



# 6-MONTHLY REPORT

Report for the period:  
**January - June 2014**  
**on Port Stephens Council**  
**Delivery Program 2012-2016**



This Six-Monthly Report 1 January to 30 June 2014 has been prepared in accordance with Section 404(5) of the Local Government Act.

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## General Manager's Message

I am pleased to report that Council has maintained a strong financial performance, having eliminated the underlying deficit. Council achieved an unqualified audit for the previous financial year, and has a projected surplus at the end of the March quarter of \$895,000, extra income from investments in the last two years: 2012-2013 \$1.5 million and 2013-2014 \$710,000.

We have also restructured how we manage the Soldiers Point Holiday Park, with contracted management saving expenditure but more importantly positioning the Park to derive higher occupancy rates and generate additional revenue. During this financial year Council has finalised two transactions for the sale of 227 Bio Diversity credits which has resulted in a payment from the Office of Environment and Heritage of \$111,456 for the management of Council owned land at Karuah.



Overall, the statements from NSW Treasury and the Independent Local Government Review Panel in 2013 that Port Stephens Council will remain financially sustainable into the future continue to hold true.

That Port Stephens Council continues to be a strong and vibrant organisation is reflected in the awards that we have achieved this year and which are detailed in the report which follows. We have also achieved a customer satisfaction rating of 87.1% which continues an upward trend. We have also improved our people safety as recognised in reduced lost time hours, premium refunds and enhanced staff engagement.

From the summary of performance which follows Council has generally reached or exceeded its set targets although there needs to be more focus on risk management and we have commenced a review of our engagement strategies with our community.

Earlier in 2014 I announced my intention to retire from local government and I will leave Council after 21 years on 11 July 2014.

I am delighted that Port Stephens Council has appointed Wayne Wallis as my successor. Wayne, who was previously Group Manager Corporate Services, has a long career as a senior executive in local government in Victoria and Queensland as well as here in New South Wales. I wish him every success in his new role.

I take this opportunity to thank Mayor MacKenzie, Port Stephens Councillors, staff and volunteers for their support and contribution to our community's wellbeing.





### Summary












The Report that follows provides a snapshot of progress that Council has made across all its operations to achieve the objectives of the Delivery Program 2013-2017 and the Operational Plan 2013-2014.

**Peter Gesling**  
**General Manager**

The table below provides a snapshot of Council's performance against key result areas.

Legend:

	Target Exceeded
	Target Achieved or on Track to be Achieved
	Target Not Achieved
	Data Not Available at Time of Report

Result Area	Status
<b>Financial Performance:</b>	
• Decrease in Council's underlying deficit	
• Breakeven in 2014-2015	
• Commercial property yield	
• Occupancy rates	
• Percentage of revenue from sources other than rates	
<b>Risk Management Performance:</b>	
• Reduction in year one cost of claims	
• Reduced risk profile, especially extreme risks	
• Reduction in Council's legal costs	
<b>Workforce Performance:</b>	
• Voluntary staff turnover	
• Employee engagement	
<b>Business Support Performance:</b>	
• Performance of support systems	
• Number and value of process improvements	
<b>Asset Management Performance:</b>	
• Reduction in infrastructure backlog	
• Condition rating of Council's assets	
<b>Governance and Civic Leadership Performance:</b>	
• Professional development undertaken by Councillors	
• Percentage of Operational plan completed	
• Overall community satisfaction with Council	
<b>Community Engagement Performance:</b>	
• Community values having input to Council decision-making	
<b>Development Performance:</b>	
• Net median processing time for development applications	
<b>Reputation Performance:</b>	
• Community's rating of Council's communications	
• Awards and recognition of Council	

## Principal Activities: Performance in Council Result Areas

### Financial Performance<sup>1</sup>

Target: Decrease in Council's underlying deficit; breakeven in 2014-2015.

Result: Council's underlying deficit was extinguished in the financial year ended 30 June 2013 which yielded a modest surplus. Therefore the breakeven was achieved almost two years ahead of schedule. The (unaudited) estimated result for 2013-2014 is an underlying surplus of \$895,000.<sup>2</sup>

Target: 60% of Council's revenue from non-rating sources.

Result: Financial Year 2013-2014 revenue from non-rating sources = 60.14% (excluding revenue from Newcastle Airport Pty Ltd.

Target: Commercial property yield 8.5% p.a.

Result: Year to date yield 8.7%.

### Capital Projects

Target: Reduction in infrastructure backlog; increase in condition rating of Council's assets.

Result: Council commenced the financial year with an asset backlog of \$26.4 million and capital expenditure on assets is directed at reducing this backlog.

Council completed 52 capital works projects for the year worth \$12,436,072. In addition, Council spent \$2,080,563 on replacement of fleet assets. A further 29 projects were commenced with a budgeted capital expenditure of \$3,545,538, and were not yet completed as at 30 June 2014.

Please refer to Attachment 1 for details of projects.

Most of Council's assets fall into the Satisfactory to Good categories based on the 2010 condition rating. This rating is done every five years so definitive improvements are not yet available. However spending on asset rehabilitation projects as noted above are indicative of improvements or at the least maintenance of asset condition ratings all categories where spending occurred. At the beginning of the year Council had an asset backlog of more than \$26 million, which has been reduced by the capital expenditure on asset rehabilitation.

### Operational Plan 2013-2014

Target: 90% of actions due for completion by June 2014 are completed.

Result: 97.9% of actions due were completed on or before time. Three actions were deferred to next year and one was not achieved.

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<sup>1</sup> Note that the financial data in this report has not been subjected to audit. The externally audited accounts will be available in the Annual Report in November 2014.

<sup>2</sup> Estimated at the March 2014 Quarterly Review reported to Council.

## Employee Engagement

Target: Results of annual survey 65% of staff engaged.

Result: 52% staff engaged, with a further 23% nearly engaged, so Council is on track to achieve this target in future surveys. This result reflects an ongoing improvement in the trend towards greater engagement across the organisation.

## Voluntary Staff Turnover

Target: The annual workforce cumulative voluntary turnover <10% of EFT (equivalent full time).

Actual: 8.34% workforce annual voluntary turnover.

Note: Voluntary turnover refers to decisions of staff to leave Council's employment of their own volition for a variety of reasons such as retirement, new job elsewhere etc.

## Process Improvements

Target: Number and value of process improvements increases.

Results: A total of 83 process improvements were implemented in the year to June 2014, with a cash value in savings of \$49,000 as well as major savings in time and/or increased or expanded services.

## Customer Satisfaction

Target: >50% overall satisfaction with Council.

Result: 87.16% from the survey conducted in May 2013 and reported to Council and the community in August 2013. Full results are available on Council's website.

## Development Applications

Target: Median processing time of <40 days.

Actual: Median processing time for the six months was 26.5 days.

In the six months to 30 June 2014, Council determined 468 development applications with a value of \$124,740,186.

## Enterprise Risk Management

Target: Reduced risk profile, especially extreme risks.

Result: There are 245 risks in the risk management system at present with 93 ranked as High. Of the 720 controls identified, 163 are proposed for implementation. 12% of the proposed controls are now overdue for implementation.

Target: Reduction in Council's legal costs.

Result: Net legal costs (expenditure less recovered costs) are 8.42% lower than for the previous year.

## Community Engagement

Target: >50% community satisfaction with opportunities to provide input to Council's decision-making.

Result: 43.8%. Council is undertaking a review of its community engagement strategies as part of the second Sustainability Review process.

## Communications with Community

Target: >50% satisfaction with Council's communication to the community.

Result: 53.5% across all media, including social media, an improvement on the previous year's result.

## Awards and Recognition

Whilst there is no specific target for achievement of awards and recognition of Council, in 2013-2014 Council achieved its strongest performance ever.





- 2013 Winner - Australian HR Awards Employer of Choice (NFP and Public Sector);
- 2013 Commendation - StateWide Mutual Risk Management Excellence;
- 2013 Finalist – AHRI Award for Workplace Relations;
- 2013 Winner - State Cover Mutual Limited Work Health and Safety Excellence Award;
- 2013 Finalist – Australian Property Industry Awards for Fingal Beach Surf Club;
- 2013 Winner – Camping and Caravan Industry Awards for Excellence: Soldiers Point Holiday Park, for the fifth consecutive time best North Coast Holiday Park;
- 2013 Commendation – Camping and Caravan Industry Awards for Excellence: Halifax and Shoal Bay Holiday Parks;
- 2013 Bronze Award winner – Halifax Holiday Park in the NSW North Coast Tourism Awards; Soldiers Point was also a finalist in these awards;
- 2013 Gold Award – Soldiers Point Holiday Park in the Hunter & Central Coast Tourism Awards;
- 2013 Certificate of Excellence, Trip Advisor Awards: Halifax and Shoal Bay Holiday Parks;
- 2013 Regional Achievement Community Awards (Crown Lands Reserve): Halifax Holiday Park;
- 2014 Highly Commended Statecover Safety Awards for the development and implementation of competency based training for working near overhead and underground utilities;
- 2014 Winner: Parks Maintenance team - Rotary Pride of Workmanship Award for presentation of Raymond Terrace roundabouts;
- 2014 Winner - Government Australian Communications Awards for Best Digital Communication Campaign;
- 2014 Winner - Leadership and Management Excellence – Local Government Professionals Australia NSW;
- 2014 Winner - Rotary Pride of Workmanship Award Corporate Risk Management team.









## Principal Activities

The table below sets out details of Council's principal activities from the Operational Plan 2013-2014 which are required and due to be reported for the period 1 January 2014 to 30 June 2014. The actions are grouped according to the Group or Section of Council with primary responsibility for the action. Numbers relate to the corresponding numbers in the Operational plan.

Action Status Legend:

-  Completed ahead of schedule
-  Progressing on schedule or completed on time
-  Not completed as required
-  Deferred


ACTION STATUS		COMMENTS
<b>GENERAL MANAGER'S OFFICE 2013-2014</b>		
<b>1.1.1.1.06</b> Convene the Local Emergency Management Committee		The LEMC First responders' sub-committee met during the period. NSW Police Simulated Operations Unit (SIMOPS) have scheduled a "Hydra" desktop exercise within respective LEMCs and Police Commands for Tuesday 28 October 2014. Council staff also attend monthly meetings with the Lower Hunter LEMC.
<b>1.6.1.1.10</b> Conduct citizenship ceremonies		A total of 73 people received citizenship during 2013-2014.
<b>4.2.1.1.02</b> Lobby State government to improve transport linkages across the LGA and the Region		The General Manager attended in June a presentation from the Minister for Transport on regional transport issues. The General Manager raised the issue of taxi cab restrictions at Newcastle Airport. The matter is to be followed up with the Minister's Office.
<b>5.1.1.2.05</b> Participate in the stakeholder partnership with Newcastle Airport		Newcastle Airport Partnership Board held their quarterly meeting to review Board appointments and agree on action to follow up lease extensions with the Federal government. Letters were sent from the Mayor's Office to the Minister for Transport and now awaiting a meeting with relevant Ministerial staff. Newcastle Airport Pty Ltd has refinanced loans from Council which further improves Council's financial position.
<b>5.1.1.3.08</b> Engage external legal service providers		The current tender concluded on 31 March 2014 with an option to renew for a further two years. All legal providers on Council's tender panel were approached and agreed to an extension of the current contract to 31 March 2016.
<b>5.1.1.3.09</b> Coordinate and deliver legal services		Legal Services continues to coordinate services by external providers. The unit also provides preliminary and contracts advice to staff. The unit also provides a weekly legislation monitoring service to ensure all staff can take account of any changes that affect Council's operations.

ACTION STATUS		COMMENTS
<b>5.1.1.3.10</b> Review options related to Internal Audit services	●	The Sustainability Review for Internal Audit was adopted by Council in September 2013.
<b>5.1.1.3.11</b> Conduct an Internal Audit program	●	During this financial year the Internal Audit program examined the following areas: <ul style="list-style-type: none"> <li>Contractors and temporary personnel</li> <li>Asset management</li> <li>Developer contributions (\$94)</li> <li>Governance</li> <li>Environmental management</li> <li>Purchasing and procurement</li> </ul> Recommendations have been or will be implemented.
<b>5.1.1.4.08</b> Explore additional regional resource sharing opportunities with other Hunter councils	●	Council has ongoing conversations with Hunter Councils regarding resource sharing. The Hunter Councils' response to the Independent Local Government Review Panel report includes seeking to be a pilot project for joint organisations. Council is considering approaches from other councils to share resources in bilateral arrangements. The NSW Premier's Department has commenced consultation with Hunter Councils to revise the Regional Action Plan.
<b>5.3.1.1.01</b> Provide professional development opportunities for Councillors	●	All Councillors have participated in conferences and forums throughout the period.
<b>5.3.1.1.02</b> Manage Council's meeting processes and publish associated minutes and reports	●	Council meetings were held on 11 and 25 February, 11 and 25 March, 8 and 15 April, 13 and 27 May, 10 and 24 June 2014. Minutes and associated reports for all meetings were published on Council's website: <a href="http://www.portstephens.nsw.gov.au/index.php?option=com_content&amp;view=category&amp;id=2801&amp;Itemid=4012">http://www.portstephens.nsw.gov.au/index.php?option=com_content&amp;view=category&amp;id=2801&amp;Itemid=4012</a>
<b>5.3.1.1.03</b> Manage access to information and privacy processes	●	Council developed and implemented its Privacy Management Plan in 2000. This Plan was reviewed in January 2006. Council provides updates with respect to the Act to the relevant staff as required. There has been one internal review under the Act conducted by Council. There were no contraventions by Council of any information protection principles nor of privacy codes of practice and no disclosure of personal information kept in a public register.
<b>5.3.1.1.04</b> Administer Code of Conduct processes	●	There was one complaint received under section 12.1(a) of the Code of Conduct which was resolved at a cost to Council of \$230.00.

ACTION STATUS		COMMENTS
<b>5.3.1.2.01</b> Develop and maintain relationships with key organisations and government agencies relevant to the LGA	●	Presented at the Department of Planning's Culture Workshop as a Case Study of Cultural Organisational Change. Ongoing dialogue with Premier's Department, Department of Planning & Environment, Office of Local Government, Office of Environmental Heritage, Roads & Maritime Services, Trade & Investment on relevant issues.
<b>5.3.1.2.02</b> Contribute to regional and industry associations and networks	●	Councillors and staff participated in activities with Urban Development Institute Australia (UDIA), Property Council, Hunter Business Chamber, Destination Port Stephens, Visitor Economy Hunter. General Manager presented at Local Government Professional (NSW) Finance Officers Conference on the Organisation's Financial Sustainability. Group Manager Facilities & Services presented at the Best Practice in Local Government conference and the Roads Seminar. Actively assisting Hunter Region Botanic Gardens to achieve financial sustainability with the support of Hunter Councils, GHD Consultants, Hunter Water, and the Office of Environment & Heritage (OEH).
<b>CORPORATE STRATEGY &amp; PLANNING 2013-2014</b>		
<b>1.6.1.1.02</b> Undertake research to establish good practice in Community Service Obligations of local governments	●	The Community Service Obligations Report was endorsed by the Executive Leadership Team on 26 March 2014. The Civil Assets Manager will be incorporating findings into the next review of the Strategic Asset Management Plan.
<b>5.2.1.1.01</b> Review the Strategic Asset Management Plan annually	●	Council adopted the revised Strategic Asset Management Plan 2014-2024 at its meeting on 27 May 2014.
<b>5.2.1.1.05</b> Devise a system to collect usage rates for Council's community and recreation assets	●	A revised methodology has been developed to estimate usage and a trial will be undertaken in the next financial year.
<b>5.3.1.1.05</b> Report to Council and the community on the progress of the Delivery Program: and Operational Plans and associated Resource Strategy	●	The six monthly report July – December 2013 was completed and presented to Council at its meeting on 11 February 2014. This report will be presented to the August 2014 meeting of Council.

ACTION STATUS		COMMENTS
5.3.1.1.06 Review the Integrated Plans annually	●	The revised Integrated Plans were adopted by Council at its meeting on 27 May 2014.
5.4.1.1.06 Conduct a community satisfaction survey annually	●	The 2014 Community Satisfaction Survey was conducted in April and May and closed 31 May 2014. The report of outcomes will be made to Council and the community in August 2014.
<b>ORGANISATIONAL DEVELOPMENT 2013-2014</b>		
5.1.1.3.01 Develop an Integrated Risk Management System on Council's intranet to include the work health and safety, corporate risk and environmental management documentation	●	The Integrated Risk Management System has now been completed with the exception of documents relating to an environmental management system. A project team has been established to commence work on this with the Facilities and Services Manager to lead the project. It is anticipated that a framework, baseline audits and identification of procedures needed to be developed will be completed by October 2014.
5.1.1.3.02 Review and test the Business Continuity Plans	●	Section Business Continuity Plans have been reviewed and are presently being updated. A number have been completed and uploaded to myPort.
5.1.1.3.03 Test the Incident Management Plan for resumption of operations following a business disruption event	●	The Incident Management Plan was tested on 4 February 2014. Recommendations arising from the testing have now been implemented and a revised Incident Management Plan developed.
5.1.1.3.04 Provide insurance coverage to manage risks	●	All insurance policies, with the exception of CTP insurance, were placed on time and under budget prior to 30 June 2013. CTP insurance was placed during September. Our insurance broker will be addressing the Enterprise Risk Management Committee meeting on 17 October 2014 regarding insurance policies available for presently uninsured risks.
5.1.1.3.05 Monitor and manage controls to address extreme risks across Council	●	There are 245 risks in the risk management system at present with 93 ranked as High. Of the 720 controls identified, 163 are proposed for implementation. 12% of the proposed controls are now overdue for implementation.

ACTION STATUS		COMMENTS
<b>5.1.1.3.06</b> Provide a wellness program for staff including health checks, information sessions and related programs	●	All scheduled health and wellness programs have been run during the last six months. Many of the programs have proven to be extremely popular. Mark Gable from Choir Boys spoke about mental health awareness; skin cancer checks continue to be popular with numbers increasing every year; and flu vaccinations were another successful program. These programs are an important part of how we manage WHS at Port Stephens Council.
<b>5.1.1.3.07</b> Review the safety practices and understanding of staff in high risk areas in accordance with the work health and safety system	●	Council conducted a high risk task analysis, researching injuries for the last two years and identified 12 tasks that showed recurring trends. As a result, recommendations were developed and implemented and a further study will monitor the results of these initiatives.  Council continues to conduct work place inspections, safety observations and injury management analysis.
<b>5.1.1.4.01</b> Review the Workforce Strategy annually	●	The Workforce Strategy 2013-2017 was reviewed internally and Council agreed with the review findings that no change was required.
<b>5.1.1.4.02</b> Conduct a review of the organisation structure	●	The structure was reviewed by Council in June 2013 and a new structure implemented from 1 July 2013. Following further reviews during the year as a result of the Sustainability Review process, a new structure will be implemented from 1 July 2014.
<b>5.1.1.4.03</b> Provide a mentoring program for all staff	●	Port Stephens Council is committed to fostering a culture of excellence and encourages all staff to participate in mentoring to discover their potential, connect to opportunities and grow their careers. Mentoring is seen as an integral part of improving access for all staff to career development opportunities. Council has produced a booklet for staff: A Guide to Staff Mentoring at PSC.

ACTION STATUS	COMMENTS
<p><b>5.1.1.4.04</b></p> <p>Identify and develop successors for critical workforce roles across all sections</p>	<p> A significant body of work has been undertaken and completed in the first half of this year to identify potential successors for all roles in the organisation to team leader level.</p> <p>This is a new extension to our normal workforce planning process and aims to ensure that, as part of our talent management approach, Port Stephens Council will remain sustainable with a suitably qualified and vibrant workforce who possess the right skills to deliver the Community Strategic Plan both now and into the future.</p> <p>Succession planning can be broadly defined as identifying future potential staff to fill key positions. Generally one or more successors are identified for key positions and development activities are planned for these successors. Successors may be fairly ready to do the job (short-term successors) or seen as having longer-term potential (long term successors).</p> <p>The old succession planning model was purely about organisational needs and whilst this is still a primary focus, the modern version takes account of the growing recognition that people increasingly need to make their own career decisions and to balance career and family responsibilities. So the emphasis is about balancing the aspirations of individuals with those of the organisation, as far as possible customising moves to meet the needs of employees, their families and the changing skill requirements of the organisation.</p> <p>Under our Talent Management Strategy, by using a risk management approach, all positions in the organisation will be ranked according to the potential risk of losing the person and the consequence for the organisation:</p> <ul style="list-style-type: none"> <li>• High – may leave in the next 6-12 months</li> <li>• High – critical workforce position</li> <li>• Medium – may leave in the next 12-24 months</li> <li>• Low – no immediate risk</li> </ul> <p>All positions require a succession plan to be developed, however, positions identified as high risk will take precedence and learning and development budget spend above mandatory training will be focused on these positions. This focus on addressing our high risk positions makes the process more manageable, as it is much easier to concentrate on 50 positions rather than 550. It is also financially sustainable and provides Council the best return on investment in learning and development.</p> <p>Staff identified as potential successors will be provided with development opportunities that will form part of their learning and development plan. It is important to ensure that Council has some internal capacity to fill these critical positions that are considered vital and would cause disruption to the running of the business if unable to be filled.</p> <p>Filling of these roles on a permanent basis will still be via external recruitment in accordance with the agreed process. Recruitment of outside expertise brings renewal and market place currency to an organisation.</p> <p>Personal organisational knowledge has also been identified as the critical component of a number of the positions identified. With this in mind, actions to both successfully harvest the knowledge from the exiting incumbent and to facilitate seamless transition of the incoming talent need to be in place.</p>

ACTION STATUS		COMMENTS
<b>5.1.1.4.05</b> Provide all staff with a learning and development plan that includes access to statutory skills training and development opportunities	●	<p>In February 2014 the Organisation Development Section conducted workshops in Council's Learning and Development Deployment process for members of the Combined Leadership Team. These workshops focussed on the Leader's role in facilitating learning and development plan discussions with their staff members. The workshops also highlighted the resources available to leaders to help facilitate these discussions and accurately determine technical and statutory training requirements.</p> <p>Staff learning and development plans are established in consultation with their supervisor as part of the Individual Work and Development Plan process. These plans identify the personal, professional and statutory development requirements to enable individual staff members to achieve their work goals.</p> <p>Council has developed a Guide to Risk and Safety Training which supports supervisors and staff in identifying their statutory skills training requirements. The guide outlines the statutory requirements for specific workforce segments as well as guidelines for refresher training.</p> <p>Council has also developed a Risk and Safety training calendar of events which assists with scheduling to meet statutory skills training requirements.</p> <p>Learning and development plans are reviewed at least every six months to ensure relevance and compliance with statutory skill requirements.</p>
<b>5.1.1.4.06</b> Conduct an annual review of the human resource policies and procedures	●	<p>The majority of policies and procedures have been reviewed in July 2013 and will be reviewed on a two year cycle from now on in accordance with Council's administrative policies.</p> <p>With the implementation of ProMap, all HR processes have been moved to the new system and reviewed to ensure they are providing the best possible outcomes.</p>
<b>5.1.1.4.07</b> Conduct a review of the staff performance management process	●	<p>The Human Resource Information System (HRIS) Discovery Project has completed and is now moving into the next phase of a more detailed review of the recommended direction. This project impacts on the Individual Work and Development Plan process and a review will be undertaken once a clear direction on the HRIS is completed later in the year.</p>
<b>5.1.1.4.09</b> Identify and eliminate barriers to equity and diversity in recruitment practices	●	<p>Council has recently partnered with the National Disability Recruitment Coordinator (NRDC) to ensure that we do not have any barriers in relation to equity and diversity in our recruitment practices. The NRDC has carried out a health check on our organisation and will share these results with us during July so that we can proactively put systems and processes in place that will allow us to not only reach a wider pool of candidates but offer practical solutions such as workplace modifications and support to those candidates and current staff to be able to perform in their roles effectively.</p>
<b>5.1.1.4.10</b> Incorporate e-learning into Council's staff induction program	●	<p>Staff are required to undertake a series of training programs as a compulsory component of the new staff induction process. These programs have been incorporated into the corporate induction checklist. To assist with timely completion, these programs are delivered via an eLearning platform. This provides staff with the flexibility to complete the training at a time most convenient to them. Completed programs are recorded on employee training history in the Human Resource Information System. Programs cover areas including Workplace Equity and Diversity, Drug and Alcohol Awareness and a variety of programs that focus on Work Health and Safety responsibilities.</p>



ACTION STATUS	COMMENTS
<p><b>5.1.1.4.11</b> Conduct an employee engagement survey annually</p>	<p>● In August 2013, Council conducted its annual Staff Engagement Survey.</p> <p>The upward trend of recent years has continued, which is a very encouraging sign. In 2013 we achieved an Employee Engagement score of 52%, up from 49% in the previous year and 39% in 2011-2012. In addition to this 52%, a further 23% of employees were categorised as 'Nearly Engaged', with only 25% falling into the 'Not Engaged' (19%) or 'Disengaged' (6%) areas.</p> <p>The overall message interpreted from this data is that as a place to work, Port Stephens Council is on a journey of continuous improvement. But we still have a way to go.</p> <p>As always, it is important that the organisation's senior leaders focus on those factors that offer the greatest opportunity to improve staff engagement. The top four isolated in this most recent survey were Career Opportunities, Change Management, Communication and Brand Promise.</p>
<p><b>5.5.1.1.04</b> Increase external exposure of Council's employer brand</p>	<p>● Port Stephens Council has implemented several actions to increase its employer brand reach.</p> <p>These have included:</p> <ol style="list-style-type: none"> <li>1. Active participation on LinkedIn, managing our employer brand exposure, resulting in a Talent Brand Index increase to 36.5% which is considered extremely high. We have the highest Talent Brand Index on all local Government in Australia on LinkedIn.</li> <li>2. Active participation in industry Awards, resulting in the awarding of the Australian HR Awards Employer of Choice (Not for Profit and Public Sector) and being a finalist in the Australian Human Resources Awards for Workplace Relations.</li> <li>3. Active participation as speakers at industry conferences and workshops, highlight the benefits of working with PSC through the presentations which are made.</li> </ol> <p>As a result, we have seen a large increase in applications for positions with Port Stephens Council.</p>
<p><b>BUSINESS SYSTEMS SUPPORT 2013-2014</b></p>	
<p><b>5.1.1.5.01</b> Manage records and information services</p>	<p>● Information Services is continuing to manage Council's records. Draft policies, strategies and plans have been developed in 2014 by the Information Services Coordinator to ensure management of Council's records is compliant with NSW State Records legislation. Items developed include: Records Management Policy (Management Directive), Records Management Strategy (2014-2017), Disaster Recovery Plan, Vital Records Strategy (including the development of a plan to identify and protect our vital records) and an archiving strategy. The Archiving Strategy includes: ongoing archiving and disposal program, long term preservation plan, digitisation strategy, auditing strategy and the development of a short term plan to reduce the number of boxes currently stored at offsite storage by approximately 50% within two years.</p>
<p><b>5.1.1.5.02</b> Maintain contemporary Information Communication Technology services</p>	<p>● In addition to maintaining the functionality of the system day to day; we are undertaking a number of critical remediation projects to ensure our information communication technology services remain relevant to support PSC and our Community. Please refer to Attachment 2.</p> <p>Council has also moved to improve its spatial services systems: please refer to Attachment 3.</p>













ACTION STATUS		COMMENTS
<b>5.1.1.5.04</b> Assist Council teams to identify and improve their operations.	●	The Business Systems Support Section has a program of work that reflects corporate and operational continuous improvement requirements. The program is developed, prioritised and delivered in the context of 'One Council'. The projects listed on the program range from enhanced service delivery through initiatives such as eservices, mobile working and data management to small operational improvements. The program of work aligns with the community strategic plan and is endorsed by the Executive Team.
<b>5.1.1.5.05</b> Manage ICT infrastructure improvement projects.	●	During the year Council has undertaken a very large body of work to improve infrastructure to better support service delivery and to position Council for future customer technology requirements. Please refer to Attachment 2 for details of the projects and their status.
<b>5.1.1.5.06</b> Facilitate the four-year rolling Sustainability Review of Council's processes and services	●	The Sustainability Review has been developed and is running according to schedule. Savings (both efficiency and actual) are being tracked and reported on quarterly. Each service review is presented to the Councillors to ensure that the outcomes align with the agreed strategic direction.
<b>FINANCIAL SERVICES 2013-2014</b>		
<b>5.1.1.1.01</b> Review and implement the Long Term Financial Plan	●	The revised Long Term Financial Plan 2014-2024 was adopted by Council at its meeting on 27 May 2014.
<b>5.1.1.1.02</b> Review the rating structure annually	●	The Rating structure was reviewed and 2013-2014 structure adopted at the 11 June 2013 Council meeting and implemented in this financial year.
<b>5.1.1.1.03</b> Manage Council's procurement processes	●	Following a review of Council's procurement processes, all management directives and policies have been updated and are in place.
<b>5.1.1.1.04</b> Manage Council's budget processes and financial reporting to Council	●	All Council's budget processes were managed in accordance with legislative requirements and quarterly budget reviews for September 2013, December 2013 and March 2014 were reported to Council.
<b>5.1.1.1.05</b> Complete and present for audit Council's annual financial statements	●	Council's annual financial statements were completed and received an unqualified audit. The financial statements comprise volume 2 of the annual report adopted in November 2013 and may be found on Council's website.

ACTION STATUS		COMMENTS
<b>PROPERTY SERVICES 2013-2014</b>		
<b>5.1.1.2.02</b> Sell bio-banking credits that have been established on the Office of Environment & Heritage register	●	Credits were registered on Office of Environment & Heritage website for purchase by developers, and negotiations are continuing with interested parties.
<b>5.1.1.2.03</b> Manage Council's commercial property portfolio to contribute to non-rate revenue	●	Investment Portfolio properties are currently fully tenanted. Return on investment yielded 8.7% for the financial year.
<b>5.1.1.2.04</b> Operate Holiday Parks to contribute to non-rate revenue	●	Sales targets for Beachside Holiday Parks have been exceeded in the 2013-2014 financial year.
<b>5.2.1.1.07</b> Implement Plans of Management for Holiday Parks	●	Plans of Management have been submitted to NSW Crown Lands and are awaiting the Minister's signature. The capital works program is progressing.
<b>FACILITIES &amp; SERVICES GROUP 2013-2014</b>		
<b>5.2.1.1.09</b> Develop the Port Stephens Infrastructure Plan Stage 1	●	Research to inform the Infrastructure Plan (Stage 1) has continued and strategies are being developed for eight categories of infrastructure. The draft Plan is expected to go to Council in December 2014.
<b>COMMUNITY SERVICES 2013-2014</b>		
<b>1.1.1.1.07</b> Provide buildings and funding support for Rural Fire Service and State Emergency Services	●	As well as completing all Workplace Health & Safety requirements, Fire Statements, maintenance inspections and completing all requested maintenance, Council completed the mezzanine floor extensions at the Port Stephens SES Unit's shed (31 Rees James Road, Raymond Terrace). A Development Application has been submitted for new fire stations at Tanilba Bay (to be known as Tilligerry Fire Station) and Fingal Bay. It is expected that the funding for both fire stations will be provided by the RFS.
<b>1.1.1.1.12</b> Maintain and upgrade Asset Protection Zones and Fire Trails	●	As well as completing 100% of the scheduled maintenance for APZs and Fire Trails, Council implemented two new APZs and were successful in having the costs reimbursed by the Rural Fire Service.
<b>1.1.1.1.13</b> Provide professional life guard services at Fingal Beach, Birubi Point Beach and One Mile Beach.	●	Surf Life Saving Services provided 100% of service for the 2013-2014 season at Fingal, One Mile and Birubi Beaches from September through to April. This ensured the safety of 934,847 beach users by providing 5,082 Hours of paid life guard services and 2,048 volunteer life guard service hours.

ACTION STATUS		COMMENTS
<b>1.2.1.1.03</b> Supply in-home care services through Port Stephens Community Options	●	<p>Community Options provided, on average, case work and brokerage services to 55 clients with approximately 1,100 hours of client hours delivered. Customer Satisfaction results are at 84%.</p> <p>As a result of changes to Federal government and State government funding, a Sustainability Review of Community Options was undertaken and it was found that continuing this service into the future would be unviable. Accordingly Council is negotiating with other agencies to take over its existing clients.</p>
<b>1.2.1.1.04</b> At Raymond Terrace, Nelson Bay and Tanilba Bay provide facilities for senior citizens' associations to operate from	●	<p>The three facilities provide a valued service for their communities, and the Raymond Terrace facility is heavily utilised on a regular basis.</p>
<b>1.3.1.1.02</b> Supply in home care services through Port Stephens Community Options	●	<p>Community Options provided, on average, case work and brokerage services to 55 clients with approximately 1,100 hours of client hours delivered. Customer Satisfaction results are at 84%.</p> <p>As a result of changes to Federal government and State government funding, a Sustainability Review of Community Options was undertaken and it was found that continuing this service into the future would be unviable. Accordingly Council is negotiating with other agencies to take over its existing clients.</p>
<b>1.3.1.1.03</b> Manage the Ngioka Horticultural Therapy Centre and report back to Council on the future management options for the service	●	<p>Ngioka Centre Business Advisory Panel was established and has commenced a review of the draft business plan. The Ngioka Centre met budget in 2013-2014 for the first time in five years which is an indication that improvements to processes and income streams are starting to take effect. The second round of Sustainability Reviews for Ngioka Centre is scheduled to commence in November 2014 with a report to Council on future management options scheduled for March 2015.</p>
<b>1.3.1.1.04</b> Provide large print books, talking book, audio navigators from Libraries	●	<p>Library Services has achieved its goal during this reporting period of providing large print books, talking books and audio navigators primarily for customers who are vision impaired.</p> <p>A proportion of the annual resources vote is allocated to updating and maintaining this collection with current and relevant material spent over the financial year on an ongoing basis.</p> <p>A major initiative during December was a project to replace our 20 existing audio navigators with the new updated model. These devices were formatted and loaded with new titles and staff commenced issuing them to customers in February.</p> <p>The benefits of the new audio navigator devices are that they can be loaded with books in about 10 minutes compared with the previous model that took 30 minutes to load. Staff have access to up to 800 electronic books at a time, and navigators can hold up to 350 hours of books. The sound quality is greatly improved on the new navigators, as is the size, layout and button quality.</p>







ACTION STATUS		COMMENTS
<b>1.3.1.1.05</b> Provide access to children's services programs for children with additional needs at Outside School Hours Care (Raymond Terrace and Medowie), Port Stephens Activity Van and Family Day Care	●	<p>Funding was received from the Federal Department of Education to facilitate inclusion of children in the Family Day Care program, and the Outside School Hours program.</p> <p>From January to June the following amounts were received for the indicated number of individual children:</p> <ul style="list-style-type: none"> <li>Family Day Care 4 children \$564</li> <li>Outside School Hours 2 children \$2,064</li> </ul> <p>Funding in the amount of \$846 was also received from the State Department of Education and Communities to assist in the inclusion of one child in the Port Stephens Activity Van preschool program.</p>
<b>1.3.1.1.06</b> Manage the use of Grahamstown Dam Aquatic Reserve for use by Sailability	●	<p>100% of Council and Grahamstown Aquatic committee meetings were held between October and April with a total of meetings being held. Council finalised and signed off the new management plan for the Grahamstown Aquatic Centre between Port Stephens Council and Hunter Water effective from June 2013.</p>
<b>1.3.1.1.07</b> Provide a wheel in wheel out garbage bin service (Blue Dot Service) for people with disabilities living at home	●	<p>There are currently 30 wheel-out, wheel-in services provided in Port Stephens.</p>
<b>1.4.1.1.01</b> Provide Words on the Street, Read & Rhyme Time, and Story Time and children's holiday programs from libraries	●	<p>Library Services continues to deliver the Stories in the Street program with participation being extremely high during 2013-2014.</p> <p>A Report was submitted to the Smith Family (Funding Body) at the end of March 2014, which included results from a survey completed by participating families. The comments were overwhelmingly positive. Parents and carers indicated that the program had made a significant impact on their children's learning and contributed to increasing literacy levels within the family as a whole.</p> <p>The Children's Literacy program (Communities for Children) has reached approximately 185 parents/carers/grandparents and 314 children aged 0-12 years all who have participated in one or more of the 13 programs held this year.</p> <p>211 children's programs including Read &amp; Rhyme Time, Storytime and holiday programs were run at all library branches during 2013-2014. The total number of participants across the whole of Library Services was 3,491 children. Children's programs, activities and events continue to be very popular and always well attended often with waiting lists.</p>

ACTION STATUS		COMMENTS
<p><b>1.4.1.1.03</b></p> <p>Provide outside school hours care services for children at Raymond Terrace and Medowie</p>		<p>From January to June the Before and After School Care centres operated for 20 weeks. Over this period Raymond Terrace provided 5,753 childcare places and Medowie provided 7,411. Vacation Care operated at Raymond Terrace and Medowie for three weeks in January, and for six days in April. In this time 1,160 childcare places were filled.</p> <p>As well as providing care for children the Outside School Hours services provide opportunities for children to explore their wider community.</p> <p>In Vacation Care the children have enjoyed creating tepees, and building forts and castles. In January 44 children enjoyed lunch and a disco at Panthers and 57 enjoyed 10 pin bowling and exploring the Walka Water Works. In April highlights included a day of sports based challenges in 'Minute to Win It'.</p> <p>Raymond Terrace Before and After School Care offers an Active After School Communities program and in the last six months 50 children have participated in organised netball, soccer, Oz tag, gymnastics, boot camp, cricket and dodge ball under the supervision of external and internal coaches.</p> <p>In April all the children had fun taking part in an Easter Egg hunt, Art competition and decorating 3D Easter Eggs and baskets. Throughout May the children participated in Reconciliation week, where they tried kangaroo meat, created boomerangs, and designed rock and dot paintings. Mother's Day was also a special event with a wonderful breakfast and afternoon tea for 28 families.</p> <p>Medowie Before and After School Care offers an Active After School Communities program and in the last six months 45 children have participated in organised Touch Football, AFL, Basketball, Cricket and Netball with internal and external coaches.</p> <p>A welcome afternoon tea in February was attended by 20 parents and the Mother's Day breakfast proved popular with 28 parents grabbing a quick bite to eat at the centre before heading off to work.</p>
<p><b>1.4.1.1.04</b></p> <p>Provide a mobile preschool service for areas that have a demand for this service</p>		<p>A new venue was established in February.</p> <p>Preschool started on Mondays in Anna Bay at the Gateway Presbyterian Church with six children enrolled. Enrolments in the sessions are currently: Anna Bay 11 children, Grahamstown 15 children, and Medowie 13 children. In the last six months 547 childcare places have been filled.</p> <p>To celebrate Easter at each venue we held an afternoon tea where 25 parents and families participated in a biscuit decorating competition and enjoyed a hot cross bun. The Easter bunny had set up a treasure hunt where the children had to follow the clues around the centre to find the basket filled with Easter eggs.</p> <p>The program in the next six months will concentrate on some school readiness work as parents have already requested this to commence.</p>
<p><b>1.4.1.1.05</b></p> <p>Provide Family Day Care services through Port Stephens Family Day Care Unit</p>		<p>Currently the service has 676 families enrolled and 753 children enrolled. From January to June 2014 10 Educators were recruited and seven Educators resigned, leaving the service with a total of 85 registered Educators. During the last six months 5,268 hours of childcare have been provided.</p> <p>In March Family Day Care conducted two 'Programming Support Evenings' designed to demonstrate activities which promote sensory development for children. Held in Raymond Terrace and Newcastle these were attended by 35 Educators.</p> <p>In May, 17 Educators attended the Regional Educator Forum in Raymond Terrace. Educators participated in sessions regarding Kids and Traffic, the upgraded computer software program Harmony, the importance of children's milestones, and stimulating and engaging environments for children using cost effective resources.</p>

ACTION STATUS	COMMENTS
<b>1.4.1.1.06</b> Provide facilities for community based preschools and child care centres to operate from through tenancy agreements	 <p>Meetings have been held with the management of each of the tenant groups to discuss the introduction of formal lease arrangements. The Property Services Section is currently working on evaluation of each of the assets and is drafting a lease agreement specific to the circumstances of each facility.</p>
<b>1.6.1.1.04</b> Convene forums for Community Hall and Parks and Reserves 355c committees	 <p>Quarterly forums for Parks &amp; Reserves – Target 75% achieved (3 out of 4).</p> <ul style="list-style-type: none"> <li>In 2013-2014 there were three forums held 25 September 2013, 2 April 2014 and 18 June 2014. The scheduled March 2014 forum was pushed to April due to the Volunteer Coordinator position being vacant and the officer relieving required more time to organise the forum. These were all well represented.</li> </ul> <p>Quarterly forums for Halls – Target 50% achieved (2 out of 4).</p> <ul style="list-style-type: none"> <li>In 2013-2014 there were two forums held on 5 September 2013 and 13 March 2014. The scheduled June 2014 forum was pushed to July 2014 due to the Volunteer Coordinator position being vacant and the officer relieving required more time to organise the forum. These were all well represented.</li> </ul>
<b>1.6.1.1.05</b> Convene meetings for Sports Council 355c committees	 <p>Meetings were conducted for the Tomaree, Tilligerry, Medowie and West Ward Sports Councils in accordance with the scheduled meeting times.</p>
<b>1.6.1.1.06</b> Conduct Workplace Health and Safety inductions for Council volunteers	 <p>In 2013-2014 there were two sessions held 27 February 2014 and 24 April 2014. The Volunteer Coordinator conducts the WHS training for volunteers. The position has been vacant since mid-December 2013. This training is set as a high priority for the new Volunteer Coordinator when appointed which is anticipated to be by mid-July 2014. It is identified that there are approximately 200 volunteers that require training so this will be a large and lengthy process.</p>
<b>1.6.1.1.07</b> Review funds held by 355c committees in bank and investment accounts	 <p>Council were provided with a report on the bank and investments of 355c Committees on 12 November 2013. The report may be viewed on Council's website at:  <a href="http://www.portstephens.nsw.gov.au/images/documents/portstephens/Minutes/Minutes%202013/Nov%202013/EXOR12112013.pdf">http://www.portstephens.nsw.gov.au/images/documents/portstephens/Minutes/Minutes%202013/Nov%202013/EXOR12112013.pdf</a></p>
<b>1.6.1.1.08</b> Review the provision of annual subsidies paid to 355c committees	 <p>Council was provided with a report on the provision of annual subsidies to 355c committees in October 2013 (see link below). As a result starting in 2014-2015 Parks and Reserves Committees will receive \$1500 annual subsidy.</p>
<b>1.6.1.1.09</b> Review all 355c committees and report back to Council	 <p>Council was provided with a report on all 355c committees in October 2013. That report may be viewed on Council's website at:  <a href="http://www.portstephens.nsw.gov.au/images/documents/portstephens/Agendas/2013/October%202013/OR081013%20Reduced%20Size.pdf">http://www.portstephens.nsw.gov.au/images/documents/portstephens/Agendas/2013/October%202013/OR081013%20Reduced%20Size.pdf</a></p>

ACTION STATUS		COMMENTS
<b>2.1.1.1.05</b> Manage historic cemeteries to National Trust Guidelines at Raymond Terrace, Hinton, Birubi Point and Nelson Bay	●	All historic cemeteries continue to be managed to National Trust guidelines and with ongoing support from the National Trust.
<b>2.1.1.1.06</b> Commence a program of repair and restoration of historic cemetery head stones that have been damaged through vandalism at Raymond Terrace	●	In late 2013 historic headstones were repaired at the Pioneer Hill Historic Cemetery, Raymond Terrace. The work was funded with a \$10,000 grant from the National Cemetery Trust.
<b>2.1.1.1.07</b> Provide access to a diverse range of print and electronic resources through participation in a regional Cooperative Library Agreement with Dungog, Gloucester and Newcastle Councils	●	<p>Library Services continued to provide access to a diverse range of print and electronic resources. As part of our participation in the regional library cooperative we have access to the additional library collections of Newcastle, Dungog and Gloucester, which provides our customers with a broad range of resources to meet their information, education and recreation needs.</p> <p>This year has seen a strong focus on promoting a range of electronic resources including eBooks, eDatabases, eMusic and the newly acquired eMagazines.</p> <p>Staff also attended training and devised a program to instruct library customers in how to loan eResources on their tablets and eReader devices. This training for customers commenced in November 2013 continues to evolve throughout 2014. The demand for assistance with eReaders is high and customers regularly seek staff assistance and advice in how to download electronic books from the library catalogue.</p>
<b>2.2.1.1.03</b> Provide areas of Council-managed land for community-based and commercial leisure operators	●	Council renewed 100% of expired annual leases and licenses for commercial operations across Port Stephens. In addition Council generated new income by approving new fitness and other community and recreational licenses.
<b>2.2.1.1.07</b> Provide facilities for volunteer surf lifesaving clubs to operate at Fingal Beach and Birubi Point Beach	●	Volunteers currently operate out of Fingal Surf Club at Fingal Bay and the new surf lifesaving club at Birubi Beach, Anna Bay opened in December 2013.









ACTION STATUS	COMMENTS
<b>2.2.1.1.08</b> Engage the community to inform policy development and planning for future community and recreation needs	 Community consultation occurred on the development of new dog exercise areas, the foreshore dinghy policy, and the Boomerang Park landscape master plan.
<b>3.1.1.1.09</b> Monitor environmental impacts from decommissioned landfill sites and manage the sites	 All monitoring was performed as per surrender notices for decommissioned landfills. No environmental issues were identified.
<b>3.2.1.1.01</b> Continue to provide a two-bin waste service including collection and disposal	 A two-bin system was delivered to residents.
<b>3.2.1.1.02</b> Undertake community consultation on future bin systems and ancillary waste services to determine service priorities and payment options	 Data from a survey was analysed and considered. A discussion was held with Councillors outlining the results and discussing the proposed service for which tenders would be required. The tender was released and closed on 23 June 2014. Council will consider the tender responses in the new financial year.
<b>3.2.1.1.03</b> Provide four (4) electronic waste drop-off days at Raymond Terrace and Lemon Tree Passage	 Drop off days held: <ul style="list-style-type: none"> <li>• August - Lemon Tree Passage - 4.52 tonnes</li> <li>• October - Raymond Terrace - 5.66 tonnes</li> <li>• April - Raymond Terrace - 16 tonnes</li> <li>• May - Lemon Tree Passage - 6.22 tonnes</li> </ul>
<b>3.2.1.1.04</b> Provide a permanent drop-off site for electronic waste at Salamander Bay	 In 2013-2014 68.96 tonnes of electronic waste was dropped off at the Salamander Bay Waste Transfer Station permanent drop-off site.



ACTION STATUS		COMMENTS
<b>3.2.1.1.05</b> Provide three (3) mattress drop-off days at Raymond Terrace, Lemon Tree Passage and Salamander Bay	●	Drop off days were held: <ul style="list-style-type: none"> <li>September: Salamander Bay – 184</li> <li>November: Raymond Terrace – 95</li> <li>November: Lemon Tree Passage – 121</li> <li>March: Salamander Bay – 331</li> <li>May: Raymond Terrace – 179</li> <li>May: Lemon Tree Passage – 177</li> </ul> Total – 1,087 mattresses dropped off.
<b>3.2.1.1.06</b> Provide a household hazardous waste drop-off day at Raymond Terrace	●	The Environmental Protection Authority funded a chemical clean out which was provided in March 2014. Fifteen tonnes of chemicals were collected.
<b>3.2.1.1.07</b> Provide a permanent drop-off site for household hazardous waste at Salamander Bay	●	A permanent household chemical drop-off facility opened at Salamander Bay Waste Transfer Station in April 2014.
<b>3.2.1.1.08</b> Manage the waste transfer station at Salamander Bay	●	This Waste Transfer Station at Salamander Bay was opened to residents and businesses as per advertised times.
<b>3.2.1.1.09</b> Provide an education program for schools and the community on waste minimisation and recycling	●	A comprehensive program on red bin education was conducted including TV, Radio and newspaper advertisements. Green Waste Friendly stickers have been applied to all bins. Recycling bin calendars and Recycle Right guides were letterbox dropped to every residence in Port Stephens. 21 pre-schools were visited and there were 23 schools which participated in the annual schools program in 2013-2014.
<b>3.2.1.1.10</b> Provide garden waste drop-off services at Salamander Bay, Raymond Terrace, Lemon Tree Passage and Karuah	●	This service has continually been run for residents. Due to popularity it will go to fortnightly during the busy period of October to March in 2014-2015.


ACTION STATUS		COMMENTS
<b>4.1.1.2.05</b> Develop a regional service delivery model for Family Day Care Services	●	<p>The service has continued to develop a regional model through the recruitment of Educators operating in five local government areas: Maitland, Great Lakes, Newcastle, Dungog and Port Stephens.</p> <p>The business continues to expand without requiring additional resources. The Unit changed its name from Port Stephens 5 Star Family Day Care to Newcastle /Port Stephens 5 Star Family Day Care and now has 85 registered Educators with an additional seven currently undertaking induction.</p> <p>Daily childcare places filled has grown from 151 to 223; the weekly child attendance records processed has increased from 731 to 1,036; and the number of monthly visits to Educator homes has gone from 48 to 84.</p>
<b>5.2.1.1.04</b> Provide operational cemeteries at Anna Bay, Raymond Terrace, Karuah, Nelson Bay (Carumbah Memorial) and Seaham	●	<p>Council continues to provide operational cemeteries at Anna Bay, Raymond Terrace, Karuah, Nelson Bay (Carumbah Memorial) and Seaham. All cemeteries are on a grounds maintenance schedule. As a result of adverse weather conditions only 70% of the budgeted works were completed.</p>
<b>CIVIL ASSETS 2013-2014</b>		
<b>1.1.1.1.01</b> Undertake site-specific minor roads and safety projects	●	<p>All listed projects have been completed so that reporting and financial records can be submitted.</p> <p>The <i>Speed</i> project had planned to identify two cooperative enforcement locations with the NSW Police. Council collected the data and shares it with Police so that they can target particular locations at the time the speed issues are occurring. The first scheduled location was unable to be supported by the Police due to their resourcing arrangements. The second location was completed as planned.</p>
<b>1.4.1.1.02</b> Complete a Playgrounds Needs Analysis to guide the provision of play grounds	●	<p>The Playgrounds Needs Analysis is being prepared for inclusion in the draft long term infrastructure plan that will be on exhibition in 2015.</p>

ACTION STATUS		COMMENTS
<b>3.1.1.2.01</b> Reduce Council's passenger vehicle fleet emissions		<p>As part of its program to reduce emissions, Council continued the replacement cycle with the inclusion of the Isuzu FVZ1400 SiTEC Series II engines as they produce as little as one sixth of the level of particulate matter (PM) as their Japanese competitors. PM is the smoke, soot and harmful invisible unburned hydrocarbons emitted from a truck's exhaust.</p> <p>Isuzu Clean Air Solutions (I-CAS) technology was applied to the new engines to meet high environmental standards; I-CAS incorporates key technologies to improve emissions and increase efficiency.</p> <p>As the leader in diesel engine production for commercial vehicles, and in keeping with Isuzu's long term commitment to minimising its impact on the environment, the company has voluntarily complied with the stricter Euro V emission standard for new SiTEC Series II engines powering the New Generation Isuzu truck range.</p> <p>Council has therefore increased our Isuzu trucks within our fleet which has reduced our emissions considerably, assisting to reach the Council goals and exceed current benchmark standards.</p> <p>Small plant initiatives that are currently being investigated or introduced by Port Stephens Council include:</p> <ul style="list-style-type: none"> <li>• replacing two-stroke equipment with four-stroke equipment;</li> <li>• replacing petrol powered golf course equipment with electrically powered equipment;</li> <li>• reviewing and revamping existing maintenance programs;</li> <li>• trialing various fuel additives;</li> <li>• investigating alternate green oil suppliers.</li> </ul>
<b>4.2.1.1.01</b> Participate in the State government Regional Transport Forum		<p>In March 2014 the State government released its Hunter Regional Transport Plan which included support for Council's plans to increase the airport's capacity; initiatives for cycle ways; and encouraged Council to plan for a bus interchange at Raymond Terrace. Council had been involved in the consultation process since 2012 and had input to the new Transport Plan.</p>
<b>4.2.1.1.03</b> Convene Transport Meetings with local bus operators		<p>Two meetings occur every year to allow Council staff, operators, and Transport for NSW to participate in aligning customer and supplier needs.</p>
<b>4.2.1.1.04</b> Review existing bus routes and infrastructure in terms of current and future population needs		<p>The bus routes are managed through the contract review between the bus operators and the State government. There were no opportunities to undertake this review during this period, though isolated areas were reviewed but no changes made.</p>
<b>4.2.1.1.05</b> Convene the Traffic Committee		<p>The Traffic Committee meets monthly except January each year and minutes with recommendations are circulated to Councillors.</p>
<b>4.2.1.1.07</b> Build the Fingal Bay Link Road: Stage 1 - Agreement with landholders for acquisition of land by June 2015		<p>Open discussion regarding land acquisition has recommenced with the land owners. Once the land acquisition is nearing resolution Council will recommence the necessary environmental studies and survey works to undertake the design.</p>

ACTION STATUS		COMMENTS
5.1.1.5.03 Manage fleet and depot services	●	During this financial year Council undertook a review of its passenger vehicle fleet arrangements. As a result of this review Council will progressively move the largest group of users to novated lease arrangements, to be completed by June 2015.
<b>CAPITAL WORKS 2013-2014</b>		
5.1.1.2.01 Complete Roads & Maritime Services (R&MS) contract work on the State roads network	●	In the six months Council completed \$290,000 of maintenance work and \$3.3 million of road works on State roads.
5.2.1.1.02 Deliver the Works Program for 2013-2014 in Strategic Asset Management Plan V3	●	Please refer to Attachment 1 of this report.
5.2.1.1.03 Complete the roads asset maintenance program	●	Please refer to Attachment 1 of this report. Road works were advertised to the community weekly in advance through Council's page in the Port Stephens Examiner.
5.2.1.1.06 Complete Stage 1 of replacement of Raymond Terrace Depot - confirm location	●	Options are being evaluated and a report will be provided to Council in late 2014.
<b>PUBLIC DOMAIN &amp; SERVICES 2013-2014</b>		
1.1.1.1.02 Undertake risk inspections on Council assets in accordance with the Strategic Asset Management Plan V3 (Resource Strategy)	●	All risk inspections were carried out in accordance with the schedule.
2.2.1.1.01 Maintain parks, reserves, sporting fields and foreshores managed and controlled by Council	●	Maintenance of parks, reserves, sporting fields and foreshores that are managed and controlled by Council has been carried out in accordance with specifications in draft Open Space Strategy.
2.2.1.1.02 Convene Leisure Centre Advisory Panel	●	The Leisure Centre Advisory Panel was not convened in the reporting period. The Panel will convene in 2014-2015 to review future management options.

ACTION STATUS		COMMENTS
<b>2.2.1.1.04</b> Provide swimming pool facilities at Raymond Terrace, Nelson Bay and Mallabula	●	Facilities have been maintained and operated in accordance with the service contract with YMCA.
<b>2.2.1.1.05</b> Include Sports Star Awards as part of Council's existing Community Awards	●	Sports Star Awards were included as part of the community awards.
<b>2.2.1.1.06</b> Improve Sports Councils' processes for the allocation and collection of user fees and charges	●	A new software package has been purchased and is currently being implemented.
<b>5.2.1.1.08</b> Complete scheduled maintenance programs for drains and roadside vegetation	●	Council officers were able to exceed scheduled maintenance of drains and roadside vegetation.
<b>DEVELOPMENT ASSESSMENT &amp; COMPLIANCE 2013-2014</b>		
<b>1.1.1.1.08</b> Conduct the Building Fire Safety Program	●	Fire Safety Statements Issued - 453
<b>1.1.1.1.09</b> Conduct food and commercial premises surveillance	●	Food Premises Inspection Performed – 191 Other Commercial Premises Inspections - 55
<b>1.1.1.1.10</b> Conduct on-site sewage management surveillance	●	Wastewater inspections performed - 449
<b>1.1.1.1.11</b> Conduct the Swimming Pool Safety programs	●	Swimming Pools Registered – 21 Swimming Pool Certificates Issued - 84







ACTION STATUS		COMMENTS
1.1.1.1.14 Provide Ranger Services	●	Penalty Infringement Notices: <ul style="list-style-type: none"> <li>• Parking – 709</li> <li>• General – 153</li> <li>• Animals registered – 806</li> <li>• Animals impounded – 373</li> <li>• Animals euthanised – 103</li> <li>• Animals sold - 90</li> </ul>
3.3.1.2.01 Manage Development Assessment Process	●	In the six months to 30 June 2014, Council determined 468 development applications with a value of \$124,740,186.
3.3.1.2.02 Conduct Building Certification.	●	Building Assessment: <ul style="list-style-type: none"> <li>• Building inspections completed - 645</li> <li>• Construction certificates received – 267</li> <li>• Plan requests – 60</li> <li>• GIPA requests - 91</li> <li>• Property requests - 156</li> </ul>
3.3.1.2.03 Manage the Development Compliance Process.	●	Development Compliance: <ul style="list-style-type: none"> <li>• New CRMs – 33</li> <li>• Closed CRMs – 60</li> <li>• Outstanding/unresolved CRMs – 183</li> <li>• Compliance Penalty Infringement Notices - 6</li> </ul>
<b>ECONOMIC DEVELOPMENT AND COMMUNICATIONS 2013-2014</b>		
1.6.1.1.03 Convene the Port Stephens Council Residents' Panel and twice yearly forums	●	The Port Stephens Council Residents' Panel held a forum in December 2013 and has been included in all community engagement/consultation programs throughout the year.
4.1.1.1.01 Provide funds, operational and strategic support to Port Stephens Tourism Ltd	●	Total funding provided over the year was \$268,583.00 ex GST. Staff also attended 18 Board meetings.
4.1.1.1.02 Manage the "One Council" events process	●	There were 150 events licensed by Tourism and Events staff in 2013-2014. Total event income gathered in 2013-2014 was \$90,000. The top five events (by size were: <ul style="list-style-type: none"> <li>• NSW Aboriginal Rugby League Knockout – 20,000 attendees over four days of competition.</li> <li>• Tastes at the Bay – 10,000 attendees over two event days.</li> <li>• Blue Water Country Music Festival – 8,000 attendees over three event days.</li> <li>• Port Stephens Triathlon - 1,500 competitors over one event day.</li> <li>• Sail Port Stephens -1,000 competitors over seven days.</li> </ul>

ACTION STATUS	COMMENTS
<p><b>4.1.1.1.03</b></p> <p>Manage the Nelson Bay Visitor Information Centre including information and booking services</p>	 <p>A customer satisfaction survey into the services provided by the Nelson Bay Visitor Information Centre was carried out in April 2014, with 120 participants taking part.</p> <p>Of those participants:</p> <ul style="list-style-type: none"> <li>• 68% were overnight visitors;</li> <li>• 22% day trippers; and</li> <li>• 10% residents of Port Stephens.</li> </ul> <p>Customers were asked to rate a number of service aspects on a scale of 1-5, with 1 representing poor and 5 excellent. A general overview of responses is as follows:</p> <p>Overall satisfaction with visits to the centre:</p> <ul style="list-style-type: none"> <li>• 67% - excellent;</li> <li>• 97% - rated their visit a 3 out of 5 or better.</li> </ul> <p>Overall satisfaction with level of information available:</p> <ul style="list-style-type: none"> <li>• 81% - excellent;</li> <li>• 19% - 4 out of 5.</li> </ul> <p>Overall satisfaction with customer service received:</p> <ul style="list-style-type: none"> <li>• 64% - excellent;</li> <li>• 26% - 4 out of 5;</li> <li>• 10% - 3 out of 5.</li> </ul> <p>Total door count (to 26 June 2014) for 2013-2014: 111,318 visitors.</p> <p>Peak season (December-January): 27,737 visitors.</p> <p>Highest one day door count 1,052 - 28 December 2013.</p>

ACTION STATUS	COMMENTS
<p><b>4.1.1.1.04</b></p> <p>Sponsor major events that deliver economic benefit to the Port Stephens community</p>	<p>There were 12 major events sponsored by Council this financial year.</p> <p>Events and dollar sponsorship level:</p> <ul style="list-style-type: none"> <li>• NSW Aboriginal Rugby League Knockout, Raymond Terrace. Sponsorship of \$25,000, in addition to significant staff time allocation.</li> <li>• Sail Port Stephens, Tomaree Peninsula. Sponsorship of \$15,000.</li> <li>• Tastes at the Bay, Nelson Bay. Sponsorship of \$10,000.</li> <li>• Blue Water Country Music Festival, Tomaree Peninsula. Sponsorship of \$10,000.</li> <li>• NSW Women's State Bowls Pennants, Nelson Bay. Sponsorship of \$10,000</li> <li>• Port Stephens Triathlon, Tomaree Peninsula. Sponsorship of \$8,000.</li> <li>• Men's State Bowls Pennants, Raymond Terrace. Sponsorship of \$7,000.</li> <li>• NSW Country Under 17's Cricket Championships, Raymond Terrace. Sponsorship of \$6,000.</li> <li>• Motorcross National Round, Raymond Terrace/Eagleton. Sponsorship of \$5,000.</li> <li>• New Year Eve Celebrations, Nelson Bay. Sponsorship of \$2,000.</li> <li>• Masters Swimming Championships, Tomaree Peninsula. Sponsorship of \$1,000.</li> <li>• Stand Up Paddle Board / Box Beach Pro, Shoal Bay/Fingal Bay. Sponsorship of \$1,000.</li> </ul> <p>Total sponsorship delivered 2013-2014: \$92,000.</p> <p>Estimated economic benefit for sponsored events (multiplier effect applied):</p> <ul style="list-style-type: none"> <li>• NSW Aboriginal Rugby League Knockout: &gt;\$4million.</li> <li>• Sail Port Stephens: &gt; \$2.5million.</li> <li>• Tastes at the Bay: &gt; \$1.5million.</li> <li>• Blue Water Country Music Festival: &gt; \$1.5 million.</li> <li>• Port Stephens Triathlon: \$700-thousand.</li> <li>• NSW Women's Bowls Pennants: \$650-thousand.</li> <li>• NSW Men's Bowls Pennants: \$400-thousand.</li> <li>• Motorcross: \$280-thousand.</li> <li>• NSW Country Under 17's Cricket Championships: \$180-thousand.</li> <li>• NSW Stand Up Paddle / Box Beach Pro: \$100-thousand.</li> <li>• Masters Swimming: \$100-thousand.</li> <li>• New Year's Eve: No net benefit can be determined due to number of people already in the LGA at the time of the event.</li> </ul> <p>Net estimated benefit of sponsored events to the local economy: \$11.91million.</p> <p>The above figures were calculated using Tourism Australia's latest sports tourist spend per day and a multiplier based on attendance ratios.</p>
<p><b>4.1.1.1.05</b></p> <p>Provide support and advice to facilitate local job creation</p>	<p>Eight businesses completed sessions with the Business Centre Advisor in Raymond Terrace at the Communicate Port Stephens Centre (CPS) and in Nelson Bay. CPS conducted 10 Literacy, Language and Numeracy courses (16 participants).</p>










ACTION STATUS		COMMENTS
4.1.1.2.01 Provide programs for businesses to assist them to access State and Federal grant funding	●	Business workshops, forums and development opportunities were profiled in June Economic Development e-newsletter.
4.1.1.2.02 Provide financial and administrative support to Port Stephens trader associations	●	Economic Development staff provided support and attended Nelson Bay & District Business Association's business networking meeting. A strategy meeting was held with the Medowie and Williamstown Business Association on joining the Lower Port Stephens Chamber. Staff also provided support and attended Karuah Chamber's Board meeting.
4.1.1.2.03 Provide economic development data to individuals and sections within Council to guide decision-making	●	Economic Development staff provided economic data via the Remplan system to: <ul style="list-style-type: none"> <li>General Managers of Hunter Councils with representative from Remplan secured funding to subsidise all 11 LGAs in the Hunter to access Remplan.</li> <li>Newcastle Airport on key developments in and around the Airport precinct for a piece of research currently being completed by the Airport.</li> </ul> Economic Development staff provided impact analysis to Council's Planners on mixed used commercial property development in Shoal Bay.
4.1.1.2.04 Deliver bi-monthly networking and informational events for businesses	●	Council conducted two digital workshops in Raymond Terrace – 21 businesses attended. A Google Plus business workshop was held in Nelson Bay on 13 June 2014 – 16 businesses attended.
4.1.1.2.06 Manage Council's Communicate Port Stephens as a primary information and advisory service to local businesses	●	Communicate Port Stephens provided the following services to local businesses: <ul style="list-style-type: none"> <li>Internet - 51 hours.</li> <li>Office services - 464.</li> <li>Visitor enquiries - 71 people.</li> <li>Seniors training - 73 people.</li> <li>Public/job seekers training – 8 people.</li> </ul>
4.3.1.1.02 Identify skills gaps and deliver training programs for targeted groups	●	Skills gaps identified with local businesses included digital systems. 21 businesses attended two digital workshops held in Raymond Terrace.
4.3.1.1.03 Survey existing businesses to identify barriers to growth	●	The survey was completed and data analysis has commenced.
4.3.1.1.04 Provide the opportunity for work experience and vocational training programs	●	Communicate Port Stephens had one student work placement along with six adult work-for-the dole placements.

ACTION STATUS	COMMENTS
<b>5.4.1.1.01</b> Manage internal and external communications	 Council's communications staff issued 29 media releases from January to June 2014 and delivered a rolling program of internal and external publications. Media summaries were disseminated weekly to Councillors and management and communications plans were developed for key issues.
<b>5.4.1.1.02</b> Manage Council's digital and social media channels	 Twitter Accounts – Follower numbers at June 30: <ul style="list-style-type: none"> <li>• Main Council (@pscouncil): 1,533</li> <li>• Business Port Stephens (@bizportstephens): 1,272</li> <li>• Shoal Bay Holiday Park (@SHoalBayHoliday): 257</li> <li>• Fingal Bay Holiday Park (@FingalBay): 230</li> <li>• Soldiers Point Holiday Park (@SoldiersPoint): 228</li> <li>• Halifax Holiday Park (@HalifaxHoliday): 206</li> <li>• Mayor Bruce Mackenzie (@PortMayor): 77</li> </ul> Ancillary Social Media Accounts – Port Stephens Council: <ul style="list-style-type: none"> <li>• YouTube: 32,543 views</li> <li>• LinkedIn: 501 followers</li> <li>• Instagram: 56 followers</li> </ul> Facebook Likes: <ul style="list-style-type: none"> <li>• Shoal Bay Holiday Park: 12,790</li> <li>• Fingal Bay Holiday Park: 5,081</li> <li>• Halifax Holiday Park: 4,044</li> <li>• Soldiers Point Holiday Park: 3,981</li> <li>• Your Port Stephens: 1,647</li> <li>• 5 Star Family Day Care: 262</li> </ul>
<b>5.4.1.1.03</b> Manage Council's relationship with the media	 Communications staff held weekly meetings with the Port Stephens Examiner and facilitated media as required for specific issues.
<b>5.4.1.1.04</b> Manage Council's advertising function	 Legislative advertising for the <i>Port Stephens Examiner</i> was completed weekly and advertising was prepared for other newspapers and radio as required.
<b>5.4.1.1.05</b> Through Council's Community Engagement Panel oversee community consultation across Council	 Four Community Engagement Panel meetings were convened. A new Community Development & Engagement unit was established via the restructure of the Communications Section (formerly Economic Development and Communications) and the Development Services Group.
<b>5.5.1.1.01</b> Manage Council's customer services and monitor performance across Council	 At the beginning of the period there were 2,408 customer requests and Council received a further 2,070 requests to 30 June 2014. Council staff resolved (closed) 2,081 requests and 2397 will be carried forward.

ACTION STATUS		COMMENTS
5.5.1.1.02 Manage Council's civic events	●	Australia Day celebrations and citizenship ceremonies were held in January 2014 in Raymond Terrace and Nelson Bay. Community Awards were announced on Australia Day. Other citizenship ceremonies were held as required, delivered via the office of the Mayor and General Manager.
5.5.1.1.03 Review & update Council's corporate style guide	●	This project was deferred due to the need to complete the Website Project and work on Australia Day. The review will now take place later in 2014 in combination with a review of branding for the region.
5.5.1.1.05 Improve the community's awareness of the role of local government	●	Local Government Week was celebrated in July 2013. Extensive plans have been put in place for Local Government Week to be held in July 2014, including conversations with staff and Councillors.
5.5.1.1.06 Promote Councillors' role in the community	●	Through Local Government Week activities and other events and celebrations, and the participation of Councillors on a wide range of local and regional committees, their role in the community is becoming more visible.
5.5.1.1.07 Review and update Council's website	●	A content review has been undertaken to prepare for implementation of a new website (subject to Council approval of business case later in 2014).
<b>COMMUNITY PLANNING &amp; ENVIRONMENTAL SERVICES 2013-2014</b>		
1.1.1.1.03 Provide community crime prevention programs	●	Funding for Crime Prevention Plan 2014-2018 was successful with \$18,800 allocated to complete actions in current Plan. A funding application for additional CCTV cameras in Raymond Terrace CBD has been submitted and Council is currently awaiting advice of the outcome.
1.1.1.1.04 Act as the local consent authority and provide advice and information regarding liquor licence applications	●	Liquor License application submissions process now relocated to Development Application Planning Section for completion.
1.1.1.1.05 Coordinate Council's operations with NSW Police	●	Council staff attended Police Community Safety precinct meetings; Police were consulted and supported Council's application for funding for additional CCTV coverage in Raymond Terrace. Police and Council share information on an ongoing basis for Council's Community Safety & Crime Prevention FACEBOOK page.

ACTION STATUS		COMMENTS
<b>1.2.1.1.01</b> Undertake research and develop a strategy for present and future needs of the ageing population	●	The final draft of the Ageing Strategy has been completed and will be submitted to Council later in 2014.
<b>1.2.1.1.02</b> Promote Council's online Seniors' program and Seniors Week	●	The focus of Seniors' Week was directed to awareness by staff of seniors in our community, including a banner on the intranet. Banners were also placed in the Administration Building public areas.
<b>1.3.1.1.01</b> Provide support, education and awareness of disabilities to the community and Council staff	●	Port Stephens Council's Disability Access Plan 2014-2018 was exhibited and endorsed by Council.
<b>1.5.1.1.01</b> Convene and support Port Stephens Youth Interagency and the Port Stephens Independent Youth Network.	●	Port Stephens Youth Interagency met in February 2014. The focus was on Youth Week 2014. Council is hosting a Port Stephens webpage located on the greater State-wide event website. This has ensured that all local activities are recorded and information is accessible to the wider community.  Council is also working with the Youth Interagency and community partners to develop stronger links with members of the Port Stephens Youth Advisory Panel.
<b>1.5.1.1.02</b> Complete a Skate Parks Needs Analysis to guide the provision of skate parks	●	A Skate Park Needs Analysis has been included as a chapter of the proposed Infrastructure Plan which is planned to be on exhibition in January 2015.
<b>1.5.1.1.03</b> Pilot a Youth Advisory Panel	●	A pilot Youth Advisory Panel was established in 2013 with 22 young people who had input into the Youth Strategy for the area and shared their opinions on Council matters such as the Boomerang Park design and Australia Day events. The pilot was very successful and from July 2014 Council will commence recruitment of young people aged 12 to 24 years to join the Panel.
<b>1.5.1.1.04</b> Undertake research and develop a strategy for present and future needs of the youth population	●	The research component of the Youth Strategy is nearing finalisation. A research consultant worked with members of the Youth Advisory Panel to code and classify all the research data collected over a period of three months.  In mid-March the project internal working party met to discuss and further develop an action plan so that it accurately reflects the strategic goals and available resources of Council.

ACTION STATUS	COMMENTS
<b>1.5.1.1.05</b> Coordinate and promote Youth Week Program	 <p>The Youth Week program in Port Stephens was widely promoted by Council as part of our role in supporting the local youth sector.</p> <p>Council participated in Youth Interagency Day at Raymond Terrace Skate Park; and promoted the work of Youth Advisory Panel at local high schools. Panel members at each school talked about the work they had undertaken in the development of the Draft Youth Strategy and acknowledged that this year's Youth Week theme was My Voice My Impact! Council also took the opportunity to acknowledge Panel members in front of their peers by presenting them with Certificates. Two Youth Panel members also got to do an interview in the local magazine 'What's on in our Backyard'.</p> <p>Using funds received from the State government specifically for Youth Week, small funding grants were given to local groups to deliver Youth Week activities.</p>
<b>1.6.1.1.01</b> Map and share with Council and the community demographic information about the Port Stephens local government area	 <p>Demographic information is provided on Council's website at: <a href="http://www.portstephens.nsw.gov.au/community-portstephens/our-residents-portstephens/1132781-port-stephens-community-profile">http://www.portstephens.nsw.gov.au/community-portstephens/our-residents-portstephens/1132781-port-stephens-community-profile</a></p> <p>These data are regularly updated on advice from the Department of Planning and Infrastructure and used by Council in the development of policies, strategies and to inform consultation with the community.</p>
<b>1.6.1.1.11</b> Convene and support the Port Stephens Interagency Network	 <p>The Community Interagency met three times, with training provided for both the Community Interagency and Youth Interagency on Results Based Accountability and for the whole of the community on Club Grants.</p>
<b>2.1.1.1.01</b> Coordinate Council's Cultural Projects Fund	 <p>14 acquittals for projects funded in previous 12 months were received and 15 new projects were funded for Round 2 in February 2014.</p>
<b>2.1.1.1.02</b> Coordinate Council's Aboriginal Projects Fund	 <p>The Aboriginal Projects Fund was launched on 5 May 2014 with the funding round open until 6 June 2014. Eleven applications were received.</p>
<b>2.1.1.1.03</b> Promote NAIDOC Week events	 <p>Evaluation of NAIDOC Week 2013 activities that Council facilitated was positive, including the staff cultural awareness training.</p>
<b>2.1.1.1.04</b> Undertake a feasibility study for holding a multicultural celebration in Port Stephens	 <p>A draft final report has been prepared by Hunter TAFE although there is still some work to finalise report, including more research data to be built into report.</p>

ACTION STATUS		COMMENTS
<b>2.1.1.1.08</b> Research and develop a Cultural Plan to guide Council's role in cultural development	●	A final draft has been completed. The draft is scheduled to be reported to Council in August 2014.
<b>2.1.1.1.09</b> Maintain and resource Council's cultural framework	●	A Cultural Plan is being developed in consultation with the community.
<b>3.1.1.1.01</b> Complete erosion works on Tanilba Bay Foreshore	●	Project successfully completed.
<b>3.1.1.1.02</b> Conduct noxious and environmental weed control on Council-owned and controlled reserves	●	This year Council staff used more than 30,000 litres of chemical to spray individual invasive species infestations containing 13 different invasive species.
<b>3.1.1.1.03</b> Regulate noxious weed control on private land in accordance with the State funding agreement	●	Council staff inspected more than 550 invasive species infestations containing 11 different invasive species and implemented appropriate management actions.
<b>3.1.1.1.04</b> Manage habitat regeneration across the LGA	●	Council's specialist contractors have managed to rehabilitate 435 hectares on beach/estuary/foreshore areas, 45 hectares of wetlands, 73 hectares of creeks/rivers and 410 hectares of bushland areas.
<b>3.1.1.1.05</b> Provide environmental education programs to the community	●	<p>Almost 250 people attended Council's Coastal Habitat Awareness program, Marine Discovery Series and Schools Awareness Program events and provided very positive feedback to Council.</p> <p>Council's popular Sustainable Living program commenced for 2014 with a talk on 'Building Resilience', by eminent sustainability commentator Dr Nicole Foss, who is in the region as part of a national tour. The talk was held on Monday 30 June at the Tomaree Library and Community Centre. Other workshops being delivered in the coming months include Backyard Beekeeping, Garden Sustainability, Fermented Flavours, Land for Wildlife and Energy Saving 101. All workshops are free for the community and are delivered by passionate and experienced presenters, and many workshops have a hands-on component.</p>
<b>3.1.1.1.06</b> Provide environmental education programs to local schools	●	Council continued to deliver its Environmental Education program for the 25 schools in the LGA, with the aim of stimulating school participation in environmental education, increasing awareness of environmental issues, strengthening partnerships between schools and Council, and recognising the achievements of schools in the environmental field.

ACTION STATUS		COMMENTS
<b>3.1.1.1.07</b> Provide an environmental awards program for schools	●	Council's environmental awards program occurs every two years. Last year's program culminated in a very successful awards night in November 2013. The next program will commence in 2015.
<b>3.1.1.1.08</b> Provide a Tree Preservation Order service	●	For the last six months, there were 43 Tree Preservation Order (TPO) applications received and all have been determined. There were no breaches of the TPO under investigation.
<b>3.1.1.2.02</b> Reduce energy and water consumption in Council facilities	●	To the end May 2014, Total Avoided Cost in 2013-2014 was \$465,890 and Total Avoided Costs 2007-2008 to 2013-2014 was \$1,566,350 with consumption reduced by 27%.
<b>3.1.1.2.03</b> Develop an energy, water and waste management plan for Council's operations	●	Discussions are occurring in Council's Power Rangers committee to improve the management of Council's energy, water and waste. Two additional resources are being recruited specifically to progress this - one to improve data management and one to scope Council projects where savings can be achieved.
<b>3.3.1.1.01</b> Prepare a draft land use strategy for Raymond Terrace.	●	The land use and community consultation components of the Strategy have been completed. The Facilities and Services Group are finalising a design for the upgrade of William Street. An economic analysis is now being undertaken to inform the final preparation of the Strategy taking into account future economic potential. The economic work will mean the draft Strategy being presented to Council by the end of 2014.
<b>3.3.1.1.02</b> Prepare and review Statutory Plans in accordance with NSW Planning legislation, including Rezoning Applications and Development Control Plans.	●	Port Stephens Local Environmental Plan 2013 has been prepared and is operational. The Comprehensive Development Control Plan is currently under review.
<b>3.3.1.1.03</b> Administer the Council's Section 94 Planning Contribution Scheme.	●	A review of the management and governance of Council's Section 94 Planning Contribution Scheme was undertaken and a decision taken to continue the Section 94 Analysis Team to oversee the Scheme for another 12 months. The Team is chaired by the Group Manager Development Services.
<b>3.3.1.1.04</b> Process Planning 149 Certificates.	●	In this period Council processed over 1,500 Certificates.

ACTION STATUS		COMMENTS
<b>3.3.1.1.05</b> Prepare a draft Williamstown Land Use Strategy to guide economic development and employment.	●	A Williamstown Advisory panel was established by Council in December 2013 to help develop a land use and economic strategy for the Williamstown aerospace precinct. Council has been successful in receiving \$87,000 from the Department of Planning and Infrastructure towards the development of the Strategy. The Strategy will help to provide a comprehensive framework for the development of land adjoining the airport and RAAF base in a coordinated way to compliment the precinct and provide economic and employment opportunities.
<b>3.3.1.1.06</b> Maintain and develop land data mapping.	●	Cadastre continues to be maintained at the required level to support strategic planning requirements. Please refer to Attachment 3 for development projects for Council's spatial services.
<b>3.3.1.1.07</b> Provide statutory, social and ecological advice on Rezoning Applications and Development Applications.	●	Port Stephens Local Environmental Plan 2013 has been prepared and is operational. The Comprehensive Development Control Plan is currently under review.
<b>3.3.1.1.08</b> Provide statutory planning support and coordination of the Kings Hill development.	●	The draft Development Control Plan and S94 Plan have been exhibited. A meeting was held with land owners and facilitation is ongoing.
<b>3.3.1.1.09</b> Convene a housing forum with all stakeholders.	●	Due to the restructure of Development Services this project has been deferred and will be considered in the next phase of Integrated Planning in 2015.
<b>4.2.1.1.06</b> Audit public transport provisions in proposed Development Applications and Re-zonings	●	Draft Social Impact Assessment Guidelines have been developed that include provision for addressing public transport options when preparing and assessing development applications.
<b>4.3.1.1.01</b> Conduct a feasibility study for establishing a Community Education space in Raymond Terrace	●	The final report from Gleeson Consulting Services has been presented to Council and will be considered at its July meeting.



## ATTACHMENT 1 – CAPITAL WORKS PROJECTS

### 1.1 Completed Projects

The table below provides details of projects completed in the financial year 2013-2014. Note: project costs are accurate as at 30 June 2014 however some invoices may not yet have been received for some projects.

Asset Category	Project Description	Project Costs
Child Care Assets	Raymond Terrace Before and After School Care – replace artificial play surface.	\$14,491
Child Care Assets	Medowie Before and After School Care – replace floor coverings.	\$7,646
Child Care Assets	Raymond Terrace Activity Van – remove asbestos and remediate.	\$22,289
Community Halls Assets	Williamstown Hall – external painting rehabilitation to superstructure.	\$4,741
Community Halls Assets	Lemon Tree Passage Old School – connection to sewer.	\$22,554
Community Halls Assets	Nelson Bay Citizens Centre – replace floor coverings.	\$10,436
Community Halls Assets	Seaham Hall – floor rehabilitation sand and reseal.	\$6,600
Drainage	Port Stephens Drive – upgrade the existing culvert under Port Stephens Drive and associated drainage works (in front of the new detention basin).	\$309,560
Library Assets	Tomaree Library & Community Centre – external painting rehabilitation to superstructure.	\$71,392
Parks and Reserves Assets	Tanilba Bay Foreshore Reserve – foreshore rehabilitation.	\$461,159
Parks and Reserves Assets	Riverside Park, Raymond Terrace – seawall remediation.	\$12,146
Playgrounds Assets	Little Beach – playground replacement.	\$72,615
Public Amenities Assets	Salt Ash – new pump out system.	\$25,687
Public Amenities Assets	Stuart Park – new pump out systems.	\$34,555
Road Pavement	Pavement Rehabilitation – RR 90 Bucketts Way 3.189-4.05km from SH10.	\$384,593
Road Pavement	Pavement Rehabilitation – Italia Road, Segment 20 – Balickera, from 550 to Boral.	\$805,793
Road Pavement	Pavement Rehabilitation – Bagnall Avenue Intersection with Waratah Avenue.	\$24,915
Road Pavement	Pavement Rehabilitation – President Wilson Walk-Lloyd George Grove to Pershing Place.	\$88,723

Asset Category	Project Description	Project Costs
Road Pavement	Pavement Rehabilitation – Old Punt Road - Segment 100 – Tomago, from roundabout to 36 Old Punt Road.	\$77,236
Road Pavement	Pavement Rehabilitation – Kula Road, Segment 20 to Ryan Road, Medowie.	\$688,053
Road Pavement	Pavement Rehabilitation – Ryan Road, Medowie Segment 40 from 56 to 36 Ryan Road.	\$303,969
Sports Assets	Fingal Bay Oval – replace viewing platform.	\$32,073
Sports Assets	Grahamstown Aquatic Centre – replace roller shutter.	\$1,987
Sports Assets	Tomaree Match field – replace roller shutters.	\$20,090
Surf Club Assets:	Birubi Surf Club – construction.	\$4,446,946
Swimming Pool Assets	Lakeside Leisure Centre – rehabilitate 50 metre reticulation pump.	\$8,806
Swimming Pool Assets	Lakeside Leisure Centre – replace chlorine pump.	\$3,325
Swimming Pool Assets	Lakeside Leisure Centre – rehabilitate balance tank.	\$32,720
Swimming Pool Assets	Tomaree Aquatic Centre – replace main switchboard.	\$60,628
Waterways Assets	Henderson Park – wharf remediation.	\$18,857
Administration Building	Air Conditioning Plant – replacement.	\$570,586
Road Pavement	Pavement Rehabilitation – Ryan Road, Medowie, Segment 50, from Lewis Road 00 to 56 Ryan Road.	\$303,969
Road Pavement	Pavement Rehabilitation – McIntyre Road, Tomago.	\$121,502
Sport	Salamander Hockey Field – new surface.	\$19,615
Parks and Reserves	Tanilba Bay Foreshore – rehabilitation.	\$461,149
Parks and Reserves	Lemon Tree Passage – boardwalk replacement.	\$79,204
Playgrounds	Alma Street, Raymond Terrace – replace playground.	\$38,312
Retaining Walls	Sunset Beach – seawall remediation.	\$14,677
Sport	Brandon Park – wicket improvements.	\$6,500
sport	Salt Ash Horse Yard – improvements.	\$5,745
Parks and Reserves	Henderson Park – rehabilitation.	\$11,032
Parks and Reserves	Apex Park – improvements.	\$183,757
Drainage	Medowie Road to Campvale Road – open drain.	\$64,913
Commercial Assets - Holiday Parks	Fingal Bay Holiday Park – garden villas 9 -14.	\$966,594

Asset Category	Project Description	Project Costs
Road Pavement	Brandy Hill Drive – SEG 90, rehabilitation.	\$43,007
Road Pavement	Masonite Road Roundabout – rehabilitation.	\$121,359
Road Pavement	Ferodale Road widening – rehabilitation.	\$344,036
Road Pavement	Tanilba Ave - Admiralty Ave to Peace Parade – reconstruction.	\$93,331
Waterways	Shoal Bay Foreshore Wharf – construction.	\$823,644
Parks and Reserves	Shoal Bay Foreshore Car Park – construction.	\$68,411
Commercial Assets - Holiday Parks	Shoal Bay Holiday Park – power meter installation.	\$9,724
Commercial Assets - Holiday Parks	Halifax Holiday Park – power meter installation.	\$10,420

In addition, Council spent \$2,080,563 on replacement of its fleet assets.

## 1.2 Projects Commenced in Financial Year 2013-2014 – Not Completed

The table below provides details of works commenced in 2013-2014 but not due for completion.

Asset Category	Project Description	Cost Estimate
Drainage	Future designs, planning and easements – Tomaree, Tilligerry and Raymond Terrace.	\$50,000
Drainage	Leonard Street, Horace Street, Shoal Bay – major drainage amplification, infiltration system and pipe upgrading – Stage 2.	\$70,000
Drainage	Rehabilitation of kerb inlet pits – various locations across the LGA.	\$50,000
Playgrounds Assets	Boomerang Park – playground replacement.	\$87,500
Road Pavement	Future designs, planning and easements – Tomaree, Tilligerry and Raymond Terrace.	\$100,000
Road Pavement	Pavement Rehabilitation – Blanch Street Segment 60 Boat Harbour: from 12 Blanch Street to Noamunga Street and 85m of Kingsley Drive.	\$124,000
Holiday Park Assets	Halifax Holiday Park – establish BBQ undercover area.	\$75,000
Holiday Park Assets	Halifax Holiday Park – replace damaged concrete slabs.	\$40,000
Holiday Park Assets	Halifax Holiday Park – convert holiday van sites to tourist van sites.	\$15,000

Asset Category	Project Description	Cost Estimate
Holiday Park Assets	Fingal Bay Holiday Park – replace Amenities Block.	\$399,435
Holiday Park Assets	Fingal Bay Holiday Park – replace BBQs convert to gas and new structures.	\$132,000
Holiday Park Assets:	Fingal Bay Holiday Park – replace damaged concrete slabs.	\$70,000
Land (Development) Assets	Development costs – 155 Salamander Way, Salamander Bay.	\$369,500
Minor Assets	Design and construction of car parking – Marine Drive, Fingal Bay.	\$195,000
Library Assets – Collection	Replacement of resources.	\$250,000
Road Pavement	Pavement Rehabilitation – Tomaree Road, Shoal Bay, Segment 20, from 6 Tomaree Road to Messines Street.	\$380,000
Public Amenities	Williamstown Amenities – replace septic tank.	\$25,000
Playgrounds	Nelson Bay Foreshore – playground shade improvements.	\$30,000
Drainage	Seabreeze Estate – drainage.	\$17,245
Commercial Assets - Holiday Parks	Fingal Bay Holiday Park – recreation room upgrade.	\$292,905
Commercial Assets - Holiday Parks	Fingal Bay Holiday Park – replace playground.	\$15,387
Commercial Assets - Holiday Parks	Halifax Holiday Park – office refurbishment.	\$24,773
Commercial Assets - Holiday Parks	Halifax Holiday Park – two bedroom cabin.	\$150,279
Road Pavement	Nelson Bay Road – missing link, shared path.	\$82,737
Road Pavement	Grahamstown Road – black spot rehabilitation.	\$17,256
Road Pavement	Tanilba Ave - Admiralty Ave to Peace Parade – reconstruction.	\$91,000
Bus Shelters	Bus Stops – various.	\$53,999
Drainage	Williamstown Drainage Study.	\$140,000
Commercial Assets - Commercial Property	Lift upgrade at 437 Hunter Street.	\$197,522

## ATTACHMENT 2 – INFORMATION COMMUNICATION TECHNOLOGY IMPROVEMENT PROJECTS

The table below represents the projects' progress in the period January – June 2014.

**Legend:**

Completed
Nearly there
Needs help

Description	Status
<b>Domain migration</b>	
Migration of servers	
Rebuild of servers	
Decommission	
Close out	
Renewal	
Licences	
<b>Connectivity</b>	
<i>Hardware</i>	
Internet - Admin Building	
Internet - external	
New core switch	
Communicate	
Cable management	
Public Wi-Fi - Admin Building	
Public Wi-Fi - external	
Cabling - Admin Building	
Cabling - Visitor Information Centre	
Cabling – Raymond Terrace Depot	
Cabling – Nelson Bay Depot	
Removal of old cabling at children's centre	
<i>Software</i>	
VPN	
Phones (Lync)	
Sandpit environment	
<b>Security</b>	
Identification and access management	
Firewall - Palo Alto	
DMZ	
Passwords process	
Secure file transfer protocol	
<b>Hardware</b>	
Complete role out	
lease arrangements	
Develop replacement program/Asset management	
Printers	
PABX and handsets	

Description	Status
<b>Storage</b>	
Develop SAN program (replacement, growth, data capture, backup)	
<b>Disaster Recovery</b>	
Map support process	
Civica back up	
Internet connection	
<b>Upgrades</b>	
Authority	
TRIM	
GIS	
Office/Outlook/Exchange	
Control Point	
Fleetmex	
AutoCAD	
Reflect	
SQL - Informix	
SQL - server upgrade	
SQL - rebuilding Authority	
Server operating system	
Client upgrade	
<b>SharePoint - migration</b>	
Data base migration	
SharePoint upgrade	
Links to documents and website	
Security	
Windows server replacement - end of life	
Upgrade path	
Lync integration	
VPN integration	
<b>External service review</b>	
Visitor Information Centre	
Holiday Parks	

### ATTACHMENT 3 – SPATIAL SERVICES IMPROVEMENT PROJECTS

The table below represents the projects' progress in the period January – June 2014.

**Legend:**

Completed
Nearly there
Needs help

Description	Status
<b>Systems upgrade</b>	
Desk top upgrade (v7.1)	Completed
Server upgrade (v8)	
Desk top upgrade (v8)	
<b>Investigate new technology, i.e. Google Earth/Maps and web services</b>	
<b>Data Sets</b>	
Aerial photography	Completed
Create new data sets	
Review and update current data sets	
Migrate to State Cadastre	
Land Information data validation	
Create parcel records for road reserves	
<b>Spatial Projects</b>	
Planning Strategies	
Bushfire Prone Land Mapping	
E-Planning	
Exempt and Complying Mapping	
Weeds Mapping	
Development Control Mapping	
Koala Mapping	
Attribute Validation	
Open Drain Mapping	
S94 Mapping	
<b>Facilities &amp; Services Spatial Projects</b>	
TabSIS – Footpath Inspections Application	
Asset capturing Software	
GIS Integration with Asset Management System	
IFM Enquiry – Assets View	
Integration with cemetery Register	
Flood Data Audit and Create New Layers	
10 year Forward Works Layer & Maps	
Infrastructure Strategy layers & Maps – Open Space Strategy, Footpath Strategy	
WAE Software	

