. This funding assisted cat owners in having their pet de-sexed.

Off-leash areas for dogs

Council provides six off-leash areas for dogs:

- Albion Park
- Barrack Heights
- Flinders
- Mount Warrigal
- Oak Flats
- Shellharbour

For details of off-leash areas and dog agility parks visit www.shellharbour.nsw.gov.au

Swimming Pool Inspections (Regulation and Enforcement)

Council conducted 123 swimming pool fence inspections for this financial year. Details of inspections of private swimming pools. Include:

Number of inspections of tourist and visitor accommodation	1
Number of inspections of premises with more than 2 dwellings	1
Number of inspections that resulted in issuance of a certificate of compliance under section 22D of the Act	48
Number of inspections that resulted in issuance of a certificate of non-compliance under clause 18BA of the Regulation	0

Carers Recognition

No longer applicable to Council which exited out of direct service provision to carers on 31 October 2015.

Disability Inclusion

Shellharbour City Council has a Disability Access and Inclusion Plan 2017 - 2021. The Plan focuses on how to make the City a more accessible and inclusive city, a place where people want to live, work and play.

The plan commenced on 1 July 2017 and has four focus areas. These are:

Focus Area 1: Developing positive community attitudes and behaviours

Focus Area 2: Creating liveable communities

Focus Area 3: Supporting access to meaningful employment

Focus Area 4: Improving access to services through better systems and processes.

Achievements have been delivered across the four focus areas. Highlights include:

Focus Area 1: Developing positive community attitudes and behaviours

Promoting events held across the Illawarra in celebration of International Day of People with Disability (IDPWD) is one of the core ways Council raises awareness of the contributions that people with disabilities make to our City - the 'Calendar of Events' is produced annually to promote events held across the region in recognition of the day.

Council hosted an EmployAbility Storyboard Project in partnership with Wollongong City Council as an IDPWD initiative. The storyboards promoted images of seven local people with a disability in employment and provides an insight into their success, challenges and the difference employment has made to their lives. The launch featured a slam poet who got inspiration from the storyboards, presentation of certificates to participating people and a round table on issues relating to employment for people with disabilities. Following the launch, the storyboards went on a roving display through the local libraries.

Focus Area 2: Creating liveable communities

Improving access to beaches and waterways is one of the top 5 ideas in the Plan. Council continues to improve access to our beaches and lakes through the provision of a ramp at Reddall Parade providing access to Lake Illawarra and a new pathway at Shellharbour North Beach. A beach wheelchair was also purchased for Warilla Beach. Beach wheelchairs are now available at three of Council's beaches. The procedures around the use of the beach wheelchairs were reviewed to provide more ease of access to the chairs. (Beach matting to further improve access to Shellharbour North Beach will be provided in 2018/19).

Focus Area 3: Supporting access to meaningful employment

The new Civic Centre opened in January this year. The Centre has been designed adhering to all current accessibility design criteria and provides a new work space to welcome staff and the public with diverse abilities. Also, an online recruitment process has been introduced that makes the requirements to complete job applications clearer and Easy Read training was provided to Council staff with responsibilities for producing corporate documents, making Council's print information more accessible.

Focus Area 4: Improving access to services through better systems and processes

The Disability Access and Inclusion Advisory Committee has a key role in ensuring that access and inclusion are key considerations in Council functions. Council has had an Access Committee since 1985. The name of the Committee changed from the Disability Access Committee (DAC) to the Disability Access and Inclusion Advisory Committee (DAIAC) to reflect the broader perspective of the committee. The terms of reference were updated and the number of positions available on the committee has increased due to increased community interest. The committee has reviewed a number of policies and procedures in terms of access and inclusion -this includes the Social Media Policy, Cultural Diversity Framework, Shellharbour Development Control Plan, Carer's Room Guidelines, Visitors Management System, and the Local Government Area Community Profile and Demographics Online Profile.

Financial Assistance

Applications for Financial Assistance

Councils may provide financial assistance to others, under S356 of the *NSW Local Government Act 1993* (the Act). Shellharbour Council allocates funds for certain kinds of donations, listed as miscellaneous donations in each annual Operational Plan and the distribution of funds is managed by the Financial Assistance Working Party, which includes all Councillors. Applications are considered four times a year. Council's Financial Assistance - Donations Policy is available on Council's website.

Miscellaneous Donations Budget 2017/18

Original budget allocation 2017/2018 (miscellaneous donations only)	\$20,000
Plus carry over from previous year	\$1,364
Total available to be allocated	\$21,364
Less first quarter allocation	\$ 6,600
Less second quarter allocation	\$ 4,750
Less third quarter allocation	\$ 1,500
Less fourth quarter allocation	\$ 3,510
Carry over to 2018/2019	\$ 5,004

A total of \$16,360 was donated from the miscellaneous donations budget as follows:

Organisation	Reason Requesting	Amount
Greenacres Disability Services	Purchase of TV for Community Life and Leisure Centre	\$3,500
St Vincent de Paul Shellharbour Conference	Material aid for disadvantaged local residents	\$500
St Vincent de Paul Albion Park Conference	Material aid for disadvantaged local residents	\$500
CityServe Shellharbour	Towards material to build kindergarten recreation area at Warilla North Public School	\$1,500
Albion Park Little Athletics Club	Towards purchase of portable discus cage for John O'Dwyer Oval	\$600
The Shepherd Centre	"Listen I'm Talking" program for hearing impaired local children	\$1,500
Tullimbar Public School	Materials to set up bush tucker garden	\$500
St Vincent de Paul Shellharbour Conference	Towards cost of Christmas lunch for elderly and disadvantaged	\$500
Warilla Barrack Point Surf Life Saving Club	Purchase of three nipper boards	\$1,425
Community Service Awards for local schools	Annual Primary School End of Year Awards	\$825
George Cross Falcons Community Centre Inc.	New mural honouring connection with Maltese community	\$500
Probus Club of Shellharbour	To assist with purchase of new technology	\$1,000
Lake Illawarra District Girl Guides	Assist with electrical maintenance of building	\$1,000
Australian Seabird Rescue South Coast Branch	Produce ten rescue kits for new members	\$760
The Shepherd Centre	Assist provision of "Confident Classmate" program for hearing impaired children in Shellharbour Community	\$1,750
Total	\$ 16,360	

Applications for Sponsorship

Organisation	Project Summary	Amount
Illawarra Academy of Sport	Contribution to scholarships to talented young athletes across the region	\$ 15,000
Sports Star of Year Awards 2017	Presentation Catering, Table Decorations and engraving on trophies	\$ 3,245.86
Kao Kreative	2017 Sculptures at Killalea Festival	\$ 5,000
Jessica Smith Marketing	The Farms Market Sponsorship	\$ 2,000
Jessica Smith Marketing	Child's Play Sponsorship	\$ 2,500
Camp Quality	i98FM Camp Quality Convoy 2017	\$ 2,272.73
Shell Cove Public School P&C	Night under the Stars Killalea	\$ 500
Albion Park Crows JAFC	Albion Park Crows Junior AFL Community Family Fun Day	\$ 500
NSW Department of Education	Southern Stars Sponsorship	\$ 5,000
Southern Illawarra BMX Club	Southern Illawarra BMX Club Sponsorship	\$ 3,000
The Links Shell Cove	Illawarra Vets Sponsorship	\$ 500
Baptist Care	Sponsorship of Community Expo 2528	\$ 1,700
Kidsfest	Kidsfest Shellharbour 2018 "Share Grow Inspire"	\$ 2,500
Illawarra ITEC	Inspire Luncheon	\$ 3,000
RSPCA	RSPCA Million Paws Walk	\$ 1,000
Albion Park Youth and Community Care Inc.	Albion Park NAIDOC Week Community Bush Tucker BBQ	\$ 750
		Total \$ 48,468.59

Applications for Fee Reduction

The working party also considered Applications for Fee Reduction at the Dunmore Waste Disposal Depot. These applications are considered twice a year and are funded from a separate budget allocation.

The Fee reduction policy - Dunmore Recycling and Waste Disposal Depot - is available on Council's website.

The following applications for Fee Reduction were granted during the 2017-2018 financial year.

Organisation	Reason Requesting	Amount
Shellharbour City Baptist Church Assist Inc.	Disposal of damaged / unusable donated items	\$1,000
St Vincent de Paul Society – Oak Flats	Towards costs to dispose of excessive unsuitable donations.	\$3,000
Shellharbour City Centre Anglican Church	Green waste	\$600
Total		\$ 4,600

All subsidies made under the Council Policy 'Leasing and Licencing on Council Public Land and Buildings' are made as 'in-kind donations'. That is, the use of the facility for a lesser amount in return for the services that they offer to the community as well as the maintenance responsibilities that they may undertake on the property rather than cash from Council's Donations Policy budget.

Council provided in-kind donations to the value of \$132,580 through rental agreements to groups who have provided certain community benefits to the City.

Small Environmental Grants

Group	Project Summary	Amount
Illawarra Academy of Learning - Warilla	Under the Sea	\$ 272.73
Illawarra Academy of Learning - Mt Warrigal	The Bug Experience	\$ 475
Curious Kids Early Learning Centre	Butterfly House	\$ 675
Flinders Cove Early Learning Centre	The Bug Experience	\$ 475
Blue Cove Early Learning Centre	Butterfly House	\$ 675
Barrack Heights Children's Centre	Under the Sea	\$ 272.73
Shellharbour City Children's Centre	Butterfly House; The Bug Experience	\$ 1,150
Calderwood Christian School	Butterfly House; The Bug Experience	\$ 1,150
St Joseph's Catholic High School	Grow your own Citrus	\$ 500
Warilla Preschool and Occasional Care Centre	Grow your own Native garden	\$ 500
Barrack Heights Children's Centre	Grow your own Native garden	\$ 500
St Paul's Catholic Primary School	The Bug Experience; Grow your own Citrus; Grow your own native garden	\$ 1,475
Junior Einstein's Nurturing Centre	Under the Sea	\$ 272.73
Blue Cove Early Learning Centre	Under the Sea	\$ 272.73
Workshop materials		\$ 911.71
	Total	\$ 9,577.63

Written off Rates and Charges

There was no written off rates and charges for the 2017/18 financial year.

Planning Agreements

Planning agreements are also known as Voluntary Planning Agreements, or VPA's. These agreements are a voluntary arrangement under which the developer is required to dedicate land free of cost, pay a monetary contribution or provide any other material public benefit, to be used for or applied towards the provision of public infrastructure or another public purpose.

A planning agreement may be used instead of (or in addition to) imposing the conditions included in Council's current Contributions Plan, to negotiate development contributions that relate to a development, that may address other purposes and have a wider public benefit.

In 2017-2018, there was one Planning Agreement in force:

Calderwood Voluntary Planning Agreement

On 15 September 2014 Council entered into a Planning Agreement with Lend Lease Communities (Australia) Limited for the provision of all Shellharbour City Council local infrastructure contributions that are necessitated by the development of the Calderwood Urban Development Project.

Under this Planning Agreement the developer will provide approximately \$20 million in monetary contributions toward both local and citywide infrastructure (in lieu of Section 94 Contributions) and deliver onsite infrastructure including a community centre, parks, sportsfields, road upgrades and land dedications to the value of approximately \$50 million.

The development is expected to occur over the next 20-25 years and will significantly increase both the population of the City's West and Council's asset base.

The Planning Agreement was not applied to any development consents in 2017-2018. Contributions including approximately \$411,000 cash and approximately \$50,000 non-cash were received from previous development consents.

Environmental Upgrade Agreement

No Environmental Upgrade Agreements have been established.

Fisheries Management

Council have not received any formal requests or complaints regarding matters covered in any recovery or threat abatement plan listed under the NSW Fisheries Management Act.

Stormwater Management Services

Stormwater Services

The Stormwater Levy provided funding for the following four stormwater upgrade projects, as well as funding the maintenance of assets previously constructed with the stormwater levy:

- Hamilton Road Albion Park Gross Pollutant Trap (GPT) – Installation of Ecosol style of GPT to improve water quality.
- Wattle Road GPT - Installation of Baramy style of GPT to improve water quality.
- Reddall Parade Headwall Upgrade – Installation of additional pits and pipes and formalisation of open channel to reduce erosion of embankment and pathway.
- Shellharbour Road Culvert Extension – Completion of design phase for upgrading open channel to box culverts in order to reduce upstream flooding activity.

Stormwater Monitoring

Water quality monitoring continues to be undertaken for major waterways and wetlands under the stormwater monitoring program. Stormwater monitoring assists with characterising the environmental health of the city's major waterways and assessing the quality of stormwater discharging from urban and rural catchments. Results are used to identify any water quality concerns and assess the effectiveness of stormwater treatment measures.

Quarterly monitoring is undertaken for waterways including Elliott Lake, Bensons Creek, Tongarra Creek, City Pond, Horsley Creek, Oakey Creek, Macquarie Rivulet and Dunmore and Myimbarr wetlands.

Stormwater Education

Funding from the Stormwater Levy has contributed to the development and delivery of stormwater education activities at Council's Local Government week event, which had a total participation of over 60 children.

Coastal Protection Service

Council does not administer an annual charge for coastal protection services.

Special Rate Variation Expenditure

Shellharbour City Council was successful with its special rate variation application, under Section 508A of the Local Government Act, in 2012/13. This allowed Council to increase its general rating income to go towards the renewal of infrastructure. The annual program is based on priorities determined by Council's asset management system in conjunction with the Asset Management Plans.

The total funds expended in 2017/18 under the special rate variation amounted to \$7.87m. A breakdown of this expenditure according to asset class is provided below:

Buildings \$2,013,069	<ul style="list-style-type: none">• Centenary Hall refurbishment• Albion Park Tennis Club refurbishment• Country Kitchen roof and kitchen renewal• Croom Stadium floor refurbishment
Footpaths and Shared Paths \$495,026	<ul style="list-style-type: none">• Blackbutt Shared Path Stage 2• Warilla Beach Shared Path Renewal• Balarang Reserve Shared Path Renewal• Tongarra Road Shared Path Renewal
Transport \$3,370,116	Renewal of 58 road segments, including: <ul style="list-style-type: none">• Coachwood Dr, Albion Park Rail• Golden Gr, Albion Park• Konrads Rd, Mount Warrigal• Lindwall St, Warilla
Open Spaces \$926,820	<ul style="list-style-type: none">• Albion Park Showground Seating• Beverley Whitfield Pool Pumping System Renewal• Little Park Play Equipment Renewal and Upgrade• Shellharbour Skate Park Renewal and Upgrade
Stormwater \$938,400	<ul style="list-style-type: none">• Central Ave Oak Flats Pit and Pipe Renewal• Lang St Oak Flats Pit and Pipe Renewal• Renewal of 44 segments of stormwater pipe through epoxy relines• Woollybutt Dr Albion Park Rail Headwall Renewal
Other \$127,581	<ul style="list-style-type: none">• Airport runway renewal• Waste Depot Fence renewal
Total \$7,871,012	



Assets acquired by Council during 2017/18

Assets are added to Council's asset register on an ongoing basis through private development and works carried out by Council as part of its adopted Capital Works Program. The total value of asset additions associated with Council capital works amounts to \$38.76M for the 2017/18 financial year. The works carried out by Council include both the construction of new assets and the renewal or upgrade of existing infrastructure.

Assets acquired through private development includes the handover of assets constructed through major subdivisions, works in kind and user groups of Council land. For 2017/18, the total value of assets acquired was \$19.47m. This was comprised of \$14.67m of infrastructure assets and \$4.80m of contributed land. This largely came from new sections of Calderwood, Shell Cove and Tullimbar being handed over.

The values of assets acquired are summarised below.

Works Completed and In Progress

Buildings \$18,168,358	<ul style="list-style-type: none">Civic CentreAlbion Park SES New Control CentreIllawarra Regional Airport Terminal and Start-up InfrastructureBeverley Whitfield Pool Amenities Upgrade
Footpaths and Shared Paths \$711,771	<ul style="list-style-type: none">Blackbutt Shared Path Stage 2Tullimbar Public School FootpathWarilla High School FootpathTongarra Road Shared Path Renewal
Transport \$4,050,669	<ul style="list-style-type: none">Renewal of 58 road segments, inclAlbion Park Cemetery Access RoadPicnic Island Bridge RenewalSealing of Rural Roads
Open Spaces \$2,403,449	<ul style="list-style-type: none">Albion Park Showground LightingLittle Park Play Equipment Renewal and UpgradeKeith Barnes Reserve Play Equipment Renewal and UpgradeShellharbour Skate Park Renewal and UpgradeTerry Reserve Upgrades
Stormwater \$1,709,701	<ul style="list-style-type: none">Central Ave Oak Flats Pit and Pipe RenewalLang St Oak Flats Pit and Pipe RenewalRenewal of 44 segments of stormwater pipe through epoxy relinesFlinders Green Detention Basin Renewal
Other \$11,715,718	<ul style="list-style-type: none">The Links Shell Cove SubdivisionFleet Vehicle & Major Plant ChangeoversLibrary Book AcquisitionsIT Infrastructure Renewals and UpgradesLandfill Cell 5B Design, Preparation & Construction
Total \$38,759,718	

Assets contributed by developers and others

Asset Class	Value \$'000
Bridges	\$5,597
Roads	\$2,242
Drainage	\$4,466
Footpaths	\$1,061
Kerb & Gutter	\$1,302
Land under Roads	\$4,707
Community Land	\$90
Total	\$19,465

Assets held by Council at the end of 2017/18

Infrastructure assets managed by Council include sealed and unsealed local roads, stormwater drainage, recreation facilities and public buildings. The table below summarises the asset portfolio currently held by Council at the end of the 2017/18 financial year.

Asset Type	Quantity
Buildings	240
Sealed Roads	393km
Unsealed Roads	12km
Footpaths	203km
Stormwater Drainage	281km
Stormwater Pits	10,127
Swimming Pools	10

Work carried out on private land

Council performs various works on private land each year for which it looks to recover costs as part of the process.

Contracts Awarded

Contracts in excess of \$150,000 awarded by Council during 2017/18

Contractor	Contract detail & purpose	Contract Value (\$)
Knorr Constructions Pty Ltd	Demolish existing lifeguard tower, complete the detailed design and construction of the new lifeguard tower	\$ 337,331
Corrigan Traffic Signals	Construction of Traffic Signals at Cygnet Avenue and College Avenue Shellharbour City Centre	\$ 382,000
Martin Morris & Jones Pty Ltd	Marketing and sales of the 45 lots created by the subdivision of a portion of The Links Golf Course	\$ 353,987
Cleary Bros (Bombo) Pty Ltd	Construction of the par subdivision of The Links Golf Course to create 45 residential lots	\$ 4,315,397
De Lage Landen Pty Ltd	Supply via Lease of Golf Carts	\$ 526,356
Bitupave Ltd T/A Boral Asphalt	2017/18 Asphalt Road Renewals	\$ 2,500,000
Cadifern Civil	Hamilton Road and Wattle Road GPT Construction	\$ 539,163
VFG Skate Parks	Shellharbour Skate Park Design and Construct	\$ 623,319
Westrac	Purchase of Waste Compactor for Waste Depot	\$ 815,000
Smith Zac Constructions Pty Ltd	2017/112 Centenary Hall Refurbishment, Albion Park	\$ 568,994
HPAC	2017/107 Sea Spray Roof Replacement	\$ 420,250
	The Links Subdivision Contract for Sale - various lots	\$ 1,895,000
Dynamic Civil	2017/106 Beverley Whitfield Pool - Pump and Pipeline	\$ 366,900
Roadworx	2018/04 Road to Recovery Programme - Calderwood Road and Quarter Sessions Road Upgrades	\$ 200,000
HDSA Group	2017/119 Skiway Park Promenade Demolition	\$ 155,304
Telstra	Mobile Data and Voice Communications	\$ 396,000
Commonwealth Bank of Australia	Transactional Banking Services	\$ 240,000
Cleary Bros (Bombo) Pty Ltd	Supply and Delivery of Pre-Mixed Concrete	\$ 750,000
Wollongong Linemarking Services	Pavement (Line) Marking Services	\$ 420,000

Condition of Public Works

As at 30/06/2018

\$ '000

Asset Class	Asset Category	Estimated cost to bring assets to satisfactory standard	Estimated cost to bring to the agreed level of service set by Council	2017/18 Required maintenance	2017/18 Actual maintenance	Carrying value
Buildings	Buildings	2,242	4,484	1,797	2,034	127,220
Other Structures	Other structures	14	28			2,268
Roads	Sealed roads	1,996	3,991	690	1,083	133,273
	Unsealed roads	634	1,269	55	31	1,384
	Bridges	236	471	13	11	13,433
	Footpaths	1,174	2,347	331	331	37,469
	Other road assets	410	820	841	836	15,443
	Sub-total	4,450	8,899	1,930	2,292	201,002
Stormwater drainage	Stormwater drainage	3,610	7,221	769	505	176,517
Open space/recreational assets	Swimming pools	0	0	1,412	1,559	2,978
	Other open space recreational assets	132	264	5,976	6,524	9,802
	Sub-total	132	264	7,388	8,083	12,779
Other infrastructure assets	Other	0	0			8,000
Total Classes	Total - All Assets	10,448	20,896	11,884	12,914	527,786

Asset Condition 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

Gross replacement cost (GRC)	Assets in condition as a percentage of gross replacement cost				
	1	2	3	4	5
182,074	51.9%	30.2%	15.4%	2.1%	0.4%
3,253	87.3%	6.5%	5.3%	0.9%	0.0%
168,546	24.6%	58.3%	14.8%	2.3%	0.1%
1,957	33.7%	0.0%	1.5%	64.8%	0.0%
16,639	66.5%	12.0%	18.7%	2.6%	0.2%
51,038	45.0%	32.2%	18.2%	4.1%	0.5%
20,770	53.0%	24.9%	18.1%	3.2%	0.7%
258,951	33.7%	47.0%	15.9%	3.2%	0.2%
253,942	30.2%	37.2%	29.8%	2.2%	0.7%
8,265	0.0%	50.2%	49.8%	0.0%	0.0%
17,028	77.1%	14.2%	7.2%	1.4%	0.2%
25,293	51.9%	25.9%	21.1%	0.9%	0.1%
9,037	67.6%	29.3%	3.0%	0.0%	0.0%
732,549	38.3%	38.3%	20.5%	2.4%	0.4%

Equal Employment Opportunity Management Plan

Shellharbour City Council is an equal opportunity employer that aims to ensure the workplace is free of bullying, harassment and discrimination in any form.

Since 2011, Shellharbour Council has had a female Mayor and currently has three female councillors or 43% of elected officials. Councillor Marianne Saliba recently entered her fourth term as Mayor, providing a strong female leadership role model for the organisation.

Council went through an exhaustive process to discover its Core Values. Over half of Council's staff participated in the process. The Core Value of Respect with the tag line "We Care" highlights Council's commitment to a caring, respectful and equal culture.

Council is currently seeking White Ribbon Accreditation. This is a commitment to Council providing a safe working environment for victims of domestic violence.

The use of phased retirement, part time work and working from home continues to grow across Council. A commitment to flexible working arrangements makes it easier for staff with family commitments to continue their career at Council. Equal opportunity is one factor that will be assessed when Council reviews all of its policies and procedures. A new Pregnancy, Parental Leave and Return to Work Policy will be developed as a part of the review.

Councillor Costs

The total cost for payment of expenses and provision of facilities to the Mayor and Councillors (from 1 July 2017 to 30 June 2018) was \$115,753.

Specific costs as required by Clause 217 of the Local Government (General) Regulation 2005 are as follows:

Item	Cost (\$)
Total cost during the year for office equipment (including laptop, computer and mobile phone) allocated to Councillors on a personal basis	\$49,260
Total cost during the year for telephone calls made by Councillors, including calls made from mobile phones provided by the Council and from landline telephones and facsimile services installed in Councillors homes	\$5,739
Attendance of Councillors at conferences and seminars and the total cost	\$18,912
Training of Councillors and the provision of skill development for newly elected Councillors and the total cost	\$15,762
Interstate visits undertaken during the year by Councillors while representing the council (including the cost of transport, the cost of accommodation and other out of pocket travelling expenses)	\$5,181
Overseas visits undertaken during the year by Councillors while representing the council (including the cost of transport, the cost of accommodation and other out of pocket travelling expenses)	\$0
Expenses of any spouse, partner or other person who accompanied a Councillor in the performance of his or her civic functions, being expenses payable in accordance with the Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors for Local Councils in NSW	\$474
Expenses involved in the provision of care for a child of, or an immediate family member of, a Councillor, to allow the Councillor to undertake his or her civic functions	\$0

Overseas Visits

No overseas trips were taken by the Mayor, Councillors or General Manager during the last financial year.

Senior Staff Remuneration

Shellharbour City Council employed one (1) General Manager and three (3) Directors during the period 1 July 2017 to 30 June 2018.

The General Manager and the Directors are employed on a Division of Local Government contract for a period of between four and five years.

General Manager

As at 30 June 2018, the General Manager was paid a total remuneration of \$306,894.29.

Directors

As at the 30 June 2018, the three Directors were paid a total remuneration of \$583,324.74.

Two of the three Director positions were vacant at the beginning of the reporting period with one Director position being filled on the 31 July 2017 and one being filled on the 28 August 2017.

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

External Bodies, Companies and Partnerships

Council has not exercised any delegations of functions to external bodies and did not hold any controlling interests in any companies during the 2017/18 financial year.

Council had interests in the following entities during the 2017/18 financial year:

- CivicRisk West – provision of public liability and professional indemnity insurance
- CivicRisk Mutual – provision of property, motor vehicle insurance etc.
- Shell Cove – development of residential property and associated infrastructure

Summary of Legal Proceedings 2017/18

Court	Comment on status/outcome	Amounts Incurred	Finalised	Result
Land and Environment Court of NSW	Council ats 18 Falcon St Pty Limited, 18 Falcon Street, Shellharbour	\$2,431.50	Yes	Executed Deed of Settlement
Land and Environment Court of NSW	Council ats 18 Falcon St Pty Limited, 18 Falcon Street, Shellharbour	\$36.50	Yes	Appeal Upheld Orders made
Land and Environment Court of NSW	Council & Ors ats Wollongong City Council	\$36,107.06	Yes	Proceedings discontinued and deeds of settlement exchanged
Land and Environment Court of NSW	Council ats DPT Holdings Pty Ltd - Tullimbar Hotel, Corner of Broughton & Cleveland	\$4,286.00	Yes	Applicant discontinued proceedings
Land and Environment Court of NSW	Council ats JV Co. 8 Pty Limited, Cnr. Pioneer Dr & New Lake Entrance Rd, Oak Flats Set down for Section 34 conference	\$0.00	Ongoing	

Obligations under the Government Information (Public Access) Act 2009 (GIPA Act)

Review of proactive release program – Clause 7(a)

Under section 7 of the GIPA Act, agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available. This review must be undertaken at least once every 12 months.

Shellharbour City Council is committed to being open, transparent and accountable by providing as much information as possible on its website. Staff from all areas of Council are continuously updating and providing new information to the public on its website.

Let's Chat Shellharbour is a new initiative by Council that provides an online forum for community engagement. Information about current topics and projects is placed on this site by Council staff and the community is encouraged to have their say, post their ideas, thoughts and contributions.

The following information was also made available to the public under the Proactive Release section of Council's website:

- [Code of Conduct Statistics Report](#)
- [Councillor Expenses Register](#)
- [Gifts and Benefits Register](#)
- [Illawarra Biodiversity Strategy volume 1](#)
- [Illawarra Biodiversity Strategy volume 2](#)
- [Independent Local Government Review Panel 20 Essential Steps Submission](#)
- [Independent Local Government Review Panel Sustainable Change Submission](#)
- [Local Government Acts Taskforce Preliminary Ideas Further Submission](#)
- [Local Government Acts Taskforce Preliminary Ideas Paper Submission](#)
- [Right to Purchase Deed Stockland - Sale of Lamerton House](#)
- [Submission NSW Department of Planning & Infrastructure White Paper](#)

Shellharbour City Council's program for the proactive release of information involves the following:

- [Reporting and discussions with senior management to identify new information suitable for proactive release](#)
- [Annual awareness communication with all council officials](#)
- [Discussions with key internal stakeholders to promote awareness of releasing information under proactive release](#)
- [Discussions with external stakeholders to identify information that is of public interest that may be considered for proactive release](#)
- [Consideration of access applications for proactive release](#)
- [Annual review of existing proactive release information to ensure it is relevant and up to date](#)

Number of access applications received – Clause 7(b)

During the reporting period, Council received a total of 19 formal access applications (including withdrawn applications but not invalid applications).

Number of refused applications for Schedule 1 information – Clause 7(c)

During the reporting period, Shellharbour City Council refused nil access applications either wholly or in part because the information requested was information referred to in Schedule 1 to the GIPA Act (information for which there is conclusive presumption of overriding public interest against disclosure).

Schedule 2 - Statistical information about access applications

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Media	0	0	0	0	0	0	0	0	0	0%
Members of Parliament	0	0	0	0	0	0	0	0	0	0%
Private sector business	1	0	0	0	0	0	0	0	1	5%
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	0	0%
Members of the public (by legal representative)	1	6	0	0	0	2	0	0	9	47%
Members of the public (other)	2	4	1	1	0	1	0	0	9	47%
Total	4	10	1	1	0	3	0	0	19	
% of Total	21%	53%	5%	5%	0%	16%	0%	0%		

*More than one decision can be made in respect of a particular access application.
If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Personal information applications*	1	0	0	0	0	0	0	0	1	5%
Access applications (other than personal information applications)	2	9	1	1	0	3	0	0	16	84%
Access applications that are partly personal information applications and partly other	1	1	0	0	0	0	0	0	2	11%
Total	4	10	1	1	0	3	0	0	19	
% of Total	21%	53%	5%	5%	0%	16%	0%	0%		

*AA personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

Reason for invalidity	Number of applications	% of Total
Application does not comply with formal requirements (section 41 of the Act)	0	0%
Application is for excluded information of the agency (section 43 of the Act)	0	0%
Application contravenes restraint order (section 110 of the Act)	0	0%
Total number of invalid applications received	0	0%
Invalid applications that subsequently became valid applications	0	0%

**Table D: Conclusive presumption of overriding public interest against disclosure:
matters listed in Schedule 1 of the Act**

	Number of times consideration used*	% of Total
Overriding secrecy laws	0	0%
Cabinet information	0	0%
Executive Council information	0	0%
Contempt	0	0%
Legal professional privilege	0	0%
Excluded information	0	0%
Documents affecting law enforcement and public safety	0	0%
Transport safety	0	0%
Adoption	0	0%
Care and protection of children	0	0%
Ministerial code of conduct	0	0%
Aboriginal and environmental heritage	0	0%
Total	0	

*More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

**Table E: Other public interest considerations against disclosure:
matters listed in table to section 14 of the Act**

	Number of occasions when application not successful	% of Total
Responsible and effective government	2	14%
Law enforcement and security	1	7%
Individual rights, judicial processes and natural justice	10	71%
Business interests of agencies and other persons	1	7%
Environment, culture, economy and general matters	0	0%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
Total	14	

Table F: Timeliness

	Number of applications	% of Total
Decided within the statutory time frame (20 days plus any extensions)	14	93%
Decided after 35 days (by agreement with applicant)	1	7%
Not decided within time (deemed refusal)	0	0%
Total	15	

**Table G: Number of applications reviewed under Part 5 of the Act
(by type of review and outcome)**

	Decision varied	Decision upheld	Total	% of Total
Internal review	0	0	0	0%
Review by Information Commissioner*	0	0	0	0%
Internal review following recommendation under section 93 of Act	0	0	0	0%
Review by NCAT	0	0	0	0%
Total	0	0	0	
% of Total	0%	0%		

*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review	% of Total
Applications by access applicants	0	0%
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0%
Total	0	

**Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act
(by type of transfer)**

	Number of applications transferred	% of Total
Agency-initiated transfers	0	0%
Applicant-initiated transfers	0	0%
Total	0	

Public Interest Disclosures (PID)

The Public Interest Disclosures Act 1994 (PID Act) sets in place a system to encourage public officials to report serious wrongdoing. The conditions around this reporting are set out in Council's Internal Reporting (Public Interest Disclosures) Policy.

Councils are required to provide the NSW Ombudsman with statistical information on their compliance with their obligations under the PID Act on a six monthly basis. Councils are also required to report on their obligations under the PID Act in their annual report.

During 2017/18, Council did not receive any Public Interest Disclosures. Council undertook the following actions to meet its staff awareness obligations:

- Compulsory all staff training delivered by the Office of the NSW Ombudsman
- Email messages to all staff providing information about how to make a Public Interest Disclosure
- Undertaking review of the Internal Reporting (Public Interest Disclosures) Policy
- Training provided to new staff during inductions
- Links to the policy on our external website
- Links to the policy on our internal Intranet site