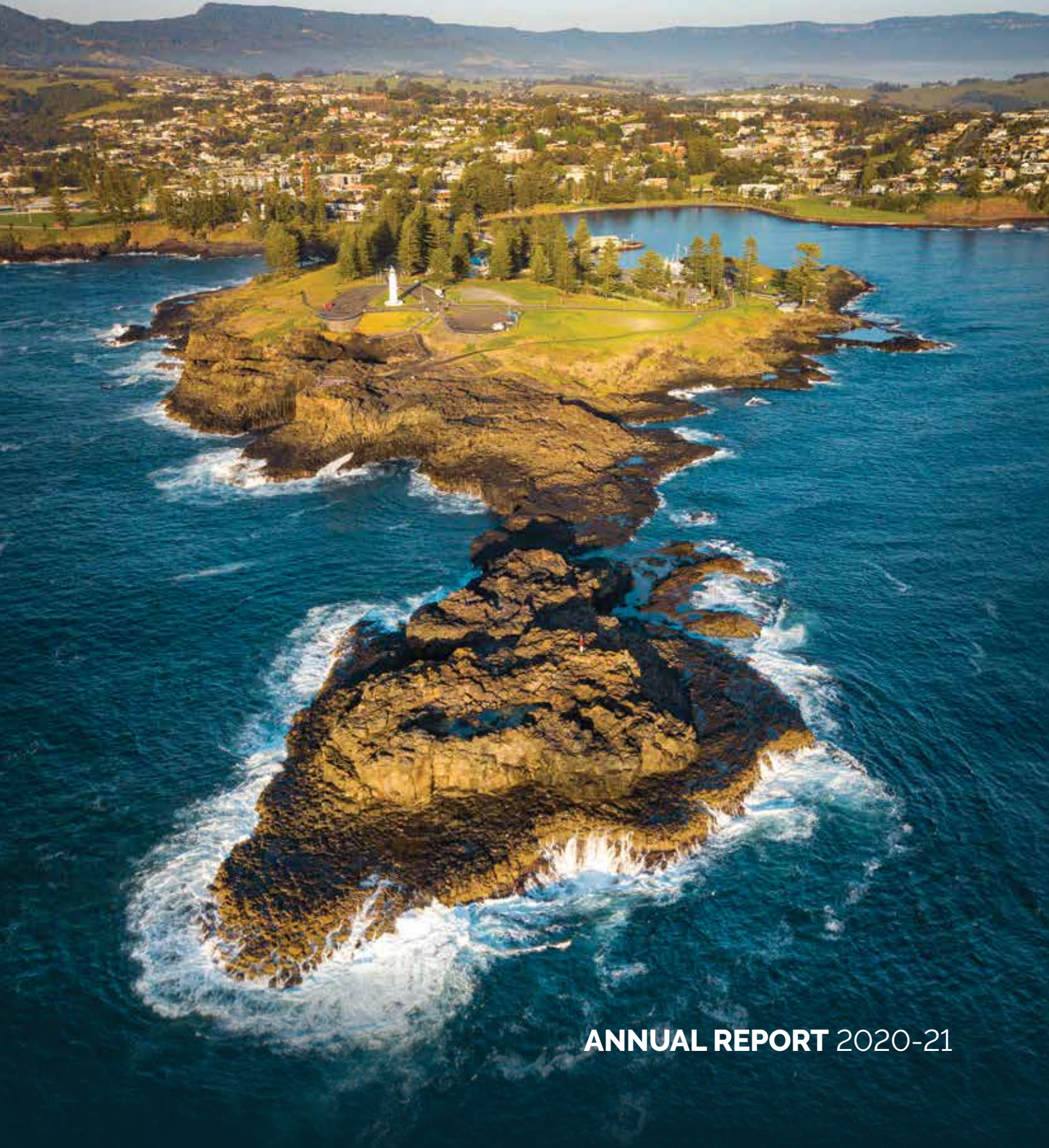




KIAMA MUNICIPAL COUNCIL
your council, your community



ANNUAL REPORT 2020-21



Cover Image: *Kiama Blowhole Point*, Kyle Coffee Photography

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ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the lands, the Dharawal people. We pay our respects to all Elders past, present and emerging and acknowledge their deep and ongoing connection and cultural responsibilities to this land. We are committed to honouring Australia's Aboriginal and Torres Strait Island peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our community.



This mural was created at SENTRAL Youth Services with Aboriginal and Torres Strait Islander community parents and children during a workshop that was coordinated by our Aboriginal Liaison Officer. *"When the wattle starts to flower we know that the whales are beginning to migrate".*

COMMUNITY VISION

Working together for a healthy, sustainable, and caring community.

COUNCIL MISSION

Kiama Council will work to create a municipality that has a healthy, vibrant lifestyle, beautiful environment and harmonious, connected and resilient community.

COUNCIL VALUES



RESPECT

We treat others as we expect to be treated
- in a fair and professional manner.



INNOVATION

We champion change in order to provide superior services to our community.



INTEGRITY

We are open, honest and ethical in our behaviours
- at all times.



TEAMWORK

We are one team - working together with trust and commitment to achieve shared goals.



EXCELLENCE

We aspire to be the best
- in everything we do.



MESSAGE FROM THE MAYOR

The twelve months this annual report covers can only be described as a period of recovery for our community and our Council.

Much of our energies were committed to coming out of the first COVID-19 lockdown and beginning the slow, difficult and complicated process of adapting to life and work in the 'new normal'.

Council staff have shown great professionalism, dedication, innovation and above all resilience ensuring our services continued one way or another.

Many of our services changed very little, including waste and recycling collections and the cleaning of our public toilets, streets, reserves and buildings.

Others shifted online, such as customer service, community and cultural support, Leisure Centre fitness classes, tourism and economic support, library services, planning and safety regulation.

Reopening was always going to be more difficult than shutting down.

In this, Council staff should again be commended for ensuring a return to business as usual as safely as possible.

In hindsight I am amazed and proud of how much was achieved.

Environment workshops, cooking and fitness programs for seniors, youth festivals and concerts and art exhibitions.

The Kiama Leisure Centre was open all year, as was our Community Recycling Centre, hosting an extended Household Bulky Waste Drop Off Event in March and our annual Compost Giveaway.

Our rangers found old or new homes for every single animal at the pound.

Our planners assessed and reported all planning proposals within their 90-day target.

One positive result of the initial lockdown was that many of our activities and services that shifted online, stayed online, at least in part.

Our Sorry Day was live streamed.

Kiama Library launched its own app, installed a self-check-out facility and continued the popular online author talks.

The Dementia Friendly Kiama online social



catch-ups and meetings proved very successful, expanding the program's reach around Australia and overseas.

And perhaps best example of the shift online was the large scale redeployment of our staff during lockdown to remote sites or working at home. While 18 months on this seems unremarkable, it remains a credit to our risk management and IT teams.

Of course our COVID response also included our community.

Our environmental health officers were especially busy working with NSW Health to help local businesses with COVID safety plans.

Blue Haven's community transport program was heavily affected by COVID-19, given the age profile of volunteer drivers and our clients. Nonetheless, we were able to continue transport for medical appointments, deliver groceries and gradually rebuild our shopping bus service.

A stand out performance was our SENTRAL Youth Services team, which saw an unprecedented increase in demand for their support services, especially with a spike in young people dying by suicide.

It was a gratifying end to a difficult year for the SENTRAL team to receive a We Can Do Magic Award for their efforts.

Maintaining business as usual was an amazing achievement in itself.

However, the end of lockdown and other factors saw Kiama Council busier than ever well before Christmas 2020.

This included the severe storms and flooding of July 2020, declared a natural disaster by the NSW Government, which spectacularly cut off Jamberoo Mountain Road.

Again, it is a credit to Council staff and our contractors, backed up by the NSW Government, that this major piece of infrastructure was reopened (as promised) before Christmas.

The end of lockdowns in September saw our Destination Kiama team, having experienced mass cancellations, now managing unprecedented demand in our tourism, accommodation and hospitality sector.

This demand saw a remarkable rebound in the financial fortunes of our Council-operated Holiday Parks.

The post-COVID summer was also a particularly busy patrol season for our beach lifeguards with an estimated 357,000 people to keep safe.

Behind the scenes a significant number of new

initiatives were either begun, progressed or completed.

Examples you'll find in this report include the Kiama Town Centre Heritage Review, stabilisation works at Minnamurra Headland, the Hyams Creek revitalisation project, upgrading Jamberoo Youth Hall and installing a photovoltaic system at Kiama Leisure Centre.

I began this message describing 2020-21 as a period of recovery.

Yet the achievements of the men and women of Kiama Council outlined in these pages suggest otherwise – it has also been a period of success.

That is all the reason that I commend this report to you.



Cr. Mark Honey
Mayor Kiama Council

OUR MUNICIPALITY

The Municipality of Kiama is located on the south coast of New South Wales in the Illawarra region. Kiama is close to the major city centres of Wollongong and Nowra and is 120km south of Sydney.

Our landscapes include beaches, rainforests, escarpments, mountains and rural areas. The LGA is made up of six main towns, each with its own individual character.

The Kiama area has a strong sense of community and locals take pride in their LGA. Kiama Council works hard to create and maintain a municipality with a healthy, vibrant, beautiful environment and harmonious connected and resilient community.





Council
established:

1859



2016-2020
population
growth rate:

1.74%
(compared to
1.24% for the
Illawarra)



Area:

259km²

Boundaries:
City of
Shellharbour,
City of
Shoalhaven
& Shire of
Wingecarribee



23,685

estimated current
population



6

Major towns
and villages:
Minnamurra,
Kiama Downs,
Kiama, Jamberoo,
Gerringong
& Gerroa

OUR ORGANISATION



OUR RESULTS

Our annual report outlines achievements in implementing the main actions in Kiama Council's *Delivery Program 2017-21* for the 2020-21 financial year. It also reports on our financial results for the year ending 30 June 2021 and looks at some of our major achievements over this time.

OUR OBJECTIVES

Our *Community Strategic Plan 2017-27* is the community's overarching 10-year plan for the Municipality.

Priorities and strategies identified under this Plan's four main objectives link directly to the actions and activities in our *Delivery Program and Operational Plan*.

The four main objectives of the *Community Strategic Plan 2017-27* are:



A healthy, safe and inclusive community



Well planned and managed spaces, places and environment



A diverse, thriving economy



Responsible civic leadership that is transparent, innovative and accessible



FINANCIAL OVERVIEW AND FINANCIAL STATEMENTS

The financial statements are accurate as at 1 November 2021 and are subject to completion of the final statements being audited by Deloittes.

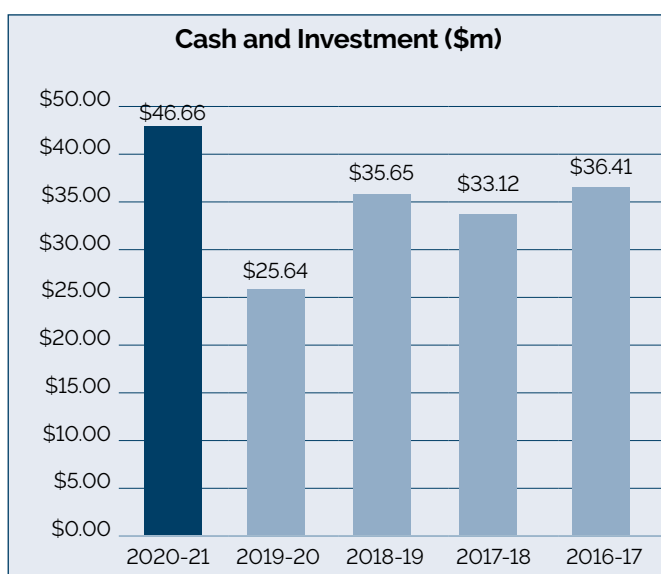
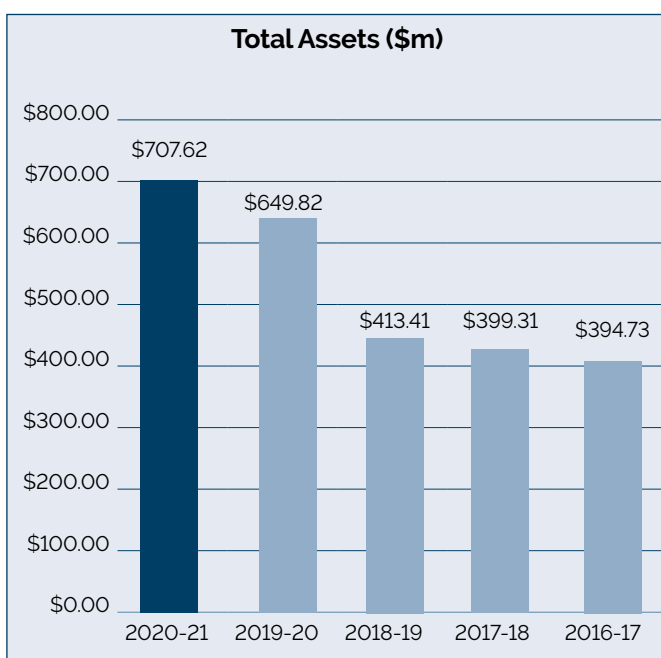
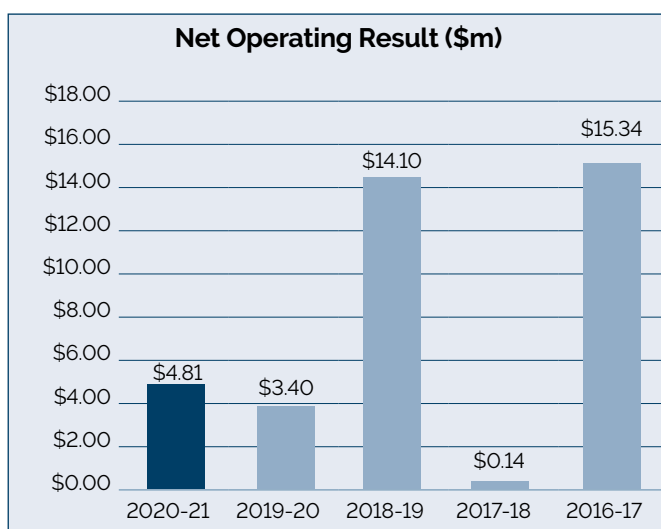
Income statement	FY 2021 \$ '000	FY 2020 \$ '000
Total income from continuing operations	82,386	72,323
Total expenses from continuing operations	(77,774)	(68,927)
Operating result from continuing operations	4,812	3,396
Net operating result for the year	4,812	3,396
Net operating result before grants and contributions provided for capital purposes	66	(7,956)

Statement of financial position	FY 2021 \$ '000	FY 2020 \$ '000
Total current assets	46,188	31,380
Total current liabilities	(52,561)	(49,876)
Total non-current assets	661,433	618,436
Total non-current liabilities	(141,558)	(121,767)
Total equity	513,502	478,173

Other financial information	FY 2021 \$ '000	FY 2020 \$ '000
Unrestricted current ratio (times)	1.33	1.88
Operating performance ratio (%)	(11.51)	(0.29)
Debt service cover ratio (times)	0.14	6.82
Rates and annual charges outstanding ratio (%)	1.61	1.59
Own source operating revenue ratio (%)	69.80	65.91

This simplified Balance Sheet below shows the value of the community's assets managed as at 30 June 2021. This is calculated by Total Assets – Total Liabilities = Net Community Assets.

Simplified Balance Sheet Summary	FY 2021 \$ '000	FY 2020 \$ '000
Cash and Investments	46,657	25,955
Infrastructure, Property, Plant and Equipment	511,761	485,345
Receivables and Other Assets	149,203	138,516
Total Assets	707,621	649,816
Payables	128,481	106,003
Borrowings	53,739	55,503
Other Liabilities	11,899	10,137
Total Liabilities	194,119	171,643
Net Assets	513,502	478,173



Financial charts

The income statement identifies income and expenses for 2020-21. As at June 2021, Council's operating surplus of \$4.812 million was \$1.5 million more than 2019-20. The main factor contributing to this increase is the revaluation of the Blue Haven independent living units.

The balance sheet identifies what Council owns as assets, what it owes as liabilities and its net worth (equity). As at 30 June 2021, Council managed \$512 million worth of total Infrastructure, Property, Plant and Equipment assets.

The cash flow statement provides a summary of Council's cash receipts and cash payments during the financial year. The closing cash balance as at 30 June 2021 was \$46.657 million. This is a \$21 million increase from the previous financial year primarily due to sales of the Blue Haven independent living units.

External Funding

In 2020-21 Kiama Municipal Council received \$19.37 million in funding compared to \$21.29 million received in 2019-20.



COMMUNITY

A healthy, safe and inclusive community



23,685
current
population



73%
Australian born

81%
Australian
Citizens



35%
two person
families

22%
people volunteer



40-49
median age group



32%
population
aged **60+**



1,297
people aged
80+

23%
(0-19 yrs)



19,339
residents speak
English only



383 residents
identify as
Aboriginal and/or
Torres Strait Islander

1.1 Developing and implementing services and programs that promote social cohesion, healthy and active lifestyles for residents of all ages, abilities and interests

A number of activities were undertaken this year to engage and educate members of the community on healthy, affordable and sustainable food and gardening practices. This included

- a world environment day workshop, an introduction to permaculture workshop and an 8 week Cook Chill Chat program for seniors.
- the very popular Connecting Over Fair Food event held in October had to be postponed due to COVID but a social media photo campaign highlighted the fair food community in the Illawarra region.
- the official opening of the Jamberoo Incorporated Community Garden.
- we continued to support the community during COVID-19 by sending out a variety of resources about sustainable food practices, healthy eating and community gardening as well as engaging the community through online forms of communication.
- we continued as a partnering organisation with Food Fairness Illawarra as part of the coordination team who assists in the development of the operational plan and related strategic activities.



We successfully implemented one Get Active Outdoors Program and planned and promoted three Health Moves Programs this year. The circumstances of COVID-19 impacted both programs as the second Get Active Outdoors Program was cancelled and adjustments were made to the second Health Moves Program during the Leisure Centre closure. However, additional support was provided to the community through online physical activity classes and challenges. There was successful participation across all programs this financial year and we also provided information on various initiatives and activities to support health and sustainability.

We successfully coordinated a program of events for Seniors Festival 2021 with more than 26 events held across the LGA. Our community Sunsmart marquees were utilised 6 times across the year and would have been used more if not for COVID.



We made efforts to ensure that resources on mental health were updated and added to the website for easy community access.

No community health grant programs were delivered due to a lack of applicants and the Community Garden Grants and the Health & Sustainability Grants were postponed to early 2022. A total of three Health and Sustainability meetings were held throughout the year.

Council has continued to work with the Illawarra Shoalhaven Suicide Prevention Collaborative to reduce suicide and to support the community and individuals after the community experiences a suicide. We have continued our support of and participation in collective work with the Illawarra Women's Health service to establish an Illawarra Trauma Recovery Centre.

Unfortunately, the Annual Local Government Regional NAIDOC Awards were again impacted by COVID health restrictions with the event having to be postponed for the 2nd year running. For NAIDOC Week an art exhibition was held in the Old Fire Station Community Art Gallery, and our annual Sorry Day event was able to go ahead in 2021 with a COVID responsive format, a combination of both in real life and live streaming.

The event was recorded and has been viewed via Council's website 148 times, along with a short reel of the event on Council's YouTube channel that has been viewed 194 times. The event included local schools, Aboriginal speakers and dancers and the general community. A flag raising ceremony was held the week prior to the event involving Council staff and was recorded for viewing as part of the live stream.

Community & Cultural Development

The Illawarra Interagency, a partnership program between Kiama and Shellharbour Council supporting the Illawarra based community services industry, received the 2021 Community Industry Group, We Can Do Magic Transformation and Reinvention (small team) Award for adapting to the new COVID working environments of 2020.

The Joyce Wheatley Community Centre continues to transition into a community arts space, with bookings including ad-hoc, regular and annual hirers, the space is currently being used regularly by:

- three local choirs
- three workshop facilitators for both children and adults, and
- woodwork and quilting groups.

It has also been used annually by the Kiama Jazz and Blues Festival, with both the 2020 and 2021 festivals utilising the venue. The Joyce Wheatley Community Centre has been hired on an ad-hoc basis for a number of community based activities and programs. While plans for a new Art Centre have reached the completion of a development application, the project is currently under review to determine where it fits within Council's priorities and strategic planning.

The Cultural Board has continued to provide valuable engagement and information to Council in regard to the Kiama arts community, specifically discussion has included; our cultural grants program, the Kiama arts precinct including the proposed arts

centre and the Joyce Wheatley Centre, arts policy reviews, the proposed Bombo Quarry Festival site, the artist online project, Youth Fest mural, Kiama Arts Trail, Council art collection, and the Old Fire Station.

The 2020-21 Music in the Park season was affected by COVID restrictions, however still managed to complete a number of sessions between lockdowns and restrictions. The project continues to provide a valuable showcase for Kiama's music industry and opportunity for community gathering and shared arts experience.

The Kiama Cultural Grants were reviewed with reconsideration of the program's objectives, a move to a three-tiered funding allocation and a single annual funding round. Successful funding applications were:

- a Pride Choir for our LGBTQ community and their allies,
- Walk My Way visual arts and storytelling project,
- research for the Cedar Getters Granddaughter, a historical fiction novel, and
- Kiama YouthFest and mental health and wellness festival and concert for young people of Kiama.

The Weave Artist Directory, a joint project between Kiama, Shellharbour, Wollongong and Wingecaribee councils, has seen a 30% increase in artist membership with a total of 106 artists now listed live on the website. This partnership of councils also facilitated an online Diversify Your Income Workshop by Creative Plus Business to support local artists in adjusting to the changed COVID environment and subsequent impact of the arts industry.



The Old Fire Station Community Arts Centre hosted 49 exhibitions, with only 3 exhibitions cancelled due to COVID. Average weekly visitor numbers were however lower than usual at 516 per week. Sales did increase by 41% for Kiama based artists and 82% overall from the previous year.

Free public wi-fi continues to be available in the Kiama CBD and at Blue Haven Bonaira for the use of residents and their visitors.

Kiama Library

Library services resumed on 1 June 2020 post-COVID-19 but the impact of the pandemic was felt throughout the year. The library had strict venue capacity limits and library users were encouraged to keep their visits brief. However, this also meant new technology was implemented to provide library users with a self check-out option. A Library app was also launched to allow users to manage their accounts from their phones.

Early literacy programs re-launched in August and the library continued to promote the online Author Talks hosted by the Public Library NSW. School holiday programs were able to go ahead, which included Lego building, robotics and 3D printing.



Beeswax wraps library workshop.



The new Library website.

The Library also hosted a Makers and Creators program, a Lord of the Rings escape room and The Big Get together, a popular youth event.

The challenges we experienced over recent years have shown the flexibility and excellence of our library staff as they adapted programs and events in order to engage with our community in an online environment. It was also evident from feedback received since resuming library services the value our community places on visiting our library spaces as well as the important role we play in building resilient communities.

We look forward to welcoming our community into the new Gerringong Library and Museum building when it opens in late 2021, and reviewing what we have learnt in the last few years to improve the library service we provide to our community.

Our Library ramped up its impressive eLibrary and click & collect services,



Kiama Leisure Centre

The Kiama Leisure Centre re-opened to the public in late June following the 2020 COVID-19 pandemic. The re-opening took place in accordance with the COVIDSafe Plan and maximum operational capacities were imposed in all parts of the centre, from fitness classes to gym use and the use of the pools, spa and sauna.

Use of the Leisure Centre was impacted by the pandemic during the first quarter and part of the second quarter. Customer confidence returned towards summer, which coincided with the easing of capacity and operational restrictions.

The Leisure Centre operates a successful swim school and squad program, as well as offering aqua fitness and dry fitness classes, gym and circuit training. The gym and fitness classes remain popular with Leisure Centre members, casual users and fitness passport holders. Other services offered include personal training services, kinder-gym, gymnastics and child-minding services by qualified creche staff.



The Leisure Centres operates a successful swim school and squad program.

In 2021, a customer survey was incepted with Leisure Centre staff and will be distributed to members and generally across social media platforms in 2021-22. The results of the survey will be included in the 2022 Annual Report.

In 2020-21, Jamberoo Pool was open between 2 December and 19 March for a total of 106 days equating to 830 supervised pool hours. Pool attendance was 5,900 people, down 33% on the previous season. The six-week school holiday period accounted for 62% of the total seasonal pool usage. Outside the school holidays, weekends made up 61% of all use.

KIAMA LEISURE CENTRE STATISTICS



95
hours
every week
363
days of the year

14
aqua classes
every week



40
dry fitness classes
every week

16
gym class
/circuit training
offerings



1.2 Planning for and assisting specific needs groups

SENTRAL Youth Services

The past 12 months has seen Kiama Council's SENTRAL Youth Services face many challenges due to COVID, an increase in young people needing to lean on the service for support, the service response required around a spike in young people dying by suicide and a climate where young people feel less positive about their futures.

These dynamics have seen the service stretched beyond its capacity resulting in the Drop-In program having to be closed for 5 months. Despite this, more the 500 individual visits have been recorded with the annual total being more than 1,000.

Sharing information relevant to young people and that helps them identify opportunities and/or access services and information that supports good decision making has been integral in this environment.

SENTRAL has utilised its communication platforms a great deal in an effort to share relevant information and to stay connected with young people, seeing more than 300 posts over the year promoting opportunities, youth specific information and health messages.

In April, SENTRAL led a community event to celebrate the important contribution young people make to the community with over 500 people of all ages attending The Big Get Together.

A number of health and wellbeing programs were also delivered in 2020-21 with 226 young people participating across 7 programs.

Kiama's Disability Access Committee

Kiama's Disability Access Committee continues to be a very useful process for identifying and addressing issues of accessibility within the Kiama LGA with 34 issues brought to the committee by community members, then addressed by Council Officers.

Disability accessibility and awareness continues to develop and is constantly promoted across our networks. Promotion has been achieved through our newsletters as well as the regular distribution of articles and information to mail registers. Events and consultations have been held where COVID restrictions have allowed, to promote the inclusion of people with disabilities by outlining the many opportunities in the business community and developing an understanding of barriers of access that exist.

In the financial year 2020-21, we have focused on promoting the Kiama LGA as an outstanding accessible community and holiday venue for people with disability. Awareness of disability and provision of facilities that support inclusion continue to expand. An example of this is the Dementia Friendly Kiama Project, which continues to expand and has been recognised as a world-standard project of its kind. See story page 28. For an update on our Disability Inclusion Action Plan (DIAP) see page 50.



Blue Haven

Blue Haven's Community Transport Program was hugely impacted by COVID-19 in regard to our ability to provide all our usual transport services. While we have endeavoured to continue transporting our clients to medical appointments, our social support transport has been severely reduced. In early 2020 all Social transport was cancelled in compliance with official directives and health transport was conducted under strict protocols and only in the regional area.



Volunteers under the age of 65 were employed to deliver groceries to clients who had no family or friends that could assist and where Home Delivery could not be arranged.

Social transport was slowly re-introduced by way of shopping transport by late June 2020. This slowly became more popular and the number of clients opting to get back on the shopping bus grew and we provided just over 800 shopping trips.

We have also had to postpone the introduction of our new Mobility App "AMBLE", which is an online transport booking app. However, we hope to have this up and running in 2021-22.



Blue Haven recently concluded a review into our NDIS supports. This review included both our financial and staffing capacity and the increasing regulatory compliance both in disability and aged care moving forward.

Blue Haven is committed to ensuring that services are delivered to a high standard and within all guidelines. Therefore, as we are predominantly an Aged Care provider, Blue Haven made the decision to focus on our aged care services and no longer provide support under NDIS.

BLUE HAVEN COMMUNITY SUPPORT STATISTICS



714

clients between
Thirroul and Nowra provided
with home care services
during 2020-21

40,747

hours of service
completed for these
clients and support
persons



115

Home Care Package
clients at June 30
(2% increase on the
previous year)

27,995

hours of support
delivered to Home Care
Package clients



Blue Haven Home successfully relocated to Bonaira in December 2019. The transition planning and implementation was successful, and since then resident numbers and the Aged Care Funding Instrument have increased.



In May 2021, Blue Haven management appointed a Quality and Compliance Coordinator for Blue Haven Bonaira. This is a new role for Blue Haven covering both Residential Aged Care and Community Care services, and with our Accreditation audit due later this year, the Quality and Compliance Coordinator will be working with the team to ensure we achieve re-accreditation for the next 3 years and beyond.

Blue Haven runs an extensive program of activities for residents including animal therapy. In May 2021, Blue Haven welcomed Bushman, a therapy horse, for the first time. The visit was so successful with overwhelmingly good feedback from residents and their families, that it is due to become a regular activity. The facility has also hosted therapy dogs among other activities such as singing and crafting.



CHANGES AT BLUE HAVEN



In March 2021 Blue Haven's long-serving Director Clare Rogers announced her resignation after many years of dedicated service.

In her 14 years working at Kiama Council and Blue Haven, Clare led major community programs, projects and initiatives. She will be best remembered for her role leading Blue Haven during the years we spent planning, building, and then starting to run our new Blue Haven Bonaira centre.

With Clare's departure, the role was filled on an acting basis for several months.

In 2021-22, there has been a restructure, with a new Blue Haven advisory board and Section 355 Committee created and a Chief Operating Officer (COO) appointed to lead the business unit. This will be reported in the 2021-22 Annual Report.

BLUE HAVEN STATISTICS



135

Bed Residential
Aged Care Facility

260

Independent
Living Units
across two sites



700+

Community Care
clients



KIAMA LIBRARY AND GERRINGONG LIBRARY AND MUSEUM

While we were able to resume library services on 1 June 2020, the impact of the COVID-19 pandemic was felt throughout the year.

With strict venue compacity limits, library users were encouraged to keep their visits brief as possible. Time constraints were also applied to the usage of public PCs and no study spaces were available from July through to September, so that we could carefully manage spaces to provide a safe environment for our staff and community.

New technologies were implemented so that we could provide a self check-out option so patrons could issue their own loans.

We were able to utilise existing PCs so the cost of implementation was minimal. We launched the Kiama Library app, which allows library customers to better manage their accounts, reserve and renew items and even check-out items using their own phone.

On 5 August we were able to recommence some of our early literacy programs starting with preschool Story Time program.

A number of changes were implemented in order to comply with COVID restrictions with social distancing and online bookings required and it was fabulous to have our young audiences enjoying library programs again. Baby Story Time resumed in

February 2021 with Toddler Tales returning in May.

Luckily, we were also able to provide our school holiday programs using other areas of our building so that we could maintain venue limits.

Old favourites such as our Lego activities saw families tackling a "Brickman's Amazing Maze" challenge to design and make a marble run and children got crafty making macrame bookmarks and treasure boxes. Robotic activities including Scrawl Bot, Buzz Wire and 3D printing were also well attended.

Our Makers and Creators program was launched to engage with creative thinkers who love the process of making. Reusable beeswax wraps and 3D printing activities were some of the sessions on offer and this program attracted a new audience of library users.

Textile artist Michele Elliot demonstrated the concept of Slow Stitch, a visible mending technique designed to give new life to favourite pieces of clothes, as part of our World Environment Day program.

Our community embraced the Public Library NSW online author talks, which kept us in touch with a fabulous array of authors including Sir Peter Cosgrove, Deborah Rodriguez and Craig Reucassel. This was especially important as the Friends of





Kiama Library were only able to schedule one of their monthly author events during the year. We also welcomed Kate Grenville, Barrie Cassidy and Judy Blume as part of the online Live and Local program with the Sydney Writers Festival. Our sold-out in-house audience relished the experience of being part of the Festival and being able to contribute to the discussions.

An amazing array of Youth programs and events were provided over the last 12 months including our summer school holiday events; a writing workshop with local author Alan Baxter, Minecraft and Marvel 3D Printing and CAD workshops. A crystal wand workshop for Harry Potter Book Night was held in February and a Blind Date with a Book promotion for Library Lovers Day on February 14th saw two lucky winners receive book prize packs.

A highlight of the January activities was the extremely popular Lord of the Rings escape room event where participants were required to solve puzzles designed to test their Lord of the Rings knowledge in order to complete tasks and finish the challenge.

Fortune Tellers Madams Zola and Ziegfeld AKA library staff members Carla and Luran, constructed a Tent of Destiny at The Big Get Together; a community event initiated by NSW Youth Week to promote community cohesion and support for young people, which was particularly important after a cluster of devastating suicides in the region.

The fortunes of more than 150 attendees were revealed and 'Enchantment packs' containing mental health resources and literary divination tools were gifted.

The Tent of Destiny was a hit with the community and overwhelmingly positive comments were received both during and post the event. We can safely predict another appearance from these mystic tellers of fortune in the future.



Library Statistics

58

sessions of preschool storytime were held at Kiama

and Gerringong Library services with attending. (Limited numbers due to COVID restrictions.)



960

5,809

unique family history searches from users have been made on Ancestry.



396

Demand for Home Library searches

remains high with deliveries made during the last year.



1613

Gerringong Library and Museum

We are due to open our new Gerringong Library and Museum (GLaM) to the public on 1 December. Construction on this multimillion-dollar project began in September 2019 and has involved restoring the historic Gerringong School of Arts building, and adding a new wing to house a library. The restored School of Arts building has become a museum, housing the Gerringong and District Historical Society's collection. Both State and Federal Governments have contributed funding to the project.

1.3 We live in a safe community

Lifeguard Service

Kiama Council's Lifeguard Service completed a successful patrol season. Kiama's seven patrolled beaches continue to be popular with tourists and the local community. The patrol season commenced 28 September 2020 closing on 23 April 2021.

A total patrol season beach usage of 357,000 people occurred over the 2020-21 season (13% higher than the previous year). During the peak summer period (mid-December to end January) beach attendance was 250,000 (10% higher than the previous season).

Beach attendance was also up in the Autumn shoulder period (Surf and Warri beaches) due to good weather, warm sea temperatures and easing of travel and movement restrictions associated with COVID-19.

On a comparative basis, Seven Mile Beach at Gerroa is still the most used beach. Easts Beach and Surf Beach are the next most used, the latter reflected by the central location to the residential catchment of Kiama and nearness to the town centre and visitor/tourist attraction.

Council's *Lifeguard Services Strategy* continues to guide beach patrol operations with a focus of patrol activity across the non-surf club beaches and the three surf club patrolled beaches complementing volunteer lifesaving weekends and public holidays.

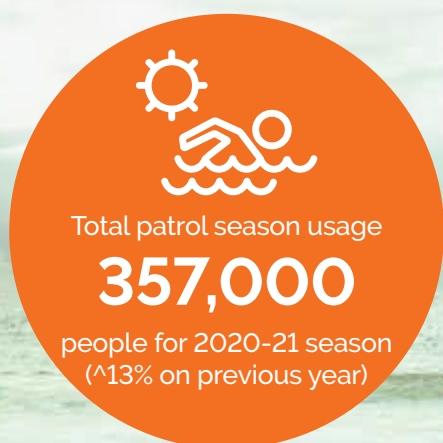
Council's lifeguard service predominantly services beach users in the summer peak season (school holidays) where 63% of the season lifeguard patrols take place. Surf Beach is the main patrolled beach in Kiama LGA operating Monday to Friday for seven months between September and April.

General rescues and first aid incidents were up from the previous season. There was also an increase in critical incidents compared to last season (total of 15), an increase in preventative actions and general beach and reserve regulations enforcement.

The beaches were severely impacted by a number of storm events during winter with substantially altered beach conditions in the form of new channels and rip currents.

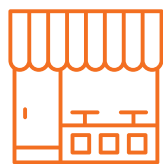
This made conditions across several beaches more hazardous for swimmers and is a possible reason for the increased number of rescues and preventative actions. The ratio of rescues to preventative actions was 1:80, significantly higher than our target ratio of 1:20 and revealing a very pro-active lifeguarding service for the public.

The annual surf awareness education program to local schools was not able to be conducted in 2020 due to COVID-19.



Food safety

A total of 183 food shop inspections were undertaken this year, 86% achieved a pass rating of the food safety inspection on the first round of inspections and a 97.5% pass rate was achieved after follow up inspections were conducted. During this inspection period only 57 temporary food stall and 17 mobile food vans were inspected due to COVID-19 restrictions.



95%
food shop
inspections
completed

48

food safety recalls &

13

food safety alerts



221

participated
in 'I'm Alert' food
safety training



84

COVID Safe Business
inspections conducted



Swimming pool inspections

We conducted swimming pool samplings of all Council operated pools monthly when COVID-19 restrictions permitted it. There are ongoing updates of the Legionella risk register, penetration register, and water supply register.



The requested annual report was also submitted to NSW Health on time.

18 premises have registered public swimming pools and spas under the Public Health Regulation 2012 including recreational facilities and tourist accommodation such as caravan parks, bed & breakfasts, hotels and motels. During this period, audits were undertaken at 12 high risk premises to ensure safe operation and compliance with the prescribed standards for safety, water quality, cleanliness and hygiene.

Sewerage management

There are a total of 924 on-site sewerage management systems within the LGA. Out of the 920 sites, 807 are low risk systems while 117 are high risk systems. Every year, about 350 or 38% of all systems have to be inspected, and a total of 307 (33.23%) of systems were inspected in the 2020-21 period.



200

low risk sewerage systems and

107

high risk sewerage systems
were inspected this year

COVID Safe Businesses

To assist with COVID response, our Environmental Health Officers worked closely with NSW Health to provide education and support for hospitality venues through review and feedback of COVID safety plans, inspections conducted during peak clusters, development of educational resources and response to complaints for COVID safe businesses.

Fire safety

This year, we received 76.7% of the total number of Annual Fire Safety Statements required to be submitted for relevant premises. A total of 38 footpath dining consents are in place across the commercial areas of the LGA, 5 leases of air space are in place, 86 consents for commercial area footpath awnings.

Caravan parks

As required by the *Local Government Act 1993* (NSW), three out of seven caravan parks were inspected and issued approvals to operate throughout the year. The remaining four caravan parks are operating without approval, three approvals to operate were unable to be issued for Council parks operating on Crown Land as Minister's concurrence was not provided and one private caravan park failed to make an application for an annual approval to operate and this was not followed up due to limited staff resources. The park approvals are underway for the 2021-22 financial year.

Companion animals

All designated dog off-leash areas were regularly patrolled as required. 100% of complaints about animals were investigated within two days of notification. There were 662 pro active interactions with dog owners in relation to dogs not being under proper control or in a prohibited area.

Companion Animal education programs were not possible this year by Rangers and Community Champions at dog off-leash areas due to COVID restrictions. 23 infringements were issued with a total face value of \$8,855, including \$3,300 for attack related offences.

243

animal complaints were investigated



23

dog attacks investigated

100%

of animals impounded were returned to the owner or rehomed



4

animal penalty infringement notices were issued



(face value of \$3,300)

Sufficient evidence was available to prosecute five dog attacks. All were unprovoked and four where the dog was not under proper control at the time. Four penalty infringement notices (PINs) were issued to the value of \$3,300.

There were two dogs that required overnight impounding. One was returned to the owner the following day, and one was seized due to a Dangerous Dog Declaration and remained with Rangers at the end of the 2020-21 FY. No cats were impounded.



Public health, environment and pollution statistics



135

Public Health and Environmental Pollution complaints were investigated and actioned



7

pollution complaints were investigated and actioned within 2 working days.

Fire permit statistics

90

Fire Permit inspections were completed, with

100% of customers contacted within 2 days and site visits completed at the customers earliest convenience.



3

Fire related Infringements were issued, with a face value of **\$1,500**

Parking patrol statistics

192

parking or traffic obstruction reports were received and actioned, 100% within timeframes. Traffic committee meetings were also held as required.



334

patrols made of timed parking zones



21,354

timed spaces inspected

1,103

parking Infringement notices were issued, with a face value of



\$208,039

430

patrols made of other areas

Abandoned vehicles statistics



41 Abandoned vehicle reports were received and actioned within timeframes

2 vehicles impounded and destroyed

2 Infringement Notices issued, with a face value of **\$1,100**



14 complaints of unauthorised camping received and actioned within timeframes.

184

Pro-active interactions with customers regarding unauthorised camping, complied prior to customer complaint



Illegal dumping statistics

121 incidents of illegal dumping



1 infringement, with face value of **\$2,000**

Funding obtained from EPA for the Installation of **3** surveillance poles



Local Government Act provisions

10

Infringements were issued for non-compliance issues relating to the Local Government Act, with a face value of

\$1,910



64 Overgrown Private Property Notices were issued to private land owners.

54 noise complaints and



57

water and air pollution complaints investigated and actioned

Road safety

Council continued to plan, promote and implement Road Safety Plans and activities throughout the 2020-21 financial year. Promotions included the ongoing support of National Road Safety Week, which was held in November 2020 and May 2021.

National Road Safety Week is an annual initiative from the Safer Roads and Highways Group, partnering with Road Safety Organisations and Government. The week highlights the impact of road trauma and ways to reduce it. During National Road Safety Week a number of monuments in NSW were lit up yellow, including the famous Kiama Light House.

Other Road Safety activities that took place were three Helping Learner Drivers Become Safer Drivers workshops and four Learner Log Book runs which include one night time Log book run for Learner Drivers.



Federal Street/Minnamurra Golf Course speed bumps.

Funding was received from Transport for NSW to improve Safety around Schools Infrastructure in the Kiama Municipality along with the completion of works at Federal Avenue Minnamurra with the aim to improve pedestrian crossing points and slow traffic at the Kiama Golf Course. Funding was also received for pedestrian cycleway fencing at Bombo, which is part of Kiama's Coastal Walk.

More Road Safety Projects included Bike Helmet Safety which coincided with the opening of the Minnamurra Bike Skills Track, the continuation of

a Speed Monitoring Program using VMS display boards on local streets to slow traffic and the promotion of the safe use of Mobility Scooters which took place during Seniors Week along with the promotion of the Little Blue Dinosaur Campaign that reminds parents and carers of young children to hold their hands when crossing the road in busy traffic and holiday environments such as Kiama. Council is continuing to partner with Transport for NSW in the Local Government Road Safety Program with the aim to reduce road trauma in the local community.

CCTV

We are committed to the ongoing management of CCTV systems within the LGA. All procedures were reviewed internally with follow-up training and consultation with relevant staff throughout the year.

The review of the CCTV Policy, Code of Conduct, Standard Operating Procedures and the Memorandum of Understanding with NSW Police was paused for a while to prioritise responses around COVID, however they are now currently being reviewed by NSW Police.

Nine additional cameras have been installed at the SENTRAL Youth Centre for safety and asset protection purposes. This year, there were nine applications for copies of images received with all nine processed in 10 days.

Our Community Safety Committee continued to meet regularly, receiving quarterly CCTV and police crime reports and addressing issues such as: the new Illawarra Trauma Centre, anti-social behaviour, the Community Safety Plan, emergency service access to the Coastal Walking Track, and the Lock It or Lose It campaign.

Blue Haven Community

Blue Haven Community participated in an over-the-phone assessment contact with the Aged Care Quality and Safety Commission on 13 January 2021 to monitor the quality of care and services provided by Blue Haven. The initial feedback from the auditor Glenna Parker was positive but there were some areas for follow up including Support Worker compliance with COVID protocols and communication with clients regarding service changes. Strategies have been put in place to address these concerns.

DEMENTIA FRIENDLY KIAMA

The Dementia Friendly Kiama Project continues to expand in its focus on promoting a dementia friendly community within the Kiama LGA and beyond.

This year Dementia Australia officially recognised the work of the project led by Kiama Council with the project regularly being asked to share knowledge around creating dementia-friendly communities.

The key to the project's success has been the constant engagement of the Kiama community in attending information and awareness sessions hosted by the Dementia Friendly Kiama Project with the content created and delivered by people living with dementia.

In response to the COVID restrictions, the project established weekly online social catch-ups as well as the Alliance meetings online too. This resulted in the meetings being easily accessible to people outside of the LGA and region, which resulted in many other people and organisations from around Australia, and in some cases internationally, regularly participating in the meetings.

One major annual activity that we managed to squeeze in between lockdowns and other restrictions was the Bondi2Berry annual Ride to Remember bike ride from Bondi to Berry with a 'Pit Stop' in Kiama (hosted by the project); which raises awareness around dementia and funds for research.



This year the organisers also added the Bondi2Blue Mountains ride which took place in March 2021 with again the project hosting a 'Pit Stop' in Kiama where Council was presented with a plaque to acknowledge our continued support of the event since inception.

KIAMA COAST HOLIDAY PARKS

Despite the tragic start of 2020 due to fires, floods and the continued effects of COVID-19 throughout 2020-21, Kiama's five Council-owned Holiday Parks rebounded well in the 'post COVID boom' with an increase in both visitors and income.

The average occupancy in cabins across all five Holiday Parks in Kiama LGA hit 70% with sites sitting at an average of 50% occupancy. The actual income from visitation for the year was just shy of \$10,500,000.

All of our Holiday Parks were recognised COVID safe businesses and were proactive in updating all COVID Safety Plans, requirements and communications throughout the year. The Parks also successfully renewed their national accreditation.

The main marketing focus for 2020-21 was the Parks' social media presence and exposure of the new and improved Kiama Coast Holiday Parks branding through print ads, video content, promotional literature and all social media channels.

The roll out of this work was steered by the newly recruited Communications Assistant, who also coordinated an extensive marketing audit in preparation for a new marketing plan and website design.

With the Surf Beach Holiday Park redevelopment completed during the previous year, the planning phase for the Werri Beach Holiday Park redevelopment began including flood assessments and risk studies.

Other major works across the Holiday Parks included:

- Seven Mile Beach Holiday Park: replacement of Safari Tent 2 and the erection of a shade sail over the riverside pool
- Werri Beach Holiday Park: replacement of the roof and guttering of the residence
- Surf Beach Holiday Park: stormwater upgrade to the amenities, upgrade of the games room and the near completion of the full upgrade of the residence



Seven Mile Beach Holiday Park. Photo ©Peter Izzard Photography.



ENVIRONMENT

Well planned and managed spaces, places and environment



259km²
and

573ha

Council maintained land



4 rural fire service buildings, 2 state emergency service buildings, 26 community service buildings, 25 public amenities buildings, 3 surf life saving clubs, 30 sports and recreation facilities



43
road bridges and

89km
of stormwater
network



2.1 Maintain the separation and distinct nature of local towns, villages and agricultural land

The Kiama Local Strategic Planning Statement (LSPS) 2020 contains several actions which are due for completion by 30 June 2022. Some of these actions are nearing completion while others are due to commence shortly. Actions have been grouped into six projects within the Strategic Planning Works Program:

1. Housing Strategy
2. Employment Land Strategy
3. Vegetation Study
4. Heritage Review Program
5. Town Centre Studies
6. Character Studies

A flood study has commenced on urban catchments in Gerringong and Jamberoo that experienced flooding in August 2020.

All planning proposals lodged have been reported to Council within 90 days of lodgement, additionally all planning proposals have been completed within timeframes set out in the Gateway Determination.

The Kiama Town Centre Study implementation strategy has been incorporated into the LSPS and the Strategic Planning Works Program.

We ensure that heritage items are protected and maintained through the Local Environmental Plan (LEP) and the Development Control Plan (DCP) controls. We have utilised the existing controls within our DCP and LEP to ensure that any listed property is protected and controls are maintained.

GML Heritage, Winner of the 'Best Heritage Consulting Firm' 2021, was appointed to undertake Kiama Town Centre Heritage Review. The Heritage review's tasks are grouped into 5 main areas of focus:

1. Heritage Review to identify other potential heritage items/areas.
2. Heritage Justification for listed items/areas and for items that were considered but not included in the LEP.
3. Civic Precinct Heritage Conservation Area (HCA) to be established.
4. Heritage Development Controls to be proposed.
5. Heritage Conservation Incentives to be identified.

The Heritage Review Reference Group met with GML Heritage to provide them with the identified potential heritage items/areas within the Kiama Town Centre. Throughout the review process the Kiama & District Historical Society Inc. provided a significant amount of information and documentation to assist in the Review project. Their

assistance and professionalism in this project is greatly appreciated by Council and the consultant. Due to recent COVID-19 restrictions for Greater Sydney, GML Heritage have been unable to undertake the final site visit/s required to finalise these Heritage Assessments. These Heritage Assessments are required to finalise the draft DCP Chapter.

28

DAs referred to heritage advisor



2.2 Our community and natural environments are adaptive, resilient and sustainable and informed of predicted climate change impacts

Funding for the Blue Angle Creek bank stabilisation project has been applied for and the workplan is being developed to finalise the funding application and proceed with the works.

The Minnamurra Wetlands weed control project completed its third and final year of works in the wetland at the north end of Charles Avenue, Minnamurra. The project has been successful and covered more area than was originally planned, with good results from primary weed control and follow up maintenance control. The project was completed over three years with funding assistance from the NSW Government Coast and Estuary Program.

Kiama Council was successful in applying for funding assistance through the South East Local Land Services and the Marine Estate Management Strategy, for bank stabilisation works at Minnamurra Headland, where there had been extensive damage from storms in 2016. Council completed the works with the assistance of NSW Soil Conservation Service, with approximately 35m of bank stabilised and protected from future storm events and ongoing erosion impacts.

Council successfully applied for and was granted funding to assist to undertake a three year weed control and rehabilitation project on Council land at Bailey Island at Gerroa. Council is coordinating works with Sydney Water Corporation to undertake weed control and rehabilitation works across a site of approximately 9.3ha of Endangered Ecological Community.

The Kiama Coastal Management Program (CMP) has progressed the development of the Stage 2 Hazard identification and opportunities report, which is expected to be finalised later in 2021. There have been a number of delays to the project, however it is expected that the CMP will be finalised by June 2022, with a six-month extension granted due to COVID impacts.



Hyam's Creek, Jamberoo Bush Regeneration Project.

We continue to support and implement local Illawarra Landcare projects. This year all requests for assistance have been actioned. All groups have been active, especially at Seven Mile, Bombo Headland, Little Blowhole and Minnamurra.

Council began work on the Hyams Creek revitalisation project, attracting funding assistance from South East Local Land Services which enabled Council to engage contractors to assist in the removal of privet, coral tree and other weeds along a section of Hyams Creek at Jamberoo.

The project also included replanting local native species which will help to stabilise the bank and provide natural riparian habitat into the future.

We continue to manage vegetation at Seven Mile

Beach Reserve. This year, the bush regeneration team completed their annual work as per contract. Additionally, Landcare was actively supported with materials and technical assistance. We continue to manage vegetation at Seven Mile Beach Reserve. This year, the bush regeneration team completed their annual work as per contract.

The Kiama Leisure Centre 99.6kW photovoltaic system was commissioned in July 2020. Under normal operating conditions the Leisure Centre is utilising around 85-90% of the energy produced by the system on site. The project has dramatically reduced the energy consumption at the site and will assist in Council progressing towards its net zero goals.

The Council Administration and Chambers building's energy efficient LED lighting upgrade was completed in January 2021. Final installation has resulted in a 68% reduction in electricity usage which translates to \$11.7k cost savings and 73.26 tonnes of CO2-e emissions savings per year.

All up Council avoided 286.93 Tonnes of CO2-e emissions from energy efficiency upgrades, onsite solar generation, carbon neutral materials and waste reduction projects during 2020-21.

We continue to participate in the regional working group for the Cities Power Partnership



Tree planting at Spring Creek.



In March 2021, Kiama Council completed an LED lighting upgrade of its administration building.



Energy efficient LED Street lighting illuminating Kiama's night sky.

program. Officers across the South Coast region meet regularly to discuss initiatives relevant to program. Council officers also attended the Cities Power Partnership National Summit and The Business Renewables Centre of Australia's 'Power Purchase Agreement (PPA) training', to investigate opportunities for Council to purchase renewable energy for all operations through a future PPA.

A Local Government Procurement panel member developed business cases for the upgrade to LED for a number of our facilities as well as an assessment for photovoltaic systems. The business cases are ready and have been presented to facility managers. Our officers have begun compiling information to develop an emissions baseline and emissions reduction pathway for us as an organisation.

National Tree Planting Day was not undertaken in 2021 due to the impacts of the COVID 19 pandemic, however trees were still planted at sites by Council staff.

Council is currently going through the open tender process to engage a suitably qualified Environmental/Ecological consultant/s to act as principal contractors to undertake all aspects of the Municipal wide vegetation study, including the:

- identification of the different vegetation types throughout the Municipality, including the identification of:

- NSW Plant Community Types, in accordance with BioNet vegetation Classification,
- Bush Fire Prone Vegetation categories, in accordance with the NSW Rural Fire Service's 'Guideline for Bush Fire Prone Land Mapping' and any associated Standards,
- Areas of High & Moderate biodiversity significance, in accordance with the Standard Instrument Local Environmental Plan and associated guidelines/standards.
- identification of endangered ecological communities and any areas of 'Outstanding Biodiversity Value and their distribution within the Municipality, so that Council can meet its obligations under the Biodiversity Conservation Act 2016.

Adverse public opinion on aerial pesticide use caused us to make some changes to operations, therefore, some weed suppression was not completed although obligations under the Biosecurity Act 2015 (NSW) have been complied with. The Illawarra District Weeds Authority are trialling drone technology to accurately target weeds on cliff faces and other inaccessible locations.

The ISJO (Illawarra Shoalhaven Joint Organisation) Coordinated Enabling Water Sensitive Communities Project has achieved a number of milestones for the project including undertaking a Water Sensitive Cities benchmarking process across the Illawarra-Shoalhaven Councils, developing an Illawarra-Shoalhaven Water Sensitive regional framework and a model DCP and support tools for integrating and applying the water sensitive cities framework guiding principles. The next stage of the project will be integrating the framework and supporting tools into Council specific policy and documentation.

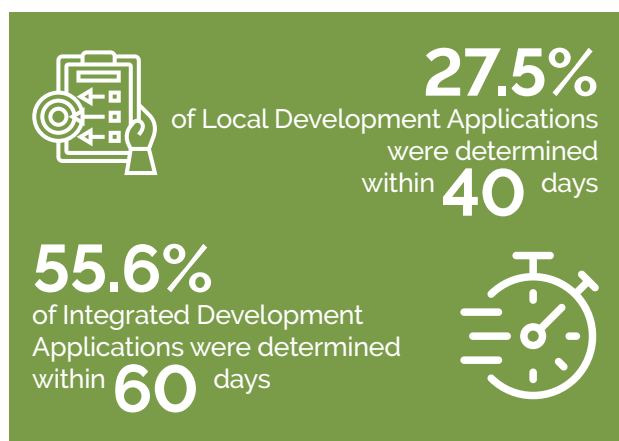


Trialling drone technology to target weeds.

2.3 The principles of ecologically sustainable development and compliance underpin town planning and local development

Twenty-nine Development Applications were reported to the elected Councillors for determination over the last year. Our assessment officers handled 413 development applications, an increase of 37.7% on last year with a value of more than \$248 million, an increase of 66% on last year.

427 building inspections as Principal Certifying Authority were undertaken by our Building Certification team throughout the year representing a 36.8% increase on last year. Additionally, 11 Complying Development Certificates, 18 Occupation Certificates and 30 Construction Certificates were issued by the team representing a 40% increase on last year.



We continue to apply and oversee the application of our existing Section 94 plans. Council has committed to prepare and adopt a new contribution framework. The key steps for the preparation of new Development Contribution Plans are shown are:

- establishing the works program based on the infrastructure needs assessment and development yield projections
- establishing the contribution rates
- testing the rates for their ability to deliver the infrastructure works program, and
- preparing the plan in consultation with stakeholders and the community.

Council's Strategic Planning team, in collaboration with Council's Engineering and Works Department and Finance team, are currently deriving a works schedule and calculating draft contributions rates. As part of this work, Council needs to forecast the likely increases in demand on its infrastructure. Two major pieces of work will contribute to this analysis; the Kiama Traffic and Parking Study and the Kiama Local Housing Strategy.

In our role as the Roads Authority, Council received 121 Road Occupancy Permit applications, with 5 processed in excess of five business days. This equates to 96% of applications being processed within five business days.

2.4 Effectively manage our waste and resources

Due to the impacts of COVID-19, several waste events did not proceed. However, the Community Recycling Centre was able to continue operation per normal during the whole year.

We are focused on developing and implementing approved programs funded through the NSW Environment Protection Authority (EPA) Better Recycling Fund.

Our waste fleet will be getting a facelift with new waste images and messages that will be completed and launched in time for National Recycling Week

Minnamurra Bike Skills Track.



in November 2021. Added to the waste fleet will be two all-terrain vehicles that will assist waste staff in servicing hard to reach tourist locations within our municipality during weekends and over the busy holiday periods.

Work is underway for the erection of the Household Bulky Waste shed which is proposed to be completed by March 2022.

Due to the restrictions on capital purchases, the cardboard/paper baler is proposed to be purchased by end June 2022.

Funding was allocated to the purchase of street furniture and bollards for the new Bike Skills Track at Minnamurra and to replace old wooden bollards at Union Way, Gerringong. The street furniture and bollards were purchased from Replas, an Australian company which manufactures product made from mixed recycled plastic.

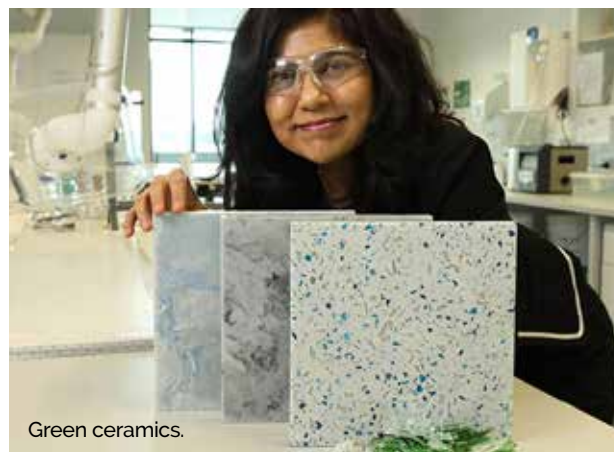
In March 2021 our Household Bulky Waste Drop Off event was held. Due to the cancellation of the September 2020 event, the March event was extended by five days and enabled eligible households to register two bookings to attend.

In total, 1,760 households attended, 440.04 tonnes collected of which 300.88 tonnes recycled representing 68.38% total resource recovery rate. This was a 5.26% increase from last year's event.

At this event, all lounges, armchairs and mattresses were sent to Mattress Recycle Australia who processed this material into 'green ceramics' for use in building construction.



Household Bulky Waste Drop Off event.



Green ceramics.

On 1 July 2020, the User Pays On-Call Kerbside Clean Up Service was trialled with 19 urban households booking in for the service with a total of .78 tonnes collected.

The annual OK Organics Kiama Compost Giveaway was held in November with 3,000 x 15kgs bags given away.

In collaboration with Kiama Boomerang Bags, a fabric and yarn swap event was held on 20 October, 2020. The Fabulous Fabric Free For All was attended by 93 people with an estimated 1.5 tonnes of fabric and yarn being traded. Left over materials, less than 10%, were processed through Textiles Australia recycling initiative.



The Fabulous Fabric Free For All.

WASTE STATISTICS

5,413

vehicles attended the
Community Recycling Centre



158.252

tonnes collected from the
Community Recycling Centre

including

364.10

tonnes of steel



43

attendees at
Home Composting workshops

11.5M

eligible containers deposited
through Return and Earn
machines within the municipality



4,906

tonnes of organic material
diverted from landfill

75%

of all waste collected
is either recycled or reused



15,343

tonnes of CO² reduction
in greenhouse gas emissions



Regional Waste Strategy 2017-2021

Developed by Illawarra and Shoalhaven Joint Organisation (ISJO), the following actions were undertaken as identified in the Regional Waste Strategy:

- The Community Recycling Centre (CRC) regional communication plan for 2020-21 has been implemented and completed as per the schedule. Tonnages collected from CRCs within the region totalled 366.14 tonnes, down by 8.55% of previous year, potentially due to the impact of COVID-19.
- Annual Household Chemical Clean Out Collections held within the region saw a total of 51.72 tonnes collected, of which, 38.24 tonnes were eligible CRC items, which equates to 74% of the total items dropped off.
- The regional communication plan for 2021-22 has been developed with \$50,000 funding received from the NSW EPA to implement the plan ie. direct mail, social media campaign, events where possible and provision of up to date information for Council's websites.
- Recycle Mate App was developed and trialled. Due to the success of the trial, ongoing development of the App is still underway, with the Federal Government aiming to roll it out across Australia in 2021-22. The Recycle Mate App will assist residents to identify the correct disposal of items by taking a photograph of the item. In the future, this information will form part of the barcode, thereby eliminating the need to take a photo.



- Cost of Litter Study was finalised and the actions identified will be implemented in 2021-22.
- Bulky Kerbside Waste – Leading Practice Checklist developed.
- First pass collection pilot was undertaken. This pilot involved the collection of items deemed reusable that were presented to the kerbside for disposal and the partnering with a charity to prepare these items for sale. Over \$6,000

raised through sales with community support to implement this program as an ongoing service.

- The first stage of the Circular Economy – MDF and particleboard project was implemented that identified the potential for this product to be used for other industries. Stage 2 of this project will allow for further analysis to determine applications and market analysis and opportunity forecast.
- Circular Economy Opportunities – White Paper drafted for Council consideration. The focus of which is to:
 - Review regional waste flows and supply chains
 - Identify viable market opportunities for recirculating resources in the economy
 - Prioritise opportunities in collaboration with a regional project team
 - High level cost benefit analysis on prioritised opportunities for the region to pursue
- Regional Clean Up and Prevention Grant – Legacy and DIY Asbestos Removal (\$100,650) received. Due to COVID-19, this project was put on hold until 2021-22.
- The Regional Illegal Dumping strategy programs were 100% completed in accordance with the adopted annual work plan.

2.5 Effectively manage our transport, drainage and other infrastructure and assets

In August intense rain caused severe flooding in Bridges Rd, Gerringong, as well as in Jamberoo at the School of Arts and Wyalla Road. As a result, Kiama Council commenced investigations for options to reduce flooding in these areas. Council engaged specialist consultants to conduct risk management studies of the three locations, and develop remediation solutions for each. The study included community consultation.

In 2020, Council published the Kiama Town Centre Study (KTCS). An aim of the Study was to accommodate for growth in the centre while still respecting the established character. Community consultation undertaken as part of the KTCS development identified traffic congestion and parking as one of the towns biggest challenges.

A number of concepts to address community concerns were illustrated within the KTCS and further investigation was deemed necessary to ensure there were no unacceptable impacts. In addition, an understanding of what pressure town growth will have on the community also needed to be understood.

Council appointed a consultant in 2020 to prepare a response to the above concerns. A three-part document was produced - the Draft Kiama Traffic and Parking Study (KTPS) – that was put to Council in September 2021.



Kiama Town Centre Study
artist impression of Terralong Street.

KIAMA SHOWGROUND REFURBISHMENT

Kiama boasts one of Australia's great country showgrounds and Council commenced a major refurbishment of the grounds in April 2021 with funding from the NSW Government.

The historic Kiama Showgrounds are undergoing extensive repairs and refurbishments worth \$687,500 over 12-18 months.

The investment in the iconic Showground precinct, which dates back to 1908, was made possible by the NSW Government COVID-19 Stimulus Package.

"The Kiama Showgrounds is arguably the most beautiful and recognised Showgrounds in regional Australia, and a crucial part of our community's heritage and public life," said Member for Kiama, Gareth Ward.

The Showgrounds have hosted the Kiama Show for more than a century, been the home of the Kiama Rugby Club and Kiama Knights Rugby League Club, as well as the setting for movies, rock concerts, car shows and innumerable weddings.

The funds allow Kiama Council to renew the sports fields, stables, cattle yards and amenities. The work

further enhances the offering at the Showgrounds, which also includes Council's state of the art function centre, The Pavilion, that was rebuilt in 2009.

The Showground refurbishments will include:

- New sports field lighting suitable for night matches at the Showground
- Removal and replacement of asbestos roofing
- Remediation of the playing surfaces of the Showground and Chittick Oval
- Providing removable goals posts for the Showground and Chittick Oval
- Refurbishing the horse and cattle stables and cattle yards
- Installing irrigation at the Showground and Chittick Oval
- Refurbishing the amenities at the horse stables and rugby club
- Installing new mobile grand stand seating at the Showground.



Mayor Mark Honey and Gareth Ward MP at the stables at Kiama Showgrounds.

KIAMA HOSTS WORLD-CLASS SPORT

In November 2020, Kiama welcomed Australia's best kiteboarders for one leg of the National Wave Series at Seven Mile Beach.

Securing the event for the region shows the strong reputation our municipality has for hosting regional sporting events.

Other large sports events hosted in Kiama during 2020-21 include the Australian Open of Surfing, L'Etape (which was unfortunately cancelled), Bondi2Berry and Bondi2Blue Mountains bike rides and the AusCycling Junior and Masters Road Championships (with Wollongong) in 2022. There were two running events – The Kiama Coastal Classic and the Kiama Fun Run – and the Kiama Sevens Rugby.

Destination Kiama and Kiama Council have worked hard to make Kiama a regional sporting hub. Hosting these events brings in athletes, coaches, trainers, family and friends, who stay here and spend money here. It also attracts spectators both on the ground and watching via the various television and streaming channels these sports now employ.

Kiama Council provides funding support to Kiteboarding Australia to assist them with holding their event. The annual event will once again be held at Seven Mile Beach in November 2021.





ECONOMY

A diverse, thriving economy



5,620

jobs supported in Kiama
(3.91% of 143,610 for
Illawarra)

**\$1.632
billion**



annual economic
output



1,023

jobs in
accommodation
and food services
in Kiama

8,938

employed people
who reside in
Kiama municipality



**977 of
5,620**

employed are professionals

48%

employed
full-time
(2% unemployment)



85.63%

of households
are connected to the
internet

\$500

median weekly mortgage
repayment and

\$395

median
weekly rent



\$682

median weekly
personal income.



3.1 Promote and encourage business development and economic prosperity in the local area

The Council managed Crown Land Plan of Management (POM) continued during 2020-21 including preparation of the draft plan and significant consultation with crown lands as well as Councillors regarding land categorisations.

The draft plan was being reported to Council in July 2021 in order to proceed with public exhibition sometime in 2021-22.

Significantly, Crown Lands advised Council that there was no longer a need to complete the POM by 30 June 2021 which enables Council to fully and comprehensively prepare and consider submissions made to a draft POM.



Work is progressing to develop two parcels of residential land for future commercial activity involving Council's operational classified land holdings.

Council resolutions were obtained for the sale of three road closure parcels of land for commercial sale.

Property management services include the ongoing management and control of 38 footpath dining licences on public road reserves, 5 leases of commercial air space, as well as 130 other land use agreements over Council owned and Council-managed crown land.

A total of 4 Expression of Interest processes were conducted for the use of public land under lease or licence.

Policy reviews included the Footpath Dining Policy as well as the creation of a section 355 Committee Policy in order to facilitate the management of the Jamberoo Youth Hall by the Jamberoo Youth Hall Committee Inc.

3.2 Recognise and support Council as a significant purchaser in the local area

We continue to monitor and update the procurement policy. Legal Services procurement is sourced through the regional panel created by the Illawarra Shoalhaven Joint Organisation (ISJO). This year, council's reportable contracts under the GIPA Act totalled more than \$3.7 million.

Council uses local suppliers where possible for minor and civil works, tree management, trade services, catering and other contracting.

3.3 Promote and support tourism in the local area

Tourism and events, along with most of our local businesses, suffered through the effects of widespread bushfires surrounding the Kiama area during December 2019 and January 2020 that meant a normal peak visitor season saw mass cancellations.

The COVID-19 pandemic that followed meant these businesses were further negatively affected.

The Australian borders closed on 20 March 2020, halting international visitation and soon after, regional travel ceased with health orders restricting business and events ability to trade and stay at home orders in place.

As COVID related public health orders began closing borders and local businesses, Destination Kiama moved from a focus on visitors to a focus on supporting local businesses as they started to shift their business offering.

This was facilitated by the development of Facebook page [Kiama@Home](https://www.facebook.com/KiamaAtHome) and supported by resource based information and upskilling opportunities via our website [kiama.com.au](https://www.kiama.com.au).

When stay at home orders lifted in September 2020, the Kiama area saw extreme growth recovery in domestic overnight visitor numbers from self-drive intrastate holiday makers.

This promising period was short-lived as June 2021 saw the stay at home orders return.



Visitor Information Centre.

Events

Council investment in events continued throughout the 2020-21 financial year with 25 events successful in a mix of financial and in-kind sponsorship. This is in addition to the concierge style support our event coordinator provides to assist event organisers through requirements related to development applications, license application and bookings.

Sadly, circumstances around COVID-19 meant that in the 2020-21 year, 18 local events were cancelled and 15 postponed, many of which were supported by Destination Kiama.

We were pleased that many of our sponsored, larger events were able to proceed, these included:

- Kiama Sevens rugby
- Kiama Jazz & Blues Festival
- Kiama I Do Wedding Trail
- Kiama Coastal Classic run event
- Kiama Fun Run
- Gerringong SurfLife Music Festival
- The Big Get Together, Youth Event



Kiama Jazz & Blues Festival



Kiama Sevens rugby.

The New Year's Eve 2020 Skyshow in Kiama was one of the events that was cancelled due to COVID and the uncertainty associated with large group gatherings. Work was instead put towards a large Winter Festival scheduled for June 2021 that ran into bad luck with atrocious weather requiring cancellation.

Major event L'Étape Australia - regional cycling race, scheduled for March 2020 - was cancelled due to hazardous weather with a confidence that the previously postponed November event would still go ahead.

Strategic

We continue to work through the Tourism Opportunities Plan (2018) and overall Strategic Tourism and Events Plan 2018-21. Conversations continue to be facilitated between Surf Lifesaving Clubs and Council with the aim to allow for extended uses activating the foreshore areas. During this year, working with Transport for NSW, the highway bypass sign designs for Kiama and Gerringong were developed.

Visitor Servicing

The What's On events calendar is maintained on Kiama.com.au and shared with Destination Kiama partners to encourage event participation and promotion.

Events are also promoted via our destination Facebook and Instagram social channels @kiamansw. The Visitor Information Centre provides a ticket outlet for local events such as music concerts and fun runs while also renting out the tennis courts on behalf of the tennis club.

The Visitor Information Centre at Blowhole Point welcomed an exterior facelift. A native flora and fauna mural artwork that incorporates indigenous patterns was designed and executed by local artists, Samuel Hall and Zachary Bennett-Brook. The centre now offers public wi-fi and serviced 37,000 visitors over the 12 month period.

A complete Visitor Information Centre Business Plan was devised and from that an all-inclusive Operations Manual.

The Centre continues to support supplementary information outlets in Gerringong and Jamberoo. The Destination Kiama visitor services volunteer program continues to engage a fleet of 12 committed committee members. The walls of the Visitors Centre also facilitate a gallery whereby local artists display their work.

Destination Kiama Partnership Program

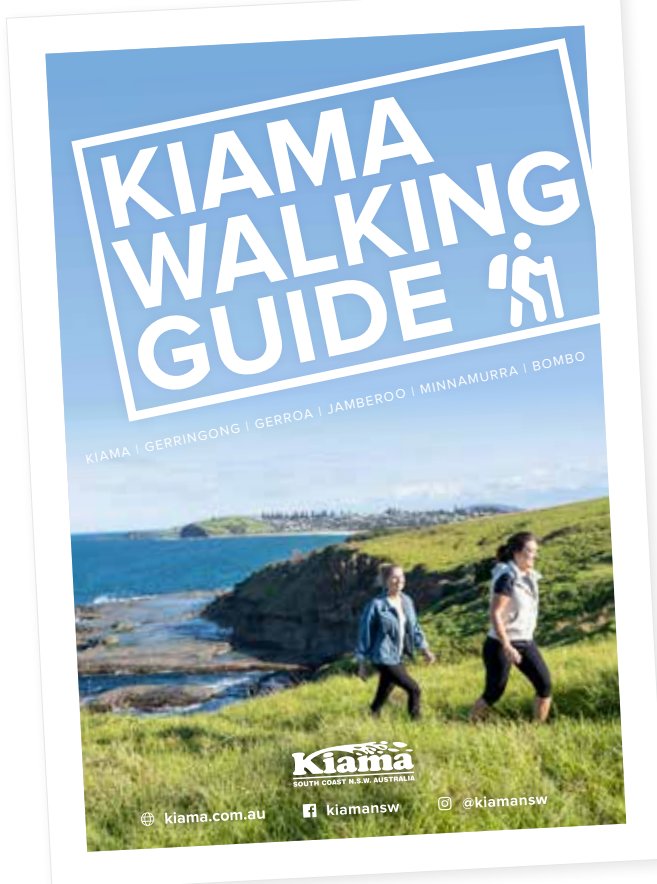
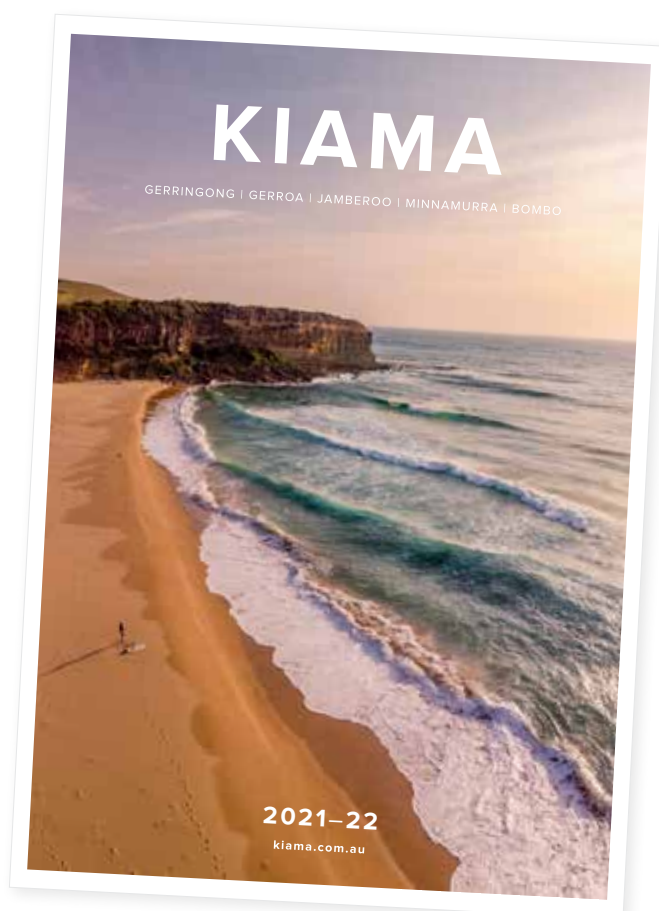
The Destination Kiama partnership program remained strong with 217 financial members.

We were proud to run four Tourism After Hours Events at partnering businesses, with an average of 70 Destination Kiama partners attending to receive updates and engage with Destination Kiama staff as well as network with other local industry professionals.

The popular 65-page annual Kiama Visitor Guide was produced with a record number of advertising support from Destination Kiama partners. Supplementary hard copy publications were also created to further add to our visitor experience, including a Kiama Walking Guide, and Kiama Dining Guide.

A facelift was given to the popular Kiama Coast Walking Guide, creating a suite of A6 size local guides. A focus on sustainability, accessibility and trends relating to nature based travel and health and wellness were incorporated into these publications.

Six successful partnerships and marketing campaigns were developed with key publishers in order to reach identified target markets digitally and in print publications.



The popular 65-page annual Kiama Visitor Guide and the Kiama Walking Guide.

DESTINATION KIAMA STATISTICS



22.5k
kiama.com.au
users during 2020-21



12,689
followers

72k
impressions

71%
follower increase

255.90%
total reach increase



5614
followers
with an 80k reach



600+
'The Buzz'
e-newsletter
readers



Tourism Market Review



Tourism in Kiama contributed over \$239 million to the local economy in 2020-21



1.1m visitors were welcomed in 2020-21
(68% day visitors 32% domestic overnight 0% international).



\$181.68 is the average trip spend



The average length of stay is 2.8 nights



2013-19 saw an average annual visitor growth of 4.3%
2021 annual data shows an approximate 25% decline.



95% of all visitors are from NSW



47% of domestic overnight visitors are aged over 50



Kiama accounts for 10% of Destination Sydney Surrounds South's visitation



67% of all visitors are on holiday while 19% are visiting friends and relatives



The busiest months are January, March, April and December

Tourism Research Australia Data

JAMBEROO MOUNTAIN ROADWORKS

Kiama Council worked with the NSW Government to repair and reopen Jamberoo Mountain Road before the end of 2020.

Jamberoo Mountain Road was closed in July 2020 after flooding and a landslip severely damaged a section of the road above Misty Lane. The NSW Government declared the event a natural disaster.

Council worked with NSW Public Works Advisory (PWA), which provides advice, planning, delivery and support services for critical infrastructure projects, to complete survey work and preliminary geotechnical assessments to learn the scope of the repairs required. We also appointed consultants to do a detailed geotechnical investigation and hydrological assessment, before designing a new retaining wall structure.

While the road was closed, Council worked hard to ensure road users had alternative routes and the road closure was clearly signposted, as well as notifying the community via our website and social media channels.

Once the road re-opened in December 2020, Council notified residents and road users about this too.

Council received natural disaster funding from the NSW and Australian governments for the repairs.



JAMBEROO YOUTH HALL UPGRADE COMPLETE

Jamberoo Youth Hall was been given a new lease on life thanks to Kiama Council and the NSW Government.

Built in 1981, Council and the Government invested \$267,500 in upgrades to the Hall, as part of the Jamberoo Sporting Precinct upgrade project.

The NSW Government provided \$145,000 in funding from the Stronger Country Communities Fund. Kiama Council invested \$122,500 thanks to the Special Rate Variation.

The Hall is a popular venue for local sporting and community groups to hold their events and activities.

However, the 40-year-old building had been showing its age, suffering structural defects with its footings and masonry.

In 2020 it was restored and re-opened in March 2021.

The upgrades included:

- rebuilding and strengthening of the structural walls, including replacement of damaged masonry
- upgrading the nearby stormwater drainage to prevent water penetration and flooding
- refurbishment of the kitchen and amenities.

Upgrading the Hall was the latest stage in the revitalisation of the Jamberoo Sporting Precinct. This \$1.44m project, funded by the NSW Government and Kiama Council, has seen a number of improvements to the busy sporting complex:

- Kevin Walsh Oval - refurbishment of the amenities, new fencing, seating and better drainage
- Jamberoo Croquet Club - improved drainage
- Jamberoo Youth Hall - renovations and drainage improvements

The next task is construction of new amenities at Keith Irvine Oval, which will be reported in 2021-22.



Clockwise from top left: The refurbished Jamberoo Youth Hall, new accessible toilet and baby change table, ribbon cutting ceremony.



LEADERSHIP

Responsible civic leadership that is transparent, innovative and accessible



12

Ordinary
Council meetings



6

Extraordinary
Council meetings



1

Youth
Engagement
Council meeting



4.1 Council is financially sustainable

A report on whether Council has met its 'Fit for the Future' benchmarks is outstanding.

The financial statements are accurate as at 1 November 2021 and are subject to completion of the final statements being audited by Deloitte.

Council continues to follow its Long Term Financial Plan and in August 2021 published its Financial Sustainability Plan, and sought members for a Financial Advisory Committee, which will be reported on in the 2021-22 Annual Report.

4.2 Council embraces good governance and better practice strategies

Council's annual risk management program includes bi-annual enterprise risk management reviews, business continuity review and/ or drills, participation in industry forums, Work Health and Safety (WHS) and Return to Work (RTW) network groups, insurance program and risk audit.

The safety system provides a solid framework to influence Council's safety culture. Incident reports frequency remained fairly static this year, following reduction over 3 previous years. The low frequency and severity of incidents has resulted that Council has had no loading applied to its base tariff premium for workers compensation.

For the second year in a row, Council has experienced a 10% reduction in public liability incident reports, with property incidents quite static, predominantly adverse weather related as per regular seasonal cycles.

Council's Continuous Risk Management Improvement Program (CRIP) which considers Enterprise Risk Framework, Implementation and management of insurable risks was audited, and reflected a good development in Council's Risk Maturity since 2018.

Insurance arrangements for Council's risks are in place and all policies are current to either 31 October or 30 June cycles.

Despite the heavy impact of COVID-19 on our community, Council's business continuity planning has aided an altered yet sustained delivery of operations and services.

The ICT (Information Communication and Technology) Strategic Plan has been reviewed to ensure that technology is used effectively to deliver Council services, and the ICT Disaster Recovery and Backup Plan has also been finalised.

The recent appointment of a Joint Regional Chief Information Security Officer (CISO) has enabled Council to improve our focus on Cyber Security governance.

The implementation of Council's new enterprise software is well underway. Key functionality which is now in use includes Technology One's Financial and Supply Chain Management solutions.

Council's COVID Response Team met regularly to ensure we operated to comply with the intent of Public Health Orders. Given definitions of 'essential work' and the fact that many of our employees live in Wollongong, Shellharbour and the Shoalhaven LGA's, this meant work-at-home orders and lockdowns applied differently to different employees.

Council's IT team mobilised available devices quickly and efficiently to ensure that where possible, employees were able to work from home. Some essential workers were required to maintain provision of service at Council's work sites, however many were able to work from home. The demands placed on our IT Team increased exponentially in providing support and advice with the result that we were able to maintain a high level of customer service. Similarly, our Managers and Leaders were required to pivot and embrace 'virtual' technologies such as MS Teams and Zoom.

The internal audit annual work plan was delayed during the year due to staff changes and COVID-19, which caused significant changes in work practices and processes. The position of internal auditor was vacant during 2020-21 and as such, no audits were conducted. Council appointed an internal auditor in June 2021 so this issue has now been resolved.



4.3 Council and the community working together

The Kiama Cultural Arts Network continues to thrive with 729 followers on our Facebook page, the majority based in Kiama and Wollongong local government areas. With the onset of COVID-19, a regular monthly newsletter was developed with 255 current Kiama based subscribers.



This newsletter provides information to local artists and community about arts experiences, projects and programs, artist achievements, upcoming opportunities, funding rounds and regional, state and federal happenings and events.

The 2020-21 financial year marked one year of operating Council's website on a new content management system, Open Cities. Data revealed a 150% increase in website users compared to the previous financial year, and a 3% decrease in enquiries to our Customer Services team. While the unexpected nature and effects the COVID pandemic had on enquiry levels is relatively unknown, we are continuing to work towards our business goal of a 30% decrease in customer service enquiries by December 2022.

We continued to improve the website's useability by building 70 online forms. Fifty per cent are conversions of pre-existing PDFs. The other 50% are new forms that were able to be created as



50%
of Council's PDF forms
converted for online use

online versions immediately. This has allowed us to speed up enquiries about our facilities and services, decrease response times, and improve our application processes.

Council also stepped up its use of the system's community engagement module. This allowed us to effectively engage with the community on 15 subjects ranging from our Local Strategic Planning Statement, Development Control Plan 2020 changes, to car park and playground upgrades, policy reviews and planning proposals.

Between April and June 2021 our Communications and Library teams partnered to complete the next phase of Council's website redevelopment roadmap – redeveloping Council's Library website. The redevelopment shifted the site to the same Open Cities content management system as Council's main site. This resulted in a modern, fresh site for the library to facilitate better community engagement, as well as improved efficiencies and use of resources through streamlined training and ability to quickly share content across the sites. The new Library site has received some great feedback from users and future plans include developing the Readers Advisory functionality of the site.



The new Kiama Library website.

Council information has been provided this year on a regular basis and through a range of different media platforms. This year, our weekly Kimunico email continued, alongside regular Council Update press release emails. Social media channels have been very active, with one to two posts per day on average for Kiama Council, and two to three posts per week for most of our other channels. Kiama Council had 7,400 Facebook followers (reach 190,348) and 2,100 Instagram followers (reach 3,023) for 2020-21. Social posts are often shared to local community groups, resulting in good engagement.

The work of Council features regularly in local newspaper The Bugle – this includes news, interviews with key Council staff (CEO, Directors, Mayor and Councillors), and the Mayor's column. The Bugle has a circulation of 10,500 for print, and 10,600 readers on The Bugle app.

[illegible]

In 2021-22, Council will also migrate its intranet to Open Cities, resulting in better staff engagement internally.

We continue to undertake reviews of our policies and plans – a draft Communications Strategy was created in 2020-21 and work has begun to update our Social Media Policy.

Kiama's Disability Inclusion Action Plan (DIAP) is now in its last year of implementation. The plan was developed over an 18-month period involving consultation with and surveys of people with disabilities to inform the content, then consultation with officers across Council to cross-check the ability to implement the plan and ensure buy-in. It also drew on the results of previous consultations – the 2014 Age-friendly survey and the 2013 Community Strategic Plan.

Since the development of the plan, a great deal has been done to improve disability access across the full range of services and facilities Council provides, and to encourage disability awareness, access and support across the whole community, including in local businesses and community organisations.

- Ensuring the national public toilet register is up to date regarding all of our accessible facilities throughout the LGA
- The number of accessible amenities across the LGA has been expanded with upgrades to the Kiama Visitor centre and Gerringong Surf Life Saving Club completed. Additionally, new accessible amenities have been completed at North Warri Beach.



- A fully accessible 3-bedroom cabin was built at Surf Beach Holiday Park in Kiama
- The Dementia-friendly Kiama Project continues to expand its impact in making Kiama LGA a very dementia inclusive community. Despite social restrictions due to COVID, the program adapted to provide social support meetings and Alliance meetings via the Zoom platform. This success of this adaptive program has been shared nationally and internationally due to its success. Additionally, the program has conducted dementia community education sessions in

a COVID safe environment for members of the community, including specific focus of education for CALD communities (including a Zoom option). The program has also supported two events in the community including the 'pit stop' at the Bondi2Berry 'ride to remember' and an additional Bondi2Blue Mountains event.



Bondi2Berry ©Paul McMillan .

The access committee has met 5 times and addressed 34 issues of accessibility throughout this financial year.

Council's new website (launched in June 2020) provided an easier navigation through a user-friendly interface and achieves a WCAG 2.0 rating.

Overall, the plan has been very successful in driving improvements within Council's provision of services, facilities, and information. The COVID-19 pandemic has restricted and influenced the ability to progress through all of this year's goals and outcomes. However, it has also generated increased use of technology and lifted Council's use of technology

to reach and communicate with people with a disability throughout the community.

The end of this financial year brings the Council four-year Disability Inclusion Action Plan to a close and, on review, Kiama Municipal Council has achieved many of the outcomes planned. Of the twenty-three planned actions, over the four-year period 10 were completed (43%) and another 8 (35%) where partially completed. Out of the four focus areas, focus area two had the most action items and was able to achieve or partially complete most of these planned outcomes. Many of the outcomes in this area fell within the physical building or improvements to facilities, infrastructure, and amenities across the council regions.

It must be noted that among the outcomes that have only been partially completed, there are still some great outcomes. Specifically, the events, document upgrades and presentation that were funded through the disability budget. These included the use of AUSLAN interpreters, creation of accessibility areas at major Council events and identification and upgrade of Council documents. These are great initiatives that meet social justice principles and should be considered and enhanced in future planning.

We know we still have many improvements to make and we're committed to continuing to progressively make improvements across all of these areas. Cumulatively over time, all the improvements will add up to having a substantial impact on making the Kiama LGA a very accessible community.



Alliance meeting including Rebekah Wilson from USA and Emily Ong from Singapore.

**OTHER REQUIRED INFORMATION UNDER
THE LOCAL GOVERNMENT ACT/REGULATIONS**



Meetings and attendance of Councillors

Council conducted 18 meetings including 6 Extraordinary meetings and 1 Youth meeting during the 2020-21 financial year.

	Ordinary meetings	Extraordinary meetings	Youth meetings
Clr Mark Honey	11	6	1
Clr Matt Brown	11	6	1
Clr Neil Reilly	11	6	0
Clr Kathy Rice	11	6	1
Clr Andrew Sloan	9	6	1
Clr Warren Steel	10	6	0
Clr Don Watson	11	6	0
Clr Mark Way	11	6	0
Clr Mark Westhoff	9	6	1

Councillor Training and Professional Development

No training or professional development was undertaken by Councillors in financial year 2020-21.

Mayor and Councillor fees and expenses paid

The following fees and expenses were incurred during the 2020-21 financial year for the provision of facilities to Councillors in relation to carrying out their civic duties.

Description	Amount Paid
Mayoral Fee	\$44,250
Mayoral vehicle expenses	\$982
Councillor Fees	\$182,565
Councillor Expenses	\$22,547
Cost of dedicated office equipment	-
Cost of telephone calls: including mobile, home located land-lines, facsimile and internet service	\$11,322
Cost of conference/ seminar expenses	-
Cost of training and provision of skill development	-
Mayor and Councillor interstate visits including transport, accommodation and other out-of-pocket travelling expenses	\$982
Mayor and Councillor overseas visits including transport, accommodation and other out-of-pocket travelling expenses	-
Mayor and Councillor – expenses of any spouse, partner or other person who accompanied the Mayor or Councillor, being expenses payable in accordance with the Guideline	-
Mayor or Councillor expenses for the provision of care for a child or an immediate family member in relation to carrying out civic duties	-

Council's General Manager/Chief Executive Officer and Senior Staff Payments

In 2020-21 Council had four positions designated as Senior Staff in accordance with the Local Government Act.

- General Manager/Chief Executive Officer*
- Director Environmental Services
- Director Corporate and Commercial Services
- Director Engineering and Works

*To reflect contemporary practice and the role's responsibilities for both Council and Blue Haven, the title General Manager was changed to Chief Executive Officer.

The 'total amount paid' to those engaged as Senior Staff includes:

- the salary component;
- bonuses, performance payments and other payments that do not constitute the salary;
- employer contributions and/or salary sacrifice amounts payable to superannuation schemes;
- the total value of non-cash benefits included within their remuneration package; and
- the value of fringe benefits tax for non-cash benefits.

As a result of significant periods of vacancy in the Executive Leadership Team, positions were filled on an acting basis. The Director Environmental Services and Director Engineering and Works acted in the position of General Manager for an extended period.

The positions of Director Environmental Services, Corporate and Commercial Services and Director Engineering and Works were also filled on an acting basis for some time in this reporting period. The acting higher grade portion of their salaries are included. A termination payment for the outgoing General Manager is also shown.

Position	Period	Total amount paid
Chief Executive Officer incoming	to 30/6/21	18,461.00
General Manager outgoing	1/7/20 to 30/4/21	237,528.00
General Manager outgoing termination	1/7/20 to 30/4/21	148,604.00
Directors (2) higher duties for acting in General Manager role	1/2/21 to 31/5/21	103,682.00
Directors (4) • Engineering and Works • Blue Haven • Corporate and Commercial • Environmental Services	1/07/2020 to 30/6/21	680,597.00
• Senior Managers (2) Higher Duties for acting in Director roles	1/07/2020 to 30/6/21	17,817.00
Total		1,206,689.00

Amount of rates and charges written off during the year

\$12,549 of rates and charges were written off during the 2020-21 financial year.

Pension rebate of \$472,874 was granted for the financial year.

Money granted

Details	Amount
Jamberoo Public School P&C	\$250
Compassionate Communities Illawarra Shoalhaven	\$250
Shine Kiama High School	\$250
Wires - Illawarra Branch	\$250
Gerringong Anglican Church	\$250
Kiama Garden Club	\$250
Gerringong Public School	\$1,000
Kiama Public School	\$1,000
Ss Peter & Paul School	\$1,000
Kiama Hight School	\$1,000
Jamberoo Public School	\$1,000
Minnamurra Public School	\$1,000
Kiama Downs Surf Life Saving Club	\$1,000
South Coast Sevens	\$3,000
Kiama Rugby Sevens	\$11,500
Kiama Jazz and Blues	\$14,000
Kiama I Do	\$2,000 + \$2000 in kind
Kiama Coastal Classic	\$6,500
Gerringong SurfLife Music Festival	\$8,750 + \$2000 in kind
Australian Skateboarding	\$4,125*

*50% of granted funding - balance payable in 2021-22

Section 7.11 and 7.12 Contributions

We have seven Section 7.11 Contribution Plans (S7.11) and one Section 7.12 Indirect Contributions Plan.

These plans set out the financial contributions that developers are required to make to be spent on providing a range of public facilities throughout the Municipality.

Funds received in 2020-21 – from Note 28 Financial Statements

	S7.11	S7.12	Total Contributions
Total excluding interest	\$443,194	\$413,877	\$857,072
Total including interest	\$453,300	\$422,336	\$875,636

Works undertaken	Expenditure
Amenities Buildings Upgrade	\$161,665
Administration Building Upgrade	\$31,505
Footpaths Renewal	\$42,951
Parking and Pedestrian Improvements	\$136,373
Recreation and Open Spaces	\$44,739
Traffic Facilities	\$46,132
Total Expenditure	\$463,365

Works	Contributions Recoupment
Nil	\$0
Total Recoupment	\$0

Government contracts (over \$150,000)

The following contracts with a value of more than \$150,000 were awarded during the 2020-21 financial year.

Contractor	Goods/service	Estimated amount payable under the contract (including GST)
GLC Civil Projects Pty Ltd	Bombo Eco Walk stair construction work	\$382,745.00
Vbuilt Constructions Pty Ltd	Kiama Central Depot roof replacement	\$194,608.00
J.B.G. Civil Pty Ltd	Construction of carparks and street widening in Kiama Area	\$602,062.00
South Coast Trucks & Machinery	Purchase of one hydraulic excavator	\$275,000.00
Illawarra Hino	Supply and delivery of two tipper trucks	\$296,100.00
Southern Truck Centre Wollongong	Supply and delivery of 6x4 side loading compactor	\$441,539.00
Peloton Constructions P/L	Kiama Visitor Information Centre amenities refurbishment & extension	\$423,154.00
Roadworx	Supply and lay asphaltic concrete	\$1,090,320.00
Colin Joss & Co Pty Ltd T/A Joss Facility Management	Jamberoo Youth Hall remediation and refurbishment	\$237,357.67
J.B.G. Civil Pty Ltd	Construction of carparks and street widening in Kiama Area	\$602,062.00
South Coast Trucks & Machinery	Purchase of one hydraulic excavator	\$275,000.00
Illawarra Hino	Supply and delivery of two tipper trucks	\$296,100.00
Southern Truck Centre Wollongong	Supply and delivery of 6x4 side loading compactor	\$441,539.00
Peloton Constructions P/L	Kiama Visitor Information Centre amenities refurbishment & extension	\$423,154.00
Roadworx	Supply and lay asphaltic concrete	\$1,090,320.00
Colin Joss & Co Pty Ltd T/A Joss Facility Management	Jamberoo Youth Hall remediation and refurbishment	\$237,357.67

Condition of public works

The following table shows the current value of our transport, building and recreational assets (excluding land under roads) as reported in the Annual Financial Statements.

Public Roads

Asset Class	Written down value at 30/6/2021	Estimated cost to bring to satisfactory standard (\$000)	Estimated annual maintenance cost (\$000)
Public Roads	\$167.32 M	\$4,134	\$2,229

Stormwater drainage

Asset Class	Written down value at 30/6/2021	Estimated cost to bring to satisfactory standard (\$000)	Estimated annual maintenance cost (\$000)
Drainage	\$40.774 M	\$0	\$157

Buildings

Asset Class	Written down value at 30/6/2021	Estimated cost to bring to satisfactory standard (\$000)	Estimated annual maintenance cost (\$000)
Public buildings	\$109.590 M	\$2,415	\$820

Other structures

Asset Class	Written down value at 30/6/2021	Estimated cost to bring to satisfactory standard (\$000)	Estimated annual maintenance cost (\$000)
Other structures	\$7.182 M	\$618	\$296

Open Space/Recreational

Asset Class	Written down value at 30/6/2021	Estimated cost to bring to satisfactory standard (\$000)	Estimated annual maintenance cost (\$000)
Swimming pools/recreation	\$11.498 M	\$2,255	\$1,919

Stormwater management services provided (levied)

In 2020-21 we expended stormwater levy funding of \$700,000 for the Barney Street Culvert replacement as well as storm water infrastructure renewals.

Special Rate Variation (SRV) works

Special Rate Variation for 2020-21 was expended as follows:

Project	Budget	Comment
North Bombo Amenities	\$238,403	In progress
Lloyd Rees Amenities	\$89,893	Completed
Saddleback Mountain Amenities	\$52,549	Completed
South Werri Reserve Amenities	\$109,077	Completed
Jamberoo Youth Hall Restoration	\$130,701	Completed
Total	\$620,623	

Capital Works report

During 2020-21 the following capital works projects were completed.

Buildings

- Jamberoo Youth Hall refurbishment - SRV and Grant funded
- Jamberoo School of Art drainage and accessible toilet
- Kiama Library entrance decking replacement
- Kiama Library carpet for kitchen
- Jamberoo School of Arts Hall floor restoration & fire rated curtain replacement
- Jamberoo School of Arts hall audio system replacement
- Jamberoo School of Arts kitchen airconditioning
- Kevin Walsh Oval amenities/change rooms
- South Werri Reserve amenities renewal - SRV project
- Lloyd Reece Reserve amenities - SRV project
- Saddleback Mountain amenities - SRV project
- Kiama Works Depot workshop/office roof replacement
- Gainsborough Chase Reserve Northern Depot fascia and guttering replacement
- Jubilee Park Southern Depot airconditioning replacement
- Admin Building - office LED lighting replacement
- Dog Pound Office
- Kiama Visitors Centre amenities
- James Oates Minnamurra carpark extension
- Shoalhaven/Bong Bong St pedestrian refuge crossing PAMP stage 3
- Figtree Lane carpark redevelopment
- Kendalls Beach - Sth end carpark upgrade
- Charles Avenue - James Holt Reserve internal fencing

Holiday Parks

- Kiama Harbour Cabins - general cabin renewal
- Kiama Harbour Cabins - Stormwater Drainage Connection
- Surf Beach HP - general cabin renewal
- Surf Beach HP - Internal fitout replacements
- Surf Beach HP - boom Gate install (Revote)
- Surf Beach HP - amenities drainage
- Surf Beach HP - pool defects correction (Revote)
- Kendalls Beach HP - general cabin renewal
- Kendalls Beach HP - internal fitout replacements
- Werri Beach HP - general cabin renewal
- Werri Beach HP - internal fitout replacements
- Werri Beach HP Residence roof replacement

- Werri Beach HP CCTV/amenities keypad entry install
- Werri Beach Holiday Park jumping cushion
- Seven Mile HP - general cabin renewal
- Seven Mile HP - internal fitout replacements
- Seven Mile HP - safari tent renewal
- Seven Mile HP - shade sail replacement
- Seven Mile HP - NBN upgrade
- Seven Mile HP - pools sand filter replacement

Commercial Business

- Pavilion - fittings, furnishings and improvements
- Glenbrook Drive - subdivision civil works
- Columbarium wall/ash garden in cemeteries
- Ash cretain memorials / beams forward program

Footpaths / Cycleways

- Geering Street, Gerringong, Tasman Drive to South Werri carpark
- Tingira Crescent, Kiama, from Boanyo Ave to Little Blowhole
- Footpath Blue Haven Bonaira (missing link Bonaira Gardens to site)
- Boanyo Avenue, Kiama from existing to Tingira Crescent
- BMX track construction - Sanctuary Place
- Minnamurra Bike Skills Track

Recreation Facilities

- New life guards beach trailer
- Waabie Reserve playground replacement
- Whitton place Reserve Playground replacement
- Attunga Reserve playground replacement
- Jamberoo Parklands private power supply pole replacements
- Kevin Walsh Oval camping area fencing
- Blowhole Point Reserve handrail replacement
- Street & Reserve furniture
- Ricketts Reserve fencing
- Water bubbler stations at 6 locations
- Kiama Showground asbestos removal
- Kiama Showground fencing replacement
- Gerringong Tennis Club court 3 surface renewal
- Jamberoo Tennis Club courts 1-5 fencing replacement



BMX Track Construction commences at Sanctuary Place

Capital Works report continued

- Jamberoo Tennis Club Court 1 Surface renewal
- Jamberoo Croquet stormwater drainage upgrade
- Kevin Walsh Oval bench seating
- Chapman Reserve Fence Replacement
- Sports Association asset renewal program
- Gerringong Library & Hockey Club Dorothy Bailey Oval Lighting renewal
- Blowhole Point Reserve Tennis Courts 1-2 Fencing
- Leisure Centre spa room
- Leisure Centre - Internal Finishes
- Leisure Centre Software - Centriman/Envibe

Roadworks

- Armstrong Avenue Geering St to End Road Surface Renewal
- Newing Circuit, Meehan Dr to Henry Parkes Dr Road Surface Renewal
- Burnett Avenue Carinya Way to Illoura Pl Road Surface Renewal
- Terralong Street Collins St to Thomson St Solar Lights Renewal
- Wyalla Road Churchill St to Macquarie St Road Surface Renewal
- Coolangatta Avenue Burnett Ave to End Road Surface Renewal
- Cambewarra Place Coolangatta Ave to End Road Surface Renewal
- Ruth Devenney Reserve Rocklow Creek Bridge Renewal

- Cedar Ridge Road Bland St to Bele Pl Road Surface Renewal
- Boona Avenue Sandy Wha Rd to Willawa Ave Roads Surface Renewal
- Camira Avenue Sandy Wha Rd to Willawa Ave Road Surface Renewal
- Fuller Street Armstrong Ave to Belinda St Road Surface Renewal
- Rose Valley Road, AC End to Bridge Road Surface Renewal
- Barremma Place Burnett Ave to End Road Surface Renewal
- Transport 102188 Transport Infrastructure Asset Class Road Signs

Stormwater works

- Stormwater Asset renewal program (Municipality wide)
- Barney St Culvert renewal

Traffic Facilities

- Federal Street, Minnamurra - Pedestrian/traffic Improvements
- Solar Lighting - EPA Better Waste Recycling Grant
- Street Lighting - King Street, Kiama
- Jamberoo Signage - town entry and exit signs
- Fern Street, Gerringong Pedestrian Refuge Stage 2

Work on private land

No work was carried out on private land by Development Assessment during the 2020-21 financial year.

Legal proceedings summary

Infringements

Action	Result	Face value \$
Road Rules, Transport Act and Road Regulations	1103 Infringements issued	\$208,803
Companion Animals Act and Regulations	23 Infringements issued	\$8,855
Protection of Environment Operations Act	11 Infringements issued	\$3,910
Local Government Act	5 infringements issued	\$1910

Court Actions

Action	Result	Cost \$
10.2020.218.1 (Rahila Smith)	Class 1 Appeal – discontinued by applicant - completed	\$45,475.54
10.2013.56.5 (Smith & Heald)	Class 1 Appeal – discontinued by applicant - completed costs to Council	\$23,059.82
10.2018.196.1 (Smithers)	Class 1 Appeal – upheld based on amended plans - completed costs to Council	\$82,187.49
KMC v Moore	Class 4 – Unlawful building works – Appeal - discontinued after change in ownership - completed	\$3,950.25
10.2021.45.1 (Joseph & Spencer)	Class 4 – Appeal – ongoing	\$7,729.37
KMC v Johnson	Class 2 – Failure to fence swimming pool – Appeal – dismissed - completed	\$11,859.60

External bodies, companies and partnerships

We did not hold any interests in any corporations, partnerships, trusts, joint ventures, syndicates or other bodies during the 2020-21 financial year.

We held no controlling interest in any company in the 2020-21 financial year.

We participated in partnerships/joint ventures with the following corporations, partnerships, trusts, joint ventures, syndicates or other bodies.

Name of Partnership/ Joint Venture	Type	Partner(s)
South Coast Library Service	Library co-operation, sharing books and other resources	Shoalhaven City Council
Rural Fire Service	Coordinated rural fire management response for Illawarra Councils	Shellharbour and Wollongong Councils
Illawarra Shoalhaven Joint Organisation (ISJO)	Association to combine Council resources and staff skills for regional strategy, political advocacy, joint initiatives and to maximise efficiencies	Shellharbour, Shoalhaven and Wollongong Councils
Illawarra District Weeds Authority	Regional approach to tackle invasive weeds	Shellharbour and Wollongong Councils
Dementia Friendly Kiama Project	Resource, knowledge and skill sharing to make Kiama a dementia friendly town	University of Wollongong and Dementia Australia, Kiama Meals on Wheels, Kiama Rotary Club & Community Industry Group
Surfing NSW	Partnership agreement for the Kiama area to host local, state and national surfing events	Surfing NSW
Regional Arts	Promote and assist arts within the region	Shellharbour, Wingecarribee and Wollongong Councils
South Coast Tourism Promotion	Grand Pacific Drive Marketing campaign	Wollongong, Shellharbour, Kiama and Shoalhaven LGA's partnering with Destination NSW to promote self-drive touring
Customer surcharge package 14 – Kiama Project	Improve the Kiama and Jamberoo sewerage scheme	Sydney Water
Cities Power Partnership	Exchange information on best practice towards a target for Net Zero emissions	Wollongong, Shellharbour, Shoalhaven and Eurobodalla Bega Councils across Australia Cities Power Partnership
Feral Animals Control Program	Regional project to control feral animals locally and regionally	South Eastern Local Land Services
Kiama & District Stronger Community	Collaborate on youth & family focused events & activities.	Kiama & District Stronger Community
Illawarra Shoalhaven Walk Alliance	Resource, knowledge and skill sharing to build resilient, healthy & active communities across the Illawarra & Shoalhaven	Illawarra Shoalhaven Local Health District, Healthy Cities Illawarra, University of Wollongong, Shoalhaven, Wollongong & Shellharbour Councils, Heart Foundation
WEAVE Artist Directory	Online directory of visual, literary and performing artists within the Kiama, Shellharbour, Wingecarribee – Southern Highlands and Wollongong regions of NSW.	Kiama, Wollongong, Shellharbour, & Wingecarribee Councils.

National Competition Policy

We have adopted the principle of competitive neutrality to business activities as part of the national competition policy which is being applied throughout Australia at all levels of government.

The framework for its application is set out in the June 1996 NSW Government Policy Statement on the Application of National Competition Policy to Local Government. The Pricing and Costing for Council Business – A Guide to Competitive Neutrality issued by the Office of local Government in July 1997 has also been adopted.

These guidelines outline the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in our pricing and/or financial reporting systems and include taxation equivalents, Council subsidies, return on investments (rate of return) and dividends paid.

Declared Business Activity

In accordance with *The Pricing and Costing for Council Business – A Guide to Competitive Neutrality* we declared that the following are to be considered as business activities:

Category 1 – where gross operating turnover is over \$2 million

1. Kiama Coast Holiday Parks
2. Waste Services Collection Unit

Statement of Ordinary Expenses

Statement of ordinary expenses incurred, ordinary revenue raised and assets held by Category 1 Business units – Year ended 30 June 2021

Revenues			Expenses		Operating results		Total assets held (current and non-current)
	Budget (\$000)	Actual 2021 (\$000)	Budget (\$000)	Actual 2021 (\$000)	Budget (\$000)	Actual 2021 (\$000)	Actual 2021 (\$000)
Kiama Coast Holiday Parks	10,989	10,790	7,712	6,741	3,277	4,049	25,112
Waste Service Collection Unit	6,014	6,685	4,987	5,049	1,027	1,636	4,957
Totals	17,003	17,475	12,699	11,790	4,304	5,685	30,069

Competitive Neutrality Complaints

Underpinning competitive neutrality is the need to properly recognise the full costs of our business activities. This allows comparisons to be made with competitors in the same marketplace and provides information that will allow us to determine pricing policies for each business. We have a process distributing indirect costs and overhead attributed to the declared business activities which are shown in the Special Purpose Financial Reports. We did not receive any complaints relating to this matter during the 2020-21 financial year.

Private Swimming Pool Inspections

Swimming pool barrier compliance inspections under the Swimming Pool Act 1992 and Swimming Pool Regulation for the 2020-21 financial year were unfortunately down due to COVID-19 and were only undertaken at the request of owners.

- 1 inspection of tourist and visitor accommodation
- 1 inspection of premises with more than 2 dwellings
- 22 inspections that resulted in the issuance of a Certificate of Compliance under Section 22D of the Act
- 2 inspections that resulted in the issuance of a Certificate of Non-Compliance under clause 21 of the Regulation

Environmental Planning and Assessment Act

No planning agreements were in force during the 2020-21 financial year.

Workforce Management Plan including Equal Employment Opportunity

Council's employees range from 18 to 76 years of age. Approximately 30% of our employees will reach 65 years by 2030. While the average age of our employees is almost 45 years, the median age is almost 50. With many of our longer term employees approaching retirement, Council has the challenge of catering to many varied and specific needs while balancing maintenance of corporate knowledge.

Council is committed to ensuring our work practices and policies are fair and equitable. We also strive for a workforce that reflects the demographics of our region. To this end we:

- gave reasonable consideration to all employee-initiated requests for flexible work arrangements to support employees with care and family responsibilities and plans to transition to retirement. All requests were considered balancing the merits of the individual request, operational requirements, established precedents and protocols. Approved arrangements have included part-time work, flexible hours, work from home, use of accrued time and nine-day fortnight arrangements;
- continued our long standing commitment to free confidential and professional counselling services for our employees, volunteers and their families.
- revitalised the corporate induction sessions for new staff. While this was impacted by lockdown restrictions with some new staff commencing on remote work arrangements, we look forward to meeting our new starters face to face;
- reviewed a range of employment related protocols including Council's Recruitment and Selection Protocol, Remote Work Protocol, Higher Duties Allowance Protocol, Union Picnic Day Protocol and Recognition of Service Protocol;
- tabled matters of potential concern to our joint Consultative Committee for discussion as a formal mechanism for employee input and feedback;
- continued to resolve employee grievances, union concerns and industrial disputes in accordance with relevant legislative frameworks;
- assisted employees returning to work from both work-related and non-work related illness or injury with the support of qualified rehabilitation providers;
- continued to assess ongoing fitness for work, balancing EEO with risk and safety considerations;
- implemented capability assessments for employees who use equipment that may potentially create an increased risk of injury;
- continued to purchase specialised equipment to ensure we made reasonable adjustment for employees with special needs;
- provided limited work experience opportunities whilst ensuring compliance with Public Health Orders and COVID-19 requirements;
- observed key health and well-being promotional dates including R U Ok? Day;
- implemented arrangements to minimise business disruption while meeting employee needs created by the impacts of COVID-19;
- undertook a major review of Payroll data and associated processes in preparation for the implementation of TechOne software;
- continued our review of processes and documents that underpin our salary structure



and systems; a major piece of work that will have implications for many years to come.

In 2020-21 we continued to respond to the challenges of COVID-19 through the Local Government Splinter Award. As was the case in 2019-20, some of our employees were redeployed to other areas and continued to deliver services to our community through their rapid upskilling and adoption of online technologies. We continued to work in line with Public Health Orders that impact employees, volunteers and facilities of Council and ensure a safe work environment.

Protocols and practices that promote fairness and equity

Council has a range of employment related protocols that recognise and support life's complexity, helping employees to balance their outside-life and work commitments. These include areas such as:

- Nine Day Fortnight/ Accrued Time / Rostered Days off
- Leave provisions including Long Service Leave at half, single or double pay
- Flexible Work Arrangements including part-time employment
- Home-Based Work
- Leave Without Pay
- Paid and Unpaid Parental Leave
- Purchased Additional Leave
- Learning and development support
- Study assistance

The protocols support our employees at all stages of the employment lifecycle and are an important

part of our employment value proposition. COVID-19 added a further dimension for many employees balancing their work and personal lives as they faced the challenges of home-schooling their children in addition to performing their usual roles.

Our employment-related protocols are developed and reviewed collaboratively, with our joint Consultative Committee ensuring employees have a structured formalised opportunity to contribute to shaping the practices and culture of the organisation in which they choose to work.



Companion Animals Act

We submitted the following information to the Office of Local Government for 2020-21:

- 1 dog was collected and returned directly to owner rather than being impounded. This is a 95% reduction in the number of straying dogs compared to 2019-2020 and indicated a greater community compliance rate.
- 2 companion animals impounded or surrendered (2 dogs and 0 cats impounded, 0 animals surrendered). This is a 92% reduction in the number of straying dogs compared to the previous year and indicates increased compliance rate by dog owners.
- 100% (3 dogs and 0 cats) returned and/or released to owner
- No companion animals were required to be rehomed
- No companion animals (dogs or cats) were destroyed
- 100% (243) companion animal complaints investigated
- 4 infringements issued (\$3300 face value). This was an 86% reduction in infringements compared to the previous year, due to greater compliance rate by dog owners.
- Our Rangers investigated all 243 companion animal complaints within 24 hours of their receipt.

Data and reporting related to dog attacks

- 28 aggressive dogs/dog attacks were investigated
- 28 attacks were required to be reported to Office of Local Government
- No Court control orders were issued
- No Nuisance Dog Notices were issued
- 1 Dangerous Dog Notice was issued

Cat and dog de-sexing

Council requires all dogs and cats leaving its pound to be de-sexed. The NSW Government introduced legislative requirements from 1 July 2020 that require owners of cats not desexed by four months of age must obtain an Annual Permit, which you can get from Kiama Council.

This legislative requirement was introduced to reduce the number of cats abandoned or impounded and the euthanasia rates, and to help address concerns about feral, stray and roaming cats and their effect on wildlife.

Strategies to rehome unclaimed animals

Council encourages local residents to adopt animals that are suitable for rehoming. There were no dogs or cats that had to be rehomed.



Dog Off-leash areas

Council offers its residents and visitors nine coastal locations for the off-leash exercise and recreation of dogs (under effective control by their owners) and one river on leash swimming area.

Our dog off-leash areas are located in:

- Gerroa
- Gerringong
- Kiama
- Bombo
- Kiama Downs
- Minnamurra
- Werri Beach.

Six are headland areas, three are beach areas and one is an on-leash swimming area in the Minnamurra River.

Companion Animal Community Education

Council undertook community education programs at selected off-leash areas and an information stand at the Kiama Markets to provide advice on registration and legislative requirements when taking dogs into a public place and using dog off leash areas.

Financial information on Companion Animals funds

In 2020-21 \$186,680 was spent on implementing the companion animal management function. Funds were spent on companion animal administration, enforcement, management of Council's pound and other companion animal management issues performed by our Ranger Services

In 2020-21 Council received income of \$14,100 from the following sources:

- Registration and impounding income \$12,100
- Penalty infringements income paid \$2,000

Council provided a total of \$172,580 from its general revenue to balance the shortfall in its income and expenditure for Companion Animals Management.



Government Information (Public Access) Act 2009 and Regulation

The Government Information (Public Access) Act (GIPA Act) requires us to be proactive with the release of information it holds. It creates an environment where members of the public can freely access most of this information.

The Act requires councils to make information readily available to members of the public, unless there is an overriding public interest against disclosure.

To ensure compliance with the GIPA Act, we reviewed the procedures and methods we use to manage information and privacy and personal information.

GIPA Annual Report 2020-21

Our GIPA Annual Report outlines our obligations for the financial year. It is a requirement of the GIPA Act and must be submitted to the Minister

for Local Government and the NSW Information Commissioner within four months of the end of each financial year. The following information is required to be included:

- Review of Proactive Release Program – Under section 7 of the GIPA Act, we must review at least once every 12 months, our programs for the release of government information to identify the kinds of information that can be made publicly available.
- Access Applications Received – Council received 25 formal access applications (including withdrawn, but not invalid applications)
- Refused Applications for Schedule 1 Information – we partly refused one formal access application for information under Schedule 1 of the Act

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

	Access granted in full	Access granted in part	Access refused in Full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Media	0	0	0	0	0	0	0	0	0	0%
Members of Parliament	0	0	0	0	0	0	0	0	0	0%
Private Business Sector	2	1	1	0	0	0	0	0	4	19%
Not for profit organisation or community groups	0	1	0	0	0	0	0	0	1	5%
Members of the public (legal representative)	0	3	0	1	0	0	0	0	4	19%
Members of the public (other)	2	5	2	0	0	1	0	2	12	57%
Total	4	10	3	1	0	1	0	2	21	
% of Total	19%	48%	14%	5%	0%	5%	0%	10%		

*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.

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

	Access granted in full	Access granted in part	Access refused in Full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Personal Information applications*	0	1	0	0	0	0	0	0	1	5%
Access applications (other than personal information applications)	4	8	3	1	0	1	0	2	19	90%
Access applications that are partly personal information applications and partly other	0	1	0	0	0	0	0	0	1	5%
Total	4	10	3	1	0	1	0	2	21	
% of Total	19%	48%	14%	5%	0%	5%	0%	10%		

*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	% of total
Application does not comply with formal requirements (section 41 of the Act)	2	100%
Application is for excluded information of the agency (section 43 of the Act)	0	0%
Application contravenes restraint order (section 110 of the Act)	0	0%
Total number of invalid applications received	2	100%
Invalid applications that subsequently became valid applications	2	100%

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

	Number of times consideration used*	% of total
Overriding secrecy laws	0	0%
Cabinet information	0	0%
Executive Council information	0	0%
Contempt	0	0%
Legal professional privilege	1	100%
Excluded information	0	0%
Documents affecting law enforcement and public safety	0	0%
Transport safety	0	0%
Adoption	0	0%
Care and protection of children	0	0%
Ministerial code of conduct	0	0%
Aboriginal and environmental heritage	0	0%
Privilege generally - Sch 1(5A)	0	0%
Information provided to High Risk Offenders Assessment Committee	0	0%
Total	1	

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

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

	Number of times consideration used*	% of total
Responsible and effective government	0	0%
Law enforcement and security	1	8%
Individual rights, judicial processes and natural justice	11	85%
Business interests of agencies and other persons	1	8%
Environment, culture, economy and general matters	0	0%
Secrecy provisions	0	0%
Exempt documents under interstate Freedom of Information legislation	0	0%
Total	13	

Table F: Timeliness

	Number of applications*	% of total
Decided within the statutory timeframe (20 days plus any extensions)	19	100%
Decided after 35 days (by agreement with applicant)	0	0%
Not decided within time (deemed refusal)	0	0%
Total	19	

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

	Decision varied	Decision upheld	Total	% of total
Internal review	1	0	1	100%
Review by Information Commissioner*	0	0	0	0%
Internal review following recommendation under section 93 of Act	0	0	0	0%
Review by NCAT	0	0	0	0%
Total	1	0	1	
% of Total	100%	0%		

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

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

	Number of applications for review	% of total
Applications by access applicants	0	0%
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	1	100%
Total	1	

Table I: Applications transferred to other agencies

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

Public Interest Disclosure (PID) Act

Annual Report under Section 31 of the *Public Interest Disclosure Act 1994*

As a public authority, Kiama Council is required to report annually to the NSW Parliament on its obligations under Section 31 of the Public Interest Disclosure (PID) Act 1994. We are also required to report to the NSW Ombudsman every six months. In doing so, we provide statistical information on how we comply with our obligations under the PID Act.

A key reason for these separate reporting requirements is to ensure we fully disclose any activity relating to PIDs; to enable transparency of the PID process and to demonstrate that we are actively complying with legislative requirements.

Date approved/adopted	16 November 2021
Resolution No	21/256OC
Date last reviewed	20 December 2021
Next review date	December 2021
Department	CEO's office
Responsible Officer	Governance

HOW TO CONTACT COUNCIL

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Office hours

Our Administration Building located at
11 Manning Street Kiama
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(excluding public holidays)



KIAMA MUNICIPAL COUNCIL
your council. your community

RESPECT • INNOVATION • INTEGRITY • TEAMWORK • EXCELLENCE