

ANNUAL REPORT

2010-2011



Table of Contents

Message from the Mayor and General Manager	1
Councillors and Executive Staff - As at 30 June 2011	6
Kiama Local Government Area	7
How Council Works	10
Council Meetings	11
How to Contact Council	11
Additional Contact Information	12
Council's Vision	12
Statement of Values	14
Council's Organisational Chart	16
Financial Overview and Financial Statements Sec 428(2)(a)	17
Performance in Terms of Principal Activities Sec 428(2)(b)	19
State of the Environment Report Sec 428 (2) (c).....	29
Condition of Public Works Sec 428 (2) (d).....	29
Summary of Legal Proceedings Sec 428 (2) (e).....	31
Mayoral and Councillor Fees Sec 428 (2) (f)	32
Senior Staff Employed by Council Sec 428(2)(g)	34
Contracts Awarded by Council during Year \$150,000 or Greater Sec 428(2)(h)	35
Bush Fire Hazard Reduction Activities Carried Out By Council Sec 428(2)(i)	35
Details of Programs for People with Diverse Cultural and Linguistic Background Sec 428(2)(j).....	36
Details of Work Carried out on Private Land Sec 428(2)(k)	41
Amount of Money Granted under Section 356 Sec 428(2)(l)	41
Human Resource Activity Summary Sec 428(2)(m)	47
Equal Employment Opportunity Activity Summary Sec 428(2)(n)	50
External Bodies that during the Year Exercised Functions Delegated by the Council Sec 428(2)(o).....	45
Companies in which Council held a Controlling Interest during the Year Sec 428(2)(p)	45
Partnerships, Co-operatives or other Joint Ventures to which Council was a Party during the Year Sec 428(2)(q).....	45
Other information required under the Local Government Act Regulations Sec 428(2)(r)	46
(a) Overseas visits undertaken by councillors, Council staff or other persons representing Council.	46
(b) Value of remuneration package payable to each senior staff member employed by Council.....	46
(c) Details of activities undertaken by Council to develop and promote services and programs that provide for the needs of children.....	46
(d) Programs undertaken by Council to promote services and access to services for residents and other users of those services.	47
A Summary of Council's Social Plan achievements in relation to access and equity over the last 12 months	49
(e) National Competition Policy	68
(f) Competitive Neutrality Pricing	69
(g) Stormwater Management Services.....	70
(h) Activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulations.....	71
Government Information (Public Access) Act 2009	72

Message from the Mayor and General Manager



Mayor
Sandra McCarthy



General Manager
Michael Forsyth

We are pleased to present the 2010/2011 Annual Report. The report has been prepared in accordance with Section 428 of the Local Government Act. Attached to the Annual Report is the State of the Environment Report.

It is important that councils provide information to their community on a range of matters. This report includes information on how the Council has performed in relation to their Management Plan, the Council's financial position and the state of the environment of the Municipality.

There were a number of significant achievements in 2010/2011.

Council continued its focus on a Strategic Asset Renewal Program. Renewal projects throughout the year included:

- Re-surfacing of sections of Minnamurra Falls Road, Jamberoo Road, Noorinan Street, Boanyo Avenue, Gipps Street, Pacific Avenue, Saddleback Mountain Road and Hillview Circuit.
- Council replaced the playground equipment in Coronation Park and implemented a drainage condition assessment program using CCTV.

The Jamberoo Valley Cycleway from Swamp Road around the Billabong towards the Gainsborough Estate was constructed with shared funding from both the Federal and State Governments. The completion of the link to Gainsborough is to be carried out in the 2011/2012 financial year.

Work commenced on the upgrade of West Terralong Street. New street furniture and solar powered footpath lighting was installed and a program of works to complete the streetscape upgrade is also included in the 2011/2012 Budget.

Council also finalised a Local Area Traffic Management Plan for the Kiama High School Precinct following extensive consultation with all of the stakeholders. The Plan identified Engineering, Educational and Enforcement treatments to improve the safety of the area and will allow a progressive implementation of priority works in the coming years.

Council, through funding from the Department of Transport, constructed new bus stop facilities at fourteen locations throughout the Municipality.

Council also constructed new footpaths in Farmer Street, Swan Place and Colley Drive.

Extensions to the Gerringong Cemetery were commenced, which will accommodate interments for the next ten to fifteen years at Gerringong.

A Unisex toilet was installed at the Boxsell Reserve for junior cricketers and there was significant upgrades to electrical installations at Michael Cronin Oval, Gainsborough Oval and the Kiama Quarry Sports Complex.

Works continued on the completion of the Riverbank stabilisation on the Minnamurra River, adjacent to Riverside Drive. This work has been progressively undertaken with funding by way of a \$2 million grant from the RTA and is due for completion at the end of October 2011.

A range of Road Safety programs were also implemented including:

- Graduated Licensing Scheme Workshops
- Log Book Run
- Summer Bus
- Driver Fatigue
- Stayfresh on the Princes Highway

During the year Council had to respond to two major natural disasters, the Father's Day wind storms and the March 2011 floods. Government assistance was provided for both of these events with Natural Disaster declarations. Both of these events caused significant disruption to Council's program of works, however, were responded to in an extremely efficient manner by Council staff and emergency agencies.

The March floods alone have resulted in damages to road, drainage and building infrastructure in excess of \$1 million and works will continue throughout the 2011/2012 year to restore the damage.

Under the goal of having a sustainable environment, a number of activities were carried out.

- The continuation of Second-Hand Saturdays with the aim of recycling goods and minimising waste to landfill.
- The completion of the new Kiama Public Health Plan.
- The ongoing distribution of new residents' kits.
- An E-waste collection was successfully undertaken in partnership with Greenacres Disability Services and Renewable Recyclers.
- The undertaking of workshops on solar hot water, solar photovoltaic panels, composting, gardening and food preparation workshops to improve community sustainability and skills.
- Commencement of the Kiama Community Garden at Blue Haven.
- Installation of a 10kW photovoltaic demonstration site on the Council Administration Building.
- The draft Municipal Local Environmental Plan 2010 was exhibited for public comment, adopted by Council and forwarded to the Department of Planning and Infrastructure.
- The draft Kiama Urban Strategy was exhibited for public comment and deferred for further discussion with the Department of Planning and Infrastructure.
- Three chapters of the draft Kiama Development Control Plan were exhibited. These being Low Density Housing Policy, Medium Density Housing Policy and Rural Subdivision and Housing.
- The processing time of development applications was significantly reduced through the implementation of new policy and procedures. The average processing time was 30 median days.

An important outcome in terms of community cohesion and wellbeing was the continuation of a broad range of community services covering programs for the very young, youth, older people and people with a disability.

An Aboriginal Engagement Officer was employed part-time for a two year project through funding obtained from Community Builders, NSW Department of Family & Community Services. NAIDOC Week was celebrated with an inaugural regional dinner and award ceremony which was held at Shellharbour Workers Club and attracted 600 people.

Council provided cultural grants, community donations and regional contributions to individuals and groups in excess of \$127,000.

The development application for a new Library and Community Facility in Gerringong was approved by Council in June. Kiama Library provided a circulation of 169,356 items being a positive outcome as it goes against the trend experienced by other libraries of diminishing loans.

The 2011 International Women's Day celebrated 100 years and Council held a breakfast at the Kiama Pavilion with over 170 women in attendance.

During 2010/2011 there were again some highly successful economic development activities. In September a Business Expo was held at the Pavilion attracting some 38 local business exhibitors. This is again planned for 2012. Also in September saw the launch of the South Coast Experience Farm Gate Trail Map. This map was an initiative of the Economic development committee in conjunction with the Agribusiness working committee and the Hawkesbury Harvest. The Pavilion continues to provide a venue for many community and commercial events and has played host to many conferences, providing a substantial economic benefit to the Kiama local government area.

Good governance is critical for an organisation and in terms of maintaining the confidence of the community in the decisions and actions of Council. Policies and plans developed by Council for good governance and continuous improvement included a long-term financial plan, internal audit plan and business continuity plan.

A major activity carried out in 2010/11 was the preparation and adoption of the planning documents that make up the integrated planning framework: Community Strategic Plan; Delivery Program; Operational Plan; Long Term Financial Plan; Asset Management Plan and Workforce Plan. These documents were all adopted by Council in June and will shape Council's direction and decision making.

Financial sustainability is an issue of increasing importance for local government. The under-funding of local government is increasing pressure on asset maintenance and the delivery of services.

Council prepared a ten year long-term financial plan, with the objective of ensuring that there is adequate funding to enable the satisfactory maintenance of assets. Council with the approval of the Minister of Local Government increased rates by 6.5% for the 2009/2010 year. Council was also given approval by the Minister of Local Government to increase rates by 6.5% for the 2010/2011 year. Council carried out innovative community consultation on the proposed rate increase, which enabled the gauging of acceptance of the rate increase, following the presentation of relevant information.

To offset the reduced funding of local government and cost shifting by the Federal and State governments, Council's commercial activities continue to provide an important source of income.

Gross income from Council run holiday parks increased by 8.8%. The income from the holiday parks enabled expenditure on the management and improvement of Crown Reserves and the provision of new facilities.

The development and sale of Council's Elambra Estate at Gerringong continued. During the year the sale of 4 lots were settled. Stage 7 of the development comprising 47 lots will be available for sale during 2011/12.

At the end of 2010/2011 Council remained in a good financial position. Total Equity at 30 June 2011 totalled \$318.043 million (2010 - \$288.125 million). Council's unrestricted working capital position calculated by reference to current assets and current liabilities disclosed in the Audit report, amounted to \$17.2 million. The unrestricted current ratio is 2.91:1, which is an improvement on 2010 (1.54:1).

Council's rates and annual charges represented 30.9% of Council's total revenue. As Council's ability to raise rate revenue in line with cost increases is limited by current rate pegging legislation, less reliance on this source of revenue and more reliance on sources that Council can control provide more flexibility for funding operations.

The amount of rates and charges uncollected at year end expressed as a percentage of the total rates and charges collectable was 2.53%. This is an improvement over the previous year and is very good by industry standards.

Local residents and property owners are encouraged to read the Annual Report which outlines Council's performance during 2010/2011. Staff will be pleased to answer questions relating to the report. Any enquiries should be made through the office of the General Manager.

Councillors and Executive Staff - As at 30 June 2011

MAYOR

Councillor Sandra McCarthy

DEPUTY MAYOR

Councillor Ben van der Wijngaart

COUNCILLORS

Councillor Peter Bowman

Councillor Monique Dare-Ward

Councillor Trevor Fredericks

Councillor Brian Petschler

Councillor Neil Reilly

Councillor Warren Steel

Councillor Lexie Wheeler

EXECUTIVE STAFF

General Manager – Michael Forsyth

Director Engineering & Works (Assistant General Manager) –
Bryan Whittaker

Director Strategic & Commercial Services – Chris Quigley

Director Environmental Services – Andrew Knowlson

Director of Community Services – Mario M Vallejos

Kiama Local Government Area

- Council Established: 1859
- Population: 20,906 (ABS Estimated Resident Population 2010)
- Area: 259 Square Km
- Assessments: 10,282
- Boundaries: Tasman Sea/City of Shellharbour/City of Shoalhaven/Shire of Wingecarribee
- Number of Full time Employees: 248
- Localities within the Council's boundaries:
- Bombo 2533, Foxground 2534, Gerringong 2534, Gerroa 2534, Jamberoo 2533, Minnamurra 2533, Kiama 2533, Toolijooa 2534, Werri Beach 2534
- The intersection of Terralong & Manning Streets in Kiama is:
- Longitude: 150deg 51min east
- Latitude: minus 34deg 40min south

The Municipality of Kiama is located on the south coast of New South Wales between the Local Government Areas of Shellharbour and Shoalhaven. The area has a diverse range of physical environments, including beaches, rainforests and rural landscapes that attract a large tourist base each year.

Local Townships

Kiama

The name Kiama is from the aboriginal word Kiarama-a, to which some sources give the meaning "Where the sea makes a noise" – a reference to the famous Kiama Blowhole.

First recorded reference to the district was by George Bass who anchored his 28ft whaleboat in the sheltered bay (now known as Kiama Harbour) in December 1797. Cedar getters were the first Europeans to the area, among those was David Smith, who became the first permanent white settler when he built a residence in Kiama in 1832.

The site of Kiama Township was reserved by the Government in 1826 and proclaimed in 1836. Kiama was proclaimed a Municipality in 1859. In the 1870's the dairying industry was supplemented by basalt (blue metal) quarrying, now one of the district's major income earners alongside tourism.

Kiama Downs

This suburb is just north of Kiama centre and was created with the subdivision between Bombo and Minnamurra. The focal point is Kiama Downs beach just north of scenic Cathedral Rocks. Later the western side of the highway was developed and is unofficially known as Gainsborough.

Minnamurra

The 1930's saw the emergence of Minnamurra from a small tourist centre to a residential centre.

The Minnamurra River enters the ocean adjacent to the northern side of Minnamurra Point approximately 5 kilometres north of Kiama Harbour. Minnamurra is popular for recreational activities including sightseeing, boating, fishing and walking.

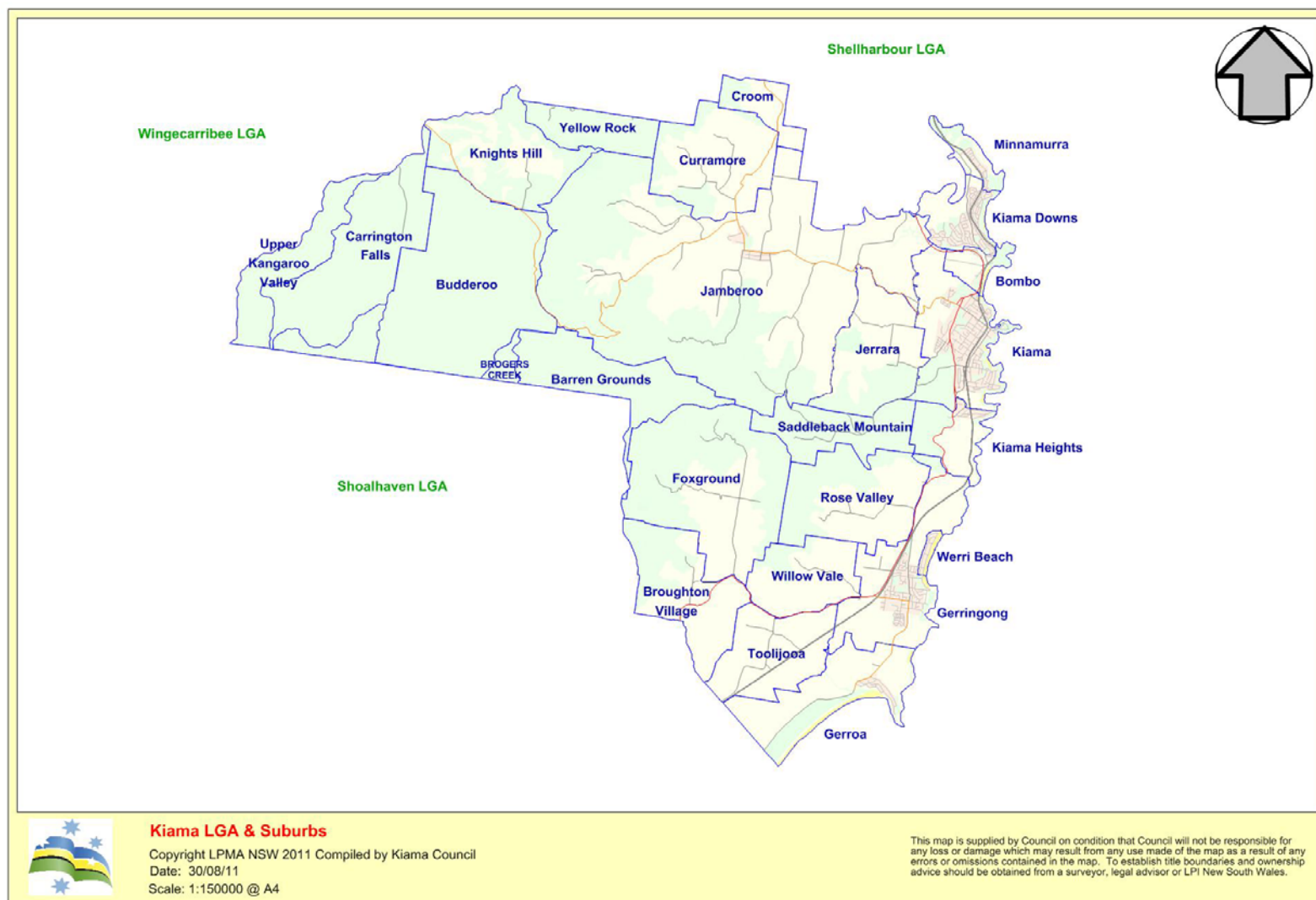
Jamberoo

Jamberoo Valley was settled in the 1820's when it abounded in dense vegetation and rainforest. Clearing of the land over the years gave way to grazing runs and dairying and it is reputed to be the home of the famous "Illawarra Shorthorn" cattle.

Some seven cemeteries are to be found throughout the village which still retains many of its old buildings including Churches, country pub and schoolhouse. Jamberoo is located 15 minutes west of Kiama.

Gerringong and Gerroa

The villages of Gerringong and Gerroa are located just 10 minutes south of Kiama. Surrounded by lush farmlands, mountains, the pristine Pacific Ocean and Seven Mile Beach National Park, Gerringong/Gerroa has a wealth of activities to offer the visitor.



How Council Works

The community, through a variety of state laws, requires the Mayor, Councillors, Council and the General Manager to perform multiple roles whilst managing our Municipality. They include:

The Mayor

- to chair Council meetings
- to represent Council at civic and ceremonial occasions
- to provide leadership and guidance to the Council
- to provide leadership and guidance to the community
- to enable communication between our citizens and our Council by correspondence, phone, face to face meetings and inspections.

The Councillors

- to attend meetings of the Council
- to provide leadership and guidance to the community
- to enable communication between our citizens and our Council.

The Council

- to make policy and to monitor and control policy implementation
- to judge and make orders regarding compliance with our community's environmental standards
- to exercise stewardship over our community's public assets.

The General Manager

The General Manager is Council's principal staff officer and exercises overall management responsibilities for Council's operation. His role includes:

- acting as the primary link between councillors and the organisation and is responsible for providing assistance to councillors in developing policy.
- providing leadership to staff in achieving Council objectives as set out in the Management Plan.
- overseeing the financial management of the Council.
- communicating and promoting Council's Policies to the community it serves.
- appointing, directing and dismissing Council employees in accordance with the law, good management practice and Council Policy.
- ensuring compliance with the Local Government Act and other relevant State and Commonwealth Law.
- ensuring personal development and training opportunities for Councillors are provided.
- promoting Council's objectives to the community.

Council Meetings

Unless otherwise advertised Council meets every third Tuesday at 5.00pm, in the Council Chambers, 11 Manning Street, Kiama. Members of the public wanting to address Council about items on the business paper should telephone 42 320 402 for details. Public Access is held on the Monday prior to the Tuesday meeting. Copies of Council business papers are available on the night of the meetings, and may be inspected from the Customer Services counter from the Friday prior to the meeting.



How to Contact Council

All correspondence with Council should be addressed to the General Manager at:

Kiama Municipal Council
PO Box 75
KIAMA NSW 2533
Telephone: +61 (02) 4232 0444
Facsimile: +61 (02) 4232 0555
E-mail: council@kiama.nsw.gov.au

Written Information

There are a number of documents that provide information about Council activities, including:

- The Integrated Plan
- The Annual Report
- Annual Financial Statement
- The Fee Schedule
- The Social Plan
- The State of the Environment Report

Local Newspaper Column

The Kiama Independent each Wednesday has Council information on page nine about proposed developments, draft policies, positions vacant, tenders and public notices etc. The “page nine” also contains information about the dates and times of Council meetings and public meetings.

Council’s Web Site

Council’s website address is www.kiama.nsw.gov.au. This site includes up to date information about Council services, public notices, positions vacant, Council’s Management Plan, other documents and information about Council activities.

Office Hours

The Administration Building, 11 Manning Street, Kiama is open from 8.45am to 4.15pm Monday to Friday.

Additional Contact Information

- Kiama Library 4233 1133
- Kiama Family History Centre 4233 1122
- Works Depot 4232 0500
- Purchasing Officer/Store 4232 0510
- Dog Pound 4237 5623
- Minnamurra Waste Disposal Depot 4237 7621
- Quarry Leisure Centre 4232 1877
- Community Arts Centre 4232 2758
- HACC Community Centre Hindmarsh Park 4232 0475
- Youth Centre-Hindmarsh Park 4233 1276
- Ranger 0409 917 092
- After hours Emergency contact for Roads and Parks 0417 686 477
- Blue Haven Retirement Village:
 - Nursing Home 4232 1144
 - Office 4232 1429
 - Manager – Independent Living Units 4233 1714
 - Caretakers – Independent Living Units 4232 3484
 - Allocations – Independent Living Units only 4233 1714

Council's Vision

Council's vision statement for 2010/2011 was:

The Council's Vision for the Kiama area ten years from now is for a place of outstanding natural resources and beauty with a distinctive and valued heritage.

It will be a place which retains the integrity of its coastal and rural charm whilst being close to major urban centres.

It will have distinct towns and villages each with its own local identity and history.

It will be a place with a healthy and cohesive community and a diversity of opportunities, lifestyles and cultures.

Council had a number of strategic goals which intended to reflect the vision of the Council. They provided a statement of broad direction or intent for Council's principal objectives as they applied in 2010/2011, and are as follows:

Sustainable Environment

Kiama Council's goal is that Kiama will have high quality natural, rural, town and village environments and landscapes sustained and enhanced for the present and for the future. Kiama Council will:

- Protect, enhance, manage and monitor the area's landscapes, places of heritage significance, and natural environments;
- Control and plan development of our built environment for the wellbeing of the community;
- Manage and reduce the environmental impacts of all activities on air, water and land systems;
- Promote environmental awareness through educational programs;
- Provide leadership by demonstrating environmental excellence in all Council activities and policies.

Quality Facilities, Services and Infrastructure

Kiama Council's goal is to plan and manage its facilities, services and infrastructure so that they are continuously improved to be the best Council can provide within its available resources.

Kiama Council will provide and maintain services, facilities and infrastructure which are:

- Responsive to the diverse needs of the community;
- Accessible to users;
- Affordable within the Council's resources;
- Planned in a local and regional context.

Community Cohesion and Wellbeing

Kiama Council's goal is that the community will have an enhanced quality of life and that it will have promoted access, equity and social justice.

Kiama Council will:

- Contribute to the health, safety and well being of the community;
- Involve the community and relevant stakeholders to plan, develop and facilitate access to services and resources;
- Promote awareness and understanding of cultural diversity;
- Recognise and support the value of cultural heritage;
- Value and promote creativity in the community.

A Vibrant and Diverse Economy

Kiama Council's goal is for an economy built on both traditional and future businesses and industries, which generate local employment and training opportunities.

Kiama Council will:

- Facilitate an environment in which appropriate business can flourish;
- Actively encourage the promotion of Kiama as an outstanding place in which to do business;
- Engage with local, state and federal bodies to achieve a targeted approach to economic development;
- Actively pursue sustainable agricultural production.

Good Governance

Kiama Council's goal is to exercise good governance as an independent Council which is well administered and engages actively with its community.

Kiama Council will:

- Ensure that ethical principles of honesty, fairness and integrity are followed by all Councillors and staff;
- Ensure that the structure and activities of the organisation meet our legal obligations;
- Ensure that the activities of the organisation are conducted to achieve a high standard of accountability, probity and transparency;
- Consult and communicate with stakeholders;
- Ensure that all people involved in the direction and control of Council comply with their roles and responsibilities, and in so doing provide leadership.

Sound Financial and Resource Management

Kiama Council's goal is for sound financial management that secures the resources to meet its commitments in the short and long term.

- Provide accurate external and internal financial reporting in accordance with statutory requirements;
- Ensure that there is effective internal control of Council's financial and management systems;
- Ensure that it has financial viability based on generating income and available legitimate sources;
- Apply financial policies which maintain or enhance the value of its asset base;
- Strive for excellence in management of its human resources.

During 2010/2011 Council prepared a new Community Strategic Plan. The new Plan is based on information obtained from community surveys undertaken during 2009/2010. The new Plan will apply to Council's activities from July 2011.

Statement of Values

Foreword

The Statement of Values is the principles that Kiama Council and its staff regard as essential. They guide how the organisation acts and what Council and staff aspire to. Council and its staff are committed to these values in all interactions with public sector agencies, other organisations and individuals. Council will act with integrity and demonstrate leadership through being:

(1) HONEST

- Obeying the law
- Complying with adopted policies and procedures
- Observing Codes of Conduct
- Disclosing actual or potential conflicts of interest

(2) OBJECTIVE

- Dealing with people fairly and with respect
- Being informed when making decisions
- Acting without fear, favour or deference
- Considering only relevant matters

(3) COURAGEOUS

- Providing advice in an impartial and professional manner
- Reporting and dealing with suspected wrongdoing
- Illustrating the worth of these values by example
- Acting ethically above all else

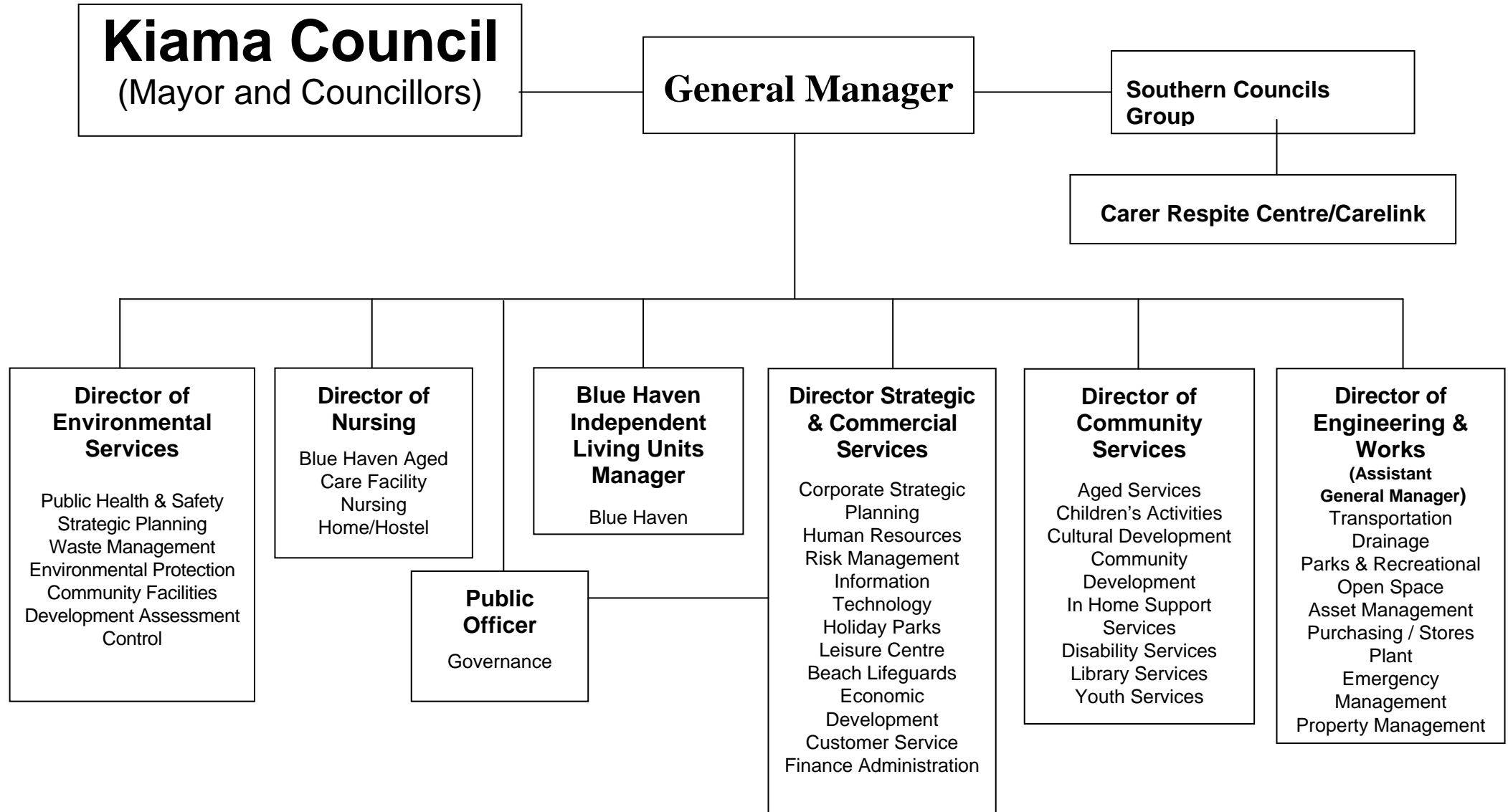
(4) ACCOUNTABLE

- Submitting to scrutiny
- Maintaining proper, accessible records
- Utilising public resources effectively and efficiently
- Informing and engaging with stakeholders

(5) LEADERSHIP

- Demonstrating innovation and initiative
- Working as a team in all areas of Council's endeavour
- Developing and training staff
- Working towards ecological sustainability

Council's Organisational Chart



Reporting Requirements

The annual financial report, for the period ended 30 June 2011, has been prepared in accordance with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, Urgent Issues Group Interpretations, the Local Government Act (1993) and Regulations and the Local Government Code of Accounting Practice and Financial Reporting. The Annual Financial Statement including the Auditor's reports are an attachment to the Annual Report.

Results for the 2010/2011 Year

Council's consolidated surplus from continuing operations for the financial year amounted to \$345K. This result is fully disclosed in the Income Statement for the year ended 30 June 2011. Council's results from its business activities (after allowing for notional income tax at the current corporate tax rate of 30%) were as follows:

- Kiama Holiday Parks - surplus of \$1.3M (2010 – surplus of \$996K)
- Waste Unit – surplus of \$527K (2010 – surplus of \$420K)

The inclusion of all infrastructure assets (excluding land under roads) and subsequent depreciation of these assets over the past decade has resulted in a significant increase in Council's total equity and a decrease in Council's operating result. A detailed schedule of the Council's functions/activities and revenues/expenses are included in this section.

Review of 2010/2011 Operations

During the year, the Council continued to engage in its principal activities of providing facilities and services to the local community. The consolidated surplus of \$345K was achieved after allowing \$7.45 million for depreciation of non-current assets, and receiving grants and contributions for capital purposes of \$1.3 million. However, there are carried over works from 2010/2011 to be completed in the 2011/2012 financial year valued at \$2.9M. The result for the year is fully disclosed in the attached financial reports. Variations from Council's original budget are disclosed in Note 16 to the financial reports.

Rates and Annual Charges

In 2010/2011, Council generated 30.9% of its total revenue from rates and annual charges compared to 28.71% in 2009/2010. In accordance with the State Government's special rate variation approval, the total amount raised from the General Rate in 2010/2011 was 6.5% greater than in 2009/2010. Council levies a non-residential differential rate on all properties used or zoned for commercial, professional, trade or industrial purposes, and income of \$203,000 from this rate was utilised for tourism promotion.

Council's Financial Position

The Balance Sheet indicates that Council is in a reasonable financial position with sufficient net current assets to cover the restrictions placed on the use of those assets, and adequate funds available to finance day to day operations.

Performance ratios disclosed in Note 13 to the financial reports also provide further evidence that Council's financial position and financial management performance are sound.

Council is conscious that maintaining a balanced budget in the future will become increasingly difficult with the current constraints placed on its revenue raising capabilities. Council will continue to review and monitor its operations, and implement measures to ensure an appropriate balance between revenues and expenditures.

The 2011/2012 budget adopted by Council provides for a balanced budget excluding \$7.9M for depreciation.

Significant Changes in the State of Affairs

No significant changes occurred in the state of affairs of the Council during the financial year, which require disclosure in this report.

Loans

Council's loan liabilities as at 30 June, 2011 were as follows:

Land Development	\$329,282
Holiday Parks	\$1,136,859
Government Advances (General Fund/Holiday Parks)	\$2,983,333
Blue Haven	\$1,144,811
Leisure Centre	\$85,238
TOTAL	\$5,679,523

Performance in Terms of Principal Activities Sec 428(2)(b)

Council's principal activities are defined in its Management Plan. Each of these activities has a principal objective. The original performance targets for each principal objective were set out in Council's 2010/2013 Management Plan, together with the strategies by which they were to be implemented.

Council's actual performance in relation to these original targets and an explanation of any discrepancies between targeted and actual performance, is set out in the attached extract from Council's 2010/2013 Management Plan.

It should be noted that the implementation of many of the strategies by which performance targets are to be both implemented and monitored, extend over a number of years. A number of major achievements were accomplished in 2010/2011, as follows:-

Major Achievements - 2010/2011

Major Achievements - Corporate Services 2010/2011

- Rates and annual charges outstanding as at 30/6/11 was 2.53%.
- All Local Government strategic tasks met on time.
- Annual Financial Statement submitted to Division of Local Government within timeframe.
- Update of the long-term financial plan.

Priorities for 2011/2012

- Further development of long-term financial plan.
- Further development of the Integrated Plan.

Major Achievements – Leisure Centre 2010/11

- Upgrade to Centre Computer Server and cabling.
- Front entrance upgrade.
- Hall equipment improved with the purchase of new tables for the Centre.
- Aerobics room storage upgrade completed including a new weights rack.
- New equipment for Gymnasium purchased.
- Increase in Centre revenue, including memberships, swim school and fitness areas.
- Improvement in operating result of Centre.

Priorities for 2011/12

- Filtration upgrade.
- Purchase new wet-deck grates for both pools.
- Filter Backwash tank to be installed.
- Plans for roof replacement and sustainability options, including water retainment, solar panels, lighting and ventilation improvements.

- Improvements to Hall equipment – Upgrade gymnastics equipment, new tables and soccer goals, and investigate option for vertical lift curtain to divide courts.
- New equipment in Gymnasium – elliptical cross trainer and treadmill.

Major Achievements – Holiday Parks 2010-2011

- Income increased by \$0.6M (approx 8.8%) from \$6.8M to \$7.4M.
- 2 x 3 bedroom cabins installed at Surf Beach Holiday Park (replacing 2 x mobile homes and 2 x powered sites).
- 1 x 2 bedroom cabin installed at Kendall's on the Beach Holiday Park (replacing 2 old on-site vans).
- Upgrade to camp kitchen at Werri Beach Holiday Park & replacement of BBQ Cabana following 2010 windstorms.
- Refurbishment of southern amenity block at Werri Beach Holiday Park.
- Construction of new storage shed at Surf Beach Holiday Park.
- Kiama Harbour Cabins winner, of 'Luxury Accommodation' at the South Coast Business & Tourism Awards.
- Surf Beach Holiday Park, winner of 'Best South Coast Park (less than 100 sites) at the CCIA's (NSW Caravan & Camping Industry's) Awards of Excellence.
- Seven Mile Beach Holiday Park, winner of 'Best South Coast Park (more than 100 sites) at the CCIA (NSW Caravan & Camping Industry's) Awards of Excellence.
- Kiama Harbour Cabins received a commendation as finalist in the 'Best Resort/Holiday Park' at the CCIA (NSW Caravan & Camping Industry's) Awards of Excellence.
- All 5 Parks achieved their Silver Gumnut Award (industry recognised sustainability program).
- New washing machines and dryers purchased to completely replace all existing machines in the beachside Laundry (at Seven Mile Beach Holiday Park) and the southern Laundry (at Werri Beach Holiday Park).
- Beachside Laundry refurbished at Seven Mile Beach Holiday Park.
- Major cabin refurbishments at Surf Beach, Kendall's on the Beach & Seven Mile Beach Holiday Park's (including kitchen and/or bathroom replacements, replacement of floor (tiles or floor boards) & painting.
- All 5 Parks featured in 2 episodes of Channel 7's 'What's Up Down Under'.
- Drainage works commenced at Kendall's on the Beach Holiday Park.
- Replaced the skin on the jumping pillow at Seven Mile Beach Holiday Park.
- Television aerial upgrade at Werri Beach Holiday Park.

Priorities for 2011-2012

- Construction of new Camp Kitchen at the very southern end of Seven Mile Beach Holiday Park.
- Major refurbishment to Cabin 1 at Kendall's on the Beach Holiday Park and other cabins at Surf Beach & Seven Mile Beach Holiday Parks.
- Refurbish the kitchen and bathroom in the residence at Surf Beach Holiday Park.

- Refurbish the bathroom and retile the kitchen floor in the residence at Werri Beach Holiday Park.
- Construction and installation of 2 new ensuited sites at Surf Beach Holiday Park
- Render the amenity block at Surf Beach Holiday Park.
- Replacement of Linen Buggy at Surf Beach Holiday Park.
- Commence the demolition and reconstruction of the amenity block at Kendall's on the Beach Holiday Park.
- Installation of a jumping pillow and web equipment at Werri Beach Holiday Park.
- Replace the existing playground equipment at Werri Beach Holiday Park.
- Replace the shade sail over the beachside pool at Seven Mile Beach Holiday Park.
- Undertake television aerial upgrade at Seven Mile Beach Holiday Park.
- Complete wireless access at Kiama Harbour Cabins.

Major Achievements – Community Services 2010/2011

Community & Cultural Development

- A Daisy the Cow exhibition and book launch was held at the Old Fire Station. The exhibition comprised about 60 photos from Daisy's 19 year history and was attended by approximately 400 visitors.
- First regional NAIDOC Week dinner and award ceremony held at Shellharbour Leagues Club with 600 people attending.
- The 2011 International Women's Day Breakfast celebrated 100 years of International Women's Day with the theme of art and creativity. The event was held at the Kiama Pavilion with over 170 women in attendance and displays from women who were encouraged to 'Get Creative – Tell Your Story Through Art'.
- A touch-screen was purchased for the Old Fire Station, as part of the continued development of the Cultural Network, to provide information to visitors about Kiama's cultural events and artists and links to Council information.
- In partnership, three seminars were held during Cyber Safety Awareness Week to highlight the issues of cyber safety and cyber bullying and provide education for teachers (primary and secondary) and year 7 students of Kiama High.

Community Support Services

- A Twilight Tours program was introduced involving a bus outing for people with early dementia. Operating each Monday and Friday afternoon the outing provides respite for carers.
- A successful volunteer expo was held during National Volunteer Week. Held at the Pavilion, a range of 12 different organisations provided information and stalls to encourage people to volunteer.
- The Community Centre, in conjunction with the Stir it Up Program, held its first men's cooking group. Running for 6 weeks in May/ June, it provided both education and socialisation for older men, either living alone or themselves being carers.
- To celebrate the commitment of our volunteers during National Volunteer Week, approximately 30 volunteers participated in a Shoalhaven River cruise and lunch.

- The Kiama Seaside Group (Centre Based Day Care) produced excellent 2011 calendars created from artwork produced by members of the group.
- Grant funding from Transport NSW facilitated the development of a web based transport map highlighting public and community transport options in the Kiama Municipality.
- A range of community services, including community transport, domestic assistance, home maintenance, and aged care packages, continue to support people who are frail, aged or have a disability and their carers, to remain living independently in their own homes.

Kiama Library

- Kiama Library experienced an increase to circulation figures this year to 169,356 which is very positive and goes against the trend experienced by many other libraries of diminishing loans.
- Our Early Literacy program continues to underpin our service with a total of 53 baby kits distributed to the parents of new born babies, and 12 Baby story time sessions held throughout the year with 244 attending parents/carers. A special Dads and Baby session was also held on a Saturday morning this year.
- Weekly Story Time programs held for toddlers and pre-school children continues to be very popular with 2,022 participates during the year. Book Week continues to be a well supported program and running with the theme of 'Across the Story Bridge' with library staff presenting 7 sessions to 316 students from local schools.
- A variety of School Holiday workshops and activities for school age children including knitting, yoga and meditation, Roald Dahl storytime, a Lego building competition and movie sessions. Total attendance overall for these 15 programs was 519. The Summer Reading Club registered 160 readers with a staggering 1820 books being read during Christmas holiday.
- Kiama Library Service working with the Youth Cottage has been able to increase the number of youth events held to 8 events with 255 youth attending along with HSC sessions conducted for Kiama High School attended by 100 students. A Summer Youth Reading challenge was also established this year and the library was pleased with the number of youth participating.
- Kiama Library Service continues to promote our unique local studies collection, this year focusing on building our photographic collection by capturing a snapshot of our community in 2010 with the 'Faces in the Street' History Week photo exhibition.
- The History Week theme of 'Faces in your street' provided a great opportunity to invite the community to capture a snapshot of our local community in 2010. The Kiama community was asked to take photos of well known identities in their environment, from school bus drivers to the local netball coach, over 80 great entries were received. These fabulous photos were exhibited in the Old Fire Station for the enjoyment of more than 600 visitors.

- A DVD of the 'Kaleidoscope of Kiama Images' exhibition has been made by library volunteer, Steve Leatheam. This unique DVD show a series of photos taken in the municipality during the past 100 years and so far more than 150 copies of the DVD have been sold.
- The Kiama Family History Centre have attended a number of history and genealogy events during the year including the Family History Conference at Bomaderry and the Unlock The Past event at Parramatta. The Kiama Pre Pioneers book has also been launched and sales have exceeded expectation. 'Using the Internet to discover your family history' is now offered as a 2 hour class with all 4 sessions being booked out and 32 people attending.

Kiama Youth Resource Centre

- As an outcome of the Youth Engagement Council meeting at Kiama High School a partnership was entered into with Kiama Coachlines and the Jamberoo Action Park and funding obtained from the Department of Transport to trial a weekend bus service between Kiama and Jamberoo.
- An inaugural Girl's Group was run with participants from Kiama High School, one day a week for 8 weeks, promoting self esteem, healthy relationships and practical living skills. The program was well received by all involved.
- The Youth Worker in the school program worked closely with a student committee to continue to run cinema events at the Pavilion
- A diverse Youth Week program was held incorporating music, a gaming night at the library, a cinema event and a skateboard competition. A total of 418 young people attended the events, with the skateboard competition attracting 250.

Priorities for 2011/2012 – Community Services

- Development of a Public Art Policy.
- Community wide promotion of the Community Builders grants program to raise awareness among eligible groups of the opportunity to apply for funding for community development activities.
- Enhance and refine the Youth Service to align with new funding guidelines and development of a new revamped service initiative.
- Facilitate potential changes within community support services to accommodate new service models proposed by the Productivity Commission and likely to be implemented under altered Commonwealth and State funding arrangements.
- Major upgrade to the Library Management System.
- Apply for funding and develop a Digital Hub Program at the Kiama Library as part of the National Broadband Network (NBN).

Major Achievements - Engineering and Works 2010/2011

Special Rate Variation Works

Council with the approval of the Minister of Local Government, increased rates by 6.5% for the 2010/2011 year. The 2010/2011 income raised totalled \$692,176.

The following is a breakdown of the original allocation for the expenditure of the Special Rate Variation, the actual expenditure and the re-votes of expenditure:

	Original Allocation	Actual SRV Expenditure	Revote
Rural Sealed Roads	\$ 80,974	\$ 80,974	-
Footpaths	\$ 30,000	\$ 19,313	\$10,687
Urban Roads	\$118,973	\$118,973	-
Kerb and Gutter	\$ 25,000	\$ 4,490	\$20,510
Building Renewal	\$112,400	\$ 92,599	\$19,801
Playground Equipment	\$ 62,200	\$ 62,200	-
Drainage	\$ 71,360	\$ 26,203	\$45,157
Sports Association	\$ 33,797	\$ 33,797	-
Road Resealing	\$157,472	\$157,472	-
TOTAL	\$692,176	\$596,021	\$96,155

The revoted works were not completed in the 2010/2011 financial year due to the impacts of the September 2010 wind storms and the March 2011 floods. The balances have been revoted to the 2011/2012 Budget and will be completed along with the 2011/2012 SRV program of works.

The outcome from the additional revenue raised by the Special Rate Variation has enabled Council to put in place a sustainable program to implement its Asset Management Program for the substantial community assets it maintains.

In addition the following major items were completed:

- A bus shelter improvements project was completed incorporating fourteen identified sites.
- Playground equipment was installed at Coronation Park, adjacent to Surf Beach, Kiama.
- New footpaths were installed in Farmer Street, Swan Place and Colley Drive.
- Jamberoo Valley Cycleway Stages 1 and 2 were completed using shared funding from the State and Federal Governments.
- New telemetry and piezometers were installed at the Jerrara Dam to assist with dam monitoring and emergency arrangements.
- Response to two natural disasters - the Father's Day wind storms and the March 2011 floods.
- Continuation of the Minnamurra River bank stabilisation on Riverside Drive, Kiama Downs.
- A major electrical upgrade to the sports fields at Michael Cronin Oval, Kiama Quarry Sports Complex and Gainsborough Oval.
- Commencement of the West Terralong Street streetscape redevelopment with the inclusion of solar powered footpath lighting.
- A Pedestrian Access and Mobility Plan for the Kiama High School precinct. This plan has identified Engineering, Educational and Enforcement activities to improve pedestrian safety in the area.
- The implementation of the Road Safety Action Plan.

- A contract was awarded for the construction of Stage 7 of the Elambra Estate, Gerringong.

Priorities for 2011/2012

- Continuation of the Asset Renewal Program to provide substantial repairs and maintenance to major asset groups. This includes expenditure from the Special Rate Variation funds.
- Completion of the shared pathway from Gainsborough Estate to Swamp Road.
- Completion of the river bank stabilisation works on the Minnamurra River at Riverside Drive.
- Installation of new playground equipment at Kendalls Beach and outdoor fitness circuit in Kiama.
- Completion of the Jamberoo Skatepark funded under the RLCIP Program – Round 3.
- Construction of an amenities building in the Black Beach Reserve.
- Completion of Eddy Street reconstruction.
- Completion of the West Terralong Street streetscape improvements.
- Installation of infrastructure and signage for a 40kph precinct in Kiama's CBD.
- Completion of the Elambra Estate development.
- Implementation of the Blackwood Street Local Area Traffic Management Plan.
- Construction of a roundabout at Bland Street and Old Saddleback Road.
- Re-roofing of the Kiama Surf Clubhouse.
- Footpath construction at Hillview Circuit, Fern Street, Jupiter Street, Bland Street and Shoalhaven Street.
- Completing the March 2011 flood damage repair.
- Completion of the Gerringong Cemetery extension.
- Investigation and design of a new roof incorporating environmentally sustainable features at the Kiama Leisure Centre.
- Completing flood modelling and contouring for the Spring Creek, Union Creek, Ooaree Creek and Broughton Creek catchments.

Major Achievements - Environmental Services 2010/2011

Biodiversity and Food Initiatives

- Supported National Tree Day, with 250 students from Kiama High School participating in tree planting and bush regeneration at seven sites with 1000 trees planted.
- The Illawarra Biodiversity Strategy and Action Plan adopted by Kiama Council in May 2010.
- Biodiversity education activities undertaken include a Spring Creek Education Day and community workshops on Birds in Backyards, Plant Propagation, Private Conservation Law and Eucalyptus Tree Identification. Factsheets on Frogs and Birds of the Illawarra were also developed.
- Regional Food and Biodiversity Grant projects undertaken included: Workshops on Pickling and Preserving, Vegetarian Cooking and Introduction to Permaculture Design. The updating of the Low Cost and Free Meals Directory,

and the establishment of the Living Classroom program at Kiama Public School.

Biodiversity projects undertaken by Council included:

- Seven Mile Beach Reserve - Asparagus and other weed removal and revegetation work in littoral rainforest and Endangered Ecological Communities. This was funded by a CMA grant of \$39,000 and Council funds of \$30,000.
- Jerrara Dam Arboretum and Wetland Reserve- weed removal and revegetation work at three locations including preservation of two Threatened Species. This was funded by a Illawarra Biodiversity Grant of \$12,000
- Riverside Drive Minnamurra-Vine weed removal and revegetation work on river bank. This was funded by an Illawarra Biodiversity Grant of \$14,400
- Rocklow Rest Stop Minnamurra-Tree of Heaven removal and revegetation work in reserve and saline wetland. This was funded by an Illawarra Biodiversity Grant of \$8,600

Health-Sustainability-Environment Initiatives

- Kiama Health Plan 2011-2017 was adopted.
- Official Opening of Peace Park Community Rose Garden in October 2010
- Official Opening of Kiama Community Garden December 2010.
- Energy Savings initiatives undertaken included installation of a 10kW photovoltaic solar power system and Power Factor Correction unit on the Council Administration building.
- Installation of an above ground 'biodiesel' tank at the Kiama Council Works Depot for running plant, equipment, operational and corporate fleet vehicles.
- Development and adoption of policies and guidelines for Council operations including: Health and Sustainability Policy, Green Vehicle Fleet Strategy, Sustainable Events and Sustainable Procurement Guidelines.
- Council's total water consumption was reduced by 10.2% compared with 2009-2010 data
- World Environment Day 2011 (Sunday 5th June) activities included Sustainability Expo and Kiama Community Garden Open Day attended by an estimated 1200 residents and visitors.
- Renewable Energy Expo undertaken in October 2010 attended by over 1,000 participants.

Waste Minimisation Initiatives

During 2010-2011 12,706 tonnes of waste was collected or received for disposal. Of this, 62.26% (7,911 tonnes) was reused or recycled. This is a 6.48% increase from the 2009/2010 year figures. Also compared to the previous reporting period the total number of new domestic and rural collection services increased by 1.6% (137 new services - 121 urban and 16 rural).

Recycling and minimisation initiatives introduced included:

- Weekly urban recycling service conducted during months of December and January. An additional 51.61 tonnes of recyclables collected during the period compared to last year's tonnages.
- Electronic waste collection "E-Cycle" 8-13 November, 2010. A total of 37.2 tonnes was recycled.
- Planet Ark's "Cartridges 4 Planet Ark" that resulted in 91.18kg of cartridges from Council's Administration Building being recycled.
- Second Hand Saturday conducted in July 2010 and March 2011 involving a total of 177 stallholders and approximately 2,100 attendees.
- Agsafe Limited DrumMuster Program resulted in 941 drums being collected and recycled.
- Fridge Buy-Back Program conducted with 243 fridges collected ranking Kiama 13th out of 45 participating Councils in NSW.
- Regional mattress recycling program resulted in 53 mattresses recovered and recycled.
- Fluorescent tubes and CFL lamp recycling program resulted in 173.5kg of fluorescent tubes and 95kg of mixed CFLs being collected. This equates to diverting approximately 18,300 mg of mercury from landfill.
- Council supported Clean-Up Australia Day involving 250 residents and 1,400 school students and resulted in 16 sites being targeted and .9 tonnes of waste collected and 1.2 tonnes of recyclable material recovered.
- A regional "Littering from Cars" program conducted with 100 people approached resulting in 7 verbal cautions given.

Strategic Town Planning

- A new Section 94 (Direct Contributions) Plan was commenced, however completion was delayed pending State legislation and Policy changes.
- Kiama Draft Local Environmental Plan 2010 was exhibited for public comment and adopted by Council in an amended form. The Draft Plan with proposed amendments were submitted to the Department of Planning in May 2011 with a request that the plan be made. The plan was not gazetted as at the end of June 2011.
- Draft Kiama DCP chapters relating to low density, medium density and rural housing was exhibited for public comment. Council deferred adoption of these chapters pending completion of the remaining chapters. The draft DCP will be exhibited following a further report to Council.
- The draft Kiama Urban Strategy was exhibited for public comment. Council deferred its adoption pending further discussions with the Department of Planning and landowners.
- Gazettal of Jamberoo Action Park LEP to permit expansion of the park and approval of the development application by the JRPP.

Priorities for 2011/2012

Biodiversity and Food Initiatives

- Complete Minnamurra River bank stabilisation and revegetation project.
- Implement strategies identified in Illawarra Biodiversity Strategy Action Plan.
- Develop a Food and Nutrition Position Paper for Council.
- Complete Kiama Primary School Living Classrooms Project.
- Implement Food Safety Inspection Program and Training.
- Develop a Community Gardens Policy – Position Paper.

Health-Sustainability-Environment Initiatives

- Investigate and pursue funding opportunities for energy and water efficiency improvements to Council facilities including, Leisure Centre and Council Administration Building.
- Implementation of Waste & Sustainability Improvement Payment Action Plan Programs.
- Commence planning for Review of Minnamurra Estuary Management plan
- Continue inspection program for On-site Sewerage Management systems.
- Implement companion animals legislative requirements.
- Review Dog Off-leash areas for Jamberoo and Kiama Downs.
- Investigate and pursue funding opportunities for development of Kiama Flood Study.
- Continue to implement projects identified in the Water Savings Action Plan

Waste Minimisation Initiatives

- Completion of Business Plan of Council's Waste Management and Property Services Business Unit Operations.
- The preparation of Business Cases for options for the establishment of an organics treatment and or alternative waste technology facility locally or regionally.
- The implementation of a trial food & organics collection and new collection services for recycling and garbage services.
- Implementation of a Sustainable Events Management Plan & Guidelines.
- The implementation of strategies identified in the Illegal Dumping and Litter Integrated Plan.
- Continue to implement Public Place Recycling Program.
- Continue waste minimisation educational programs.

Strategic Planning

- Implement administration procedures when Kiama LEP 2010 is gazetted.
- The development and adoption of a new DCP.
- The adoption of the Kiama Urban Strategy.
- Participate in the review of Illawarra Regional Strategy.
- Preparation and exhibition of a draft Section 94 Plan for the provision and enhancement of community facilities.

Development Assessment

- Maintain procedures adopted for reducing development application timeframes.

State of the Environment Report Sec 428 (2) (c)

Council's 2010/2011 State of the Environment Report is a separate attachment.

Condition of Public Works Sec 428 (2) (d)

Council is required to report on the condition of its public works, including details of maintenance programs and an estimate of money required to bring works up to a satisfactory standard. Part of this process is the valuation of various community infrastructure assets such as roads, bridges and drainage. Council has brought into account all non-current assets purchased or constructed on or after 1 January 1993.

All land and buildings (excluding land under roads), plant equipment, office equipment, furniture and fittings, drainage assets, heritage assets and all other non-current assets have also been brought to account.

Council is required to report on the following:

- An estimate of the amount of money required to bring the works up to a satisfactory standard;
- An estimate of the required annual expense of maintaining the works at that standard; and
- The Council's program of maintenance for that year in respect of the works.

Council is developing a strategic program to ensure that Council's capital renewal capacity on community assets is increased.

Local Roads & Regional Roads

A survey of the condition of Council's transport and communication assets has provided the following estimated values (excluding land under roads). The amount spent on the maintenance of the assessed assets during the 2010/2011 financial year is also shown:

Asset Class	Written Down Value at 30/6/11 (\$000)	Estimate of Cost to Bring to Satisfactory Standard (\$000)	Estimated Required Annual Maintenance (\$000)	Maintenance Expenditure 2010/2011 (\$000)
Public Roads	71,731	5,038	2,910	2,129

Stormwater Drainage

The condition of Council's stormwater drainage assets has been surveyed and the following values are provided for the 2010/2011 financial year.

Asset Class	Written Down Value at 30/6/11 (\$000)	Estimate of Cost to bring to Satisfactory Standard (\$000)	Estimate Required Annual Maintenance (\$000)	Maintenance Expenditure 2010/2011 (\$000)
Drainage	19,437	1,501	264	79

Buildings

The condition of Council's buildings has been surveyed and the following values are provided for the 2010/2011 financial year.

Asset Class	Written Down Value at 30/6/11 (\$000)	Estimate of Cost to Bring to Satisfactory Standard (\$000)	Estimate Annual Required Maintenance (\$000)	Maintenance Expenditure 2010/2011 (\$000)
Public Buildings	48,980	1,636	1,570	1,112

Other Structures

The condition of Council's other structures has been surveyed and the following values are provided for the 2010/2011 financial year.

Asset Class	Written Down Value at 30/6/11 (\$000)	Estimate of Cost to Bring to Satisfactory Standard (\$000)	Estimate Annual Required Maintenance (\$000)	Maintenance Expenditure 2010/2011 (\$000)
Public Buildings	7,459	625	487	360

Summary of Legal Proceedings Sec 428 (2) (e)

The following list are actions in the Land and Environment Court, Local Court and prosecutions under the Companion Animals Act, Traffic Act, Local Government Act, 1993 and Protection of the Environment Act.

Actions in Local Court			
Action		Result	Costs
Companion Animals Act (Appeal)		Dangerous Dog Declaration Revoked	\$2,785
Protection of Environment Operations Act (Appeals)		Nil	Nil
Other Acts (Appeals)		Nil	Nil
Infringement Notices			
Act		Number issued	Costs
Road Rules 2008 & Road Transport (General) Act 1993 & Roads Regulation 2005, Roads Act (General) 1993 & Roads Regulation 2008		375	Nil
Companion Animals Act		172	Nil
Environmental Planning & Assessment Act 1993		6	Nil
Local Government Act & Protection of the Environment Operations Act		3	\$1,850
Actions in the Land and Environment Court			
Appeals			
Development Application No		Result	Costs
10.2009.141 – proposed caravan park Lots 10 & 11 DP 1045242 Campbell Street, Gerringong - Caravan & Tourist Park		Appeal dismissed and the DA refused. The applicant has subsequently lodged an appeal against the Courts decision.	\$77,246.92
10.2009.126 – Jamberoo Action Park		Appeal dismissed and DA refused.	\$37,631.55
10.2007.379.1 - Lot 28 DP 751292 and Lot 2 DP 208387 Knights Hill Road, Knights Hill - Mineral Water Bottling Facility		Appeal upheld and the DA approved.	\$23,954.33
Prosecutions			
Case	Action	Fine	Costs
P G Williams	POEO Act	\$2,000	\$4,089

Mayoral and Councillor Fees Sec 428 (2) (f)

The following is an extract from a Policy on the payment of expenses and provision of facilities to Mayor, Deputy Mayor and Councillors which applied in 2010/2011. The complete policy is available for perusal upon request.

Policy Objectives

- 1 To comply with the requirements of Sections 252, 253 and 254 of the Local Government Act 1993.
- 2 To ensure that Councillors are reimbursed for all expenses legitimately incurred in performing the role of Councillor.
- 3 To establish clear guidelines regarding the provision of facilities and equipment to Councillors and the permitted use of such facilities and equipment.
- 4 To provide for facilities and equipment to be made available to the Councillors.
- 5 To promote participation, equity and access.
- 6 To ensure accountability and transparency.

Annual Fees - This policy **excludes** annual fees paid to the Mayor, Deputy Mayor & Councillors under Sections 248-251 inclusive of the Local Government Act 1993

Payment of Expenses

General provisions

Councillors must receive prior Council approval before attending conferences and the resolution must outline the reason for attendance.

- (a) Reimbursement to Councillors will only be made on the basis of actual expenses incurred in performing the duties of Councillor, a delegate or representing Council (as requested by the Mayor) as authorised by Council. Such expenses do not include those incurred as a result of anything other than Council business. A reimbursement of expenses to a maximum of \$65 daily will be paid for each night a Councillor is absent from the Municipality on Council approved civic duties, including conferences, seminars, training and educational courses.

If a Councillor, due to extenuating circumstances, is unable to meet the expected out of pocket expenses to be incurred when attending approved civic duties, an out of pocket allowance may be paid in advance at a maximum of \$65 for each day that a Councillor is absent from the municipality subject to the approval of the Mayor and General Manager. The Councillor must provide documentary evidence of appropriate expenditure incurred and reimburse Council for any out of pocket funds not expended. This out of pocket allowance amount will be reviewed annually.

- (b) A mileage allowance for the use of a Councillor's private vehicle shall be paid to each Councillor when performing a function authorised by the policy, subject to this being the most effective mode of transport available.
- (c) All claims for reimbursement must be made on the prescribed form and must be sufficiently detailed and/or accompanied by appropriate documentary evidence.
- (d) In respect of the position of Mayor (and Deputy Mayor or Councillor when representing the Mayor), Council shall pay the cost of the elected member and their spouse, partner or accompanying person attending a function in an official capacity within New South Wales. Council shall meet the reasonable costs of Councillors spouses, partners or accompanying person for attendance at official Kiama Council functions that are of a formal and ceremonial nature.
- (e) In respect of a conference or seminar, a Councillor who does not attend the majority of the sections of the conference/seminar shall not be eligible for a reimbursement of any sustenance, accommodation and travel expenses, unless extenuating circumstances apply.
- (f) Approved travel shall be in the most efficient and effective manner having regard to the requirements of individual Councillors.
- (g) Councillors shall make payment to Council for any private use of Council facilities as per this policy.
- (h) Council is to be advised on a quarterly basis of attendances at conferences and seminars by all Councillors and associated costs for that quarter.

Provision of facilities

General provisions

- (a) Council facilities and equipment should only be used by Councillors in the performance of the functions of a Councillor and in the manner prescribed and authorised by Council.
- (b) Subject to (a) above, certain designated facilities and equipment contained in this policy may be used by Councillors other than in the performance of the functions of a Councillor, providing the Council is reimbursed as provided in this policy.

Council adopted the following range of fees to be paid to Councillors and the Mayor in the Rural category for Councils for 2010/2011. The fees shown were adopted by Council on 22 June 2010.

	Minimum	Maximum	Amount Adopted by Council
Councillors	\$6,870	\$9,060	\$9,060
Additional Mayoral Fee	\$7,300	\$19,790	\$19,790

The following fees and expenses were paid in 2010/2011:

Mayoral Fee	\$19,790
Mayoral Vehicle Expenses	\$3,288
Councillor Fees	\$81,540
Councillor's Expenses (see below)	\$34,098

Provision of Facilities

Provision of dedicated office equipment allocated to Councillors. Includes laptop computers, mobile phones, facsimile machines and internet installed in Councillor's homes (including line rental and internet access). \$4,836

Expenses

1	Telephone calls including mobiles, home located landlines, facsimile and internet services.	\$2,957
2.	Spouse/partner/accompanying person expenses.	NIL
3.	Conference and seminar expenses	\$24,065
4.	Training and skill development expenses.	Nil
5	Interstate travel expenses (including subsistence and out-of pocket expenses)	\$7,076
6	Overseas travel expenses (including subsistence and out-of pocket expenses)	Nil
7	Care and other related expenses (of dependants to enable a Councillor to undertake his or her civic functions)	NIL
		<u>\$34,098</u>

Meetings of Councillors

During the year Council held a total of 11 ordinary meetings and 2 extraordinary meetings. Councillor's attendance at those meetings are detailed below:

	Ordinary Meetings		Other Meetings	
	Held	Attended	Held	Attended
Councillor Sandra McCarthy	11	10	2	2
Councillor Trevor Fredericks	11	8	2	1
Councillor Warren Steel	11	10	2	2
Councillor Brian Petschler	11	10	2	2
Councillor Ben van der Wijngaart	11	11	2	2
Councillor Lexie Wheeler	11	9	2	2
Councillor Peter Bowman	11	11	2	2
Councillor Neil Reilly	11	11	2	2
Councillor Monique Dare-Ward	11	10	2	2

Senior Staff Employed by Council Sec 428(2)(g)

Under Section 332 of the Act, Council employed one officer under the provisions of the Local Government Act as "senior staff".

The total amount payable in respect of the employment of senior staff for the period (including the salary component, employers and employee superannuation, provision of vehicle, vehicle running costs and fringe benefits tax) was \$214,867

**Contracts Awarded by Council during Year \$150,000
or Greater Sec 428(2)(h)**

Contractor	Goods/Services	Amount Incl GST
Cleary Bros.	Civil Works-Elambra Estate	\$1,996,818
Cleary Bros.	Concrete supplies/plant hire	\$351,300
Boral Constructions	Quarry products & supply/lay asphalt pavement	\$1,105,644
Roadworx Group	Asphalt/Equipment hire/traffic management	\$216,121
Cary Constructions	Water & Sewer works-Elambra Estate	\$400,259
Harrigan Ford	Supply vehicles	\$430,989
Gabbys at the Pavilion	Catering-The Pavilion	\$217,722
Alvannex Pty Ltd	Holiday Park Cabins	\$401,605
Illawarra Toyota	Supply vehicles	\$238,153
Huntley Heritage	Landscape supplies	\$203,381
Wilson's Holden	Supply vehicles	\$749,161
Garwood International	Supply compactor	\$241,211

**Bush Fire Hazard Reduction Activities Carried Out By
Council Sec 428(2)(i1)**

Kiama Local Government Area

The Kiama Local Government area received no hazard complaints from residents in relation to bush fire hazards on properties. Fire permits are issued by the Rural Fire Service and the following information was received:

- 44 Development Applications completed.
- 30 Fire Permits were issued.
- 4 Bush Fire Hazard Complaints were received.
- 1 Hazard Reduction Certificate was issued.

No Burn Policy Carried out by Council

Part 2, Schedule 8 of Protection of the Environment Operations (Clean Air) Regulation 2010

Kiama Local Government Area

Council has adopted a *No Burn* Policy within the Kiama Municipality. Under Part 2, Schedule 8 of the Protection of the Environment Operations (Clean Air) Regulation 2010, and through authority delegated by the Department of Environment and Climate Change (DECC), Kiama Council is required to regulate outdoor burning in the Municipality.

Council will only consider applications to burn piles of vegetation that relate to properties over one acre that perform agricultural operations or for burning in accordance with the Bush Fire Hazard Reduction Certificate under the Bush Fire Act. The Council approval is only for permission to make pollution and is not a fire permit. During the bush fire danger period from 1 October to 31 March, a permit must also be obtained from the Rural Fire Service prior to any burning taking place.

Council will not consider applications to burn piles of vegetation from urban (residential) and rural (residential). Rural residential is classified as a one acre lot.

Council is required to consider issuing an approval using Section (6G) 3 which states:

“Before granting approval the local Council must take into account the following matters:

- *The impact on local air quality and amenity.*
- *Feasibility of reuse, recycling or other alternative means of disposal.*
- *Any options of the sector of the public likely to be affected by the proposed approval.”*

Kiama Council's scheduling only allows for the burning of vegetation and the burning of garbage and other waste is prohibited.

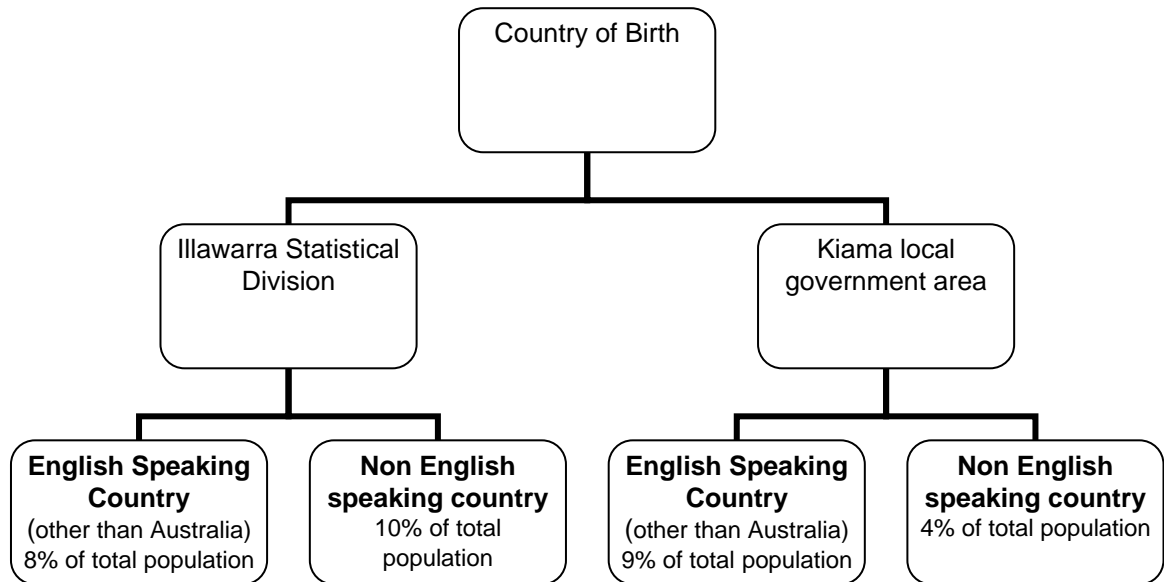
A total of 99 permits to create smoke were issued under the Protection of the Environment Operations (Clean Air) Regulation 2010 by Council.

Details of Programs for People with Diverse Cultural and Linguistic Background Sec 428(2)(j)

- Culturally and Linguistically Diverse People

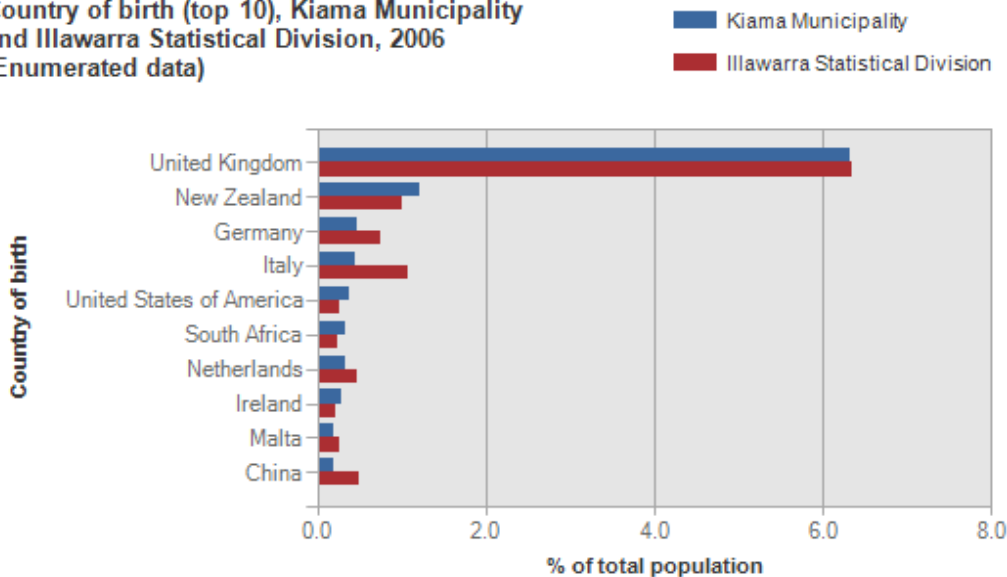
Country of Birth

The 2006 Australian Bureau of Statistics Census data shows that while in comparison with the broader Illawarra Statistical Division, the Kiama Municipality has a similar proportion of people born overseas in English speaking countries, it has a significantly smaller proportion of people born overseas in Non English speaking countries.

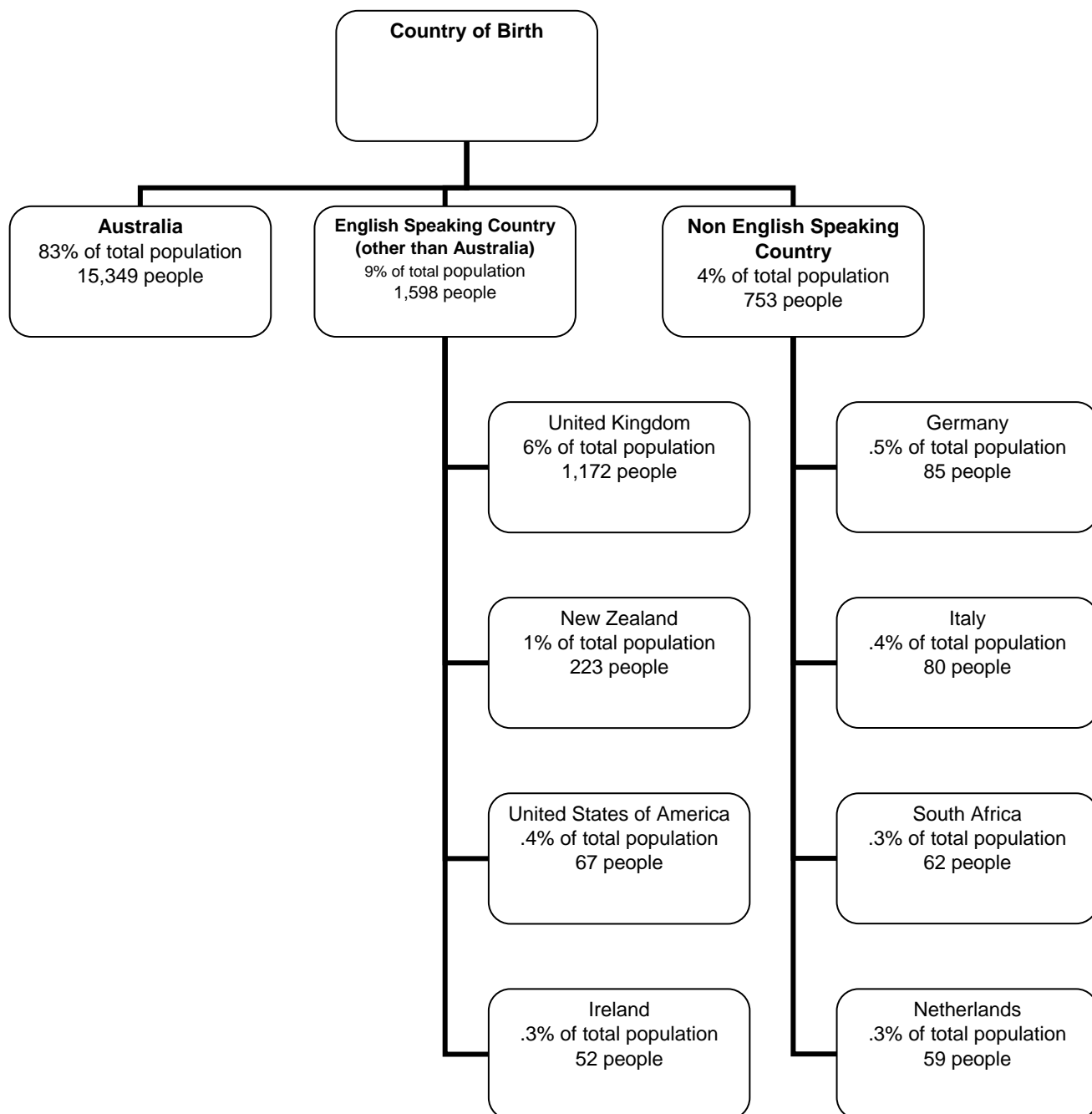


The dominant English speaking country of birth in the Kiama Municipality is the United Kingdom with the dominant non-English speaking country being Germany.

Country of birth (top 10), Kiama Municipality and Illawarra Statistical Division, 2006 (Enumerated data)

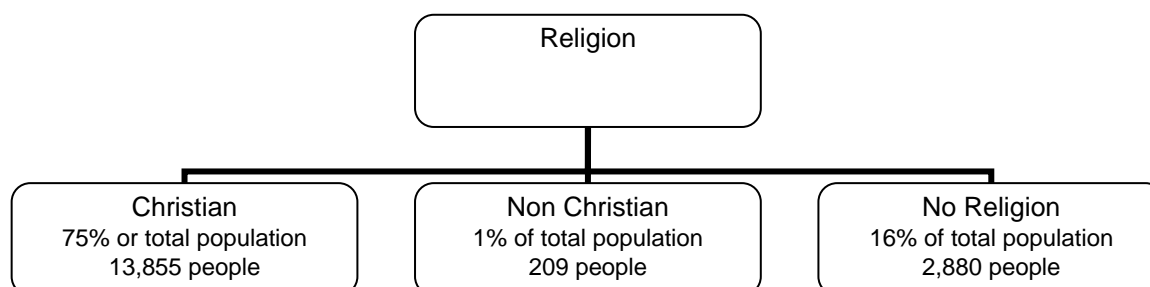


Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)



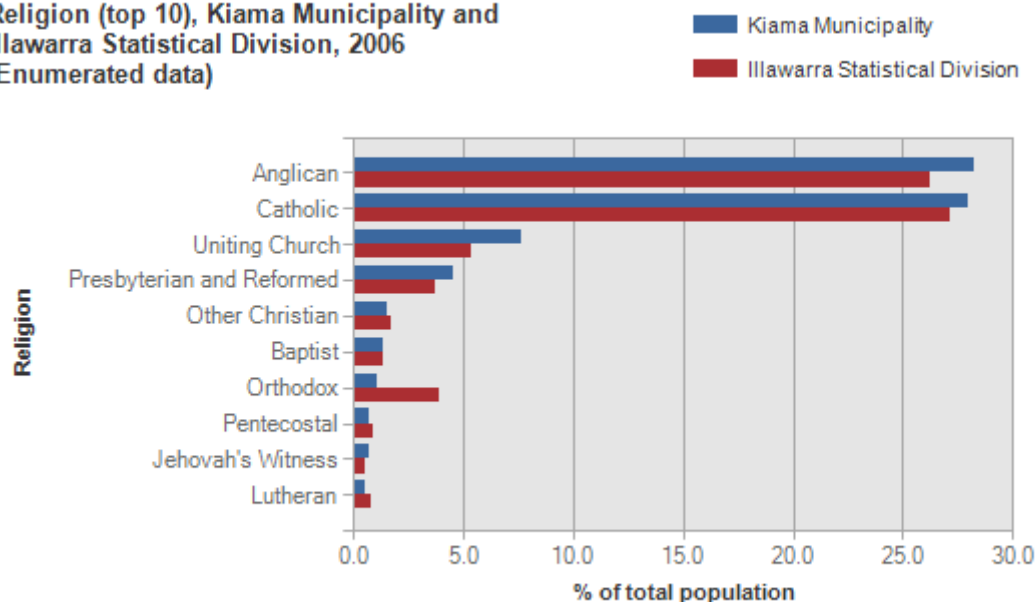
Religion

2006 Australian Bureau of Statistics Census data shows that 76% of the population nominated a religious affiliation this being consistent with the broader Illawarra Statistical Division with 75%.



The dominant religion in the Kiama Municipality was Christian being 75% of the total population, with highest ranking denomination being Anglican at 28%.

Religion (top 10), Kiama Municipality and Illawarra Statistical Division, 2006 (Enumerated data)



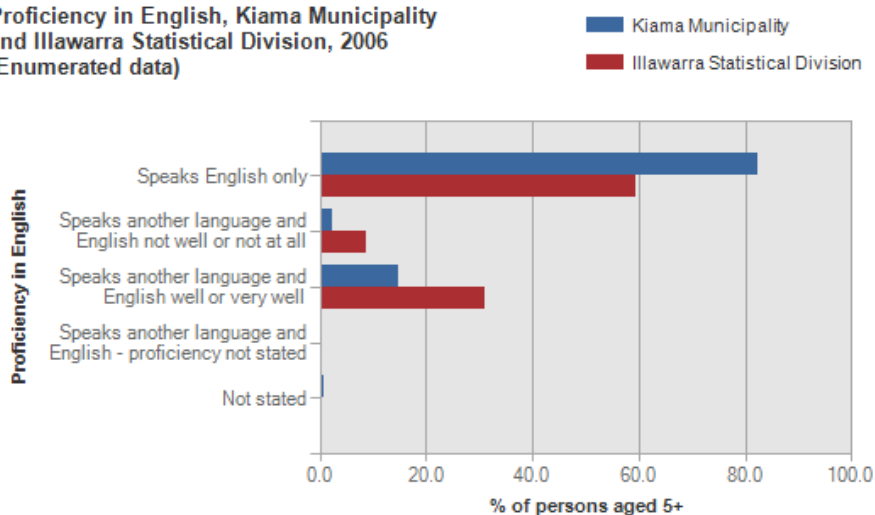
Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

Language

Analysis of the, proficiency in English data, for Kiama Municipality in 2006 compared to the Illawarra Statistical Division shows that there was a larger proportion of persons who spoke English only and a corresponding smaller proportion of persons who spoke another language and English not well or not at all.

Overall, 82% of persons spoke English only, and 2% spoke another language and English not well or not at all, compared with 59% and 9% respectively for the Illawarra Statistical Division.

Proficiency in English, Kiama Municipality and Illawarra Statistical Division, 2006 (Enumerated data)



Source: Australian Bureau of Statistics, 2006 Census of Population and Housing (Enumerated)

As part of its work with Kiama's local Culturally and Linguistically Diverse People between 1 July 2010 and 30 June 2011 Council has:

- Had 3 citizenship ceremonies conducted by the Mayor, with 27 people being naturalised.

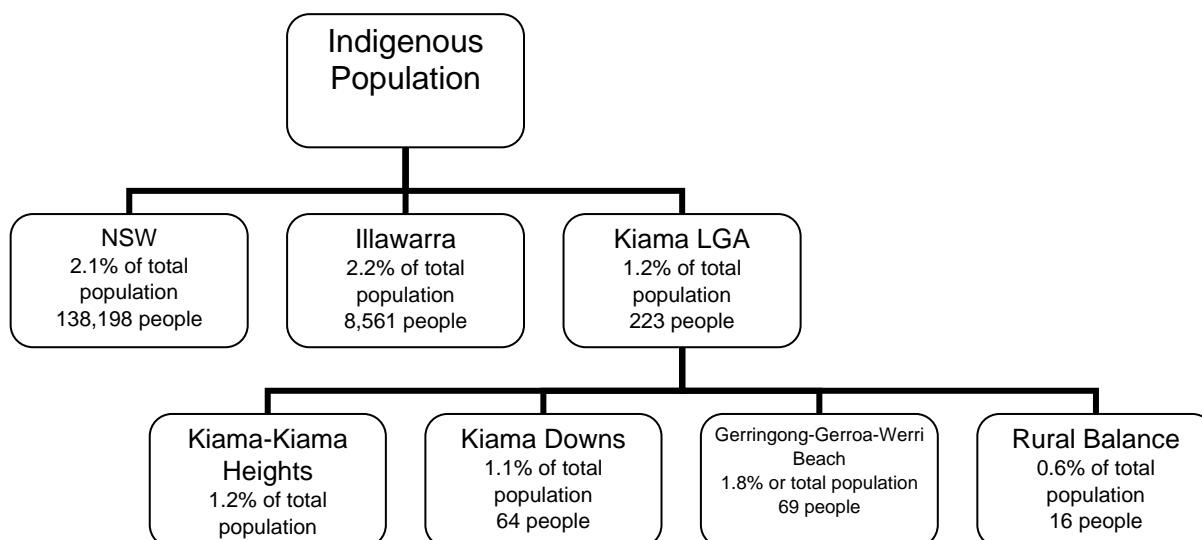
- Held a Mayoral Reception to celebrate World Day for Cultural Diversity, Dialogue and Development.
- Continued to develop Council's Friendship Agreement with Hoi An City, Vietnam and Zumalai, Timor Leste

Aboriginal and Torres Strait Islander People

Council has employed an Aboriginal Engagement Officer with funding provided from the NSW Community Building Partnership.

The following graph shows population totals of the Indigenous population across NSW, Illawarra and the Kiama local government area and population distribution across Kiama's four main geographical areas.

This data taken from the 2006 Australian Bureau of Statistics Census shows a shift in Kiama's population with an increase in the Indigenous population in the central and northern areas of the local government area.



As part of its work with Kiama's local Aboriginal residents between 1 July 2010 and 30 June 2011 Council has:

- Met regularly with the Kiama Aboriginal Reference Group (made up of local Aboriginal residents).
- Held a Sorry Day Flag Raising and Ceremony.
- Published and distributed to Aboriginal residents of Kiama a Sorry Day book of poetry and prose.
- Held a NAIDOC Week family fun day and concert.
- Continued to raise the Aboriginal Flag together with the Australian and Municipal Flags each weekday and other significant Aboriginal days.

Details of Work Carried out on Private Land Sec 428(2)(k)

A Council may, by agreement with the owner or occupier of any private land, carry out on the land any kind of authorised work. Council's policy in relation to charging for these private works in 2010/2011 was as follows:-

Plant Hire Rates (including operator)	Reviewed each year based on a commercial rate of return on capital investments
Additional Labour	Actual cost plus 36.9% for overheads
Stores and Materials	Actual cost plus 25% for overheads
Administrative Costs	10% of total works

In this regard, Council completed works with a return of \$7,038 in 2010/2011. There were no resolutions made under Section 67(2)(b) of the Local Government Act for the period.

Amount of Money Granted Under Section 356, Sec 428(2)(l)

A Council may contribute money or otherwise grant financial assistance to persons for the purpose of exercising its functions. In this regard the following monies were expended in 2010/2011:

Regional Contributions	\$64,712
Festivals	\$16,743
Arts	\$17,250
Community Subsidies/Donations	\$28,937
Total	\$127,642

Human Resource Activity Summary Sec 428(2)(m)

Recruitment and Selection

Given that Council is a major employer within the municipality and a provider of secure employment, staff turnover has remained relatively low for the past 12 months. These effects are particularly evident as staff turnover in Council's Aged Care sector has demonstrated a declining trend over the past year which is contrary to the general industry trend in the sector. Throughout the year, Council's primary recruitment activities have taken place in areas that have a high portion of casual workforce relative to other areas of Council such as the Leisure Centre and Waste Services. Human Resources has continued to provide ongoing support and advice to managers, employees and potential employees throughout the year. All new and vacant positions continue to be referred to Council's Senior Management Team (MANEX) for review in light of Council's needs in accordance with the Workforce Plan to ensure staffing accurately reflects Council's needs and priorities.

Risk Management

The risk management program has continued to develop as part of the continuous improvement strategy. Council's Business Continuity Plan, Crisis Management Plan and the Emergency Response Plan have all been reviewed and updated to incorporate the improvements following a practical test conducted in December 2010. The QSE risk Management OHS system has been further refined by improving the reporting documents by designing a single style charting diagram which has become the preferred methodology by other users of this software. Council has been audited by Statewide for the annual Public Liability Audit. This incorporates ten specified elements for evaluation and verification as to Council's processes and documentation. Council must provide proof as part of its risk management mitigation and prevention strategies. Statecover also conducted the annual Occupational Health and Safety audit to gauge Council's OHS Management System.

Both audits revealed significant improvements on the previous year and showed high percentage results in most areas. The results were favourable compared to other Councils in the region and to Councils state wide. As a reflection of Council's results both Statewide and Statecover Mutual have provided rebate incentive bonus payments to council of \$24,000 and \$44,000 respectively. In addition, Council also received a rebate of \$53,500 from Statewide Mutual for the Property Policy years 2006-2008. This rebate was part of the surplus due to Council as a result of Council's management procedures resulting in a good claims history over this period.

Council has continued to improve and refine its Workers' Compensation strategies to reduce not only the number of claims but also the severity of the injuries involved. The implementation of the Risk Management QSE – OHS Management System is now providing a greater data base from which to target and analyse trends and causal factors. This information is now presented to senior management as part of its feedback to departmental meetings.

The review and updating of the Internal Audit and Risk Management Committee's Strategic Internal Audit Plan was also achieved. This will ensure identified tasks and functions will be risk assessed with appropriate risk controls implemented to mitigate or eliminate any such risk rating over the level of risk appetite MANEX has deemed acceptable.

Occupational Health and Safety

Council's OH&S Management Program continues to improve with established processes and documentation being reviewed and refined in line with new legislation changes and/or changes in function or tasks.

The strategies implemented during this reporting period has resulted in a greater understanding and appreciation of why Council uses safe work practices, risk assessments and Work Method Statements prior to undertaking the work. Worksite inspections and audits have highlighted a number of onsite deficiencies in tasks or processes providing opportunities to improve documented Workplace Statements.

The OH&S Safety Committee has continued to work in a positive way providing and supporting initiatives to enhance and support the way employees respond to changes in their work and working environment. The Committee also assists with the communication and consultation process required when introducing new OH&S procedures or tasks.

Trainees, Apprentices and Cadets

Council's strong commitment to supporting and developing entry level qualifications and skills has continued throughout the past year. Council offered three entry level traineeships in 2010-11, two in Business Administration and one in Transport and Distribution (Warehousing). In November 2010, Council's Business Administration Trainee at the time, Caitlin Haigh was awarded the Megan Dalley Memorial Award by Council recognising her outstanding work performance and performance in her studies in Business Administration.

Council also continued to work with the Australian Training Company to host placements of Apprentices during the past year. New apprentices commenced in an Apprentice Metal Fabricator role and an Horticulturist Apprentice role. Council also continued to support placements for an Apprentice Plant Mechanic and Apprentice Carpenter.

During the past year, Council continued its cadetship in Human Resources and recruited an Engineering Cadet. Both students continued their studies at the University of Wollongong whilst gaining on-the-job experience in their work at Council.

Council also supported the ongoing professional development of 12 of its employees throughout the year by supporting them to complete Existing Worker Traineeships. In addition 4 employees also completed Existing Worker Traineeships in the past year. The Existing Worker Traineeships that Council has supported have been in the areas of Aged Care, Rating, Waste Management, Accounting and Warehousing and Distribution.

Council also entered an agreement with local Indigenous Recruitment and Employment Agency, Warrigal Employment to host an Indigenous School Based Traineeship at the Leisure Centre. The project provides the school based trainee, Indi Bucksin-James with the opportunity to gain on-the-job experience in the Sport and Recreation industry and a formal tertiary qualification that also contributes towards her studies in the Higher School Certificate.

Work Experience and Volunteering

As Council is one of the largest employers within the municipality, it regularly receives applications from students seeking insight into a particular field that is of interest to them and to apply skills and knowledge they acquire in their training to a real work situation.

During 2010/11 Council provided Work Experience opportunities to students from local High Schools, the University of Wollongong and the Australian Careers Business College. Work experience placements were completed in areas that included Construction, Metal Fabrication and Mechanics, Library Services, Business Administration, Community Services and Environmental Services. Council also continued its commitment to the University of Wollongong Internship Program by hosting a total of 8 students for a 16 day placement to work in an area that related to their Bachelor of Commerce major area of study. These students worked on projects in Human Resources, Strategic Planning, Accounting and Finance, Marketing and Community Services.

Council and the community greatly appreciate the contribution that Council's volunteers make to providing Council's services. Volunteers continue to provide service to the community across a wide range of areas including Community Transport, Community Respite, Centre Based Day Care, Social Support, Library Services, Family History Centre and Blue Haven Aged Care Facility.

Staff Training And Development

Given that Council has a diverse workforce that operates across a wide range of industries; Council continued to offer training and development activities to facilitate professional development in the broad range of areas that Council operates. Council's Annual Competency and Performance Review Process was used to identify areas for individual employee improvement, to identify future development opportunities and to plan training and development needs. Council's Training Needs and Priorities were then determined using the strategic planning process. Based on these training priorities, Council's training was arranged to ensure that Council's training budget was used in the most effective and efficient manner to maximise return on Council's investment in training.

Council continued to host regular Corporate Induction Training throughout the year. The Corporate Induction Training provides new employees with a comprehensive introduction to Council and the opportunity to learn about Council's Code of Conduct, policies and procedures.

Corporate Training continued to be delivered throughout the past year. Recruitment and Selection Training was hosted to provide existing Selection Committee members with refresher training in Recruitment and Selection practices and comprehensive training for new Selection Committee members. In addition, all employees with supervisory responsibilities attended Performance Review Training to develop their skills providing employees with feedback and managing the performance review process.

Council's Women's Leadership Pilot Group continued to meet on a monthly basis throughout the year. Following the success of the Pilot Group, a second Women's Leadership Group was established that is comprised of 15 female employees of Council. Both groups met on a regular basis to discuss topics relating to professional development that are of particular importance to women.

Council also continued to provide assistance for staff to attend critical conferences and seminars to ensure Council's practices are current and that they reflect industry best practice.

Equal Employment Opportunity Activity Summary Sec 428(2)(n)

Council's Fairness and Equity Policy details the standards of behaviour that are expected of Council employees. This policy exceeds Council's legislative responsibility to provide equal opportunity. The aim of the policy is to ensure that Council employees treat others, including other employees of Council and external customers, with respect and dignity at all times.

Management, employee and union representatives continued to consult and collaborate throughout the year through Council's Consultative Committee to develop and review employment related policies. In addition, Council's EEO Contact Officers met on a bi-monthly basis to share experiences, discuss information relevant to their role and strategies to overcome the challenges they face and to identify issues that may need to be raised.

External Bodies that during the Year Exercised Functions Delegated by the Council Sec 428(2)(o)

In 2010/2011 no external bodies exercised functions delegated by Council.

Companies in which Council held a Controlling Interest during the Year Sec 428(2)(p)

In 2010/2011 Council did not hold any controlling interest in any companies.

Partnerships, Cooperatives or other Joint Ventures to which Council was a Party during the Year Sec 428(2)(q)

South Coast Library Service. Community Options Program. Community Health Transport Rural Fire Service Resource Sharing Southern Councils Group	Shoalhaven and Eurobodalla Councils Shellharbour Council Shellharbour and Wollongong Councils Shellharbour and Wollongong Councils Shellharbour Council Shellharbour, Shoalhaven and Wingecarribee Councils
Illawarra District Noxious Weeds Authority Sustainable Illawarra Local Emergency Management Procurement	Wollongong , Eurobodalla and Bega Valley Councils Shellharbour and Wollongong Councils Shellharbour and Wollongong Councils Shellharbour and Southern Councils Group

Other information required under the Local Government Act Regulations Sec 428(2)(r)

Rates and Charges Regulation 1999

The following rates and charges were written off during the year:

Pensioner Rebates	\$413,737
Other amounts	-
TOTAL:	\$413,737

- (a) Overseas visits undertaken by councillors, Council staff or other persons representing Council.

No overseas visits during the year

- (b) Value of remuneration package payable to each senior staff member employed by Council

See information under Section 428(2)(g) on Page 29.

- (c) Details of activities undertaken by Council to develop and promote services and programs that provide for the needs of children

Council provided information on all children's services in the Kiama area and the region through pamphlets, directories and web page.

The Kiama Library provided the following activities for children:

Early Literacy program continue to underpin our service with a total of 53 baby kits distributed to the parents of new born babies, and 12 Baby story time sessions held throughout the year with 244 attending parents/carers. A special Dads and Baby session was also held on a Saturday morning this year.

Weekly Story Time programs held for toddlers and pre-school children continues to be very popular with 2,022 participating during the year and Book Week continues to be a well supported program and running with the theme of 'Across the Story Bridge' with library staff presenting 7 sessions to 316 students from local schools

A variety of School Holiday workshops and activities for school age children including knitting, yoga and meditation, Roald Dahl storytime, a Lego building competition and movie sessions. Total overall attendance at these 15 programs was 519. The Summer Reading Club registered 160 readers with a staggering 1,820 books being read during Christmas holiday.

- (d) Programs undertaken by Council to promote services and access to services for residents and other users of those services.

Council's Customer Service Unit has continually improved the electronic directory of information to enable a consistent and streamlined approach to the provision of information for customers. With the use of this internal directory Customer Service officers have improved access to a broader range of information and are able to provide a better and faster level of service to customer enquiries.

In the customer service reception area we have a broad range of information available for customers, with a comprehensive display of application forms and checklists also available.

Appropriate furniture is provided for the customer service reception area to provide appropriate seating for customers who may be waiting to meet with a Council officer, or elderly residents who may be conducting business with Council and need to sit and rest for a short while.

The production of a Community Directory listing Council's services as well as community facilities and general information of different groups in the Municipality continued to be provided free of charge to residents. This also has been enhanced by the provision of different pamphlets with more specific information about its services.

The Council Web Page has seen continual improvements with a broader range of information and applications now accessible and a quick reference listing of all its services and programs including the Community Directory, Management Plan, Social Plan etc. The Kiama Library now also provides free Internet information and search services.

A regularly updated web based Community Profile with all the demographic information from the 2006 ABS Census is also available on the Council's website.

In addition, Council provides an advocacy service, for disadvantaged groups in their dealings with statutory bodies, which relate to equity of access to the services provided by those bodies.

The dissemination of information to all ratepayers and residents is enhanced by the operation of precinct committees and community noticeboard locations. Council also published at the start of each season a newsletter "Kimunico" to residents and has a regular column in the Local Newspaper providing information of major programs and other services.

Access and Equity Activity Summary

Access and equity activities or strategies are defined as those that benefit both the broad community and/or particular target groups and help councils to:

- Promote fairness in the distribution of resources, particularly for those most in need.
- Recognise and promote people's rights and improve the accountability of decision makers.
- Ensure that people have fairer access to the economic resources and services essential to meeting their basic needs and improving their quality of life.
- Give people better opportunities for genuine participation and consultation about decisions affecting their lives.

Kiama Council has been committed to developing a Social/Community Plan every five years to assist Council to take into account the needs of its community and provide or advocate for appropriate and accessible services and facilities for the benefits of the whole community.

Council developed its first Social Plan in 1988. That Plan established the position which Council desired to take in the provision of Community Services.

The second and third plans, Social/Community Plan 1999/2004 and 2005/2009 examined the needs of residents in the local government area with particular emphasis on the mandatory target groups as required by the Local Government (General) Amendment (Community and Social Plans) Regulation 1998; children, young people, women, older people, people with a disability, Aboriginal people and people from culturally and linguistically diverse backgrounds.

In view of the Integrated Planning and Reporting legislation the present Social/Community Plan was reviewed and extended until 2012 to coincide with the implementation of the new legislation. The principles of social justice and equity will continue to underpin the development of Council's Community Strategic Plan and related planning documents and the needs of marginalised residents will be addressed within these key documents.

Council has undertaken the development, through ID Profile, of an online demographic website that provides a readily accessible, easy to use website containing a full range of demographic data on the Kiama community.

A Summary of Council's Social Plan achievements in relation to access and equity over the last 12 months

Plan for Children

Need/Issue: Childcare Advocacy/Funding			
Objective	Strategy	Outcome	Results end June 2011
To resource family and children's services providers in the Municipality	Provide advice and expertise to providers on funding and services guidelines	<ul style="list-style-type: none"> Improve quality of services Increased child care hours 	Not achieved Funded position discontinued
	Participate in local, regional, state and national bodies to advocate for children and family services priorities	<ul style="list-style-type: none"> Create awareness of child care needs and priorities Greater availability of services and funding for specific children's services 	Partial achievement Funded position discontinued
	Conduct consultations and surveys	<ul style="list-style-type: none"> Determine needs and priorities for provision of children and family services 	Partially achieved

Need/Issue: Support Services and resources for parents			
Objective	Strategy	Outcome	Results end June 2011
To provide and act as a referral point to assist parents and services accessing children and support services	Ensure that up to date information is available through directories and pamphlets	<ul style="list-style-type: none"> Information available to parents for accessing services 	Achieved
	Update regularly information on Councils Internet	<ul style="list-style-type: none"> Information in electronic form readily available and up to date 	Achieved

Need/Issue: Community Safety and awareness/childhood and women's health			
Objective	Strategy	Outcome	Results end June 2011
To support relevant health projects and a safe community program	Liaise with Illawarra Area Health Service and participate in health promotions and activities	<ul style="list-style-type: none"> • Improve the health of parents and children • Better informed community of health programs and activities 	Achieved
	Implement a Municipal Health Plan for the Municipality	<ul style="list-style-type: none"> • Provision of services and programs to improve the health of young children and parents 	Achieved
	Implement a Road Safety Strategy for the Municipality	<ul style="list-style-type: none"> • Create awareness of road safety • Reduce the number of road accidents affecting children 	Achieved

Need/Issue: Play areas and Parks			
Objective	Strategy	Outcome	Results end June 2011
To provide sport fields, parks, reserves and playgrounds for the enjoyment of children	Allocate funding for new, upgrading and replacement of playgrounds	<ul style="list-style-type: none"> • Provide opportunities for healthy outdoor recreation 	Achieved
	Undertake inspections of Council's playgrounds	<ul style="list-style-type: none"> • Create a safe environment for children 	Achieved
	Implement safety measures in line with a Strategy and Asset Management Program	<ul style="list-style-type: none"> • Ensure that safe standards are met and avoid risks of injury 	Achieved
To provide cycleway facilities in accordance with approved standards	Implement Council's cycleway plan	<ul style="list-style-type: none"> • Provide environmentally friendly recreational routes 	Partially achieved Cycleway program being implemented

Need/Issue: Education and social interaction			
Objective	Strategy	Outcome	Results end June 2011
To provide opportunities for education and social interaction of young children	Provide preschool and child care facilities in the Municipality	<ul style="list-style-type: none"> Foster children's development as a good base for later in life and society 	Not achieved Funded position discontinued
	Provide information on standards and guidelines for child care facilities and services	<ul style="list-style-type: none"> Create and promote safe and developmentally appropriate child care facilities 	Partially achieved Funded position discontinued
	Provide library and literacy based activities for children	<ul style="list-style-type: none"> Create opportunities for parents and children to become better informed and have social interaction 	Achieved

Need/Issue: Part-time employment for parents			
Objective	Strategy	Outcome	Results end June 2011
To support initiatives through economic development and community services for employment creation	Encourage employment opportunities in the Municipality and employ an economic development officer	<ul style="list-style-type: none"> Improve the well being of families through income generation 	Achieved
	Provide community services that employ part-time and casual personnel	<ul style="list-style-type: none"> Assist with services for the well being of the community and employment opportunities 	Achieved

Plan for Young People

Need/Issue: Recreation and Entertainment			
Objective	Strategy	Outcome	Results end June 2011
To provide greater opportunities for recreational programs and activities for young people in the Municipality	Promote the activities and programs provided at "The Cottage" Kiama Youth Resource Centre	<ul style="list-style-type: none"> Greater number of young people involved in programs and activities 	Achieved
	Organise School Holiday Programs and community arts projects	<ul style="list-style-type: none"> Opportunities for artistic endeavours to be promoted 	Achieved
	Provide outreach services and programs throughout the year	<ul style="list-style-type: none"> Access to services and programs by young people from Gerringong, Jamberoo and North Kiama 	Achieved
	Participate in Youth Week	<ul style="list-style-type: none"> Involvement of young people in local programs that reflects their particular needs 	Achieved
	Provide all age entertainment / music events	<ul style="list-style-type: none"> Opportunities for young people to show their talent and participate in supervised events 	Achieved

Need/Issue: Health – Drug and Alcohol Use/Abuse			
Objective	Strategy	Outcome	Results end June 2011
To support and lobby for relevant health programs that will assist in providing better health for young people	Ensure that programs are delivered as part of Council's Health Plan	<ul style="list-style-type: none"> Educate and assist young people to have a healthier lifestyle 	Achieved
	Provide information and referral	<ul style="list-style-type: none"> Create awareness of services and programs 	Achieved
	Form a pro-active and effective partnership with mental health	<ul style="list-style-type: none"> Improve accessibility of services for young 	Partially achieved Awaiting NSW resources

Need/Issue: Health – Drug and Alcohol Use/Abuse			
Objective	Strategy	Outcome	Results end June 2011
	services	people	
	Carry out forums on drug and alcohol use / abuse	<ul style="list-style-type: none"> • Opportunities for more direct information on substance use/abuse 	Achieved
	Provide & promote a range of drug educational resources & referral information at library	<ul style="list-style-type: none"> • Greater access of information for self improvement 	Achieved

Need/Issue: Youth Services and Facilities			
Objective	Strategy	Outcome	Results end June 2011
To provide and support a wide range of services, programs and facilities for young people	Promote the Kiama Youth Centre and its facilities to the wider community	<ul style="list-style-type: none"> • Maximise the use of the youth centre with a wide range of programs and activities 	Achieved
	Provide outreach services and programs	<ul style="list-style-type: none"> • Access to services and programs by young people for Gerringong, Jamberoo and North Kiama 	Achieved
	Lobby for an increase of youth specific facilities and services	<ul style="list-style-type: none"> • Improved services and facilities reflecting young people's needs 	Partially Achieved
	Carry out surveys and consultations	<ul style="list-style-type: none"> • Identification of needs and priorities 	Achieved
	Make young people aware of Library resources and information for young people	<ul style="list-style-type: none"> • Greater usage of Library and better informed young people 	Achieved

Need/Issue: Cost of living, housing and low income			
Objective	Strategy	Outcome	Results end June 2011
To provide assistance and support to young people towards greater independence	Advocate on behalf of young people with Centrelink	<ul style="list-style-type: none"> Ability of young people to know their rights and responsibilities 	Achieved
	Provide information, resources and referral through written and "on line" information	<ul style="list-style-type: none"> Create better access to information opportunities 	Achieved
	Review the Municipal LEP to include greater variety and different housing designs and options	<ul style="list-style-type: none"> Improve opportunities for more young people to continue living in the Municipality 	Partially achieved Awaiting final LEP implementation

Need/Issue: Transport			
Objective	Strategy	Outcome	Results en June 2011
To provide better transport opportunities and alternatives for young people	Continue to lobby for increased transport services	<ul style="list-style-type: none"> Better access to employment, educational and recreational services 	Achieved
	Provide community transport for specific youth events in the Municipality	<ul style="list-style-type: none"> Greater opportunities for young people to access and participate in youth activities 	Achieved
		<ul style="list-style-type: none"> Better services for young people in areas outside Kiama town 	Partially achieved Continuing lobby for better services

Need/Issue: Un/employment			
Objective	Strategy	Outcome	Results end June 2011
To provide assistance and information for employment opportunities	Update "Job Board" daily at "The Cottage" to assist with employment enquiries	<ul style="list-style-type: none"> Improve employment prospect of young people 	Achieved
	Provide assistance with Resume writing and job searching	<ul style="list-style-type: none"> Increase skills for self development and independence 	Achieved
	Continue to foster links among youth and education institutions	<ul style="list-style-type: none"> Identify employment opportunities and local economic development scopes 	Partially achieved More opportunities to be available

Need/Issue: Crime/Police/Safety			
Objective	Strategy	Outcome	Results end June 2011
To achieve a safer environment and reduce criminal offences in the Municipality	Work in conjunction with Police on crime prevention programs	<ul style="list-style-type: none"> Promotion of positive image of young people in the wider community 	Achieved
	Provide information at "The Cottage", Libraries and outreach venues on legal issues and resources	<ul style="list-style-type: none"> Create awareness of rights and responsibilities among young people 	Achieved
	Lobby for greater police resources in the Municipality	<ul style="list-style-type: none"> Ability for young people and the community to have access to more Police presence 	Partially achieved. Lobbying continues
	Develop community education programs targeting youth road accidents	<ul style="list-style-type: none"> Recognition of the high impact on families and the community that road accidents have 	Achieved

Plan for Older People

Need/Issue: Transport			
Objective	Strategy	Outcome	Results end June 2011
To provide accessible community Transport for frail older people, people with a disability, carers and transport disadvantaged	Continue to offer health run five days per week and transport to medical appointments	<ul style="list-style-type: none"> Make available community buses and pool cars for the HACC target group 	Achieved
	Provide through the community transport program a range of services for social events	<ul style="list-style-type: none"> Create greater opportunities for the HACC target group to a healthier social life 	Achieved
	Provide assistance with information and referrals for people who do not meet Community Transport criteria	<ul style="list-style-type: none"> Ensure that resources are provided under HACC guidelines and the public is better informed 	Achieved
	Work with private operators to maximise services for the aged	<ul style="list-style-type: none"> Greater use of private and public resources 	Achieved

Need/Issue: Home and support Services			
Objective	Strategy	Outcome	Results end June 2011
To manage a wide range of home based / community services to enhance the well being of older people in the community	Provide flexible services that support people in their homes including: community transport, nursing services, meal services, personal care & grooming, handyman & gardening, day care, social support, home library services, community options and aged care packages	<ul style="list-style-type: none"> Improve the life of older people and help them to stay at home as long as possible living independently 	Achieved

Need/Issue: Safety, Traffic and Crime			
Objective	Strategy	Outcome	Results end June 2011
To achieve a safer environment fostering a community that provides protection to older people in their homes and roads	Monitor through Council's Traffic Committee parking and pedestrian crossings	<ul style="list-style-type: none"> Improved roads and streets by identification of parking spaces and pedestrian crossings 	Achieved
	Lobby for greater Police resources in the Municipality	<ul style="list-style-type: none"> Ensure that older people feel safe at home and in the community 	Partially achieved. Lobbying continued and awaiting NSW government resources
	Include in the new LEP objectives that provide for a safer built up urban environment	<ul style="list-style-type: none"> Create people friendly communities and housing options that consider the well being of older people 	Not yet achieved Awaiting implementation of new LEP
	Implement a Health Plan including specific programs that address safety of older people	<ul style="list-style-type: none"> Reduction of potential injuries and healthier lifestyle of older people 	Achieved

Need/Issue: Health Services			
Objective	Strategy	Outcome	Results end June 2011
To improve the health of older people in the Municipality and their well being	Implement a Municipal Health Plan addressing main health issues and services for older people	<ul style="list-style-type: none"> Create a healthier environment for older people 	Achieved
	Lobby for improved local and regional health services	<ul style="list-style-type: none"> Greater opportunities for more access to health services and facilities 	Partially achieved. Lobbying continued and awaiting NSW government resources
	Provide community transport for older people to access health services and facilities	<ul style="list-style-type: none"> Improved access to services and facilities that are not available locally 	Achieved

Need/Issue: Services and Facilities			
Objective	Strategy	Outcome	Results end June 2011
To ensure the provision of facilities and services that are effective and efficient for older people in the Municipality	Consult with the community and users of the Kiama Community Centre for a better use of the centre by co-locating all community support services to one location	<ul style="list-style-type: none"> Development of an infrastructure that provides for a single point of entry for consumers, potential consumers and advocates to a wide range of community support services 	Not achieved Alternative facilities not available yet
	Review the usage of existing halls and Neighbourhood Centres to achieve a greater and more effective usage of these facilities	<ul style="list-style-type: none"> The ability to provide a more efficient usage of facilities and diminish demand for more buildings 	Partially achieved Review under way
	Continue to provide a wide range of HACC & Community Support services to older residents from the Kiama Community Centre in-line with Council's Community Services Policy	<ul style="list-style-type: none"> Clients receive timely, effective services, developed in conjunction with them to meet their individual needs, within funding constraints 	Achieved
	Monitor the conditions of footpaths and provide new ones including a program of maintenance in line with the Pedestrian Access Mobility Plan (PAMP)	<ul style="list-style-type: none"> Ensure a safe and accessible wide range of pedestrian facilities 	Priorities identified and work undertaken within financial resources.

Need/Issue: Isolation/Loneliness			
Objective	Strategy	Outcome	Results end June 2011
To provide and support a wide range of services and programs to assist older people who live alone or in isolation	Offer specific programs from Council's Community Support including: Community Transport, social activities in the clients home and centre-based day care, home library services etc	<ul style="list-style-type: none"> Reduced residents isolation and loneliness by accessing services that allow interaction with other people 	Achieved
	Organise regular events and distribute information on services for older residents throughout the Municipality	<ul style="list-style-type: none"> Ensure that older residents have access and are aware of services available to them 	Achieved

Need/Issue: Environment/Development/Housing			
Objective	Strategy	Outcome	Results end June 2011
To promote healthy lifestyles, environmental protection and enhancement throughout the Municipality	Ensure that there is sustainable development of urban and rural land which is carried out in line with Council's Local Environment Plan, State of the Environment (SoE) Report and Environmental goals	<ul style="list-style-type: none"> Protection of the environment while ensuring that development take place in an orderly and sustainable approach 	Partially achieved. Awaiting implementation of new LEP
	Review the LEP to include better housing designs and options for older people	<ul style="list-style-type: none"> Improve opportunities for affordable and suitable accommodation for older people 	Partially achieved. Awaiting implementation of new LEP

Plan for People from Culturally and Linguistically Diverse (CALD) Backgrounds

Need/Issue: Unemployment – Education			
Objective	Strategy	Outcome	Results end June 2011
To provide opportunities for improvement in language skills to assist in obtaining employment and further education	Encourage and support the teaching of English as a second language for new migrants	<ul style="list-style-type: none"> Achievement of skills that will assist in greater participation within Australia's society 	Achieved
	Support the Kiama Community College in providing educational facilities within a new Library building	<ul style="list-style-type: none"> Greater opportunities for more courses and education information to be available for people from CALD backgrounds 	Achieved

Need/Issue: Information/Services			
Objective	Strategy	Outcome	Results end June 2011
To increase and promote a range of information about local and regional services and facilities for people with CALD backgrounds	Provide and distribute information through the Library, KCC and Internet	<ul style="list-style-type: none"> Greater availability of information to provide better tools for knowledge 	Achieved
	Liaise with the Illawarra Migrant Resource Centre to distribute relevant information for people from CALD background in the Kiama Municipality	<ul style="list-style-type: none"> Ability of people from CALD to obtain specific information on services designed for immigrants and refugees 	Achieved

Need/Issue: Multicultural Activities			
Objective	Strategy	Outcome	Results end June 2011
To recognise the value of cultural diversity in the community	Facilitate and provide a wide range of activities and information in the Library targeted at people of CALD background	<ul style="list-style-type: none"> Recognition of cultural diversity and its value in maintaining such within Australian society 	Achieved
	Participate and organise activities from cultural groups representing people from CALD background during special events.	<ul style="list-style-type: none"> Create an awareness of the Australian multicultural society and the contribution of migrants to communities through arts 	Achieved

Need/Issue: Health and Safety			
Objective	Strategy	Outcome	Results end June 2011
To improve the health and safety for people from CALD background in the Municipality	Implement a Municipal Health Plan addressing main issues of health and safety for people from CALD background	<ul style="list-style-type: none"> Create a healthier and safe environment for people from CALD background 	Achieved
	Lobby for improved local and regional health services	<ul style="list-style-type: none"> Greater opportunities for better access to health services and facilities 	Partially achieved. Lobbying continued and awaiting NSW government resources

Plan for Aboriginal and Torres Strait Islander People

Need/Issue: Recognition of Aboriginal Culture and Heritage			
Objective	Strategy	Outcome	Results end June 2011
To encourage and increase awareness in the broader community of Aboriginal culture and heritage	Promote and display appropriate resources and provide opportunities for ATSI culture displays	<ul style="list-style-type: none"> Improved culture awareness and the importance of various aspects of ATSI culture 	Achieved
	Participate and support NAIDOC Week and fly the Aboriginal flag	<ul style="list-style-type: none"> Recognition of Aboriginal Culture 	Achieved
	Install a new flagpole to fly the Aboriginal flag with the Australian flag regularly	<ul style="list-style-type: none"> Recognition of Aboriginal Culture 	Achieved
	Develop the local ATSI component of the Library Local Studies collection	<ul style="list-style-type: none"> Educate children and the wider community about local ATSI culture along with existing Australian Studies and History 	Partially achieved. Awaiting funding and resources
	Increase ATSI component at an expanded / new library branch in Gerringong	<ul style="list-style-type: none"> The ability for the Gerringong community members to access information about their local ATSI heritage 	Not yet achieved. Awaiting new library
	Consult with the Aboriginal community through the National Parks and Wildlife Service (NPWS) on DA (Development Applications) and REF (Review of Environmental Factors) to ensure protection of Aboriginal sites and relics	<ul style="list-style-type: none"> Recognise the importance of Aboriginal sites and ensure its protection 	Achieved

Need/Issue: Health			
Objective	Strategy	Outcome	Results end June 2011
To improve the health of ATSI people in the Municipality and enhance their well being	Implement a Municipal Health Plan addressing main health issues and services for ATSI people	<ul style="list-style-type: none"> Create a healthier environment for ATSI people 	Not yet achieved. Awaiting funding and resources
	Lobby for improved local and regional health services for ATSI people	<ul style="list-style-type: none"> Greater opportunities for better access to health services and facilities 	Not yet achieved. Awaiting funding and resources

Need/Issue: Community Arts and ATSI Culture			
Objective	Strategy	Outcome	Results end June 2011
To support the artistic skills of ATSI communities and individuals fostering their history and heritage	Provide and incorporate Aboriginal Arts in buildings and parks	<ul style="list-style-type: none"> Recognition of Aboriginal Culture and make the wide community more aware of its history and cultural symbols 	Partially Achieved
	Employ ATSI people in community arts projects and activities	<ul style="list-style-type: none"> Provide employment opportunities for ATSI people and foster cultural development 	Partially achieved. Awaiting more funding and resources

Need/Issue: Housing			
Objective	Strategy	Outcome	Results end June 2011
To support greater availability of public housing and housing options for ATSI people	Assist the Gerringong Housing Aboriginal Corporation with funding applications for more public housing for ATSI people	<ul style="list-style-type: none"> Greater opportunities for ATSI people to obtain public housing and assistance 	Not yet achieved. Awaiting implementation of new LEP
	Review the LEP and DCP to include the opportunity for a greater variety in housing designs and options	<ul style="list-style-type: none"> An improved opportunity for access to a greater variety of housing options for ATSI people in the Municipality 	Not yet achieved. Awaiting implementation of new LEP

Plan for People with a Disability

Need/Issue: Transport – Services Accessibility			
Objective	Strategy	Outcome	Results end June 2011
To provide Community Transport and liaise with public and private transport operators to ensure greater and more accessible services to cater for the needs of people with a disability	Continue to provide Community Transport for people with a disability under the HACC program guidelines	<ul style="list-style-type: none"> Make access to services and facilities with greater availability for people with a disability 	Achieved
	Lobby for greater accessible public and private transport	<ul style="list-style-type: none"> Ensure that people with a disability can have greater access to different services and facilities 	Achieved

Need/Issue: Services, Recreational and Social Activities			
Objective	Strategy	Outcome	Results end June 2011
To provide and make referrals for a wide range of services to assist the well being of people with a disability	Provide a wide range of support services for people with a disability and their carers including: Community Transport, Community Options, Respite Services, Neighbour Aid, Domestic Assistance and Community Nursing	<ul style="list-style-type: none"> Improve the life of people with a disability and assist them to become more independent 	Achieved
	Make referrals to Interchange Illawarra for provision of social and recreation activities to cater for people with a disability	<ul style="list-style-type: none"> Create greater opportunities for people with a disability to reduce isolation 	Achieved
	Lobby for independent living facilities to be provided in the Municipality for people with a disability	<ul style="list-style-type: none"> Create greater opportunities for people with a disability to live independently and have direct access to support services 	No lobbying during this year

Need/Issue: Employment and Training			
Objective	Strategy	Outcome	Results end June 2011
To increase opportunities for employment and training in the Municipality for people with a disability	Through Councils Economic Development program seek greater opportunities for employment of people with a disability	<ul style="list-style-type: none"> Achieve a better utilisation of skills for people with a disability 	Not yet achieved Awaiting funding and resources
	Seek the support of regional organisations and government agencies to provide local training and sheltered workshops for people with a disability	<ul style="list-style-type: none"> Improve opportunities for people with a disability to obtain local training without the difficulties to travelling outside the Municipality 	Not yet achieved Awaiting funding and resources

Need/Issue: Health			
Objective	Strategy	Outcome	Results end June 2011
To improve the health of people with a disability in the Municipality and enhance their wellbeing	Implement a Municipal Health Plan addressing main health issues and services for people with a disability	<ul style="list-style-type: none"> Create a healthier environment for people with a disability 	Achieved
	Lobby for Crisis Care and rehabilitation for traumatised people with Acquired Brain Injury	<ul style="list-style-type: none"> Greater opportunities for more direct access to services 	Not yet achieved. Lobbying to be carried out and awaiting NSW government funding

Need/Issue: Roads and Footpaths			
Objective	Strategy	Outcome	Results end June 2011
To recognise the specific needs of people with a disability and the need for better access to facilities	Develop a Disability Action Plan to include an audit of Councils facilities and responsibilities under the Disability Discrimination Act and NSW Anti-Discrimination Act	<ul style="list-style-type: none"> Ensure that people with a disability have access to all facilities and avoid litigation for possible discrimination 	Partially achieved. Awaiting further funding and resources
	Monitor the conditions of roads, footpaths and crossings including a program of maintenance in line with the Pedestrian and Mobility Plan (PAMP)	<ul style="list-style-type: none"> Ensure a safe and accessible wide range of pedestrian facilities and roads 	Achieved

Plan for Women

Need / Issue: Health			
Objective	Strategy	Outcome	Results end June 2011
To improve the health of women for their physical, emotional and mental wellbeing	Implement a Municipal Health Plan addressing main health issues and services for women in the Municipality	<ul style="list-style-type: none"> Create a healthier environment for women 	Partially achieved. Awaiting further funding and resources

Need/Issue: Services, Employment and Training			
Objective	Strategy	Outcome	Results end June 2011
To manage a wide range of programs and services that provide, support and create opportunities for women's employment	Provide community services that support women and are specifically orientated for women's careers including: HACC and Nursing Services	<ul style="list-style-type: none"> Improve the life of women in the community and their economic independence 	Achieved
	Provide training opportunities for women	<ul style="list-style-type: none"> Better skills to assist in family life and the community 	Achieved

Need/Issue: Safety/Isolation			
Objective	Strategy	Outcome	Results end June 2011
To support and encourage a safer community and provide programs that will reduce women's isolation	Develop a Community Safety Program in the Municipality to address community safety and crime prevention	<ul style="list-style-type: none"> Provide a safer environment for women in the Municipality 	Partially achieved. Awaiting funding and resources
	Provide specific programs to address social isolation and interpersonal relationships	<ul style="list-style-type: none"> Encourage greater community support for women 	Not yet achieved Awaiting funding and resources
	Provide programs addressing issues for younger and older women	<ul style="list-style-type: none"> Create awareness of the different needs of women in the community 	Achieved

Need/Issue: Drug/Alcohol and Mental Health			
Objective	Strategy	Outcome	Results end June 2011
To support and lobby for programs that address the issues of substance abuse and mental health of women	Organise drug and alcohol forums to assist women that may be subject to substance abuse	<ul style="list-style-type: none"> Improved education that can lead to a healthier lifestyle 	Partially achieved. Awaiting funding and resources
	Lobby for specific mental health awareness and prevention programs	<ul style="list-style-type: none"> Create an environment where people and communities are aware of mental health as much as physical health 	Partially achieved. Work ongoing.

(e) National Competition Policy

1. Category 1 Business Activities

- Kiama Coast Holiday Parks
- Waste Services Collection Unit

2. Statement of Expenses, Revenues and Assets
see attached

3. Summary of Progress of Council Implementing the Principles of Competitive Neutrality

- The Kiama Coast Holiday Parks has been included as a Category One business activity with its operational activities (in accordance with the competitive neutrality principles) being included in Council's 2010/2011 financial statements.
- The Waste Services Collection unit has been categorised as a category one business activity, with its operational activities (in accordance with the competitive neutrality principles) being included in Council's 2010/2011 financial statements.

4. Complaints Handling Mechanism

Council has adopted a Complaints Handling Policy for Competitive Neutrality Complaints which is advertised in Council's Management Plan.

5. Summary of Complaints

No competitive neutrality complaints were received by Council during 2010/2011.

6. Statement of Outcomes

See attachments

(f) Competitive Neutrality Pricing

The competitive neutrality pricing requirements have been applied to the category one business activities ie.

- Kiama Coast Holiday Parks.
- Waste Services Collection Unit.

The Kiama Coast Holiday Parks (category one) have provided Council with funds to offset the significant costs incurred in the maintenance and improvements of Crown Reserves and Community Land throughout the Municipality.

**Statement of ordinary expenses incurred, ordinary revenue raised,
assets held for Category 1 Business Units
for the year ended 30th June 2011**

	REVENUES		EXPENSES		OPERATING RESULTS		TOTAL ASSETS HELD (CURRENT & NON-CURRENT)
	Budget	Actual 2011 \$'000	Budget	Actual 2011 \$'000	Budget	Actual 2011 \$'000	Actual 2011 \$'000
Category 1 Business Units							
Waste Services Collection Unit	3,048	3,601	2,019	2,849	1,029	752	5,631
Kiama Coast Holiday Parks	7,065	7,398	5,070	5,507	1,995	1,891	15,703
Totals	10,113	10,999	7,089	8,356	3,024	2,643	21,334

(g) Stormwater Management Services

Kiama Municipal Council reviewed its Stormwater Management Plan (SMP) in 2003 in accordance with the requirements of Section 12 of the Protection of the Environment Administration Act 1991. The SMP has the following purposes:

- To satisfy the requirements of Kiama Council under Section 12 of the Protection of the Environmental Administration Act 1991;
- To establish a framework to guide current and future stormwater management planning in the Kiama Local Government area;
- To collate and concisely present the most relevant information that will aid informed stormwater management for the Kiama Local Government area;
- To suggest actions that will minimise environmental impacts from stormwater runoff.
- Council has installed 182 pollution control pits in the stormwater drainage pits in various townships to capture litter and siltation in the following locations.
 - 6 Minnamurra & Kiama Downs Township
 - 88 in Kiama Township
 - 52 Gerringong Township
 - 17 Gerroa Township
 - 19 Jamberoo Township

A large gross pollution trap was installed at Coronation Park Kiama to improve the stormwater quality entering Surf Beach Kiama from. This project was financed from grant funding.

Other actions and activities undertaken to reduce stormwater pollution include:

- Installation of 60 cigarette butt containers to encourage the proper disposal of cigarette butts in the commercial areas of Kiama Township.
- Installation of dispensers and the provision of compostable dog faeces bags to encourage the proper removal and disposal of dog faeces. Approximately 7,200 bags were distributed during the reporting period.
- Mechanical streetsweeping activities of all urban streets in the Municipality was conducted on a quarterly basis with the commercial town centre of Kiama being undertaken daily, Gerringong and Jamberoo Townships twice per week. 560 tonnes of litter was collected.
- Scheduled litter collection activities were conducted with 52.28 tonnes of litter collected.

A draft Litter and Illegal Dumping Integrated Plan 2011-2014 was prepared and is to be adopted for implementation in 2011-2012.

This plan outlines actions and strategies implemented in the areas of education, prevention, enforcement, infrastructure and policy to reduce litter and dumping and its effect on the quality of stormwater. Council has not levied a stormwater management charge in this financial year.

(h) Activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulations

1. Pound Data Collection Returns with Department.

Data returns were submitted to the Department of Local Government and the following information is provided for the annual reporting period:

- 109 companion animals impounded.
- 92 returned and/or released to owner (84.41% of animals impounded).
- 0 surrendered to Council.
- 8 re-homed. (7.33% of animals impounded).
- 9 destroyed. (8.26% of animals impounded).
- 690 companion animal complaints investigated.
- 30 dog attacks investigated.
- 46 notices to comply issued.
- 172 infringements issued.

2. Data and Reporting related to dog attacks

During the reporting period:

- 30 dog attacks were investigated.
- 10 required to be reported to Department of Local Government.
- 0 Dangerous Dog Declaration was issued.
- 1 Nuisance Dog Notice issued.

3. Funding Spent on Companion Animals Management & Activities.

During the reporting period the total expenditure on Companion Animals Management was \$187,347 which was spent by Council on activities including administration, enforcement, and management of pound and companion animal management issues undertaken by Council's Ranger Services.

4. De-sexing of cats and dogs.

Council has a policy that requires that all dogs and or cats from its facilities be de-sexed. During the reporting period Council supported state run programs that encouraged the de-sexing of cats and dogs.

5. Strategies to Re-home Unclaimed Animals.

Where the animal is suitable for re-homing Council has a policy to promote and encourage local residents to take and re-home unwanted cats or dogs.

During the reporting period 8 of the 17 unclaimed animals were re-homed. This equates to 47% of the unclaimed animals being re-homed.

6. Off Leash Areas.

Council offers its residents and visitors seven coastal locations for the off-leash exercise and recreation of dogs, whilst under the control of their owners.

Six of these are headland areas and two are beach areas. These facilities are located in the townships and areas of Gerroa, Gerringong, Kiama, Bombo, Minnamurra and Werri Beach.

During the reporting period Council continued to uphold a policy for a dog off-leash swimming area at Bombo Beach with no time limitations. Also Council adopted a policy for a dog off-leash swimming area at Werri Beach with time limitations of before 9am and after 5pm.

7. Financial Information on Companion Animals Funds.

For the reporting period Council received a total of \$32,216 in income made up of the following:

- \$285 - Impounding Fees
- \$290 - Micro-chipping Fees
- \$150 - Surrender Fees
- \$15,680 Infringements
- \$15,492 - Registration Income DLG
- \$319 – Sale of dogs/cats

\$155,031 was provided from Council's General Revenue to cover the shortfall in balancing income and expenditure for Companion Animals. This represents 82.8% of total income.

Registration Income of \$15,492 from the Division of Local Government represents 8.28% of Council's Companion Animals Income including General Revenue. All of these funds were spent on the administration of the Companion Animals Registration system.

Income from infringements of \$15,680 represents 8.38% of total Companion Animals Income with income of \$1,044 from impounding, micro-chipping, surrender fees and sale of companion animals representing 56% of Companion Animals Income.

Government Information (Public Access) Act 2009

In 2009 the NSW Government introduced the Government Information (Public Access) Act (GIPAA) to replace the Freedom of Information Act. The new Act came into effect from 1 July 2010.

The objectives of GIPAA are 'open government' and as such, extending the right of public access to information as far as possible with formal access applications being the last resort for a person seeking access to Council information. GIPAA defines a category of information that is 'open access information' which must be made available to members of the public unless there is an overriding public interest against disclosure.

With the implementation of GIPAA, Council has commenced a review of its processes and practices regarding the management of information, privacy and personal information to ensure compliance with the principles of the Act.

Annual Report 2010-11

Section 125 of the *Government Information (Public Access) Act 2009* (GIPA Act) requires each agency (other than a Minister) to prepare an annual report on its GIPA obligations (GIPA annual report), and submit this to the Minister responsible for the agency within four months after the end of each reporting year. Agencies must also provide a copy of the report to the Information Commissioner.

The *Government Information (Public Access) Regulation 2009* (GIPA Regulation) requires that the following information be included within the GIPA annual report.

- a) Details of the review carried out by the agency under section 7(3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review;*

Council reviewed its Publication Guide on 9 June 2011 and no additional information was made available as a result of the review.

- b) The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications)*

The total number of access applications received by Kiama Council during 2010/11 was six.

- c) The total number of access applications received by the agency during the reporting year that the agency refused, either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure)*

No applications received by Kiama Council during 2010/11 were refused wholly or partly.

- d) Information, as set out in the form required by the tables in Schedule 2, relating to the access applications (if any) made to the agency during the reporting year.*

Statistical Information about Access Applications (Schedule 2)

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
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	2	0	0	0	0	0	0	0
Members of the public (other)	4	0	0	0	0	0	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 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
Personal information applications*	0	0	0	0	0	0	0	0
Access applications (other than personal information applications)	6	0	0	0	0	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

*A **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	No of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act	
	No times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

*More than one public interest consideration may apply in relation to a particular access application &, 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	
	No occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	0
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislations	0

Table F: Timelines	
	No applications
Decided within the statutory timeframe (20 days plus any extensions)	6
Decide after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	6

Table G: No of applications reviewed under Part 5 of the Act (by type of review and outcome)			
	Decision varied	Decision upheld	Total
Internal review			0
Review by Information Commissioner*			0
Internal review following recommendation under section 93 of Act			0
Review by ADT			0
Total			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)	
	No of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

KIAMA COUNCIL

2010/2011

ANNUAL REPORT

ATTACHMENT

S428(2) (b) PERFORMANCE IN TERMS OF
PRINCIPAL ACTIVITIES

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(1) OBJECTIVE: Protect, enhance, manage and monitor the area's landscapes, places of heritage significance, and natural environments

1 ENVIRONMENTAL PROTECTION AND MANAGEMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Cities for Climate Change	<ul style="list-style-type: none"> Implement projects to reduce Council's consumption of water, energy, waste and other natural resources as identified in the Cities for Climate Protection Action Plan. 	<ul style="list-style-type: none"> Projects completed. 	<ul style="list-style-type: none"> Achieved
b. Protection of Environment	<ul style="list-style-type: none"> Investigate, promote & enforce compliance with pollution control, litter reduction & environmental legislation Implement programs to reduce litter. 	<ul style="list-style-type: none"> Compliance activities undertaken. Programs undertaken. 	<ul style="list-style-type: none"> Achieved Achieved
c. Environmental Monitoring	<ul style="list-style-type: none"> Promote community participation in water quality & environmental monitoring. 	<ul style="list-style-type: none"> Water monitoring is undertaken by community and reported quarterly to Council. 	<ul style="list-style-type: none"> Achieved
	<ul style="list-style-type: none"> New Local Government Reporting regime to commence 	<ul style="list-style-type: none"> Reporting completed in required timeframe as per new requirements. 	<ul style="list-style-type: none"> Achieved

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(1) OBJECTIVE: Protect, enhance, manage and monitor the area's landscapes, places of heritage significance, and natural environments

Program	Activities 10/11	(KPI) 2010/2011	Performance
d. Stormwater Management Plan	<ul style="list-style-type: none">Implement street sweeping and stormwater pit cleaning schedule.	<ul style="list-style-type: none">Routine schedule completed in required timeframe.	<ul style="list-style-type: none">Achieved
e. Minnamurra River Estuary Management Plan	<ul style="list-style-type: none">Pursue the finalisation of the rehabilitation design plan for the Minnamurra River upstream of Swamp Rd with DECCW.	<ul style="list-style-type: none">Design rehabilitation plan completed by DECCW.	<ul style="list-style-type: none">Achieved
f. Community Lands Management	<ul style="list-style-type: none">Prepare and review Plans of Management for the following reserves:<ul style="list-style-type: none">Cedar Grove EstateTurpentine Reserve	<ul style="list-style-type: none">Identified Plans prepared and adopted by Council.	<ul style="list-style-type: none">These Plans have not been prepared due to more pressing work commitments of the Property Manager. They will be carried over to the Officer's 2011/2012 Work Plan.

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(2) OBJECTIVE: Control and plan development of our built environment for the wellbeing of the community

1 STRATEGIC TOWN & RURAL PLANNING

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Strategic Town & Rural Planning	<ul style="list-style-type: none">Action planning proposals supported by Council and the DOP.	<ul style="list-style-type: none">Planning proposals actioned.	<ul style="list-style-type: none">Achieved
	<ul style="list-style-type: none">Monitor implementation of area wide DCP and recommend changes as appropriate to Council.Prepare DCP amendments as required by Council.	<ul style="list-style-type: none">DCP changes recommended.DCP amendments prepared.	<ul style="list-style-type: none">Still under preparationNil

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(2) OBJECTIVE: Control and plan development of our built environment for the wellbeing of the community

2 BUILDING AND DEVELOPMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Building and Development	<ul style="list-style-type: none">• Process Development Applications, Construction Certificates and other Applications.• Process Section 149 Certificates.• Building inspections as Principal Certifier.• Process Complying Development Applications.	<ul style="list-style-type: none">• 75% of Development applications processed with 40 days.• 95% of certificates processed within 3 days.• Inspections undertaken within 48 hours of request receipt• Construction and Occupation Certificates issued within 7 days of receipt request.• 100% of Complying Development certificates processed within 7 days	<ul style="list-style-type: none">• Achieved 65%. Reduction due to staff vacancy for three months.• Achieved• Achieved• Achieved

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(3) OBJECTIVE: Manage and reduce the environmental impacts of all activities on air, water and land systems

1 ENVIRONMENTAL QUALITY

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Weed Management	<ul style="list-style-type: none">• Provide funding for the operation of the IDNWA.• Control noxious weeds through the implementation of the IDNWA Programs.	<ul style="list-style-type: none">• Funding provided in the 2010/11 Budget• Noxious weeds committee activities reported to Council quarterly through presentation of the minutes	<ul style="list-style-type: none">• Achieved• Achieved
b. Roadside Vegetation Management	<ul style="list-style-type: none">• Ensure the ongoing implementation of the Roadside Vegetation Management Plan by providing instruction to staff at identified sites.	<ul style="list-style-type: none">• Report to Council Quarterly those sites where work was performed adjacent to significant roadside vegetation and the measures taken to preserve it.	<ul style="list-style-type: none">• Achieved
c. Environmental Assessment	<ul style="list-style-type: none">• Assess all Council works activities under Part 4 and Part 5 of the EP and A Act as required.	<ul style="list-style-type: none">• All REF's and DA's prepared are reported to Council Quarterly.	<ul style="list-style-type: none">• Achieved

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(3) OBJECTIVE: Manage and reduce the environmental impacts of all activities on air, water and land systems

2 WASTE MANAGEMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
<ul style="list-style-type: none"> Waste disposal facilities and environmental monitoring 	<ul style="list-style-type: none"> Monitor and report environmental conditions at Gerroa and Minnamurra Tips. Maintain Closure Plan site works at Minnamurra and Gerroa Depots. 	<ul style="list-style-type: none"> Monitoring & reporting completed in accordance with licence conditions and timeframes. Area revegetated & maintained. 	<ul style="list-style-type: none"> Completed Achieved
<ul style="list-style-type: none"> Domestic garbage, recycling, green waste and annual clean up services. 	<ul style="list-style-type: none"> Provide efficient & environmentally effective domestic garbage, recycling, green waste. Develop and implement Second-Hand Saturday Recycling and Reuse Events. 	<ul style="list-style-type: none"> Total quantity of waste collected in tonnes/kg per services. Total recyclable materials collected in tonnes/kg per services. Total quantity of green waste collected in tonnes/kg per service. 58% of total annual waste generated is recycled or reprocessed. 2 events conducted annually. 	<ul style="list-style-type: none"> 3,963 tonnes collected 2,483 tonnes collected 2,898 tonnes collected Achieved Achieved

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(3) OBJECTIVE: Manage and reduce the environmental impacts of all activities on air, water and land systems

WASTE MANAGEMENT (cont'd)

Program	Activities 10/11	(KPI) 2010/2011	Performance
b. Domestic garbage, recycling, green waste and annual clean up services contd..	<ul style="list-style-type: none">• Review existing clean up services and determine and implement future service options.	<ul style="list-style-type: none">• Complete review & implement adopted Clean up Service option.	<ul style="list-style-type: none">• Still under review
o Commercial Waste & Recycling Services	<ul style="list-style-type: none">• Provide and promote commercial recycling services.	<ul style="list-style-type: none">• Number & % of commercial premises using services & quantity of recyclable materials in tonnes/kg collected.	<ul style="list-style-type: none">• Achieved
o Regional Waste Management	<ul style="list-style-type: none">• Participate in the regional management network waste minimisation & recycling projects.	<ul style="list-style-type: none">• Complete Regional Waste Business Plan & implement preferred option.	<ul style="list-style-type: none">• Achieved
o Waste Minimisation and Recycling Projects	<ul style="list-style-type: none">• Develop and implement policies and projects to reduce, recycle and minimise waste from Council facilities and activities.	<ul style="list-style-type: none">• Develop 3 year project plan for waste minimisation, recycling & reuse for Council operations & facilities.• Develop, implement & evaluate 2 new projects annually at Council facilities.	<ul style="list-style-type: none">• Achieved• Achieved

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(3) OBJECTIVE: Manage and reduce the environmental impacts of all activities on air, water and land systems

2 WASTE MANAGEMENT CONTD

Program	Activities 10/11	(KPI) 2010/2011	Performance
○ Waste Minimisation and Recycling Projects	<ul style="list-style-type: none">• Implement projects to reduce waste, increase recycling and reuse of materials from residential, rural and commercial premises.• Undertake biennial DECC waste, recycling and green waste services audit and reporting.• Implement actions identified in Waste & Sustainability Improvement Payment Program 2009/10.	<ul style="list-style-type: none">• Develop a 3 year project plan for waste minimisation, recycling & reuse for urban, rural & commercial areas.• Develop, implement & evaluate 2 new projects annually for urban, rural & commercial areas.• Biennial audit completed.• Number of actions completed annually as per program.	<ul style="list-style-type: none">• Achieved• Achieved• Not in this year• Achieved

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(4) OBJECTIVE: Promote environmental awareness through educational programs

1 ENVIRONMENTAL EDUCATION

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Biodiversity, Sustainability, Water and Waste Education	<ul style="list-style-type: none">• Implement strategies identified in the Illawarra Council Sustainability Road Map.	<ul style="list-style-type: none">• Strategies are implemented as per plan and timeframes.	<ul style="list-style-type: none">• Achieved
b. Biodiversity, Sustainability, Water and Waste Education	<ul style="list-style-type: none">• Implement Sustainable Kiama Communities Grant Year 3	<ul style="list-style-type: none">• Project is implemented as per plan.	<ul style="list-style-type: none">• Achieved
	<ul style="list-style-type: none">• Implement the Biodiversity and Food Grant – Year 2	<ul style="list-style-type: none">• Strategies are implemented as per project plan and reported on.	<ul style="list-style-type: none">• Achieved
c. Community Lands	<ul style="list-style-type: none">• Continue the development of educational reserve sites at:<ul style="list-style-type: none">▪ Spring Creek Wetlands▪ Jerrara Dam Arboretum▪ Bonaira Native Gardens	<ul style="list-style-type: none">• New development activities are reported to Council as they occur.	<ul style="list-style-type: none">• Achieved

GOAL: 1 A SUSTAINABLE ENVIRONMENT

(5) OBJECTIVE: Provide leadership by demonstrating environmental excellence in all Council activities and policies

1 SUSTAINABLE COUNCIL OPERATIONS

Program	Activities 10/11	(KPI) 2010/2011	Performance
○ Water Savings Action Plan	• Implement projects as identified in the Water Savings Action Plan.	• Projects are implemented and monitored as per plan. • Outcomes reported to Council.	• Achieved

GOAL: 2 QUALITY FACILITIES, SERVICES AND INFRASTRUCTURE

(1) OBJECTIVE: Kiama Council will provide and maintain services, facilities and infrastructure which are responsive to the diverse needs of the community, accessible to users, affordable within the Council's resources and planned in a local and regional context

1 ASSET MANAGEMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Strategic Asset Management	<ul style="list-style-type: none">Annually review the Service Level Schedules in SAMP to establish affordable maintenance and renewal programs for all asset groups.Conduct periodic inspections of all asset groups in accordance with SAMP (Strategic Asset Management Plan).Review Asset Management Plan.Respond to CARS (Customer Action Request) and carry out inspections and works in accordance with SAMP.(Strategic Asset Management Plan).	<ul style="list-style-type: none">Maintenance and Renewal Programmes are established with the adoption of the 2010/11 BudgetAsset inspections are carried out in accordance with the SAMP schedules and are reported to Council quarterly.Asset Management Plans are reviewed and reported to Council annually with the adoption of the budget.Achieve a 90% resolution of CARS within the designated time frames of 5 hours for urgent matters and 10 days for non-safety matters.	<ul style="list-style-type: none">AchievedAchievedAchievedAchieved

GOAL: **2 QUALITY FACILITIES, SERVICES AND INFRASTRUCTURE**

(1) OBJECTIVE: Kiama Council will provide and maintain services, facilities and infrastructure which are responsive to the diverse needs of the community, accessible to users, affordable within the Council's resources and planned in a local and regional context

1 ASSET MANAGEMENT CONTD

Program	Activities 10/11	(KPI) 2010/2011	Performance
b. Asset Maintenance	<ul style="list-style-type: none">• Develop and implement annual and long term asset maintenance programs for all asset groups, to maintain assets in a satisfactory condition.	<ul style="list-style-type: none">• Plans are developed and adopted by Council with the adoption of the 2010/11 Budget.	<ul style="list-style-type: none">• Achieved
c. Asset Renewal	<ul style="list-style-type: none">• Develop and implement annual and long term Capital Renewal and Asset Renewal Programs to bring Assets to a satisfactory standard.	<ul style="list-style-type: none">• Plans are developed and adopted by Council with the adoption of the 2010/11 Budget.	<ul style="list-style-type: none">• Achieved

GOAL: 2 QUALITY FACILITIES, SERVICES AND INFRASTRUCTURE

(1) OBJECTIVE: Kiama Council will provide and maintain services, facilities and infrastructure which are responsive to the diverse needs of the community, accessible to users, affordable within the Council's resources and planned in a local and regional context

2 CAPITAL WORKS

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Capital Works	<ul style="list-style-type: none">• Prepare and implement a 4 year Delivery Plan and 1 year Operational Plan for inclusion in the Community Strategic Plan.	<ul style="list-style-type: none">• Plans prepared and adopted by Council annually.	<ul style="list-style-type: none">• Achieved
b. Significant Capital Works Projects	<ul style="list-style-type: none">• Footpath construction: Farmer Street – Manning Street to Shoalhaven Street.• Fern Street – Bellachara to Sandy Wha Road• Swan Place & Colley Drive.	<ul style="list-style-type: none">• Works Programmes completed by June 2011. Progress reported to Council quarterly.	<ul style="list-style-type: none">• Completed• Commenced under construction.• Completed

	<ul style="list-style-type: none"> • Replace playground equipment in Coronation Park. • Jamberoo Valley Cycleway Stage 2a & 2b. • Commence Terralong Street Streetscape improvements- Collins Street to Thomson Street. • Black Beach and Kiama Harbour Landscape Improvements. • Complete Gerringong Cemetery Extension. • Meehan Drive Local Area Traffic Management Scheme. 		<ul style="list-style-type: none"> • Completed • Completed • Commenced under construction. • Black Beach Amenities building has not commenced due to issues with the design and cost estimates. • Commenced under construction. • Commenced under construction.
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GOAL: **2 QUALITY FACILITIES, SERVICES AND INFRASTRUCTURE**

(1) OBJECTIVE: Kiama Council will provide and maintain services, facilities and infrastructure which are responsive to the diverse needs of the community, accessible to users, affordable within the Council's resources and planned in a local and regional context

3 STRATEGIC INFRASTRUCTURE & FACILITIES PLANNING

Program	Activities 10/11	(KPI) 2010/2011	Performance
○ Section 94 Developer Contributions	<ul style="list-style-type: none">• Exhibit and adopt an appropriate Section 94 developer contributions, plans, procedures and supporting documents.• Ensure Section 94A funds are utilised in accordance with Council's adopted works schedule.	<ul style="list-style-type: none">• Adoption of Section 94 Plan.• List funds used.	<ul style="list-style-type: none">• Still under preparation• Not in current year
○ Climate Change Risk Assessment & Action Plan	<ul style="list-style-type: none">• Begin implementing recommendations of the Climate Change Action Plan subject to Council's adoption of the Action Plan.	<ul style="list-style-type: none">• List actions completed.	<ul style="list-style-type: none">• Adopted with future actions identified

GOAL: **3** **COMMUNITY COHESION AND WELLBEING**

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

1 PUBLIC HEALTH AND SAFETY

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Public Health	<ul style="list-style-type: none">• To implement the programs/strategies of the Kiama Healthy Cities Plan (2009-2012).• To incorporate the strategies of the Kiama Public Health Plan into Council's integrated reporting strategy.	<ul style="list-style-type: none">• Plan is implemented as per documented.• Plan is incorporated in linked strategies and 4 year delivery plan.	<ul style="list-style-type: none">• Achieved• Achieved
b. Fire Safety	<ul style="list-style-type: none">• Conduct annual review of fire safety provisions and inspection program of Places of Public Entertainment	<ul style="list-style-type: none">• Inspection program completed annually and reported to Council quarterly.	<ul style="list-style-type: none">• Achieved
c. Safe Food	<ul style="list-style-type: none">• Implement safe food inspections, recall, training and enforcement.	<ul style="list-style-type: none">• Inspection program, recalls and training completed as per requirements and reported to Council quarterly.	<ul style="list-style-type: none">• Achieved

GOAL: **3** **COMMUNITY COHESION AND WELLBEING**

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

1 PUBLIC HEALTH AND SAFETY CONTD

Program	Activities 10/11	(KPI) 2010/2011	Performance
d. Companion Animals Management	<ul style="list-style-type: none"> • Maintain Companion Animals register. • Undertake enforcement activities in accordance with Companion Animals Management Act. • Undertake annual inspection of premises for compliance with dangerous dog and restricted breed legislation. • Implement programs as identified in the Companion Animals Management Act. • Manage and review companion animals off-leash areas. 	<ul style="list-style-type: none"> • Register maintained as per requirements. • Ongoing enforcement completed as per Act and reported to Council quarterly. • Annual inspections completed and reported to Council quarterly. • Companion Animals Management Plan programs implemented annually. • Off-leash areas managed and reviewed – ongoing. 	<ul style="list-style-type: none"> • Achieved • Achieved • Achieved • Achieved • Achieved

GOAL: **3** **COMMUNITY COHESION AND WELLBEING**

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

1 PUBLIC HEALTH AND SAFETY CONTD

Program	Activities 10/11	(KPI) 2010/2011	Performance
e. Companion Animals Management	<ul style="list-style-type: none"> Develop and implement educational and re-homing programs to promote responsible pet ownership. 	<ul style="list-style-type: none"> Program implemented and evaluated and reported to Council quarterly. 	<ul style="list-style-type: none"> Achieved
	<ul style="list-style-type: none"> Investigate companion and other animal complaints. 	<ul style="list-style-type: none"> Complaints investigated as per policy and timeframe required. 	<ul style="list-style-type: none"> Achieved
f. Public Health	<ul style="list-style-type: none"> Review and update cooling tower register. Undertake inspections of skin penetration establishments. Undertake water quality monitoring of Leisure Centre and holiday parks swimming pools. 	<ul style="list-style-type: none"> Review undertaken annually. Number of premises inspected during quarter. Monitoring undertaken. 	<ul style="list-style-type: none"> Achieved Achieved Achieved

GOAL: **3** **COMMUNITY COHESION AND WELLBEING**

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

1 PUBLIC HEALTH AND SAFETY CONTD

Program	Activities 10/11	(KPI) 2010/2011	Performance
f. Public health contd.	<ul style="list-style-type: none">• Implement program to ensure premises are connected to the sewer in the Gerringong, Gerroa and Jamberoo Townships	<ul style="list-style-type: none">• Number of premises inspected in the Gerringong/Gerroa area to be connected.• Number of premises left in Jamberoo to be connected.	<ul style="list-style-type: none">• Achieved
g. Public Health contd.	<ul style="list-style-type: none">• Undertake On-site Sewage Management System inspections for compliance with legislation.	<ul style="list-style-type: none">• Undertake On-site Sewage Management System inspections for compliance with legislation.	<ul style="list-style-type: none">• Achieved
	<ul style="list-style-type: none">• Investigate community health and safety complaints.	<ul style="list-style-type: none">• Complaints investigated as required in accordance with Council policy.	<ul style="list-style-type: none">• Achieved

GOAL: **3** **COMMUNITY COHESION AND WELLBEING**

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Cycleways and Walkways Plan	<ul style="list-style-type: none"> Construct Stage 2a and 2b of the Jamberoo Valley Cycleway. 	<ul style="list-style-type: none"> Stage 2a and 2b of the Jamberoo Valley Cycleway completed by December 2010 	<ul style="list-style-type: none"> Achieved
b. Emergency Management	<ul style="list-style-type: none"> Ensure that Council meets its statutory responsibility for Local Emergency Management. 	<ul style="list-style-type: none"> Council are advised quarterly of the meetings of the Local Emergency Management Committee and any significant developments or support provided to Emergency Services. 	<ul style="list-style-type: none"> Achieved
	<ul style="list-style-type: none"> Ensure that Council meets its statutory obligations for Bush Fire Management. 	<ul style="list-style-type: none"> Council are advised quarterly of the meetings and activities of the Bush Fire Risk Management Committee, Councils hazard reduction activities and the provision of support as required by the Service Level Agreement. 	<ul style="list-style-type: none"> Achieved
	<ul style="list-style-type: none"> Ensure Council meets its statutory obligations to the SES. 	<ul style="list-style-type: none"> Council are advised quarterly of any support provided by Council to the SES as required under the SES Act. 	<ul style="list-style-type: none"> Achieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

Program	Activities 10/11	(KPI) 2010/2011	Performance
c. Road Safety	<ul style="list-style-type: none">Implement the projects identified in the Road Safety Action Plan.	<ul style="list-style-type: none">The Road Safety Action Plan is implemented by 30th June 2011 and progress reported to Council quarterly.	<ul style="list-style-type: none">Achieved
d. Traffic Management – Parking Controls	<ul style="list-style-type: none">Manage parking enforcement.	<ul style="list-style-type: none">Parking enforcement undertaken weekly and reported to Council quarterly.	<ul style="list-style-type: none">Achieved
e. Beach Safety	<ul style="list-style-type: none">Provide patrolled surf bathing areas by qualified lifeguards within reasonable hours during the main portion of the swimming season.Liaise with Surf Life Saving Clubs to ensure effective service to public.Provide Surf Education Awareness Program to primary schools within the municipality.	<ul style="list-style-type: none">Council's beaches patrolled in accordance with Council's requirementsLife Guard Services to public provided by Council in consultation with life saving clubs.Surf Awareness Programs provided to schools	<ul style="list-style-type: none">AchievedAchievedAchieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

2 YOUTH SERVICES

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. "The Cottage" Kiama Youth Resource Centre	<ul style="list-style-type: none">Promote and establish activities at "The Cottage".Encourage and promote the contribution of young people to the life of the community.Organise youth concerts and dances.	<ul style="list-style-type: none">Number of activities and young people attending "The Cottage".Youth Advisory Committee meetings held.Number of concerts and dances held.Services promoted.Number of students accessing service.	<ul style="list-style-type: none">AchievedAchievedAchievedAchievedAchieved

GOAL: **3 COMMUNITY COHESION AND WELLBEING**

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

3 CHILDREN

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Children Services Information	<ul style="list-style-type: none">• Provide information on services and facilities.	<ul style="list-style-type: none">• Accurate information maintained in Community Directory and website.	<ul style="list-style-type: none">• Achieved
b. Children Cultural and Recreation	<ul style="list-style-type: none">• Support cultural programs and activities• Organise story time and children activities at the Library	<ul style="list-style-type: none">• Number of programs and activities held.• Number of activities held.• Number of children participating.	<ul style="list-style-type: none">• Achieved• Achieved• Achieved
4 <u>LIBRARIES</u>			
a. Kiama and Gerringong Libraries	<ul style="list-style-type: none">• Access to library services and materials	<ul style="list-style-type: none">• Number of items issued.• Number of programs organised.• Number of adults attending.	<ul style="list-style-type: none">• Achieved• Achieved• Achieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

5 COMMUNITY SUPPORT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Community Aged Care Packages	<ul style="list-style-type: none">• To administer community aged care packages in accordance with the Aged Care Act 1997.	<ul style="list-style-type: none">• 110 Community Aged Care Packages provided across the Kiama, Shellharbour and Wollongong LGA's.	<ul style="list-style-type: none">• Achieved
b. Case Management	<ul style="list-style-type: none">• To provide the appropriate case management model for people in the HACC target group with complex health care needs through comprehensive assessment, care planning, care plan implementation, monitoring and review in accordance with the National Home & Community Care Standards.	<ul style="list-style-type: none">• Provision of needs based case management from one of the following models:<ul style="list-style-type: none">• Long term case management• Short term case management• Episodic case management• Joint case management• CALD case management• Dementia case management	<ul style="list-style-type: none">• Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
c. Compacks	To administer the Compacks joint discharge program facilitating the client's timely and supported discharge from hospital to home with case management services in accordance with the NSW Health & NSW Community Options guidelines.	<ul style="list-style-type: none"> • Provision of short term case management and community services to clients being discharged from hospital and returning home based on referral. 	<ul style="list-style-type: none"> • Achieved
d. Community Transport	<ul style="list-style-type: none"> • To provide a range of flexible and responsive transport options to the HACC target group and people who are transport disadvantaged in accordance with the National Home and Community Care Standards and the Department of Transport and Infrastructure guidelines. 	<ul style="list-style-type: none"> • Provision of needs based transport services supporting access to community activities and services via: <ul style="list-style-type: none"> • Individual transport services • Group transport services • Subsidised transport services e.g: taxi vouchers 	<ul style="list-style-type: none"> • Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
e. Home Maintenance	<ul style="list-style-type: none"> To provide assistance with the maintenance and repair of the client's home, garden or yard to maintain a safe and habitable condition in accordance with the National Home & Community Care Standards.. 	<ul style="list-style-type: none"> Provision of needs based services including: <ul style="list-style-type: none"> Minor dwelling repairs and maintenance such as carpentry and painting Major dwelling repairs such as guttering and roof repairs Garden maintenance such as lawn mowing and rubbish removal 	<ul style="list-style-type: none"> Achieved
f. Domestic Assistance	<ul style="list-style-type: none"> To provide clients with assistance with domestic chores to maintain a safe, secure and healthy environment in accordance with the National Home and Community Care standards. 	<ul style="list-style-type: none"> Provision of needs based services including assistance with: <ul style="list-style-type: none"> Domestic chores – essential household cleaning Meal preparation Shopping Paying bills 	<ul style="list-style-type: none"> Achieved
g. Respite	<ul style="list-style-type: none"> To provide responsive respite services to carers in order to give them relief from the caring role in accordance with the National Home and Community Care standards 	<ul style="list-style-type: none"> Provision of needs based services including: <ul style="list-style-type: none"> In home respite activities Carer support and communication Personal care and domestic tasks 	<ul style="list-style-type: none"> Achieved Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
i. Social Support	<ul style="list-style-type: none"> To provide social support through the assistance of a companion (paid worker or volunteer) within the home or while accessing community services to meet the clients need for social contact and or community involvement in accordance with the National Home and Community Care Guidelines. 	<ul style="list-style-type: none"> Provision of needs based social support services including: <ul style="list-style-type: none"> Friendly visiting Friendly telephone calls Outings and day trips Accompanying to appointments and social activities Volunteer recruitment and training 	<ul style="list-style-type: none"> Achieved
k. Social Support Monitoring	<ul style="list-style-type: none"> The provision of services that monitor the health and wellbeing of people who have dementia or who are recovering from hospitalisation or who are at risk of injury in accordance with the National Home and Community Care Guidelines. 	<ul style="list-style-type: none"> Provision of needs based services including: <ul style="list-style-type: none"> Home visitation and health monitoring for people living alone Telephone based monitoring services Personal care and assistance with prompting to eat Monitoring self management of medication Assistance with coordinating appointments and planning daily activities 	<ul style="list-style-type: none"> Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
I. Centre Based Daycare	<ul style="list-style-type: none"> The provision of assistance for clients to participate in group activities conducted in a centre based setting and to attend excursions and outings with the inclusion of meals and personal care as required in accordance with the National Home and Community Care standards.. 	<ul style="list-style-type: none"> The provision of diversional therapy activities meeting clients individuals social needs in the centre based setting: <ul style="list-style-type: none"> Provision of a lunch time meal incorporating the maintenance of activities of daily living skills Provision of personal care assistance for those clients requiring this service while at the centre. Provision of outings and excursions Communication and support provided to carers 	<ul style="list-style-type: none"> Achieved
k. Personal Care	<ul style="list-style-type: none"> The provision of assistance with daily self care tasks in accordance with the National Home and Community Care Standards. 	<ul style="list-style-type: none"> Provision of needs based services including: <ul style="list-style-type: none"> Assistance with showering and grooming Assistance with mobility Assistance with hearing aids and communication devices Monitoring self medication Assistance with prescribed therapy programs. 	<ul style="list-style-type: none"> Achieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

6.0 LEISURE CENTRE

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Leisure Centre	<ul style="list-style-type: none">• Maintain a wide variety of programs offered at the Centre.• Provide seniors programs and outreach activities.• Provide activity programs for children during school holidays.• Implement effective training programs for staff.	<ul style="list-style-type: none">• Survey customers to ensure Centre meets their demand.• Programs and services provided.• Schools and holiday Programs implemented.• Programs developed and delivered.	<ul style="list-style-type: none">• Achieved• Achieved• Achieved• Achieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(1) OBJECTIVE: Contribute to the health, safety and wellbeing of the community

7.0 BLUE HAVEN

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Aged Care Facility	<ul style="list-style-type: none">• Ensure ongoing compliance with the accreditation requirements set in place by the Federal funding body (the Department of Health and Ageing).• Complete approvals for new low care facility.	<ul style="list-style-type: none">• Compliance with Aged Care Standards• Development Application approved.	<ul style="list-style-type: none">• Achieved• Investigations still underway
b. Independent Living Units	<ul style="list-style-type: none">• Provide the highest possible standard of accommodation for all Independent Living Unit residents	<ul style="list-style-type: none">• Compliance with the Retirement Villages Act• Feedback from Village residents	<ul style="list-style-type: none">• Achieved• Actioned

GOAL: **3 COMMUNITY COHESION AND WELLBEING**

(2) OBJECTIVE: Involve the community and relevant stakeholders to plan, develop and facilitate access to services and resources

1 SOCIAL PLANNING

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Kiama Social/ Community Plan	<ul style="list-style-type: none">• Provide professional support for the implementation of community and cultural development goals and strategies within Council's integrated planning and reporting framework and corporate governance.	<ul style="list-style-type: none">• Evidence available that goals from the Cultural Plan are identified and addressed via the integrated planning process.	<ul style="list-style-type: none">• Achieved
b. Area Assistance Scheme	<ul style="list-style-type: none">• Support applicants in the development of projects and submissions relevant to the NSW Community Builders Funding Scheme (previously AAS).	<ul style="list-style-type: none">• Level of satisfaction expressed by applicants seeking support from Council for the Community Builders funding applications.	<ul style="list-style-type: none">• Achieved
c. Community Participation	<ul style="list-style-type: none">• Provide increased (or maintain existing) opportunities for the community to have active engagement in community projects.	<ul style="list-style-type: none">• Number of engagement opportunities provided compared to 09/10.• Number of community projects undertaken compared to 0910.	<ul style="list-style-type: none">• Achieved• Achieved

GOAL: **3 COMMUNITY COHESION AND WELLBEING**

(2) OBJECTIVE: Involve the community and relevant stakeholders to plan, develop and facilitate access to services and resources

2 COMMUNITY SUPPORT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Seniors Week	<ul style="list-style-type: none">• Consult, coordinate, implement and evaluate a Seniors Week program.	<ul style="list-style-type: none">• Held meetings with committee, developed and implemented a program of events.	<ul style="list-style-type: none">• Achieved
b. Access	<ul style="list-style-type: none">• Improve access for the whole of the community.	<ul style="list-style-type: none">• Access Committee convened bi-monthly and issues addressed and documented as they arise.	<ul style="list-style-type: none">• Achieved
c. Home and Community Care Program	<ul style="list-style-type: none">• Enable older people, people with a disability, carers and their representatives to have input into service delivery and development.	<ul style="list-style-type: none">• IHHS Advisory Committee convened quarterly.• Client survey undertaken annually and action plan developed accordingly.	<ul style="list-style-type: none">• Achieved• Achieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(3) OBJECTIVE: Promote awareness and understanding of cultural diversity

1 CULTURAL DIVERSITY

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Awareness of Programs	<ul style="list-style-type: none">• Provide relevant information to Council Officers and Councillors regarding issues relating to the needs of residents from a culturally and linguistically diverse background.• Provide support to programs developed for the Kiama community that raise awareness of and/or support the needs of residents from a culturally and linguistically diverse background.• Organise activities and events that encourage the participation of people from culturally and linguistically diverse backgrounds.	<ul style="list-style-type: none">• Evidence available of information provided.• Evidence and evaluation available of support provided.• Evidence and evaluation of activities and events.	<ul style="list-style-type: none">• Achieved• Achieved• Achieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(4) OBJECTIVE: Recognise and support the value of cultural heritage

1 HERITAGE

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Heritage	<ul style="list-style-type: none">• Complete Aboriginal Cultural Heritage Assessment for areas proposed for urban growth.• Monitor Heritage Adviser program and implement heritage initiatives as supported by Council	<ul style="list-style-type: none">• Assessment completed.• Reports to Council on heritage initiatives implemented.	<ul style="list-style-type: none">• Not required in current year. Awaiting gazettal of Kiama LEP 2011• Achieved

GOAL: 3 COMMUNITY COHESION AND WELLBEING

(5) OBJECTIVE: Value and promote creativity in the community

1 CULTURAL DEVELOPMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Kiama Community Arts Centre	<ul style="list-style-type: none">• Provide a venue for exhibitions and creative works.• Review Current processes for venue booking and use	<ul style="list-style-type: none">• Statistics maintained regarding the number and variety of bookings.• Review process is completed and actions implemented.	<ul style="list-style-type: none">• Achieved• Achieved
b. Cultural Planning	<ul style="list-style-type: none">• Implement strategies of the Cultural Plan.	<ul style="list-style-type: none">• Evidence provided of implementation of strategies from the Cultural Plan.	<ul style="list-style-type: none">• Achieved

GOAL: **4 A VIBRANT AND DIVERSE ECONOMY**

(1) OBJECTIVE: Facilitate an environment in which appropriate business can flourish

1 ECONOMIC DEVELOPMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Economic Research and Co-ordination	<ul style="list-style-type: none">• Develop programs supporting the Community Strategic Plan.• Research and maintain information to better understand the local economy.• Maintain the Economic Development Committee.	<ul style="list-style-type: none">• Relevant sections of the Integrated Plan four year delivery program adopted by Council.• Economic and business activity data obtained and available.• Committee meetings held, activities undertaken	<ul style="list-style-type: none">• Achieved• Achieved• Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
b. Waste Management and Hire Services Business Unit	<ul style="list-style-type: none"> Implement actions identified in Waste Management and Hire Services Business Unit Plan. 	<ul style="list-style-type: none"> Identified actions implemented as per plan. 	<ul style="list-style-type: none"> Business Plan under preparation
	<ul style="list-style-type: none"> Provide waste, recycling and hire services in accordance with service and hire agreements and on a commercial basis. 	<ul style="list-style-type: none"> Services are provided in accordance with agreements. 	<ul style="list-style-type: none"> Achieved

GOAL: **4 A VIBRANT AND DIVERSE ECONOMY**

(2) OBJECTIVE: Actively encourage the promotion of Kiama as an outstanding place in which to do business

1 ECONOMIC DEVELOPMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Business Development	<ul style="list-style-type: none"> • Maintain and further develop the Kiama Business Website. • Further develop and implement the Kiama Business Information Kit. • Targeted business attraction campaign • Support local representative business organisations in promoting the Municipality. • Participate in regional promotional activities. • Marketing and development of Pavilion as an event destination. 	<ul style="list-style-type: none"> • Integrate into or better align the Kiama Business Website with Council's website. • Development / additions to Kit • Campaign undertaken • Businesses attracted • Support (activity) undertaken • Promotional activities contributed to • Marketing activity undertaken • Events held • Income generated 	<ul style="list-style-type: none"> • In draft for live in early 2012 • Achieved • Achieved • Achieved • Achieved • Achieved • Achieved • Achieved • Achieved

GOAL: **4** A VIBRANT AND DIVERSE ECONOMY

(3) OBJECTIVE: Engage with local, state and federal bodies to achieve a targeted approach to business and economic development

1 ECONOMIC DEVELOPMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Economic Partnerships	<ul style="list-style-type: none">• Maintain an active relationship between Council and local representative business organisations.• Actively engage and represent local business interests to regional business organisations, State and Federal agencies.• Identify and seek grant funding for suitable employment and/or economic development projects.	<ul style="list-style-type: none">• Networking activities.• Joint initiatives undertaken.• Interaction with bodies.• Input into relevant boards.• Opportunities identified.• Grants received.• Grant objectives met.	<ul style="list-style-type: none">• Achieved• Achieved• Achieved• Achieved• Achieved• Achieved• Achieved

GOAL: 4 A VIBRANT AND DIVERSE ECONOMY

(4) OBJECTIVE: Actively pursue sustainable agricultural production

1 ECONOMIC DEVELOPMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Agricultural Development	<ul style="list-style-type: none">• Identify, research and where practical, implement in partnership with the rural community diversified agricultural opportunities.• Develop a regional Food and Wine Trail.• Participate in Southern Councils Agribusiness Development Network.	<ul style="list-style-type: none">• Opportunities identified• Opportunities actioned• Food and wine trail implemented• Participation in network and identified programs.	<ul style="list-style-type: none">• Achieved• Under development• Achieved• Achieved

GOAL: 5 GOOD GOVERNANCE

(1) OBJECTIVE: Ensure the ethical principles of honesty, fairness and integrity are followed by all Councillors and staff

1 ETHICAL CONDUCT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Governance Health Check	<ul style="list-style-type: none">• Review and update policies and procedures• Review and update Council's Code of Conduct.	<ul style="list-style-type: none">• Policies and procedures reviewed as appropriate• Code of Conduct reflects needs of Council and Department of Local Government	<ul style="list-style-type: none">• Achieved• Achieved
b. Corporate Induction	<ul style="list-style-type: none">• Update employee handbook to ensure inclusion of relevant Council policies to ensure currency of information.	<ul style="list-style-type: none">• Employee handbook includes current policies and references and enables access to Council information	<ul style="list-style-type: none">• Achieved
c. Complaints Handling	<ul style="list-style-type: none">• Ensure all complaints are responded to in line with Council's Complaints Handling Policy and Procedures.	<ul style="list-style-type: none">• Complaints are managed in accordance with Council's complaints Handling Policy and procedures	<ul style="list-style-type: none">• Achieved

GOAL: **5 GOOD GOVERNANCE**

(2) OBJECTIVE: Ensure that the structure and activities of the organisation meet our legal obligations

1 LEGISLATIVE COMPLIANCE

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Local Government Act and Regulation	<ul style="list-style-type: none"> • Prepare Integrated Plan. • Prepare Annual Report. • Report to Council on the progress of the Management Plan. • Disclosure of Interest returns distributed to Councillors and designated staff. • Maintain an accurate register of Council's property assets 	<ul style="list-style-type: none"> • Integrated Plan completed, adopted by Council and approved by Department of Local Government • Annual report sent to Local Government Department by 30 November each year • Report to Council adopted. • Councillors and designated persons have completed disclosure returns by 30 September each year • Property register current 	<ul style="list-style-type: none"> • Achieved • Achieved • Achieved • Achieved • Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
b. Government Information (Public Access) Act	<ul style="list-style-type: none"> • Publication Guide prepared and published. • Policies and procedures reviewed in accordance with GIPAA 	<ul style="list-style-type: none"> • Publication Guide forwarded to Information Commissioner and published on Council's website • Policies and procedures reflect requirements of GIPAA 	<ul style="list-style-type: none"> • Achieved • Achieved
c. State Records Act Privacy Act Health Privacy Act	<ul style="list-style-type: none"> • Requirement of the State Records Act implemented. 	<ul style="list-style-type: none"> • Ongoing compliance with Act 	<ul style="list-style-type: none"> • Achieved
d. OH&S Act and Regulations	<ul style="list-style-type: none"> • Develop, review and evaluate policies and procedures to ensure compliance with the OH&S Act and Regulations. • Implement StateCover's audit of Council's OHS Management System. 	<ul style="list-style-type: none"> • As required reviewed and updated specific policies and/or procedures to capture the necessary changes in legislation, safe work practice issues or operational matters required changes. • StateCover annual OHS audit completed and recommendations addressed. Council achieves a minimum 80% result. 	<ul style="list-style-type: none"> • Achieved • Achieved

GOAL: 5 GOOD GOVERNANCE

(2) OBJECTIVE: Ensure that the structure and activities of the organisation meet our legal obligations

2 ORGANISATIONAL STRUCTURE

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Strategic Human Resource Planning	<ul style="list-style-type: none">• Provide ongoing advice and assistance regarding staffing of the organisation to the General Manager, MANEX, Managers and Supervisors.	<ul style="list-style-type: none">• Workforce Plan developed to support Council's strategic objectives.• Advice and assistance provided as required	<ul style="list-style-type: none">• Achieved• Achieved

GOAL: 5 GOOD GOVERNANCE

(3) OBJECTIVE: Ensure that the activities of the organisation are conducted to achieve a high standard of accountability, probity and transparency

1 OPEN GOVERNMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Corporate Information	<ul style="list-style-type: none"> Ensure relevant information including policies and codes are available for public inspection. Review the requirements of GIPAA 	<ul style="list-style-type: none"> Appropriate information is available for public access Information made available and reporting is in accordance with requirements of GIPAA 	<ul style="list-style-type: none"> Achieved Achieved
b. Internal Audit Committee	<ul style="list-style-type: none"> Committee to convene on a regular basis. Progressively review processes and procedures. 	<ul style="list-style-type: none"> Meeting held quarterly Areas reviewed based on Internal Audit and Strategic Plan Recommendations implemented 	<ul style="list-style-type: none"> Achieved Achieved Achieved
c. Integrated Planning	<ul style="list-style-type: none"> Produce integrated planning documents in accordance with DLG guidelines. 	<ul style="list-style-type: none"> Integrated plans approved by Department of Local Government 	<ul style="list-style-type: none"> Achieved

GOAL: 5 GOOD GOVERNANCE

(4) OBJECTIVE: Consult and communicate with stakeholders

1 PUBLIC RELATIONS

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Provide the community with relevant information	<ul style="list-style-type: none"> • Prepare Council's newspaper page each week and distribute relevant news to local and regional media outlets. • Prepare Community newsletter – distributed with rates notice. • Prepare a 'summary' Management Plan for public distribution. • Maintain Web homepage 'headlines' re Council news and items on exhibition. • Ensure Council weekly notice board and media releases are on website. 	<ul style="list-style-type: none"> • Council page is in newspaper each week. • Press releases distributed as required. • Quarterly Newsletter distributed • Summary document distributed • Web page reviewed weekly • Web page reviewed weekly 	<ul style="list-style-type: none"> • Achieved • Achieved • Achieved • Achieved • Achieved • Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
b. Provide the community with relevant information	<ul style="list-style-type: none"> • Respond to media queries. • Conduct Local Government Week tours. • Produce educational brochures about Council activities. 	<ul style="list-style-type: none"> • Queries responded to in timely manner • Tours conducted • Brochure produced 	<ul style="list-style-type: none"> • Achieved • Tours not conducted • Achieved

GOAL: **5 GOOD GOVERNANCE**

(5) OBJECTIVE: Ensure that all people involved in the direction or control of Council comply with their roles and responsibilities and in so doing provide leadership

1 CORPORATE RESPONSIBILITY

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Corporate Objectives	<ul style="list-style-type: none">• Implement the decisions of Council.	<ul style="list-style-type: none">• Decisions of Council implemented in a timely and efficient manner.	<ul style="list-style-type: none">• Achieved
b. Industrial Relations	<ul style="list-style-type: none">• Facilitate a harmonious and co-operative industrial relations climate within Council.	<ul style="list-style-type: none">• Harmonious and cooperative industrial relations climate	<ul style="list-style-type: none">• Achieved

GOAL: 5 GOOD GOVERNANCE

(6) OBJECTIVE: Ensure that all people involved in the direction or control of Council comply with their roles and responsibilities, and in so doing provide leadership

1 CUSTOMER SERVICES

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Information	<ul style="list-style-type: none">• Provide timely and accurate information relating to Council's activities, to both internal and external customers.	<ul style="list-style-type: none">• Correspondence/feedback on quality of customer service.	<ul style="list-style-type: none">• Achieved
b.Service	<ul style="list-style-type: none">• Provide excellent service and timely and accurate response to both internal and external customer enquiries efficiently and effectively.• Monitor and review efficiency of customer contact centre.	<ul style="list-style-type: none">• 98% of Development applications registered within 48 hours• 98% of Modified Development applications registered within 48 hours• 100% of Customer Action Requests registered and forwarded to responsible or action officer same day• 98% of Complying Development Certificates registered within 48 hours• Review of efficiency of customer contact centre undertaken	<ul style="list-style-type: none">• Achieved• Achieved• Achieved• Achieved• Achieved

GOAL: **6 SOUND FINANCIAL AND RESOURCE MANAGEMENT**

(1) OBJECTIVE: Provide accurate external and internal financial reporting in accordance with statutory requirements

1 STATUTORY ACCOUNTING & REPORTING

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Annual Financial Reports	<ul style="list-style-type: none">• Prepare external financial reports.	<ul style="list-style-type: none">• Financial reports forwarded to Department of Local Government by first week of November each year	<ul style="list-style-type: none">• Achieved
b. Annual Budget	<ul style="list-style-type: none">• Coordinate preparation of annual budget.	<ul style="list-style-type: none">• Annual Budget / Revenue Policy completed and adopted by 30 June each year	<ul style="list-style-type: none">• Achieved
c. Quarterly Budget Reviews	<ul style="list-style-type: none">• Coordinate and prepare budget reviews each year.	<ul style="list-style-type: none">• Quarterly budget reviews presented to Council in November, February, May each year and yearly result for previous year in October	<ul style="list-style-type: none">• Achieved

GOAL: **6** **SOUND FINANCIAL AND RESOURCE MANAGEMENT**

(2) OBJECTIVE: Ensure that there is effective internal control of Council's financial and management systems

1 **INTERNAL CONTROL**

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Audit Report	<ul style="list-style-type: none">Review the appropriateness of policy and procedure systems.	<ul style="list-style-type: none">Audit report should contain a minimum number of recommended changes	<ul style="list-style-type: none">Achieved
b.National Competition Policy	<ul style="list-style-type: none">Review the operations of the business units and ensure compliance with National Competition Policy guidelines.	<ul style="list-style-type: none">Audit report to reflect Council's 100% compliance with National Competition Policy guidelines	<ul style="list-style-type: none">Achieved
c.Corporate Information	<ul style="list-style-type: none">Review and implement Council's organisational technology plan.	<ul style="list-style-type: none">Council's IT systems are upgraded in accordance with plan.	<ul style="list-style-type: none">Achieved
d.Geographic Information Systems	<ul style="list-style-type: none">Continued development of Council's SIS systems and related infrastructure.	<ul style="list-style-type: none">Improve access to and quality of spatial data whilst integrating further with Council's spatial systems.	<ul style="list-style-type: none">Achieved
e.Long Term Financial Planning	<ul style="list-style-type: none">Review 10 year plan.	<ul style="list-style-type: none">Plan reviewed as a component of the annual budget process	<ul style="list-style-type: none">Achieved

GOAL: **6** **SOUND FINANCIAL AND RESOURCE MANAGEMENT**

(2) OBJECTIVE: Ensure that there is effective internal control of Council's financial and management systems

2 RISK MANAGEMENT

Program	Activities	(KPI)	Performance
	10/11	2010/2011	
a.Business Continuity	<ul style="list-style-type: none">• Review and evaluate the Corporate Business Continuity Management Plan.• Ensure the Crisis Management Plan is reviewed and kept current.	<ul style="list-style-type: none">• The review of the BCMP will be completed and presented to Council by December 2010.• The Crisis Management Plan tested by December 2010.	<ul style="list-style-type: none">• Achieved• Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
b. Insurance	<ul style="list-style-type: none"> Review, evaluate and manage all insurance policies to ensure appropriate risk coverage for assets and activities. Provide internal insurance advice and evaluate issues on insurance matter. Manage all potential and actual claims arising out of Council's various insurance policies. Provide directors and managers with Risk Management advice or concerns in relation to all strategic or operational matters. 	<ul style="list-style-type: none"> All policies reviewed Conduct claims review meetings prior to policy renewals Weekly claims review with insurer Each potential claim notification will be processed and a file established. All potential claims or notifications of incidents recorded in a specific file as required Investigations conducted as required Provide monthly report and advice to MANEX 	<ul style="list-style-type: none"> Achieved Achieved Achieved Achieved Achieved Achieved Achieved

GOAL: 6 SOUND FINANCIAL AND RESOURCE MANAGEMENT

(3) OBJECTIVE: Ensure financial viability based on generating income from available legitimate sources

1 MAXIMISE REVENUE RETURNS

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Investment Portfolio	<ul style="list-style-type: none">• Review and maximise financial return, when investing surplus funds in accordance with updated guidelines.	<ul style="list-style-type: none">• Investment return comparable to leading managed investment services• Investments made in accordance with updated guidelines	<ul style="list-style-type: none">• Achieved• Achieved
b. Rate Revenues	<ul style="list-style-type: none">• Issue rate notices on a timely basis.	<ul style="list-style-type: none">• Rate notices mailed no later than end of July, October, January and April each year.	<ul style="list-style-type: none">• Achieved

GOAL: **6** **SOUND FINANCIAL AND RESOURCE MANAGEMENT**

(3) OBJECTIVE: Ensure financial viability based on generating income from available legitimate sources

2 LAND DEVELOPMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Elambra Estate	<ul style="list-style-type: none">• Marketing and sale of available lots.• Construct Stage 6b and 7	<ul style="list-style-type: none">• Actual lots sold as % of budget forecast	<ul style="list-style-type: none">• Achieved. Stage 7 on sale in 2011/12
b.Council Land	<ul style="list-style-type: none">• Identify and where appropriate sell or lease land which is surplus to Council's needs.	<ul style="list-style-type: none">• Surplus land identified• Surplus land sold or leased	<ul style="list-style-type: none">• Achieved• Achieved
c.Licences	<ul style="list-style-type: none">• Identify and enter into licences where appropriate for the use of Council/Public land.• Review and renew licences as required.	<ul style="list-style-type: none">• Licenses entered into• Licenses renewed.	<ul style="list-style-type: none">• Achieved• Achieved

GOAL: 6 SOUND FINANCIAL AND RESOURCE MANAGEMENT

(3) OBJECTIVE: Ensure financial viability based on generating income from available legitimate sources

3 HOLIDAY PARKS

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Holiday Parks	<ul style="list-style-type: none">• Complete capital works as detailed in the Business Plan.• Budgeted financial return to Council for 2010-2011 to be \$1,453,433.• Fees and charges adopted by Council.	<ul style="list-style-type: none">• Capital works completed• Actual financial return• Fees and charges adopted by Council	<ul style="list-style-type: none">• Achieved• Achieved• Achieved

GOAL: **6 SOUND FINANCIAL AND RESOURCE MANAGEMENT**

(3) OBJECTIVE: Ensure financial viability based on generating income from available legitimate sources

4 LEISURE CENTRE

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Leisure Centre	<ul style="list-style-type: none"> • Provide capital improvements to the facility in accordance with budgetary allocations. • Implement any changes to the operation of Jamberoo Pool. • Review pricing policies. • Ensure profitability of kiosk is to market standards. • Hold the Kiama Fun Run and Leisure Centre Open Day. 	<ul style="list-style-type: none"> • Capital and structural improvements completed on time and within budget. • Changes implemented • Fees and Charges to be reviewed by mid March each year. • Review pricing and stock levels monthly to achieve an annual minimum \$40,000 profit. • Kiama Fun Run and Leisure Centre Open Day held. 	<ul style="list-style-type: none"> • Achieved • Achieved • Achieved • Achieved • Not held due to low numbers of business participants

GOAL: **6** **SOUND FINANCIAL AND RESOURCE MANAGEMENT**

(3) OBJECTIVE: Ensure financial viability based on generating income from available legitimate sources

5 WASTE COLLECTION

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Waste Collection	<ul style="list-style-type: none">• Implement annual capital works and plant program.• Achieve net financial returns to Council in accordance with annual estimates.	<ul style="list-style-type: none">• Capital works and plant program implemented as per requirements.• Financial returns targets achieved annually. Targets are reviewed annually.	<ul style="list-style-type: none">• Achieved• Achieved

GOAL: 6 SOUND FINANCIAL AND RESOURCE MANAGEMENT

(4) OBJECTIVE: Apply financial policies which maintain or enhance the value of Council's asset base

1 ASSET REPORTING

Program	Activities 10/11	(KPI) 2010/2011	Performance
a. Asset Infrastructure Fund	<ul style="list-style-type: none">• Asset Infrastructure Fund	<ul style="list-style-type: none">• Achieve amount identified in annual budget	<ul style="list-style-type: none">• Not included in budget

GOAL: **6** **SOUND FINANCIAL AND RESOURCE MANAGEMENT**

(5) OBJECTIVE: Strive for excellence in management of Council's human resources

1 HUMAN RESOURCE MANAGEMENT

Program	Activities 10/11	(KPI) 2010/2011	Performance
a.Staff Consultation	<ul style="list-style-type: none"> Co-ordinate the activities of Council's Staff Consultative Committee in accordance with Award requirements. Provide an update of HR related issues at Quarterly Staff Meetings and Manager's Meetings. 	<ul style="list-style-type: none"> Consultative Committee meetings held regularly as required and minutes distributed throughout Council. HR related issues discussed at staff manager's meetings. 	<ul style="list-style-type: none"> Achieved Achieved
b.Performance Management	<ul style="list-style-type: none"> Review and implement effective performance management systems to recognise and reward skills acquisition and use in accordance with industry best practice and Award requirements. 	<ul style="list-style-type: none"> Performance Management System reviewed and updated to meet the needs of Council. System administered in accordance with Council's policy. 	<ul style="list-style-type: none"> Achieved Achieved
c.Corporate Induction	<ul style="list-style-type: none"> Conduct Corporate Induction Program. 	<ul style="list-style-type: none"> Corporate Induction Program conducted as required to meet the needs of new employees. 	<ul style="list-style-type: none"> Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
d. Recruitment and Selection	<ul style="list-style-type: none"> • Oversee Council's recruitment and selection function. • Implement strategies to retain and attract appropriately skilled staff in accordance with Council's Workforce Plan. • Review the Workforce Plan. 	<ul style="list-style-type: none"> • Recruitment and Selection of employees conducted in accordance with Council policy and Award requirements. • Council attracts and retains appropriately skilled staff. • Workforce Plan current 	<ul style="list-style-type: none"> • Achieved • Achieved • Achieved
e. Training and Development	<ul style="list-style-type: none"> • Co-ordinate Council's Training Plan in consultation with MANEX and the Consultative Committee. 	<ul style="list-style-type: none"> • Training provided in accordance with Council's training plan. 	<ul style="list-style-type: none"> • Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
f.Human Resources Policy Development	<ul style="list-style-type: none"> In conjunction with the Consultative Committee, review, develop and implement Human Resources policies and procedures. 	<ul style="list-style-type: none"> Policies reviewed and developed to meet the needs of Council. 	<ul style="list-style-type: none"> Achieved
	<ul style="list-style-type: none"> Provide ongoing information for managers and employees in the effective interpretation and implementation of HR policies and procedures. 	<ul style="list-style-type: none"> Interpretation and advice provided as required. 	<ul style="list-style-type: none"> Achieved
g.Human Resources Reporting	<ul style="list-style-type: none"> Implement Authority HR Information System and make process improvements as required. 	<ul style="list-style-type: none"> Authority HRIS used for reporting purposes. 	<ul style="list-style-type: none"> Achieved
h.Human Resources Reporting	<ul style="list-style-type: none"> Provide reports to Managers and Council, as required. 	<ul style="list-style-type: none"> Reports provided as required. 	<ul style="list-style-type: none"> Achieved
	<ul style="list-style-type: none"> Provide annual EEO reports to Council. 	<ul style="list-style-type: none"> EEO Report provided to Council annually 	<ul style="list-style-type: none"> Achieved
i.Equal Employment Opportunity	<ul style="list-style-type: none"> Implement strategies in the EEO Management Plan. Review the plan and recommend updates accordingly. 	<ul style="list-style-type: none"> Strategies in EEO Management Plan adopted. Plan reviewed annually and updated accordingly. 	<ul style="list-style-type: none"> Achieved Achieved

Program	Activities 10/11	(KPI) 2010/2011	Performance
j.Trainees, Apprentices and Cadets	<ul style="list-style-type: none"> Review existing traineeships, apprenticeships and cadetships; review organisational need and identify further opportunities. Identify opportunities for employees to participate in existing worker traineeships. 	<ul style="list-style-type: none"> Traineeships, apprenticeships and cadetships offered as appropriate. Existing Worker Traineeships offered as appropriate 	<ul style="list-style-type: none"> Achieved Achieved
k.Work Experience	<ul style="list-style-type: none"> Co-ordinate provision of Work Experience programs. 	<ul style="list-style-type: none"> Council participates in Work Experience programs 	<ul style="list-style-type: none"> Achieved
l.Salary Administration	<ul style="list-style-type: none"> Cost and make recommendations concerning salary increases resulting from competency and performance assessments. 	<ul style="list-style-type: none"> Appropriate salary increases made in accordance with Council's policy and budget constraints. 	<ul style="list-style-type: none"> Achieved